

Pnb E -tender
PUNJAB NATIONAL BANK

TENDER DOCUMENT
(Technical Bid)

FOR

Housekeeping, & maintenance services at Punjab National Bank, Staff Training College,
19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

Client:

Punjab National Bank

Staff Training College

19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

1.	Tender Reference	PNB/STCK/HOUSEKEEPING/2/2021
2.	Tender Release	17.07.2021 from 17:00 hrs to 18.07.2021,18:00 hrs
3.	Date of commencement of Tender download	18.07.2021 from 18:01 hrs till 02.08.2021,17:00hrs
4.	Last date and time of acceptance of queries	22.07.2021 from 18:01 hrs till 23.07.2021, 17:00 hrs
	Date & time for pre-bid meeting	26.07.2021 at 12:00 hrs
4.	Bid preparation and Hash Submission	18.07.2021 from 18:01 hrs till 02.08.2021,17:00hrs
5.	Close for Technical and Commercial Bid	02.08.2021 from 17:01 hrs to 18:00 hrs
6.	Last Date for Bid Submission and re-encryption	From 02.08.2021, 18:01 hrs till 06.08.2021, 11:00 hrs
7.	EMD & Technical Bid opening	06.08.2021 from 11:01 hrs to 14:00 hrs
8.	Evaluation of technical bid	From 06.08.2021 , 14:01 hrs till 07.08.2021 12:00 hrs
9.	Commercial bid opening	From 07.08.2021 , 12:01 hrs to 07.08.2021 , 14:00 hrs
10.	Evaluation of commercial bid	From 07.08.2021 , 14:01 hrs to 09.08.2021 12.00 hrs
11.	Uploading MOM	09.08.2021 from 12:01 hrs to 09.08.2021 , 14:00 hrs
12.	Tender award	From 09.08.2021 , 14:01 hrs to 09.08.2021 , 18:00 hrs
13.	Cost of Tender Document	₹ 1000/-(including GST)(Non-refundable) in the form of Demand Draft in favour of Punjab National Bank payable at Kolkata.7
14.	Earnest Money Deposit Amount	₹ 50,000.00/- (INR Fifty Thousand Only) in the form of Demand Draft in favour of Punjab National Bank payable at Kolkata. EMD should be submitted along with Technical Bid.
15.	Initial Security Deposit	2% of accepted value of tender including Earnest Money Deposit.
16.	Estimated Cost of Project	₹ 15.00 Lacs (INR Fifteen Lacs only) exclusive of GST. GST will be paid extra as applicable.
17.	Place of opening of Bids	STC Kolkata 2
18.	Contact Details	Vivek Burnwal (Chief Manager, Mob: 9051511717), Govind Narayan (Principal/ Chief Manager Mob: 9910700154)

1. BID DETAILS

Bank shall follow the e-procurement process. Complete details of requirements for participation in e-procurement process are available on the Website of Punjab National Bank <https://etender.pnbnet.in>. **It is mandatory for the bidder to get itself registered on bank's Website for submission of online bids.**

Note: - Technical bids will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be published on Bank's website (www.pnbindia.in&<https://etender.pnbnet.in>). Further, please note that commercial bid opening date and time will be intimated to the technically qualified bidders at a later date.

The bidders may satisfy themselves about the requirement by visiting Principal, Punjab National Bank, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027 on any working day between 10.00 A.M. & 5.00 P.M. before submitting their bid.

Principal, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata-700027 reserves the right to accept or reject any tender in part/full or to split order without assigning any reason or to annul the tender process at any stage or split the order without assigning any reasons thereof.

Principal, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027 **invites e- tenders under two bid systems (Technical Bid and Price Bid)** from registered Contractors to provide housekeeping & maintenance services of PNB Principal, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

1. ELIGIBILITY PRE-QUALIFICATION:

E-Tenders are invited from reputed Contractors engaged in Housekeeping & Maintenance services for our Staff Training College, who fulfill the following eligibility criteria as given/available on our website www.pnbindia.in:

Contractor/ Contracting firm should have been in the business of **Housekeeping and Maintenance Services** in hotels/ guest houses / reputed national level training institutions/ PSUs/ Central or State Govt. institutions for at least **3 years** with an annual turnover in Housekeeping and Maintenance Services business **alone** of at least **Rs.20 lakh (Rs. Twenty lac only)** each year during the last three years (Please enclose documentary proof. The experience certificates should be dated on or after the date of this tender notice.)

- a. In support of the above, contracting firm should furnish the following documents :
 - (i) Profile giving complete details about the firm, including period for which it is in the business, duly signed by an authorized person(s).
 - (ii) Annual accounts of the firm for **last 3 years** duly certified/ audited by a CA.
 - (iii) A certificate from the CA that annual turnover in Housekeeping and Maintenance Services business alone is of at least Rs. 20 lac (Rs. Twenty Lac only) each year during the last 3 years.
 - (iv) **Original Certificates from the clients regarding the quality and duration of services rendered during the last 3 years shall also be furnished. The date of the certificates should be on or after the date of this tender notice.**
- b. The Bidder must have valid PAN/GST & attach copy of PAN & GST Registration certificate.
- c. The Bidder may visit the College to take an idea of the job to be undertaken.
- d. **Solvency Certificate** of value **Rs.10 Lac (Rupees Ten Lac) only** from any Nationalized/ Scheduled Commercial Bank should be submitted. The date of issuance of Solvency Certificate should be on or after the date of this tender notice.
- e. Copy of IT returns for the financial year 2017-18,2018-19& 2019-20
- f. An Earnest Money Deposit (**EMD**) of **Rs.50,000/-** (Rupees Fifty Thousand Only) in the form of Demand Draft/ Banker's Cheque from any nationalized bank in favor of the "**Principal, Staff Training College, Kolkata -2**" payable at Kolkata. The EMD will not carry any interest. The EMD of the unsuccessful contracting firms would, however, be refunded only after finalization of the tender process.
- g. Also, a **non refundable crossed demand draft of Rs.1000/-** (or copy of receipt in lieu thereof) drawn in favour of The Principal PNB, STC, payable at Kolkata **towards cost of tender documents.**
- h. An undertaking that the contractor has not been blacklisted by any Government Organization, Semi-Government Organization /PSUs/ Autonomous Bodies/ reputed firms as on the date of submission of the bid.

- i. The track record of the contracting firm/ contractor should be clean and should not have any involvement in illegal activities or financial misappropriation/ frauds etc. Tenders must be accompanied by declaration to this effect on the letter head of the contracting firm and duly signed by authorized person(s) (As per Annexure-I).
- j. Contracting firm/ Contractor should have at least one Supervisor/Receptionist staff to be dedicated to the PNB STC, Kolkata-2 who should be well experienced/ qualified in similar nature of work.
- k. The Supervisor/ Receptionist must be matriculate OR having three years of experience in similar responsibilities to the satisfaction of the Principal, STC. The Principal, PNB STC may ask for and verify the qualification/ experience certificate produced in this regard.
- l. The authorized person of the contracting firm/ Contractor must put his signature on all the pages of the tender documents invariably in having accepted all the terms and conditions in respect of this tender work.**
- m. The details of establishments (names, addresses, telephone no. etc.) where housekeeping and facilities management services are currently being provided/ have been provided, with value and period of the contract must be submitted.
- n. Any bidder / Contractor who is having criminal record, or having tainted social reputation as per feedback obtained by centre authorities from public, is not allowed to participate in the bidding process. The decision of the Principal of PNB, STC shall be final and binding on that bidder/ contractor.**

It may be noted that tenders not accompanied by any of above documents will be liable for rejection. However, Principal, STC may grant exemption from submission of any particular document if no other bidder is disqualified from bidding solely on the basis of non-submission of that particular document.

The last date for submission of e- tenders is **01.08.2021 up** to 17:00 hrs. The Bank reserves the right to reject any or all tenders without assigning any reasons.

Definition

In the documents unless mentioned or expressed clearly, the terms Bidder or Contractor, Bidder, PNB STC would have meaning as below:

- a. Bidder, Contracting Firm or Contractor:** the Contracting firms / Contractors, participating in and quoting for the tender.
- b. PNB STC** – Punjab National Bank, Staff Training Centre, 19A&B, Raja Santosh Road, Alipore, Kolkata-700027.

2. SCOPE OF WORK

To **provide housekeeping & maintenance** of entire college premises occupied by the Bank at PNB, STC, 19A&B, Raja Santosh Road, Alipore, Kolkata-700027 on such terms & condition and with such scope of work as described hereunder, and to be referred as the Housekeeping Contract. The Housekeeping contract will cover all the covered as well as open area of the PNB STC having

- A. Hostel rooms(11), guest room(ground floor), 1 library, 1 dining room, 9 class rooms, 2 faculty rooms, 2 office rooms, Principal's chamber & 1 server room, etc.
- B. 24 toilets/washrooms/bathrooms, all corridors, staircase & pathways around the building Roof Terraces/ Pavements, Parking Area/garden & other open space.
- C. Any other area, **within the entire campus boundaries**, as may be identified by the PNB STC from time to time.

Besides the foregoing, the contractor is required to provide receptionist / helper from 6 am to 10 pm at the College reception counter.

The intending bidders are advised to visit the site(s) of work before quoting so as to be familiar with the work and site(s) condition.

The Tender Documents containing detailed terms & conditions can be downloaded from the e-portal <https://etender.pnbnet.in> or can be obtained from the Administrative Office at PNB STC, 19 A& B, Raja Santosh Road, Alipore, Kolkata -700027 & should be submitted as per the Tender schedule.

- i. Technical bids of only those bidders shall be opened who submit their tenders in line with requirement of the tender documents acceptable to the bank. The bid/tenders of such bidder who do not submit the EMD in the form/manner as prescribed hereunder shall be summarily rejected without assigning any further reason.
- ii. The Commercial Bid of technically eligible bidder who meets the eligibility criteria stipulated in the tender documents will be opened for consideration by the Evaluation Committee of PNB STC.
- iii. The bids shall be valid and binding on the bidders for a period of not less than 90 days from the date of opening of the Commercial Bid.
- iv. All disputes arising out of or in connection with this document shall be deemed to have arisen in Kolkata and only the courts of Kolkata shall have the jurisdiction to determine the same.
- v. For further information/queries please contact **PNB STC,Kolkata over Ph: 9051511717 E-mail: gnarayan@pnb.co.in**. However, nothing discussed over phone shall have any effect on the terms of the original tender notice, unless confirmed in writing by PNB STC.
- vi. The Bank reserves the right to accept/ reject any or all the offers submitted in response to this tender without assigning any reason whatsoever.
- vii. 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.
- viii. The Tenders are **not transferable** and cannot be sub-contracted.
- ix. The measures for Housekeeping & maintenance services should be pro-active, anticipatory and preventive and should be capable of handling any emergent situation also.
- x. The contractor shall **provide specified manpower (as per the annexure III enclosed)** for housekeeping & maintenance services of the college premises. The contractor shall also ensure to perform the following activities for excellent housekeeping services:-

- a. 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, Preparation of welcome kit and other logistic support etc related to joining of candidates.
- b. The Contractor shall be responsible for specialized maintenance and upkeep of the furniture, fixture, mattresses, pillows with cover, blankets, towels, bedroom linen, electricity fittings, bathroom fittings etc of the residential rooms and bathrooms of the hostel/ guest rooms.

xi) **The contractor shall arrange daily cleaning of the entire complex as specified in annexure IV.** 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.

xii) The contractor shall arrange cleaning of all toilets / sanitary wares with 1st marked grade phenyl and detergents. bathing soap (Dettol/Medimix/pears), liquid hand-wash, Napthalene balls, paper napkins, toilet paper rolls, Big size Odonil, rat kill cakes to be always made available in rooms/ toilet & cup-board by the contractor at his cost, and also to ensure that the supply which gets exhausted, is immediately replenished.

- a. 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.
- b. 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 the satisfaction of college. 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.

xiii) The contractor shall provide, at his cost, odonil in the Almirah, two good quality soaps, one liquid hand wash, toilet paper rolls, hand towels, mosquito liquid repellent in each & every hostel room at all times in adequate quantity.

xiv) The contractor shall arrange refilling of filtered drinking water in flasks etc. which will be provided by the college 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.

xv) 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 college. They must be in good working order at all times.

- xvi) 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 garbage bin without any extra charges.
- xvii) 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, owing to carelessness/fault on their part etc.
- xviii) 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.
- xix) The contractor shall be 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 Vice Principal/ 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.
- xx) 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.

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 Vice Principal/Manager (Admn) for necessary medical attention and other statutory formalities.

xxi) INSTRUCTIONS FOR ONLINE SUBMISSION OF BID

(Bidders are advised to go through the instructions, terms & conditions before submitting offer)

1. All bidders need to enroll themselves on the E-TENDER PORTAL:<https://pnbindia.in> by clicking on the link "Online Bidder Enrollment" which is free of cost.
For further information kindly refer "Bidder Manual Kit" in the portal.
2. As part of the enrollment process bidders will require to choose a unique name and assign a password.
3. Bidders are advised to register their email address & mobile numbers as part of the registration process. These would be used for any communication from E-TENDER PORTAL:<https://pnbindia.in>
4. Upon enrollment, the bidders will be required to register their valid digital signature certificate (Class III certificates with signing key usage) issued by any certifying authority

recognized by CCA, India with their profile.

5. Only enrolled/registered bidders with the above portal would be allowed to participate in the tendering process using valid digital signature certificate (DSC.)
6. The tender form/bid documents may be downloaded from the Procurement Portal:(E-TENDER PORTAL: <https://etender.pnbnet.in>)
7. The bidders are required to submit soft copies of their bids electronically in 2 bid systems per specification, terms & conditions of the PNB STC through E-TENDER PORTAL:<https://pnbindia.in>) within the due date using valid digital signature certificate. Manual/ offline bid shall not be accepted under any circumstances. However, only the original DD/ BC for EMD should reach Principal , PNB Staff Training College, Kolkata, 19 A&B, Raja Santosh Road, Alipore, Kolkata-700027.
8. Any amendment/ corrigendum for this tender document will be hosted in E-TENDER PORTAL: <https://etender.pnbnet.in> only and no separate press notification will be issued. Bidders are advised to visit the website regularly to know such details.
9. The bids so received will be opened on the due date and time. In the event of the date specified for bid opening being declared as a closed holiday for PNB STC, the due date for opening of bids will be the following working day at the appointed time. No separate intimation shall be sent to the bidders in this regard.
10. Interested bidders may obtain further information/ clarification from the office of the:
Principal, PNB Staff Training College, Kolkata, 19 A&B, Raja Santosh Road, Alipore, Kolkata-700027 or by email: gnarayan@pnb.co.in
11. The duly filled up tender documents should be signed by the bidder on each page after affixing rubber stamp of the firm/ company. Any cutting/overwriting therein should also be authenticated by the bidder/ authorized signatory of the bidder against his/ her full signatures.
12. Part-II(Commercial Bid) of the Tender shall contain rates / price for the services. It must be signed by the Bidder / Authorized Signatory of the firm after affixing rubber stamp of the firm/ company without which the tender will be rejected.

Please note:

- (i) Any tender received after the prescribed time will not be accepted/ considered for opening.
- (ii) All concerned may note that only Part-I of the Tender shall be opened at PNB STC for pre-qualification of the Contracting firms. Part-II of the Tender will be opened in respect of only those firms, which satisfy the prescribed prequalification norms.

The last date for submission of e-tender Bid is 01.08.2021 upto 17:00 hrs,

The Bank will NOT return any of the bids (technical and commercial) once it has received the bids from the bidders. Every bidder can apply for only one bid.

Definition

In the documents unless mentioned or expressed clearly, the terms Bidder or Contractor, Bidder, PNB STC would have meaning as below:

- c. **Bidder, Contracting Firm or Contractor:** the Contracting firms / Contractors, participating in and quoting for the tender.
- d. **PNB STC** – Punjab National Bank, Staff Training Centre, 19 A & B, Raja Santosh Road, Alipore, Kolkata-700027.

5. PRODEDURE FOR OPENING OF BIDS & SELECTION/ REJECTION OF BIDDERS:

The technical bids as received will be evaluated by a committee as constituted by the competent authority, Principal, PNB STC, Kolkata-2 based on the prequalification criteria as given. The committee can also adopt any other objective criteria uniformly applicable for evaluation of the technical bids besides inspecting the present contract if any or previous contracts or the facilities of the contractor which may also be taken as evaluation criteria.

PRICE BID/ PRICE SCHEDULE: The quoted offer shall be opened only in respect of the bidders whose technical bids have been found to be technically qualified and acceptable; rest of the bids will be rejected.

The financial bids of the bidders qualifying in Technical/ Pre-qualification bid process shall be opened in the presence of the members of the Tender Evaluation Committee. The L-1 bidder shall be recommended to the Principal, PNB STC, to be called for completion of formalities for allotment of tender.

Once the bidder (L-1 or L-2, as the case may be) has been selected, he shall be called to submit the additional information, if any required, and the PNB STC may verify, at its discretion, the authenticity of any information submitted by the selected bidder. If he fails to provide the requisite information or the information furnished is found to be inaccurate, or the selected bidder fails to fulfill the requirement to execute the requisite agreement within time period given by the Principal, PNB STC Kolkata-2 know, the next bidder (L-2 or L-3), as the case may be selected. However, no offer shall be made to any bidder other than L-1 to L-3 in any case and if none of them completes the formalities, the tender process shall be scrapped and the EMD of all three bidders (L-1 to L-3) shall be forfeited.

6. Signing of tender

- (a) The tender is liable to be rejected; if complete information is not given as on date or document asked for in the schedule of the tender is not duly filed in or furnished.
- (b) Individual signing the tender or other documents concerned with the contract must specify whether he/she signs as:-
 - (i) A sole proprietor of the firm or constituted attorney of such sole proprietor.
 - (ii) A partner of the firm, if it is a partnership, in which case he/she must have authority to refer to arbitration disputes concerning the business of the agreement or a power of attorney.
 - (iii) **Constituted attorney if it is a company.**

EACH PAGE OF THE TENDER SCHEDULES AND ANNEXURE , IF ANY MUST BE SIGNED BY THE BIDDER. The EMD of Rs.30,000/- (Rupees Fifty Thousand Only) in the form of Demand Draft/Banker's Cheque from any Nationalized Bank drawn in favour of **"Principal, PNB Staff Training College, Kolkata – 2 "** payable at Kolkata must accompany the Technical Bid. Also, a

crossed demand draft of Rs.1000/- (or copy of receipt in lieu thereof) drawn in favour of The Principal PNB, STC, payable at Kolkata towards cost of tender documents. The scan copy of the Demand Draft for EMD should be uploaded in the PNB INDIA portal with the tender documents. **The original Demand Draft for EMD should be submitted at the Office of Principal, PNB Staff Training College, Kolkata – 2, Raja Santosh Road, Alipore, Kolkata- 700027 within seven days after opening of technical bid.** The EMD will not carry any interest. The EMD of all bidders, except the lowest bidder would be refunded after award of the work. No EMD EXEMPTION CERTIFICATE will be allowed. The EMD shall be refunded to unsuccessful bidder, after finalization of the tender process by direct credit to the account of the bidder as per the bank details provided by him as per annexure 3. Tenders received without requisite documents and EMD shall be rejected.

- (c) A forwarding letter listing all the documents enclosed with Technical tender, signed by an authorized signatory of the bidder is required. All the pages of all documents should be duly stamped and signed by the tenderer. All alterations made in the tender form must be initialed by the tenderers. Overwriting of figures is not permitted.

7. Signing of Contract

The successful bidder shall be required to enter into a contract with PNB, STC within 15 days of the award of the tender or within such extended period as may be specified by the Principal of the Centre, on such format as may be provided by the PNB. The contractor needs to intimate the centre about acceptance of all the terms and conditions in the work order in writing duly signed by proprietor / partner or authorized signatory.

For any further details/ clarifications, bidder may contact Mrs. Rupkala Singh, Manager (Admn.) at PNB, STC, 19 A & B, Raja Santosh Road, Alipore, Kolkata- 700027 (Telephone No. **033- 24799797**) (Email:prnstck@unitedbank.co.in)

8. The bidder shall submit prior intimation, if any of his/her relative(s) is/are working in PUNJAB NATIONAL BANK as whole.
9. Canvassing in any form is prohibited and the tender submitted by the contractor, who resort to canvassing may be liable for rejection.
10. “Principal, PNB Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027” reserves the right to accept or reject any or all the tenders/offers without assigning any reason.
11. In case of the successful bidder, this EMD may be adjusted as a part of security deposit (SD).
12. Tenders are not transferable under any circumstances
13. Any notice given by one party to the other pursuant to this contract shall be sent in writing to the concerned party at the address mentioned in the contract.

14. The EMD shall be forfeited if
- i. any bidder withdraws his/her offer before finalization of the tender or fails to submit work order acceptance letter & commences work within stipulated date.
 - ii. If the Tenderer withdraws his Tender during the period of Tender validity.
 - iii. If in the case of the successful Tender, the Tenderer fails to:
 - a) Sign the contract or to furnish performance security in accordance with General terms and conditions of contract.
 - b) Comply with all the terms and conditions of the agreement.
 - c) Comply with rules & regulations set forth by Govt. such as PF, ESI, etc.
15. The Tenderer shall within 10 days of receipt of the award letter or letter of intent, give his acceptance in performance security format for conformity in the tender document.
16. Principal, PNB Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027 is not bound to accept the lowest tender.

Note : A person shall be deemed to be relative of another if, and only if, (a) they are members of a Hindu undivided family, or (b) they are husband and wife, or (c) the one is related to the other in the following manner : father, mother (including step mother), son (including step son), Son's wife, Daughter (including step daughter), Father's father, Son's son, Son's wife, Son's daughter, Son's daughter's husband, Daughter's husband, Daughter's son, Daughter's son's wife, Daughter's daughter, husband of Daughter's daughter, Brother (including step brother), Brother's wife, Sister (including step sister), Sisters husband.

The advertisement and detailed tender documents are available on E-TENDER PORTAL: <https://pnbindia.in> .The submission of e-Bids will be only through e- Tender portal <https://pnbindia.in>. Manual/Off line bid shall not be accepted under any circumstances.

Sd/-
Principal,

PNB Staff Training College,
19 A&B, Raja Santosh Road, Kolkata- 700027

Check List for Pre-qualification bid (Part-I) for Housekeeping & Maintenance Services Work Contract:

Following information is to be provided by the Contracting Firm / Contractor:

- a. Name of the Contracting firm/ Contractor.
- b. Constitution/ Memorandum and Article of Association.
- c. Complete business address of the Contracting firm/ Contractor.
- d. Telephone, Mobile & E-mail etc. of the Contracting firm/ Contractor.
- e. Name(s) of the proprietor, partner(s)/ Directors with Copy of ID and address proof. Their complete address, telephone no., Mobile and Email to be provided.
- f. Year of establishment of Contracting firm/ Contractor.
- g. Income Tax PAN / TAN no. and Income Tax Assessment/ Acknowledged Returns for last 3 years of the Contracting firm/ bidder.
- h. GST registration no. and copy of **GST Registration Certificate** and their clearance of last month and for

last 3 years.

- i. Registration details of the contracting firm, along with certified copies of the registration certificates.
- j. Experience details of establishment where **Housekeeping & Maintenance Services** are currently being rendered by contracting firm/ contractor with value, for last 3 years period of Contract. ***(The certificates should be issued on or after the date of issue of this tender notice).***
- k. Copies of accounts of Annual Turnover for last 3 years duly certified/audited by a CA.
- l. A certificate from CA certifying that annual turnover in Housekeeping & maintenance services business alone is of at least Rs. 20 lac (Rs. Twenty lac only) each year during the last three years.
- m. Declaration on the **letter head** of the contracting firm that it has never been involved in any illegal activities. **(As per annexure-I).**
- n. **Crossed demand draft of Rs.50,000/- drawn in favour of “Principal, PNB, STC Kolkata-2”, payable at Kolkata towards earnest money deposit.**
- o. **Solvency certificate** of Rs.10 lac from any nationalized/ scheduled commercial Bank. It's date should be on or after the date of this tender notice.
- p. Certificates **(Date of certificate should not be prior to the date of this tender notice)** from the existing clients of the contractor regarding the quality and duration of services rendered during the last 3 years shall also be furnished.
- q. **Ensure that each page of this tender application has been signed by the contractor / authorized signatory at desired place in order to assure that they have read and gone through all the terms and conditions of the tender.**
- r. **Non refundable Crossed demand draft of Rs. 1,000/- drawn in favour of “Principal, PNB, STC Kolkata-2”, payable at Kolkata towards cost of tender documents.**
- s. **Affidavit as per ANNEXURE-II with undertaking**

Part – I

Technical / Pre-qualification Bid:

1. Name of the Contracting firm/ Contractor	
2. Address of the Contracting firm/ Contractor with Telephone, Mobile & E-mail	
3. Year of Establishment	
4. Constitution of the Contracting firm/ Contractor (whether Company/ Firm/ Proprietorship)	
5. Name, Address & Telephone, Mobile, Email of Directors/ Partners/ Proprietor of the Contracting firm/ Contractor	
6. Whether registered with the registrar of companies / registrar of firms. If so, mention registration number & date	Registration No. _____ Date _____
7. Name and address of Banker(s)	_____
8. Mention GST Registration Number (and attach a copy).	_____
	<u>Attached</u>
9. Furnish copies of GST/ Sales Tax/ Service Tax Clearance Certificate for last 3 years certified by chartered accountant	<u>Attached</u>
10. Mention TAN / PAN (Permanent Account Number) and Copies of Income tax assessment & Acknowledged ITRs for last two years.	PAN. _____ TAN. _____ <u>Attached</u>
11. Mention EPF No. and ESI No. (Copy of EPF and ESI no. must be enclosed)	EPF _____ No. ESI _____ No. <u>Attached.</u>

12.	Details of turn over for last 3 financial years (Attach Certified / Audited copy of accounts and CA Certificate)	2017-18 Rs. _____ 2018-19 Rs. _____ 2019-20 Rs. _____ <u>Attached</u>
13.	past Experience :Details of similar work done during last 3 years (Separate chart may be enclosed if more space is needed)	<u>Name of Organisation</u> <u>Duration</u>
14.	Declaration by the Contractor/ Contracting firm on the letterhead duly signed by contractor or authorized person (as per Annexure-I)	<u>Attached</u>
15.	Solvency Certificate of value Rs. 10 Lac. from any Nationalized Bank / Scheduled Commercial Bank (dated on or after the tender notice date)	<u>Attached</u>
16.	EMD (Earnest Money Deposit),Tender Cost details	DDs No..... Date..... Amount..... Bank Name.....
17.	Certificates from the existing clients of contractor regarding the satisfactory quality and duration of services rendered during the last 3 years shall also be furnished. <i>(The certificates should be issued on or after the date of issue of this tender notice)</i>	<u>Attached</u>

Verification:

I/ We, verify that all details furnished above are true and correct to the best of my / our knowledge and belief. I/ We understand that in case of furnishing of any false information or suppressing of an material information, the bid shall be liable for rejection besides initiation of penal proceedings by the PNB STC, as it deems fit.

I/ we agree that compliance of all the points mentioned in the technical bid shall stand for evaluation of technical bid of the tender.

I/ we agree that PNB STC reserves the right to independently verify and check the authenticity of all the experience and qualification certificates/ financial documents of the Bidder or its employees. Any misrepresentation/ false declaration, before or after allotment of tender shall make the Bidder ineligible to obtain/ execute the services contract, besides attracting financial penalties as the Principal STC may deem feed.

Date

Place.....

Signature of

Contractor / Authorised Signatory

Seal

TERMS & CONDITIONS OF CONTRACT(INCLUDING SCOPE OF WORK):

1. To **provide housekeeping and maintenance** of entire college premises occupied by the Bank at PNB, STC, 19A&B, Raja Santosh Road, Alipore, Kolkata-700027 on such terms & condition and with such scope of work as described hereunder, and to be referred as the Housekeeping Contract. The Housekeeping contract will cover all the covered as well as open area of the PNB STC having:
 - a) Hostel rooms(11), guest room(ground floor), 1 library, 1 dining room, 9 class rooms, 2 faculty rooms, 2 office rooms, Principal's chamber & 1 server room, etc..
 - b) 24 toilets/washrooms/bathrooms, all corridors, staircase & pathways around the building
 - c) Roof Terraces, balconies, lobbies, corridors other open cemented space, staircases, open and parking area at ground floor, etc. covering Academic block, Administrative block, Hostel block, Residential block (may be occupied/ unoccupied) etc.
 - d) Any other area, **within the entire campus boundaries**, as may be identified by the PNB STC from time to time.
2. **Besides the foregoing, the contractor is required to provide 1 receptionist.**
3. The intending bidders are advised to visit the site(s) of work before quoting so as to be familiar with the work and site(s) condition.
4. All the daily housekeeping and maintenance activity relating to academic and administrative block will be accomplished before 9:30 am sharp, unless especially pre-pone and advised by centre. The work is to be done on Sundays / Holidays all job relating to housekeeping will be completed as per schedule above.
5. The contractor will provide a team of adequate number of personnel, as specified elsewhere in tender document, every day for housekeeping job. The staff deployed will be trained in housekeeping/ facilities management services, bear good conduct and be physically fit for the work. All workers will wear uniform approved by the Principal while attending to their duties and carry their identity cards. The cost of the uniforms and the I-cards shall be borne by the contractor.
6. Desired level of cleanliness in the entire complex of the centre will be maintained and for this, all materials/ instruments/ tools will be provided by the contractor. The supervisor will attend to complaints on urgent basis. Toiletries/ Cleaning material/ Instruments/ equipment to be provided are :
 - a. Soap/ liquid soap.

- b. Air Fresheners and Naphthalene balls in toilets.
 - c. Providing and filling tissue papers in dispensers or towel (any of the two at discretion of Principal STC) for each wash room, except hostel rooms in which branded liquid soap is to be provided (tissue paper dispensers will be provided by the centre but contractor has to provide consumables tissue papers).
 - d. Detergents, Phenyl etc.
 - e. Glass cleaning liquid.
 - f. Brushes, Brooms, Wipers, Spongers, Mops etc.
 - g. Vacuum cleaner.
 - h. Floor scrubbing, polishing machine.
 - i. Mosquito repelling mats/ liquid vaporizer in administrative block.
 - j. Brasso polish if required.
 - k. Polishing material.
 - l. Any other consumable item required for executing the scope of work.
7. Removal of waste material/ garbage from dust bin and entire premises should be done on daily basis. All the garbage/ dust bins have invariably to be lined with good quality disposable plastic garbage bags which shall have to be changed daily along with removal of garbage/ waste material. Thorough cleaning of all dustbins and buckets to be done with detergents, at least once a week.
 8. Removal of cobwebs, window sponging and cleaning should be done on weekly basis. Necessary records to be maintained at the site duly signed by the supervisor and bank officials. In case of any deviation, **an appropriate penalty of minimum Rs. 1000/- per deviation will be deducted from monthly maintenance bill, after giving one verbal/ written notice to the contractor's supervisor/ concerned staff.**
 9. Dusting & vacuum cleaning of furniture, cup-boards, telephone instruments, Electronic and computer equipments & doors, windows, ventilators, blinds and glass partitions using glass cleaning liquids/ chemicals to keep all such articles dust free. Carpet & chair cleaning through shampoo or vacuum cleaner in auditorium or any other place in the premises, wherever installed or laid out is to be done on monthly basis.
 10. Washing and scrubbing of the common toilets, washbasins, sanitary fittings using detergents, deodorants and disinfectants at least twice a day or whenever required by centre authorities. Provision of hand wash liquid in the toilets after the daily check up is to be done .
 11. Cleaning/ mopping of whole floor area by detergents, disinfectants, etc. in the morning or as & when required during the day. **The reception area, entrance, administration area floors shall have to be wet mopped at least three times a day, with use of branded quality floor cleaner e.g. Lizol or equivalent floor cleaner brand.** The dining halls, hand washing areas and nearby toilets also have to be cleaned/ wet mopped at least three times a day or more frequently if required.
 12. Keeping ceiling and wall fans, air- conditioning grills dust free in all hostel rooms.
 13. Upkeep of partition glasses and panes with utmost care and application of glass cleaning chemicals/ liquids.

14. Cleaning, Maintenance of all hostel rooms and bathrooms along with furniture, fixtures etc. will be ensured by the contractor.
15. The contractor shall also provide following services as part of this contract:
 - a. Allotment and Surrender of hostel rooms to the participants and maintain a record of the same.
 - b. Making arrangements to fetch medicines and other essentials from the market for the participants at participants' cost, whenever such assistance is called for by the participants.
 - c. The contractor shall provide services to handle the keys of various rooms, halls, sports arena and other buildings of the campus, and to maintain inventory of consumable/ non-consumable items provided by centre in the hostel/ sports arena. Safety aspect has to be kept in mind and he has to ensure implementation of centre's rules for facilities usage, with proper record to utilization as well as dignity of the participants. Inventory of sports items shall also be issued/ maintained by the contractor.
 - d. To arrange trolleys/ carriage for carrying bags and baggage of trainees, to and from reception/ portico and allotted hostel rooms.

1. Daily Services To Be Provided/ Executed By The Contrator:

- I. Adequate staff to be provided on a daily basis for cleaning up of the entire academic building, other areas of Stone Paving, Corridors and Stair Cases etc. common areas of Residences including staircases, Terrace including roof tops, Outer stone paving, Road, Pathways, Road side Drains, all Sewer lines, Manholes, Chambers and Septic Tanks on prescribed intervals to keep them clean and in proper hygienic conditions. Collection of all garbage from the Office Building, Residential Flats, Roads and Sewerage lines. Disposal of all rubbish/ waste material at a distant place away from the centre premises. Common toilets of administrative block should be cleaned twice in a day whereas the lounges of Admin. Block must be cleaned on multiple basis throughout the day or at least thrice a day.
- II. Cleaning of drains and scrub wash of glazed walls of the campus is to be done. The sludge in the drains should be mechanically extracted and disposed off. This is to be done bi-monthly and the frequency can be asked to be increased as the case may be.
- III. Cleaning of manholes is to be done on weekly basis.
- IV. Cleaning of septic tanks is to be done on quarterly basis.

2. Contractors' Responsibilities:

- I. The contractor shall provide the services of a responsible **Receptionist/Supervisor**. He/ She must be having sufficient experience in handling similar responsibility. The Receptionist/Supervisor must be at least matriculate or minimum three years experience in handling similar responsibilities to the satisfaction of the Principal, STC.

Receptionist/Supervisor shall be available around the clock on phone besides being on duty from 9.30 am to 5.30 pm daily, at the reception desk and should be one touch contact point

for any requirement by the centre authorities. He/ She has to attend to all complaints/ requirements and to see that the requirements of residents/ centre authorities are attended to promptly, conveyed to him/her verbally or through complaint register to be maintained by him/her.

The contractor shall provide the services of a polite, courteous, presentable, well behaved and trained **Receptionist/ Supervisor** to man the reception desk from **9.30 AM to 5.30 PM**. The reception/supervisor desk has invariably to be managed by at least one of the contractor's staff. The reception/supervisor staff shall be responsible for attending to the visitors'/ participants' queries, allotment of rooms, maintenance of Check-in and check-out record and maintenance of reception area ambience.

- II. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff and will indemnify PNB STC against any Civil/criminal legal action in this regard.
- III. To maintain thorough cleanliness and hygienic conditions of all premises handed over to the contractor shall be his responsibility. In addition to the premises, the equipment, if provided to the contractor, shall be used with utmost care and returned to the Bank in proper working conditions at the time of expiry of the contract or on demand by authorized officer of the Bank.
- IV. The contractor shall arrange for physical verification of all articles given as and when required by the Bank.
- V. The replacements of pilferages/ damages (due to negligence) of tube lights, fixtures, bulbs, regulators, sanitary wares, water taps etc. will be provided by the contractor. The cleaning staff must be given strict instructions to ensure that no solids waste is allowed to flow into gutter pipes and cause choking particularly in working place and kitchen area. Standard well established branded cleaning materials must be used regularly and its buffer stock must be maintained in his store, which can be checked by centre authorities at irregular intervals.
- VI. The employees of the contractor will abide by the orders of the Principal / Chief Managers/ Sr. Manager (Administration) for the purpose of discipline. The Principal reserves the right to deny permission to work in centre premises to any of the contractor's staff and the contractor shall have to remove that staff member without any demur.
- VII. The premises, with fitting & fixtures, furniture, equipment etc. provided to the contractor are the property of bank. The contractor shall have no right on any of these and shall place them back at the disposal of the bank when demanded. The contractor shall be responsible for the safe custody and proper use and maintenance of all equipment and properties of Bank, whether movable or immovable. Any damage caused to the equipment or properties by the negligent operation by the contractor or his employees shall be made good by the contractor immediately to the bank without any loss of time, failing which the cost of equipment/ properties will be recovered from his bills or from other means as deemed fit by the bank. On such recovery, if security deposit gets reduced, the same has to be

made good by the contractor. Failure of equipment should not be an excuse for not providing service.

- VIII. The contractors will have to maintain permanent records of all materials supplied to him by the centre. At the end of each quarter and also at the end of the contract period, the contractor will prepare the list of all items held by him and show them separately in good condition, repairable, irreparable and missing and make them available for the purpose of joint verification by the authorized officer of the bank and the contractor. Cost of the missing or damaged items shall be recovered from the contractor.
- IX. Staff deployed by the contractor will maintain a **First Aid medical box** at the reception counter, but the medicines/ consumables etc. will be provided by the centre. The record of consumption of medicines etc. will be maintained by the staff of the contractor. It will be the duty of reception staff to ensure that the First Aid Medical Box is adequately stored with essential first aid medicines/ kits.
- X. The contractor will submit the statements/ reports regarding participants check-in/ check-out/ rooms' occupancy position /any other related reports regarding housekeeping as per the specifications given by the principal from time to time.
- XI. The centre would be entitled to recover charges from the caretaker/ contractor for any violation of these conditions. The amount of the charges would be determined by the centre solely.
- XII. The bidder/contractor to indemnify, defend and hold harmless the Bank and its officers, directors, employees, representatives, agents, and assigns ("Indemnified") at its own expenses against any or all the losses suffered or incurred by the Bank as a direct result of any negligent or fraudulent act or omission by it and its employees, in breach of any of its obligations contained or referred to in this Agreement or in respect of any losses sustained or suffered by any third party, otherwise than by the Bank's gross negligence or willful misconduct.
- XIII. The bidder/contractor to provide the Bank (being indemnified) specific contractual assurance and full indemnification in respect of any proceedings against the Bank on account of the services, the bidder/contractor to provide to the Bank. Any loss due to system/process/people failure at the bidder/contractor part shall be borne by the bidder/contractor.
- XIV. The employees engaged by the bidder/contractor shall be deemed to be the employees of bidder/contractor only, and the Bank shall not be connected with the employment or the terms and conditions thereof in any way. The bidder/contractor alone would comply with the statutory obligations and Labour Regulations/ Rules in this regard. None of the provisions of this arrangement shall be deemed to constitute a partnership between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither of the parties hereto is the agent of the other and there is no master-servant relationship between the parties. The relationship is on principal to principal basis.

The bidder/ contractor shall be responsible for payments of all statutory dues with respect to each of its personnel/employees engaged by it to render service under this Agreement with respect to each applicable Labour law, including, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Payment of Bonus Act, 1965, the Employees' State Insurance Act, 1948, the Payment of Gratuity Act, 1972, the Maternity Benefit Act, 1961, the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, etc. No dues/contributions under any labour legislations, as applicable, are payable by the Bank with respect to the Vendor's personnel/employees. The vendor will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to personnel/employees of under applicable labour legislations.

- XV. The contractor shall be responsible for the proper behavior of all his staff and shall exercise a degree of control over them and in particular, without prejudice to the said generality, the contractor shall be bound to prohibit and prevent his employees from trespassing or acting in any way detrimental or prejudicial to the interest of the community or of the properties or occupier of lands or properties in the neighborhood. In the event of such employees trespassing, **or creating nuisance**, the contractor shall be responsible for consequent claims or action for damages or injury or any other ground whatsoever. The decision of the officer authorized by the bank in the matter whatsoever under this clause shall be final.
- XVI. The contractor shall also maintain all registers/ records as required by the Labour Department or any other Govt. or regulatory authority, and obtain any such license required to undertake the activities proposed to be undertaken by him. Any cost/ damage/ penalty, monetary or otherwise, suffered by centre or any of its officials, due to negligence/ non-compliance by the contractor shall be borne by/ indemnified by the contractor.
- XVII. The contractor shall not use the PNB STC Premises for any other activity except the purpose for which it has been provided for.
- XVIII. The contractor shall ensure that his personnel are courteous and the behavior & manners are good towards all guests/ employees of the centre. The STC reserves the right to ask the contractor to remove immediately any of his staff from his services, without assigning any reason thereof.
- XIX. Except the personnel of the contractor working in the night shift or whose services are required for very early morning duties, other persons deployed by the contractor will **not** be allowed to be in the centre during night time or to use it for his residential purpose. This provision of overnight stay for required number of contractors' staff shall not vest any tenancy right upon the contractor or any of its employees.
- XX. The contractor shall ensure that his employees are provided with uniform approved by the Principal. All his employees have to bear the prescribed uniform and photo I- Cards at all times while on duty at STC. In case of failure of the contractor to provide the uniform and I- Cards to its staff, the centre may levy penalty on him, in addition to recover the cost of uniform from his bills, if the same is provided by the centre.

- XXI. Cleanliness and Hygiene-All the rules and regulations regarding hygiene, health etc, issued by the State or Municipal authorities and especially by Municipal officials shall be strictly adhered to by the Contractor and the Contractor to indemnify the bank against any loss of damage on this score.

Carpenter/ Plumber/ Mason/ Welder/electrician - As and when required (Part time)

Carpenter/ Plumber to be arranged/ provided by the contractor as and when required & Contractor shall include charges for compulsory visit of plumber/ carpenter as and when required while submitting bid. Actual/ reasonable charges for providing Mason's and Welder's services shall be paid by the centre as & when required. In case the specified required person is not arranged by next day, suitable penalty as decided by Principal, PNB STC shall be levied for the period of delay. Further, if due to delay, the specified person is arranged by the centre, charges paid to them by the centre shall be levied in addition to suitable penalty.

I. Carpentry & Plumbing Maintenance Work:

Providing the services of skilled & experienced Plumber & Carpenters with the necessary set of tools & helpers in order to attend to Maintenance/ Repairs. Monthly Rates shall be inclusive of a compulsory visit of plumber/ carpenter as and when required. Scope of work would include:

- a) Repairs of Doors, Windows and Wardrobes etc.
- b) Easing of Doors, Windows and Ventilators etc. by adjustment of Hinges, Hydraulic Door closers, Floor Springs, Tightening of Nuts, Bolts and Spring Washers, Handles and Door Stoppers etc. and Oiling whenever necessary for noiseless and smooth function.
- c) Repair of taps, sinks, showers, toilet seats, gate valves, sewage pipes etc.

II. Glazing work:

Providing the services of skilled and experienced person (glazier) for glazing work with necessary tools for replacement of Cracked/ broken doors and window glass panes of specified thickness and size fixed with the help of steel beading and screws in the steel doors and Windows. Proper Oiling and Greasing of windows and doors as and when required. Bank shall reimburse actual reasonable charges on visit basis as well as cost of consumables as and when required.

III. Welding & Masonry work:

Providing the services of skilled & experienced welder with welding machine and all other tools/ cables, which are necessary for repairs of all steel work done in the building and experienced mason with necessary required tools. Welding work shall include steel doors and windows, lugs and fittings, grills, railings, covers, G.I. Pipes (plumbing pipes) and sheet steel fabricated items which have been permanently fixed with the building. Contractor shall claim the amount of consumable items alongwith Welder's actual reasonable charges from PNB STC, as per measurements of the actual work done and submission of bill. Contractor shall provide services of experienced Mason for locating and doing the necessary repairs to

stop the leakage/ seepage points in the Walls, Floor and Roof etc. on smaller scale. Contractor shall provide an experienced welder/ mason as and when required at the earliest possible, however, delay in providing mason's services should not be more than one day & shall charge actual reasonable charges from PNB STC.

IV. ELECTRICIAN:

Contractor shall provide an experienced electrician for electrical maintenance work of the college premises as and when required at the earliest possible time & shall charge actual reasonable charges from PNB STC.

Minimum staff strength to be maintained by the Contractor for Housekeeping & Facilities Management Services Work:

The contractor shall engage at least following minimum Semi-skilled/ Unskilled staff for Housekeeping & Facilities Management Services Work:

Particulars of requirement	No. of person	Total
a) Supervisor*/ Receptionist*	2	2
b) Sweepers/ Cleaners	4	4
TOTAL		6

*Receptionist/ Supervisor must be matriculate or with minimum three years experience to the satisfaction of Principal STC.

(Contractor shall provide services of Receptionist/ Supervisor to handle the reception desk from **9.30 AM to 5.30 PM** and after that for support, the said receptionist would be available on phone. He should be of pleasing personality, capable of entering the participants' details in the computer).

The Principal, PNB STC reserves the right to add/ alter/ modify the scope of work/ frequency to a reasonable extent so as to achieve the objective of overall cleanliness/hygiene of the premises and the contractor undertakes to implement the addition/ alteration/ modification advised by the principal, without any extra compensation.

Any deviation to the above scope of work shall attract minor/ major penalty and principal STC is the final authority to impose penalty in terms of penalty clause and decide the amount of penalty on basis of deviation.

Specific Terms & Conditions for Housekeeping and Maintenance Services:

- a) For the purpose of conducting this **Housekeeping and Maintenance Services** the staff deployed shall be of good health and character. They should also possess quality of pleasant behavior, obedience and should be Non-Smoker / Non – Gutkha - Pan eaters.
- b) The Contractor should take all precautionary measure to ensure the safety of his workmen and the centre shall not be responsible in case of any eventuality.
- c) The PNB, STC reserves the right to reject any particular workman/ staff employed by the Contractor under contract with it without assigning any reason thereof. Such staff will have to leave the campus at short notice and will be replaced by the suitable substitute.
- d) The Contractor shall furnish a detailed list of his employees along with their addresses, photo identity to the Sr. Manager (Admin.) of the centre.
- e) Any change in staff of the Contractor must be informed to Sr. Manager (Admin.) of the centre on regular basis.
- f) The workmen/ staff engaged by the Contractor shall not have any right/ claim over the facilities enjoyed by PNB employees, participants etc.
- g) The entire workforce to be provided by the contracting firm / contractor shall be on the payroll of the contracting firm / contractor and they will not be treated as staff of PNB, STC for any purpose. Their payment of Minimum Wages, EPF, as per rules of the Central Government shall be the sole responsibility of the contractor.
- h) The rates quoted in the commercial bid shall be on Monthly Basis for regular maintenance work for general upkeep of the campus including buildings and roads.
- i) All the items of material required for housekeeping would be supplied by the Contracting firm / Contractor, including the petty items such as Iron and Steel Screws, Nails, Glues, Adhesives, Glazing Clips, Lubricant for Oiling and Greasing for use in maintenance work.
- j) The Contractor shall prepare/maintain a list of items required for the purpose of Cleaning, Washing and Sweeping and maintain adequate stock at the centre, which should suffice for a fortnight.
- k) The contractor shall attend the day-to-day complaints and maintain a register for the same at Reception/Supervisor Desk. The job done shall have to be as per the entire satisfaction of the centre.
- l) The Contractor, however, shall abide by instructions as may be imposed/ or as may be issued by appropriate Government/ Civic authorities and The Principal , PNB, STC or any person authorized by PNB, STC in consumption of water and electricity.
- m) An attendance register shall be maintained at the reception/supervisor desk wherein all the staff members of the contractor shall mark their attendance on daily basis. The copy of register, duly signed by the Receptionist/Supervisor (provided by contractor) shall be submitted to Sr. Manager (Admn.), STC with monthly bills. The penalty for non-attendance/ shortage of deployed staff shall be determined by the attendance record in the register only.

7. General Terms & Conditions of Housekeeping and Facilities Management Services Contract:

The Contracting firm / Contractor undertakes and agrees to abide by the following general terms and conditions in respect of Housekeeping and Facilities Management Services Contract work in PNB STC:

(i) Electricity and Water supply consumption:

The charges of electricity for lights, fans and other electrical appliances and water required for the purpose of **Housekeeping and Maintenance services work** consumed for executing the **Housekeeping and Maintenance services work** shall be borne by PNB, STC.

(ii) Personal Supervision:

It will be the Contractor's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed by him/her and their staff.

(iii) Complaints and Improvements:

The Contractor shall carry out such improvements as may be necessary for ensuring satisfactory service of **Housekeeping and Maintenance services work** of the centre by the centre Administration.

(iv) Settlement of Accounts:

1. The contractor will provide separate bill for manpower charges (inclusive of service charge) and Consumable/material charges for each month. GST/Service tax will be paid only for manpower/service charges/material (if applicable). Payment shall be made after deduction of TDS as applicable on total billed amount.
2. The Contractor shall submit the bill to Sr. Manager (Admn.) for reimbursement by 3rd of every month. The payment shall be made as far as possible within 7 days of submission of monthly bills, subject to the bill being in order. While making such payment, PNB STC shall make the following deductions:-
 - Income tax deduction at sources as per the Govt rules.
 - The amount equivalent to any damages/loss etc caused to PNB STC by the workmen, employee of the contractor
 - Any other charges (penalties and other deductions etc.).
3. The contractor shall ensure the timely payment of Minimum wages to deployed workers by the seventh of each month. Under no condition wages payment should be linked with payments of Bills to be paid. Further contracting firm will also compensate/indemnify the bank, if any liability/ies arise due to delayed/non payment of wages to the staff deployed by the firm.
4. The bill has to be accompanied by exact data of personnel deployed and other deployments which have to be certified by authorized senior officer/representative of PNB STC on a daily basis.
5. The monthly bill shall include supporting documents, Performa, satisfactory performance certificate along with documents verifying payment by the contractor to its employees in the previous month.
6. No other charges of any kind shall be payable.
7. No advance payment shall be made.

8. There would be no increase in rates payable to the Contractor during the Contract period except reimbursement of minimum wages revised by the Central Government.
9. The Income tax as applicable shall be deducted from the bill unless exempted by Income Tax Department. Payment of the bill will be based on computerized print outs in standardized Performa along with attendance sheet/wage sheet in respect of the persons deployed.

(v) Contract period:

This agreement with successful contracting firm/ Contractor shall remain valid for a period of **24 months** from the date of execution of the contract and may be extended for another **12 months** after a review of contractor's performance during this period of contract on same terms and conditions on mutually agreed rates.

(vi) Summary Termination of the Contract:

- a. The contract can be terminated as provided hereunder **clause c** (without notice) or by efflux of time or earlier by one month notice at the option of the Centre as the case may be. The contractor shall also have the option to terminate the contract after giving three months notice to the Centre. If during the currency of the contract, any Govt. notification prohibits employment of contract labour for housekeeping and maintenance services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor.
- b. If at any stage during the period of the contract any case involving moral turpitude is instituted in court against the contractor or its personnel, the Centre reserves the exclusive and special right to terminate the contract without any notice to the contractor and in such event, the contractor will not be entitled to any compensation from the Centre.
- c. In case, the Contractor assigns or sub-contracts this contract without written approval of the Centre or in case the performance of the Contractor is found unsatisfactory in case of contravention by the contractor of any of the terms & conditions contained herein and Schedules hereto, the Centre shall have the right to terminate the contract without giving any notice to the Contractor. The Principal of the Centre shall be the sole authority to decide and judge the quality of service rendered by the Contractor and his decision will be fully binding on the Contractor.

In addition, in the event of instances of gross misbehavior, theft, burglary, misuse of the campus/centre's property etc. by the Contractor or by any staff or agent of the Contractor, PNB, STC may forthwith terminate this Contract summarily without any previous notice to Contractor and Contractor shall have no claim whatsoever against PNB, STC.

(vii) Fee /Rates /Charges

The price/ rates quoted agreed and accepted by the contractor shall remain firm and shall not be subject to any variation during the period of contract. The rates quoted shall be deemed to include and cover all costs, expenses, taxes including GST, and liabilities of every description and all risks of every kind of action to be taken in performing the

contract. The Contractor shall be deemed to have known the nature, scope, magnitude and extent of services to be rendered and materials to be procured, though the contract documents may not fully spell out all the details.

(viii) Contractor to vacate the site on Termination/Expiry:

Immediately on the termination or expiry of this contract, the Contractor and its employees and agents shall peacefully vacate the premises and handover to PNB, STC all articles, equipment, furniture and fixtures belonging to PNB, STC and entrusted in its custody and shall remove all its stores and effects. In case of default, PNB, STC shall be entitled to enter into the same or remove the stores or the effects wherever lying of the Contractor and to dispose of the same by sale or otherwise without being liable for any damage.

(ix) Penalty:

- (a) The centre administration will also keep a constant check on the quality of the services provided by the contractor on daily basis. In case of the complaint from the trainees and if the same is found correct due to the unsatisfactory services provided or any violation to the terms of the contract, the PNB, STC will take a decision and may impose financial penalty of minimum Rs. 1000/- (which may be increased in multiples of Rs.1000/- depending upon the gravity of the complaint / amount of losses) and make suitable deductions from the contractors bill for which the centre decision will be final and binding on the contractor.
- (b) In case the contractor fails to deploy requisite number of employees during a calendar month, a financial penalty, ranging from **Rs.500/- to Rs. 800/- per person per day** of absence would be imposed by the centre and the same will be deducted from the monthly bill of the contractor.
- (c) Levying of penalty on more than 5 times in a calendar month OR more than 10 times in a quarter shall give a right to PNB STC to invoke its pledge on security deposit FDR

(x) Failure to Exercise Centre's rights:

Any omission on the part of PNB, STC at any time to exercise any of its rights under the terms of the **Housekeeping and Facilities Management Services** contract shall in no way impair or affect the validity of the terms and the rights of PNB, STC to enforce its rights at any time subsequent.

(xi) Tenancy Rights:

Nothing herein contained shall be construed to create any tenancy in Contractor's favour of the premises and PNB, STC may of its mere motion effect the termination of this **Housekeeping and Facilities Management Services** contract and re-enter and retake and absolutely retain possession of the area provided for their store purposes.

(xii) Licenses and Registrations:

The Contractor should obtain the requisite license under Contract Labour Act (Regulation and Abolition Act, 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. PNB, STC shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.

The Contractor shall register with the Registrar of concerned State Body and shall abide by State Labour /Central Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, The Minimum Wages (Central) Rules, 1950 and amended from time to time, Payment of Wages Act, 1936 and amended from time to time, Provident Fund Act, ESI Act and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement. The Contractor shall indemnify the principal employer (PNB, STC) against risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time.

The Contractor shall comply with all requirements of law with regard to the provision of labour and ensure that an appropriate license from State / Central Assistant Commissioner is obtained. It shall be the responsibility of the Contractor for furnishing necessary Statutory information/documents in proof of the above whenever called for by PNB STC.

In case of any labour problems related to the workmen staff of the Contractor, the same will be settled at the Contractor's end only.

(xiii) Disputes Resolution:

All questions, disputes and/ or difference arising under or in connection with this agreement or in any way touching or relating to or concerning the construction, meaning or effect of the terms herein, shall be referred to the sole arbitration of PNB, STC or to the sole arbitration of the Officer who for the time being is entrusted

(whether or not in addition to other functions), with the functions of PNB, STC (by whatever designation shall offer) may be called hereinafter/ referred to as „the said officer' and if PNB, STC or the said officer is unable or unwilling to act, the sole arbitration of some other person appointed by PNB, STC or the said Officer and willing to act as such arbitrator. The Contractor has no objection to any such appointment to the effect that the arbitrator so appointed is PNB STC's own Officer or that he was a part to the contract or that he had to deal with matters which relate to this arrangement or that in the course of this duties as such Officer he had expressed views on all or any of the matters in dispute or

difference. The **award of the arbitrator so appointed shall be final and binding**. All disputes shall be jurisdiction of courts of District Kolkata only.

- (xiv) Contractor's employees would be medically fit, neat, hygienic, tidy and well behaved and shall be provided with suitable uniforms in consultation with the centre.
- (xv) The contractor and all his employees shall at all time during the continuance of the agreement obey and observe all directions and instructions which may be given by the centre administration concerning any aspect of **Housekeeping and Facilities Management Services work**.
- (xvi) In case the contractor or any of his employees fail to fulfill their obligations for any day or any number of days to the satisfaction of the centre for any reason whatsoever he shall be liable for imposition of financial penalty without prejudice to its other rights and shall be entitled to deduct such damages from the money if any payable to him.
- (xvii) The Principal of the STC shall be the sole authority to judge and decide about the quality of the services rendered by the contractor. All questions relating to the performance of the obligations under the agreement and all the disputes and differences which shall arise either during or after the agreement period or matters, arising out of or relating to the agreement or payments to be made in pursuance thereof shall be decided by the Principal of the STC The contractor hereby agrees to be bound by the decisions of the Principal.
- (xviii) The successful bidder will deposit a performance security deposit after award of work of Rs. Two lac only. The amount shall be kept in the form a Fixed Deposit in a Punjab National Bank branch; along with a letter from the concerned branch manager that lien of PNB STC has been marked on the same. The centre shall be entitled to adjust or appropriate said security/ deposit towards loss or damage or breakage in the items entrusted or caused to other assets of STC by the contractor or his employees or any other liability/ penalty on the contractor. Once the pledge of PNB STC is invoked on this security deposit FDR, the contractor shall immediately replenish the security deposit FDR if it wants to continue the contract on the existing terms and conditions for the remaining tenor of the contract originally allotted.
- (xix) The centre shall have the right to withhold any reasonable sums from the amounts payable to the contractor under this contract, if the contractor commits breach of any of the terms and conditions to the satisfaction of the centre administration and the quality performance of contract with regard to **Housekeeping and Facilities Management Service** is found unsatisfactory, the STC shall have the right to terminate this agreement.
 - a. The agreement shall be terminated without notice on gross violation or by efflux of time. It may be terminated on account of un-satisfactory services by **one months** notice at the option of the centre. The contractor shall also have the option to terminate the agreement after **giving two months notice to the centre**.
 - b. On termination of contract by the STC for any reason whatsoever, the centre shall

be entitled to engage the services of any other person, agency or contractor to meet the requirements without prejudice to its rights including claim for damages against the contractor.

- (xx) The responsibility of arranging instruments/ equipments pertaining to **Housekeeping and Facilities Management Services** in the centre will rest on the contractor. The periodical maintenance of instruments/ equipments will be carried out by the contractor and the centre has no role to play.
- (xxi) The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc, relating to this agreement.
- (xxii) In case any dispute whatsoever regarding **Housekeeping and Facilities Management Services**, the decision of the Principal shall be final, subject to the arbitration clause stated above.
- (xxiii) The contractor shall be responsible for general cleanliness, hygiene of the portion occupied by them in the campus and also furniture and fixture therein.
- (xxiv) The contractor shall maintain highest standard and quality in the services. The centre shall also have the right to insist on getting any service of maintenance related to STC, which has already been performed if the same was not carried out to the satisfaction of the STC.
- (xxv) The Contractor shall not be allowed to carry away any material/ item out of the campus without the prior permission of the Institute. The Contractor shall co-operate with the other Contractors working in the campus.
- (xxvi) Overall cleanliness of the entire campus must be so impressive that it should be seen neat and clean everywhere.
- (xxvii) In case of any default/ improper maintenance in due time, the STC reserves to itself the right to withhold/ recover from the Contractor's Bill or Security Deposit and get the job executed through any other agency at the Contractor's cost.
- (xxviii) **Notwithstanding anything contained hereinabove**, it is agreed that the Principal, PNB STC shall have the right to alter, modify and/ or add such other terms and conditions considered necessary by the centre, and the contractor in such case shall abide by the same. In case the altered, modified or added conditions are not acceptable to the contractor, the contractor shall have the right to leave the contract by giving at least two months notice.

(On Firm's Letter Head)

Annexure-I

Date:

The Principal

Punjab National Bank
Staff Training Centre
19 A&B, Raja Santosh Road, Alipore,
Kolkata - 700027.

Sir/ Madam,

**Reg:Housekeeping and Facilities Management Services Contract:
Declaration of non-involvement in any illegal activities**

I/ We hereby declare that my/ our firm M/S

.....has never been involved in any illegal activities and has never been charged for financial misappropriation/ fraud/ embezzlement/ any criminal activity etc. Also, no criminal case is pending against me/ us or my / our firm in any court of law.

Signature _____
Authorized Signatory/ Signatories

(Seal of the Contracting firm)

Annexure-II

Affidavit

I _____ S/O _____ resident of _____
Aged _____ years
Proprietor/ Partner/ Director of M/s _____ do hereby
solemnly declare and affirm as under:-

- That I am fully competent and duly authorized to make this affirmation and declaration on behalf of M/s _____.
- That the said firm has applied for rendering Housekeeping, and Facility Management Contract with Punjab National Bank, Staff Training Centre, 19 A&B, Raja Santosh Road, Alipore, Kolkata-700027.
- That the said firm has been rendering similar services to following other organizations, institutions and establishments in the past and are still rendering such services.

Organization/ Institution	Type of Work	Duration (From)	Duration (To)

- That the said firm has been rendering such services to the total satisfaction of such organization, institutions and establishments to the best of its ability and to the total satisfaction of such other organization, institutions and establishments.
- That the firm has not attracted any adverse comments nor has been blacklisted on the services from any of the said organizations/ institutions/ establishments in the past till date.
- That the firm has not been denied participation/ not considered for participation by such other organization, institutions and establishments in the process of finalization at any stage of their Tendering process due to any reasons whatsoever.
- That the firm is not debarred from participating in the tendering process due to lapses attributable to the firm/ unsatisfactory services rendered at any point of time in the past during continuation of such contracts or termination thereof on conclusion on by any of such other organizations, institutions and establishments.

Date:

Place:

Deponent

I hereby confirm that the contents of the above Affidavit are true to the best of my knowledge and that nothing has been concealed therein.

Date:

Place:

Deponent

Part - II

Commercial

Bid

(All inclusive rates must be quoted in this bid including all local/ state/ central Govt. taxes/ levies at existing levels)

The Principal

Punjab National Bank
Staff Training Centre

19 A&B, Raja Santosh Road,
Alipore, Kolkata - 700027.

Sir/ Madam,

**Reg.: Tender for Housekeeping and Facilities Management Services Contract: –
Commercial Bid**

This has reference to your tender for **Housekeeping and Facilities Management Services Contract** followed by my/ our technical bid. I/ we have read all the terms and the conditions as stipulated in the Tender Document, including the complete scope of work.

I/ we am/ are ready to execute the stamped agreement as per the term of Scope of work **and all clauses of general terms & conditions of Housekeeping and Facilities Management Services Contract**. I/ we have gone through all the terms and conditions contained in the tender documents and already given my/ our acceptance for it. I/ we confirm that I/ we fulfill the eligibility criteria as stipulated by you in the tender.

I/ we offer my/ our rate as under which is 'all inclusive', including all local/ state/ central Govt. taxes/ levies at existing levels as per break up given below:

Nature of work:

Rate (Per Month)

Housekeeping and
Facilities Management Services:
(Including consumables charges)

Rs. _____

Housekeeping, & maintenance services at Punjab National Bank, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

Taxes (Give Detail e.g. GST) Rs. _____

Total Monthly Charges(All inclusive) Rs. _____

(Amount in words: Rupees.....per month)

Date: -----

Signature of the bidder / Contractor.
Seal

Place: -----

ANNEXURE – III

PERSONS TO BE DEPLOYED/ DEPUTED

In addition to Supervisor, Receptionist & Helper, (for manning the Reception Counter round the Clock) , minimum **FOUR** 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 College, Punjab National Bank, 19 A&B, Raja Santosh Road, Alipore, Kolkata-2.

Further, the contractor shall also deploy **one electrician and one plumber, once a week**, for maintenance related work, for which materials required, if any, will be supplied by the Bank.

Signature of the contractor/authorized person

ANNEXURE –IV

Periodicity of House Keeping & Maintenance Services

1.	SWEEPING & MOPPING 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
6	Mechanical washing and scrubbing of all floor area	-	Once a week

Housekeeping, & maintenance services at Punjab National Bank, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

	including that of bathrooms, toilets with detergent, dust removing chemicals and wax polishing of the floor area		
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 college.	-	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, & maintenance services at Punjab National Bank, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

ANNEXURE V

The Principal
Staff Training College
Punjab National Bank
19 A&B, Raja Santosh Road,
Alipore, Kolkata-700027

Reg.:- Contract Labour (Regulation & Abolition) Act 1970

We confirm that we have employed..... (number) workmen only and that the Contract Labour (Regulation & Abolition) Act 1970 is not applicable to us.

Signature of Contractor/Authorized person

Housekeeping, & maintenance services at Punjab National Bank, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

Covering Letter for Tender

The Principal

Punjab
National
Bank Staff
Training
Centre

19 A & B, Raja Santosh
Road, Alipore, Kolkata -
700027.

Sir/ Madam,

With reference to the tender invited by you for **Housekeeping and Facilities Management Services Works contract at PNB STC, Kolkata-2.**

I/ We do hereby offer to execute the work under contract at the respective rates mentioned in the commercial bid. **I/ We** have seen the site, understood the conditions of contract and I/ we agree to execute the work as per specifications and scope of work.

I/ We have deposited earnest money of Rs.50,000/-(Rs. Fifty Thousand only) by demand draft, which will not bear any interest. I/We have also deposited a non refundable crossed DD of Rs. 1000/- towards cost of tender documents.

Housekeeping, & maintenance services at Punjab National Bank, Staff Training College, 19 A&B, Raja Santosh Road, Alipore, Kolkata- 700027.

I/ We do hereby agree that this amount shall be forfeited by you in the event the tender is accepted and **I/ We** fail to execute the contract when called upon to do so.

I/ We understand that you are not bound to accept the lowest or any tender that you have received, without assigning any reason thereof.

Date

Place.....

Yours faithfully,

Signature of Contractor /Authorized Signatory

(Seal)