



पंजाब नैशनल बैंक
...भरोसे का प्रतीक !



punjab national bank
...the name you can BANK upon !



GAD, ZO: Mumbai, 11th floor, Dalamal House, Nariman Point, Mumbai:400021

PART-A

TENDER DOCUMENT (TECHNICAL BID)

For

**Annual Maintenance Contract for providing
Professional Caretaking cum Catering Services**

AT

**Guest Houses (Vijadeep Apartment, Malabar Hill,
Jupiter Apartment, Cuffe Parade, Mistry Court,
Churchgate, Usha Kiran, Pedder Road and Venus
Apartment, Cuffe Parade, Mumbai).**

CLIENT

**PUNJAB NATIONAL BANK
GENERAL ADMIN DIVISION,
ZONAL OFFICE, MUMBAI
11TH FLOOR, DALAMAL HOUSE,
NARIMAN POINT
MUMBAI: 400021**

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NOTICE INVITING e-TENDER (NIT)

Reg:- Annual Maintenance Contract for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai.

Punjab National Bank (PNB) invites E-tenders (two bid systems) for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai., *who fulfil the eligibility criteria* mentioned in tender documents.

Tender documents may be downloaded from our official website **www.pnbindia.in** & bank's e-Tendering website **<https://etender.pnbnet.in/login>**.

The tender cost fee of **Rs.1, 180/-** in the form of Demand Draft shall be submitted by bidders in a separate envelope. along with EMD in Envelope No.1.

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

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.

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

Bidders may submit their queries regarding any technical clarification up to **17:00Hrs on 31.08.2021** through e-mail: **zomumgad@pnb.co.in**

Standardized documents may be downloaded from the "Corrigendum / Addendums" section of the above mentioned portal up to as per schedule) after clarification on queries. 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.

Submission of Tender

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

Envelope No.1- Tender Cost & EMD

Envelope No.1 shall contain Tender Cost of **Rs.1, 180 /-** (INR One Thousand, one hundred and Eighty only), in the form of DD which shall be non-refundable & Earnest money deposit in the form of Crossed **Demand Draft of Rs.20, 000/- (INR Twenty Thousand only)** in favour of Punjab National Bank payable at Mumbai which will be

refunded to unsuccessful bidders on completion of tender process. This envelope shall be super scribed **“Envelope No. 1- Earnest Money Deposit and Tender Cost for Bid: AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hiil, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai.**

“Envelope No. 1- Earnest Money Deposit and Tender Cost for Bid: AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hiil, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai”.	
From Name of Firm: Address: Tel; Mobile: E-mail:	To, The Chief Manager GAD, Zonal Office 11th Floor, Dalamal House Nariman Point, Mumbai: 400021

Envelope No. 2 – Technical Bid

Envelope No. 2 shall contain technical bid (one set of duly signed tender document except commercial bid). Each page and correction duly signed by Bidders including tender form duly filled in with complete details and descriptions. Bidder shall submit supporting documents in support of eligibility criteria as mentioned in tender documents. This envelope shall be super scribed **“Envelope No. 2 - Technical Bid: AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hiil, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai”.**

“Envelope No. 2- Technical Bid: AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hiil, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai”.	
From Name of Firm: Address: Tel; Mobile: E-mail:	To, The Chief Manager GAD, Zonal Office 11th Floor, Dalamal House Nariman Point, Mumbai: 400021

Commercial bid

Commercial bid shall be submitted **online only**. No physical copy of commercial bid (price bid) shall be submitted by bidder along with tender documents.

The price 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.

All disputes arising out of or in connection with this agreement shall deem to have arisen in Mumbai and only the courts of Mumbai shall have the jurisdiction to determine the same.

- Last date for downloading the tender document (as per tender schedule).
- Last date for Bid Preparation and Hash Submission (as per tender schedule).
- Last date for Bid Submission (as per tender schedule).

Please note that bid preparation & hash submission and thereafter bid re-encryption is compulsory activity, failing which bidder will not be able to submit the bids online.

Please note that for tendering procedure through the electronic tendering system, refer to the instructions for using the Electronic Tendering System document available along with the tender documents on <https://etender.pnbnet.in>.

Sealed tenders as above will be received by the office of Chief Manager (GAD), Zonal Office, 11th floor, Dalamal House, Nariman Point, Mumbai: 400021 up to **15:00** hours on **03.09.2021** and Envelope no.1 (Tender Cost & EMD) and technical bid (Envelope No.2) will be opened on the date of online opening of technical bids (as per schedule).

Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained. The tender not accompanied by the Earnest Money & Tender Cost deposited by Demand Draft are liable to be rejected as NON-RESPONSIVE.

The Tender shall be valid for a period of 90 days after the date of opening of Commercial Bid (online).

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.

Interested Bidders are requested to send the email to **zomumgad@pnb.co.in** containing following information, so that in case of any clarification same may be issued to them.

- a) Name of company
- b) Mailing address with Pin Code
- c) Telephone No
- d) Email address
- e) Mobile No

Yours faithfully,
FOR & ON BEHALF OF PUNJAB NATIONAL BANK
Chief Manager

IMPORTANT BID DETAILS

1.	TENDER REFERENCE	ZO/MUM/GAD/CT-GH/2021-22
1.1	Name of work	Annual Maintenance Contract for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai.
2.	Date of release of Tender	As per schedule (Plz. Visit at https://etender.pnbnet.in)
3.	Date & time of commencement of Tender download	As per schedule (Plz. Visit at https://etender.pnbnet.in)
4.	Last date and time downloading tender	As per schedule (Plz. Visit at https://etender.pnbnet.in)
5.	Date & time of start of Bid Hash preparation	As per schedule (Plz. Visit at https://etender.pnbnet.in)
6.	Last Date & time of Bid Hash preparation	As per schedule (Plz. Visit at https://etender.pnbnet.in)
7.	Date & time for start of preparing technical & Commercial bid	As per schedule (Plz. Visit at https://etender.pnbnet.in)
8.	Last date & time for submission of technical & commercial bid online	As per schedule (Plz. Visit at https://etender.pnbnet.in)
9.	Last date & time for physical submission of Technical bid	03.09.2021 up to 15:00 Hrs
10.	Date & time of Bid re-encryption	As per schedule (Plz. Visit at https://etender.pnbnet.in)
11.	Date & time of opening & closing of EMD	As per schedule (Plz. Visit at https://etender.pnbnet.in)
12.	Date & time for opening & closing of Technical Bid online	As per schedule (Plz. Visit at https://etender.pnbnet.in)
13.	Date & time of Technical evaluation	As per schedule (Plz. Visit at https://etender.pnbnet.in)
14.	Date & time of Commercial bid opening	As per schedule (Plz. Visit at https://etender.pnbnet.in)
15.	Uploading of R-Auction MOM	As per schedule (Plz. Visit at https://etender.pnbnet.in)

16.	Date & time of award of tender	As per schedule (Plz. Visit at https://etender.pnbnet.in)
17.	Pre-Bid meeting	15:30 Hrs on 31.08.2021 at 11th floor, Dalamal House, Nariman Point, Mumbai:400021

18.	Cost of Tender Document	Rs.1, 180/- (INR One Thousand One Hundred and Eighty Only inclusive of GST) (nonrefundable) in the form of Demand Draft favour of Punjab National Bank payable at Mumbai. * Firms registered under SMEs for providing catering/housekeeping services or supply of Manpower would be exempted from submission of Earnest Money.
19.	Earnest Money Deposit (EMD) Amount	Rs. 20,000/- (INR Fifty Thousand only) in the form of Demand Draft in favour of Punjab National Bank payable at Mumbai. In case of unsuccessful bidder, EMD will be returned after completion of bid process (without interest). * Firms registered under SMEs for providing catering/housekeeping services or supply of Manpower would be exempted from submission of Earnest Money.
20.	Estimated Cost of Work	Rs.18.21Lakh inclusive of GST & contingency @5%, per annum
21.	Validity of Tender	90 Days from the date of opening of commercial bids.
22.	Duration of contract	12 months and can be extended for further two years (one year + one year) on same terms & conditions with 3% annual increase on quoted rate, if Bank desires, on the basis of satisfactory performance of the successful vendor.
22.1	Extent of Contract:	Bank will also have reserve the right to extend this contract by further 1 more year at rate of 3rd year and at same terms & conditions, if the performance of the firm found satisfactory by bank authorities.
23.	Acceptance of letter	7 days from date of award of work
24.	Date of start of work	15 days from the date of issue of award letter.

25.	Place of opening of Bids	GAD, Zonal Office 11 th floor, Dalamal House Nariman point, Mumbai: 400021
26.	Contact Details	Chief Manager, GAD, Zonal Office 11 th floor, Dalamal House Nariman point, Mumbai: 400021
27	Security deposit	Successful Contractor will deposit 10% of quoted /awarded amount within 02 days of date of order (in form of DD: In favour of Punjab National Bank, Payable at Mumbai) as SD.
28	Forfeiture of EMD	EMD of successful Contractor will be forfeited, if the successful Contractor withdraws or amends its bid or impairs or derogates from the bid in any respect within the validity period of bid. Further, if the successful Contractor fails to furnish the required performance, if prescribed, within the specific period, it's EMD will be forfeited.
29	Refund of EMD	EMD of unsuccessful Contractors will be refunded after completion of bidding process subject to submission of request letter on Company Letter head whereas, EMD of successful Contractor will be refunded immediately after furnishing of Security Deposit amounting to Rs.10% of awarded value
30	Refund of SD	SD amount will be paid to the Successful Contractor after successful completion of contract period.
31	Forfeiture of SD	In case the contractor abandons the contract or leaves the contract unperformed, the Security Deposit shall be liable to be forfeited.

Bank will be following the e-tender process. The complete details of the requirements for participation in the e-tender process of the bank are given in the website <https://etender.pnbnet.in>, which may be referred for details & clarification. It is essential for the bidder to be registered on our website to be able to submit the bid online also.

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>) wherever feasible. Further, please note that commercial bid opening date, time will be intimated to the technically qualified bidders at a later date.

INSTRUCTIONS TO BIDDERS/STEPS FOR BID SUBMISSION ONLINE

1. Make Digital Certificate
2. Visit at PNB e-tender System (etender.pnbnet.in)
3. Go to Bidder support, follow the instructions and finally get vendor registration
4. Get registration confirm from Bank
5. Download Bidder Manual from option Bidder Support and follow the instructions
6. Download schedule of activities from site: etender.pnbnet.in
7. As per schedule you can download the tender documents
8. As per schedule prepare the bid & Hash submission
9. As per schedule do the activity of re-encryption

Note: - Bidders are advised to note that Bank will not entertain queries pertaining to process of activities and issues pertaining to activities. Bank will entertain queries pertaining to technical bid clarification and confirmation of registration only.

LETTER OF SUBMITTING TENDER

Chief Manager,
GAD, Zonal Office
11th floor, Dalamal House
Nariman point, Mumbai: 400021

Dear Sir,

With reference to the tender invited by you for **AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hiil, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai**, we do hereby offer to execute the work under contract at the respective rates mentioned in the schedule of quantities. I/ We have seen the site understood the general conditions. I/ We agree to execute the work as per specifications general conditions of contract, special conditions, additional conditions, schedule of quantities etc.

I/ We have deposited earnest money **Rs. 20,000/- (INR Twenty Thousand only)** by Demand Draft which amount is not to bear any interest. I/ We do hereby agree that this sum shall be forfeited by you in the event our 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 receive.

Yours faithfully,

(CONTRACTOR)

ELIGIBILITY CRITERIA

This invitation of bid is open to all Indian Companies having presence in India who fulfil the eligibility criteria as mentioned below: -

1. The Bidder should be based at MUMBAI and operating their business in MUMBAI. The Office Premises of the Bidder should be located in MUMBAI. Attach self-attested photo-copy of proof.

The Bidder (Proprietorship / Partnership/Company) should have following Registrations and same should be at least 07 years old: -

- a) E.P.F. Registration for work of providing Professional Caretaking and Catering Services.
- b) E.S.I. Registration for work of providing Professional Caretaking and Catering Services.
- c) Service Tax Registration (old) and GST (new), combined both for work of providing Professional Caretaking and Catering Services.
- d) PAN Number

NOTE:-

I. In case of Partnership Firm, besides above, copy of Partnership deed is also required.

II. In case of Company, besides above, copy of ROC & AOA is also required.

2. The bidder should have minimum 07 years' experience in **Annual Maintenance Contract for providing Professional Caretaking and Catering Services in Central Govt./State Govt./PSUs (Certificate required)**.
3. The Bidder shall have requisite valid permission/permits/ license issued by appropriate government authority to carry out/provide caretaking/catering services.
4. The bidder should have adequate number of trained / experienced workforce in their establishment.
5. The bidder should provide their current client list containing information such as details of the company, name of the person of the company and contact address/telephone numbers.
6. Firm should not have blacklisted by any Central Govt. / State Govt./ public sector undertaking / institute on any account for last 03 years. Declaration on letter is to be submitted.
7. Bidder should have average annual turnover during the last 3 years, ending 31st March of 2021, should be **Rs.5.46Lakh**. Bidder to submit Balance sheets along with Trading Profit & Loss Account statement of the last three financial years.
8. Bidder should have experience of having successfully completed similar works: **Annual Maintenance Contract for providing Professional Caretaking and Catering Services** at guest houses of Banks/State or Central Govt./Public Sector organization/ reputed Ltd. companies during the last 7 years ending 31st March, 2021 (Between 01.03.2014 to 31.03.2021) should be either of the following: -

- a. **Three similar completed works** costing not less than amount equal to:
Rs.7.28 Lakh
- b. **Two similar completed works** costing not less than amount equal to:
Rs.9.10Lakh
- c. **One similar completed works** costing not less than amount equal to:
Rs.14.56 Lakh

Similar work: Annual Maintenance Contract for providing Professional Caretaking and Catering Services in the buildings of Banks/ State or Central Govt./ Public Sector organization/ reputed Ltd. companies).

Bidder to submit copy of work completion certificate for completion of awarded work and Performance certificate from employer as evidence of satisfactory performance of work.

ARTICLES OF AGREEMENT

This agreement is made at Mumbai on..... Day of..... 2021 between Punjab National Bank, Zonal Office Mumbai, 11th floor, Dalamal House, Nariman Point, Mumbai: 400021, a Body Corporate, constituted under the Banking Companies (Acquisition and transfer of undertakings) Act 1970, having its Head Office at Plot No 4, Sector -10, Dwarka, Delhi-110075 (hereinafter called the "Bank", which term shall, wherever the context so permits, mean and include its successors and assigns) of the one part

&

..... (Herein after called "the Tenderer") of the other part.

- 1. WHEREAS the Employer is desirous of AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai.** and has vide letter of acceptance dated accepted a tender by the Tenderer for the execution, completion, and maintenance of such works.

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

2. 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.
3. The following documents and the terms & conditions contained therein shall form and construe as integral 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
 - f) Corrigendum, if any.
4. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies the latest documents issued by the Bank shall prevail over the earlier documents.
5. In consideration of payment to be made by the employer to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the employer to perform execute, complete and maintain the work in conformity in all respects with the provision of the contract.

6. It is also agreed that bank may, in the event of termination of contract as provided herein having regard to exigencies of matter, arrange maintenance/ repair/ replacement of parts etc. in discretion from any other source/ agency from the date of notice. In the event of termination of contract for non-satisfactory performance of the contract, the security deposit made by tenderer shall stand forfeited. The Bank is not liable to pay any interest on the security deposit made by the tenderer.
7. The Annual service contract includes **AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai.**
8. The employer hereby covenants to pay the tenderer in consideration of the execution, completion and maintenance 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.
9. 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 the Arbitration and Conciliation Act 1996. Venue of arbitration shall be Mumbai. Arbitration shall be conducted by the sole arbitrator.

IN WITNESS, whereof the parties hereto have caused their respective common seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day, month and year first above written.

SIGNED SEALED AND DELIVERED BY THE

Said_____

Said_____

(Name
On behalf of the contractor

(Name
On behalf of the Employer

In the presence of

in the presence of

Name:

Name:

Address

Address

GENERAL TERMS & CONDITIONS (GTC)

Sealed tenders should be addressed to the Chief Manager, General Administration Division, Zonal Office Mumbai, 11th floor, Dalamal House, Nariman Point, Mumbai: 400021 super scribed "Annual Maintenance Contract for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai and sent so as to reach before the scheduled date & time.

1. No tender will be received beyond stipulated date & time under any circumstances whatsoever.
2. Part A (Technical Bid) will be opened on scheduled date & time in presence of the bidders who wish to be present.
3. The tender shall remain valid for a period of 90 days from the date of opening the commercial bids.
4. Each page of the tender documents is required to be signed by the person or persons submitting the tender in token of his / their having acquainted himself / themselves with the tender documents in total.
5. Intending bidders shall deposit as earnest money a sum of **Rs.20,000/-** by Bank Draft in favour Punjab National Bank. A tender, who is not accompanied by earnest money, is liable to be rejected. The earnest money will be returned to the bidder if his tender is not accepted but without any interest. The earnest money deposit, paid by the successful tender when he submitted the tender, shall be adjusted by the employer in the total security deposit money for the execution and fulfilment of the contract. The employer is not liable to pay any interest on the Earnest Money. The successful bidder to whom the Contract is awarded shall deposit as initial security deposit by BANK Draft a sum to make up 10% of the value of the accepted tender after the appropriation of the Earnest Money deposited by him.
6. The Security Deposit will have to be made by the successful bidder to the Bank within 3 days of acceptance of award letter, failing which the employer at his discretion may revoke the letter of acceptance and forfeit the earnest money deposit furnished along with the tender. The security deposit shall be accepted in the form of Demand draft not by Bank Guarantee. The employer is not liable to pay any interest on Initial Security Deposit. In case of default on the part of contractor to perform and observe any covenant, conditions and provisions herein contained, it shall be lawful for PNB in its absolute discretion to forfeit the whole of the 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.

7. The security deposit will be refunded only after satisfactory fulfilment of the contract. In case the successful bidder abandons the contract or leaves the contract unperformed, the Security Deposit shall be liable to be forfeited.

8. All compensation or other sums of money payable by the contractor to the employer under the terms of the contract may be deducted from his security deposit. The amount so permit and contractor shall unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.

9. The period of contract shall be 12 months from the date of commencement and can be extended for further two years (one year + one year) on same terms & conditions with 3% annual increase on quoted rate, if Bank desires, on basis of satisfactory performance of the vendor. The contract can however, be terminated by PNB by giving a notice of 30 days without assigning any reason whatsoever.

10. The successful bidder must not assign the contract. He must not sub-let any portion of the contract except with the written consent of the Employer failing which the employer may rescind the contract and the security deposit shall stand forfeited and at absolute discretion of the employer.

11. The bidder must obtain for himself on his own responsibility all the information which may be necessary for the purpose of making a tender and entering into a contract. The bidder is advised to inspect the installations at the site of work and acquaint him with all local conditions, nature of work and all matters pertaining thereto.

12. The successful bidder must co-operate with other contractors engaged by the employer and the work shall proceed smoothly with least possible; delay and to the satisfaction of the employer.

13. The employer shall provide water and electric power from the existing sources free of cost.

14. On award of work, the contractor will furnish to PNB full particulars of the staff deployed on the work and issue/ obtain identity cards, which shall be carried by them throughout the time of their duty. The security staff of PNB shall have right to check or interrogate to any of the contractor's staff while entering/ leaving the premises.

15. The staff provided by the successful bidder shall be disciplined, polite and courteous. They shall not misbehave with any PNB staff and shall not engage themselves in any unlawful activities in the premises. The successful bidder shall be fully responsible for any theft, burglary, fire or any other mischievous deeds of his staff and shall replace any staff if asked for by PNB.

16. The rates quoted shall be applicable throughout the period of contract.

17. The successful bidder shall submit bill once in a month which will be paid within 15 days.

18. The successful bidder shall be responsible for settling any claim/ compensation against all damages and accidents caused due to negligence on the part of his employees and keep Bank indemnified from any compensation/ liability.

19. GST or any other Tax on materials and also on the turn over, if any, in respect of this contract shall be paid extra by the Bank as per applicable rates.

20. The successful bidder shall discharge obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provisions Act, 1952, the Employees State Insurance (ESI) Act, 1948 ESI (if applicable at the place of work –Delhi, Delhi State), the Contract Labour (Regulation & Abolition) Act, 1970, the Inter-State Migrant workman (Regulation of employment & conditions of Service) Act, 1979, The Minimum Wages Act, 1928, the Payment of Wages Act, 1936, The Workmen's Compensation Act, 1923 and other relevant Act, Rules and Regulations, instructions etc. issued / enforced from time to time.

21. Existing drains, pipes. Cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the successful bidder at his own expense. The contractor shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.

22. Samples of all materials required for execution of the work shall be got approved from the Officer-in-Charge. Materials manufactured by Firms of repute as required and shall only be used. Materials classified as "First Quality" by the manufacturer shall be used unless otherwise specified. In case materials bearing BIS Certification mark are not available, the quality of samples brought by the contractor shall be judged by the standards laid down in the relevant BIS specifications. All materials and articles brought by the contractor to the site for use shall conform to the samples approved by the Officer-in-Charge which shall

be preserved till the completion of the work.

23. Work shall be carried out on all days including Sundays and Holidays. The successful bidder shall attend complaints received in connection with the services immediately. Any failure will attract penalty as decided by the bank.

24. The successful bidder shall take at his own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the aforementioned services to be rendered to the bank and against all claims, damages or compensations payable under workmen's Compensation Act, 1923 or any modification thereof.

25. **TAXES AND DUTIES-**

The bidders must quote their tender prices excluding the prevailing rate of GST or any other cess or local charges, as may be applicable at present rate. GST shall be paid extra as per applicable rates as per Govt Guidelines. However, tax shall be deducted at source at the specific rate of Central Government regulations and guidelines respectively, if applicable. 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 contractor extended period, i.e. only the difference in tax, shall be borne by the Bank. No

claim whatsoever on this account shall be entertained. The rates quoted by bidder shall be valid for one year from the date of start of work.

26. **Compliance of Laws**

26.1 The successful bidder 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.

26.2 The successful bidder shall pay and meet all expenses, arising out of or as a consequence of, various provisions in the aforesaid Acts and statues.

26.3 The successful bidder shall issue annual statement of PF accounts to the workmen under intimation to PNB. A copy of the annual Statement of PF Accounts needs to be submitted to the PNB within the stipulated time limit as purported in the Act.

26.4 The successful bidder 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.

26.5 The wages paid by the successful bidder to its employees/ workmen shall be fair, and in no case, be less than the wages prescribed under the Minimum Wages Act, read with other relevant statutes, as prescribed by the State Govt. from time to time. In case of any increase in the minimum wages during the currency of the contract, the Service Provider shall bear the same. PNB shall not entertain any other claim for compensation whatsoever, except the prices fixed for the services under the agreement.

26.6 The successful bidder 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 law. The Service Provider shall have to take necessary and relevant insurance coverage for all its employees/ workmen in this regard.

26.7 The successful bidder 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 Rules.

26.8 It will be obligatory on the part of the Service Provider to disburse monthly wages/ wages to its workmen in presence of Authorized Representative of PNB and obtain signatures on the attendance roll/ wage disbursement register as per the

relevant Act.

26.8 The successful bidder 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.

27. Safety and Labour Laws

i. 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.

ii. The successful bidder 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.

iii. The successful bidder 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.

iv. The successful bidder 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.

v. The successful bidder shall not engage/ employ persons below the age of 18 years and not above 45 years of age.

vi. It shall be the duty of the successful bidder to acquaint his staff with all safety regulations as proposed by any statutory authorities.

vii. The successful bidder shall indemnify the Bank against any violation of safety laws, rules and regulations while carrying out maintenance as required by the contract.

viii. 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 party/ bidder to guide the staff regarding safety measures.

ix. All staff of the successful bidder while working in kitchen should use adequate safety/ protection equipment.

x. The workmen shall execute the work as per IS code of practice of relevant equipment and follow the IE rules 1956. The party/ bidders staff has to follow the safety & procedures & practices in electrical works as per IS 5216 part 1 and 2. The contract shall take all precautions to avoid accident and causes of accident. He must be careful regarding safety during working of his staff in the premises.

xi. 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.

xii. 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.

xiii. Polarity of phase/ neutral and earth: certain appliances may give violent electrical shock during work if polarity conditions are not satisfied.

xiv. Joints in flexible cables: During usage of portable appliances as such, the electrical and physical integrity of joint in cables/ wires may be suddenly affected leading to severe sparking and fire, if any combustible/ inflammable materials are present near the joint, if not noticed by operator at all.

xv. Appliance body grounding and system grounding: In absence of or ineffective appliance body grounding, operator may receive severe shock, in case of phase to earth fault during usage. And also, all earth pins in sockets must have low impedance and mechanically firm earthing, according to Indian Electricity Rule

so that safety is assured to operator even under fault conditions.

28. Responsibilities of the successful bidder:

The successful bidder 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/ Licenses/ permission/ Registration etc. within 30 days of mobilizing services.

28. A Welfare Facilities to be provided by the Successful bidder to his staff:

- Supply of drinking water.
- Laundry/ Washing facility.
- First-aid-box – this should contain the prescribed materials as per Rule 59
- Canteen/ proper food facility during working duration.

28. B **Quality Control**

a. The Successful bidder should have a system of maintaining quality control on the services/ raw material used. Special care is to be given to maintain the store of materials/ office area clean & hygienic.

b. PNB will provide space, electricity etc. in its premises to the service provider, necessary for executing the contract. The Service Provider has to keep proper acknowledgement of the same, and Service Provider shall take care to use/ maintain these items properly. Malfunctioning/ misuse of any such facility shall not to be entertained as excuse for unsatisfactory services.

29. **Deployment of Staff**

a. No Deviation in the Deployment of minimum number of personnel for performing AMC works shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be out rightly rejected.

b. 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/ award letter is issued.

c. Minimum number of personnel required to be deployed 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.

d. Personnel should be smartly/ properly dressed in neat and clean uniforms having firm's logo. The uniforms and Personal Protective equipment would be provided by the Service Providers.

e. PUNJAB NATIONAL BANK reserves the right of Surprise audit, Inspection, Gap arrangement Analysis at the site at any time with or without prior information to the Service Provider by self or third party. Appropriate corrective measure shall be followed on finding any discrepancy in performance of contract, Safety measures, deployment of manpower & tools etc. Surprise audits & Gap Arrangement analysis can be conducted by PUNJAB NATIONAL BANK or a pre-determined ex-party of PUNJAB NATIONAL BANK and the Service Provider shall fully cooperate during the audits. Based on the audit report, if any change or addition/ deletion in the existing practices are found/ required, it has to be implemented by the Service Provider with an immediate effect.

f. Deployed manpower at all levels must be properly trained as per job division/ requirement. Periodic training and Personnel Development Plan must be documented and presented to PUNJAB NATIONAL BANK on monthly basis.

g. 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.

h. 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.

i. Bank account of all the employees has to be opened/ registered within 1st 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. Permissible dates/ timelines given by labour department, in respect of disbursement of salaries, shall have to be adhered by service provider/ successful Bidder and any delay in this regard shall be responded with a deduction of ₹10,000/- per day per incident.

j. Since Guest Houses have very expensive equipment. Service Provider shall make necessary arrangements at his own cost to prevent any damage inside/ outside the Guest Houses to the existing work, due to his own activities. The Successful bidder shall be responsible for any damage to the existing work due to his activities and shall make good the same at his own risk and cost. The decision of PUNJAB NATIONAL BANK in this regard shall be final and binding on the Successful bidder.

k. The Successful bidder will be responsible for arranging any machinery/ equipment, etc. required for covering scope of work at his own cost.

l. The Successful bidder will install & maintain Biometric Attendance System,

if Bank desired, for the man-power/ staff deployed at the said site for the tendered work.

30. **Arbitration**

30.1. All disputes arising out of or in connection with this agreement shall be deemed to have arisen in Mumbai and only the courts of Mumbai shall have the jurisdiction to determine the same.

30.2. All disputes or differences of any kind whatsoever which shall at any time arise between the parties hereto touching or concerning the works or the execution or maintenance thereof of this contract or the rights touching or concerning the works or the execution of maintenance thereof this contract or the construction remaining operation or effect thereof or to the rights or liabilities of the parties or arising out of or in relation there to whether during or after determination for closure or breach of the contract (other than those in respect of which the decision of any person is by the contract expressed to the final and binding) shall after written notice by either party to the contract to the other of them and to the Employer hereinafter mentioned be referred for adjudication to a sole arbitrator to be appointed as hereinafter provided.

30.3. For the purpose of appointing the sole Arbitrator referred to above, the Employer will send within thirty days of receipt of the notice, to the Contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.

30.4. The Successful bidder shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole Arbitrator and communicate his name to the Employer within thirty days of receipt of the names. The Employer shall thereupon without any delay appoint the said person as the Sole Arbitrator. If the Contractor fails to communicate such selection as provided above within the period specified, the component authority shall make the selection and appoint the selected person as the Sole Arbitrator.

30.5. If the Employer fails to send to the Contractor the panel of three names as aforesaid within the period specified, the Contractor shall send to the Employer a panel of three names of persons who shall all be unconnected with either party. The Employer shall on receipt of the names as aforesaid select any one of the persons named and get appointed him as a Sole Arbitrator. If the Employer fails to select the person and appoint him as the Sole Arbitrator within 30 days of receipt of the panel and inform the Contractor accordingly, the Contractor shall be entitled to appoint one of the persons from the panel as the Sole Arbitrator and communicate his name to the Employer.

30.6. It is also a term of contract that if the contractor does not make any demand of arbitrator in respect of any claim, within 90 days of receiving the intimation from the

Bank that the final bill is ready for payment, the claim, if any received after 90 days' period, shall be absolutely barred from reference to the arbitrator.

30.7. If the Arbitrator so appointed is unable or unwilling to act or resign his appointment or vacates his office due to any reason whatsoever another Sole Arbitrator shall be appointed as aforesaid.

30.8. The work under the contract shall however continue during the Arbitration proceedings & no payments due or payable to the Contractor shall be withheld on account of such proceedings.

30.9. The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

30.10. The Arbitrator may from time to time with the consent of the parties enlarge the time for making and publishing the award.

30.11. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The Arbitrator shall decide each dispute in accordance with the terms of the contract and give a reasoned award. The venue of Arbitration shall be such place as may be fixed by Arbitrator on his sole discretion.

30.12. The fees, if any, of the Arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The costs of the reference and of the award including the fees, if any, of the Arbitrator who may direct to and by whom in what manner such costs or any part thereof shall be paid and may fix or settle the amount of cost to be so paid.

30.13. The award to the Arbitrator shall be final and binding on both the parties. Subject to aforesaid the provisions of the Arbitration & Consolidation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being enforce, shall apply to the Arbitration proceeding under this clause. The Employer and Contractor hereby also agree that arbitration under clause shall be a condition precedent to any right to action under the contract with regard to the matters hereby/ expressly agreed to be so referred arbitration.

31. **Extent of Contract**

Bank also reserves the right to extend this contract by further 02 years at rate of 3rd year and at same terms & conditions, if the performance of the firm found satisfactory by bank authorities.

32. Termination of Contract

In case the contractor abandons the work, or does not perform the works satisfactorily, or in the case of contravention of any of the terms and conditions of the contract, Bank reserves the right to terminate the contract by giving notice of 30 days

without assigning any reason whatsoever. After such termination of contract, Bank shall have right to assign the work to some other competent person.

In case of termination of contract in the above circumstances, security deposit of the contractor shall be forfeited by the Bank and retention money shall be applied for adjusting claims of the Bank arising under this contract without prejudice to Bank's right of recovering the balance if any from the contractor through due process of law.

33. Principal to Principal Relationship

The relationship between the Bank and the Successful bidder shall be on Principal to principal basis. Employees engaged by the Service Provider shall be deemed to be the employees of Service Provider as the case may be. Service Provider would comply with all statutory obligations and Labour Laws/ regulations/ Rules etc. None of the provisions of the Agreement 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 party hereto is the agent of the other nor there is master-servant relationship between the parties. The relationship is on Principal to Principal basis only.

34. Damages to Installations

The contractors will ensure that the installations handed over to their charge for operation and maintenance is handled with utmost care by qualified and experienced staff. In the event of the any equipment getting damaged or becoming defective due to negligent handling by the contractor's staff, the contractor will provide the same at their own cost or may be provided by the Bank on Contractor's risk & cost.

35. **Manpower Requirements**

Qualification and experience of workers are to be deployed by successful bidder:

S. No.	Category	Qualification	Experience
1	Care taker cum Caterer	10 th Pass	3 Years

36. **Man powers Details, Timing and their accommodation**

S. No.	Name Guest House	Location	No.	Timing		Accommodation
				From	To	
1	Vijaydeep Apartment	Malabar Hill	1	09:00AM	05:00PM	Free caretaker accommodation in respective guest house shall be provided (24x7)
2	Jupiter Apartment	Cuffe Parade	1	09:00AM	05:00PM	
3	Mistry Court	Churchgate	1	09:00AM	05:00PM	
4	Usha Kiran	Pedder Road	1	09:00AM	05:00PM	
5	Venus Apartment	Cuffe Parade	1	09:00AM	05:00PM	

* Bidders should take note that as & when officials/visitors are staying at the guest house, caretaker shall be made available at any point of time without any additional payment.

37. **Penalty**

a. If the successful bidder fails to maintain required number of manpower, bank is empowered to deduct as penalty at the rates indicated below from their monthly bill:

i) Caretaker cum Caterer staff Rs.1000/- per day/shift/person

Note: - 50% penalty for all late comers, if they are late by 30 minutes and above.

b. In case the person on duty found sleeping will be fined Rs.500/- per service/ per head. Amounts will be deducted from contractor's current monthly bill.

c. Non-wearing of uniforms shall attract a fine of Rs.500/- per service/ per head. 02 sets (Uniform & Safety Shoes) must be provided by contractor before deployment of staff at site.

38. **Minimum Wage Policy**

Service Provider shall quote the price format, taking into consideration the minimum wages applicable as on last date of submission of bids as notified by state/ central Government for the personnel to be deployed. However, in case of

any variation in minimum wages between last date of submission of bids and one-year contract period (after award of work) the same shall be borne by bidder at his own cost. This aspect is to be kept in consideration by bidder while submission of bids.

i. The successful bidder 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 Service tax contributions through electronic challan receipt (ECR)/ Bank challan will be provided by the successful bidder to PNB along with 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.

39. **Deciding L-1:** - Bidders are advised to quote the item wise rates, L-1 shall be decided based on summation of all items mentioned in BOQ wherein work shall be awarded on the basis of providing 05 nos. manpower (Caretaker cum Caterer).

39. **PAYMENT** Within 15 days' subject to submission of declaration on Firm's Letter Head along with required supporting documents.

On Firm's Letter Head

Date:

Chief Manager
GAD, ZO: Mumbai
11th floor, Dalamal House
Nariman Point
Mumbai: 400021

Sir/ Madam,

Reg:- AMC for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai.

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 workers employed by us as per the wages announced by Central/State Government vide their latest notification. Copy of salary receipt enclosed.

3. We have paid / deposited all the statutory dues i.e. PF and ESI of our Employees deputed at **Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai**. The copy of challan for the month of -----is enclosed herewith.

4. The GST collected for the month of ----- has been deposited in Govt. Account on . The copy of 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.

6. Attested copy of attendance sheet of workers deployed at site (**Vijay deep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai**) is attached here with.

Thanking you,

Seal & sign of Contractor

40. Forfeiture and refund of Security Deposit (SD) and EMD

Forfeiture of SD:-In case the Successful Contractor abandons the work, or does not perform the works satisfactorily, or in the case of contravention of any of the terms and conditions of the contract or left the services prior to award of work to successor, Bank reserves the right to terminate the contract by giving notice of 30 days without assigning any reason whatsoever. After such termination of contract, Bank shall have right to assign the work to some other competent person.

In case of termination of contract in the above circumstances, security deposit of the Successful Contractor shall be forfeited by the Bank and retention money shall be applied for adjusting claims of the Bank arising under this contract without prejudice to Bank's right of recovering the balance if any from the contractor through due process of law.

Forfeiture of EMD: - If tenderer withdraw the tender/make any amendment in tender/ contravention of any of the terms and conditions of the tender/ non acceptance of Award Letter within stipulated time period/ non submission of Security Deposit (SD: 10% of awarded value) within stipulated time period / Award

Letter accepted but not started the work within stipulated time period, Bank may forfeit the EMD.

Refund of EMD: - In case of unsuccessful tenderer, EMD will be returned after completion of bid process (without interest) on submission of request letter on Co./Firm Letter Head and in case of successful tenderer, after submission of Security Deposit an amount equal to 10% of awarded value.

Refund of Security Deposit (SD): - Within 30 days of successful completion of contract / extended contract subject to submission of request letter on CO./Firm Letter Head.

41. **Miscellaneous:**

WHENEVER THERE IS TIE

In the case of two tenders appearing “Prima Facie” lowest i.e. quoting the same figures before or after the arithmetical check etc., an opportunity shall be given to both the parties for making a revised offer on the basis of a percentage reduction in the total value, in sealed covers, which shall be opened by the TOC on a fixed date in the presence of two tenderers.

In the event of the parties not agreeing to revise their tender or any other reasons, it is not possible to resolve the “TIE” the Competent Authority shall exercise his discretion and accept the tender of the contractor who is considered to be better of the two and decision of Bank Competent Authority will be final and binding to the both tenderers.

ITEMS ADDITIONAL TO TENDER

The rates of the additional items/non tendered items shall be based on the rates quoted by the tenderer for similar items or based on analogous items available in the tender.

Where applicable rates are not directly available, the rates for extra items, if any, shall be derived, based on the prevalent market rates plus 15% towards contractor's profit.

EVALUATION OF CONDITIONAL OFFERS

If representatives of tenderers are agreed then conditional offers, if any, shall be examined to ascertain their financial implication on the tendered sum. The statement of financial effect shall be worked out and put up for consideration of the Competent Authority.

DEALING WITH INCONSISTENCE RATES

In case, inconsistency rates are observed for items of the same description in the different parts of the schedule of quantity, the lowest of such rates shall be considered as the rate for all such items, unless the Competent Authority finds there is justification for such inconsistent rate.

FREAK RATES

A freak rate is one which is higher or lower by more than 25% of the rate considered market rate for the item.

The freak rate shall be dealt with as under: -

- a. The quantities of items against which the tenderer has quoted freak rates, shall be verified/checked for accuracy.
- b. As a result of verification, if it is revealed that substantial error exists in the quantities against the freak rates, the matter along with the report on the financial aspect shall be referred to the Competent Authority for further instruction.
- c. Normally, no changes in specification shall be considered for items against which freak rates have been quoted. If the change, however, is inescapable, the approval of the Competent Authority shall be taken.
- d. In case of acceptance of a tender with certain freak rates, it shall be ensured that the quantities are not varied beyond the limit of 10% without prior approval of the Competent Authority.

EVENTUALITY-LOWEST BACKING OUT OR NOT RESPONDING

In case the lowest tenderer backs out or does not respond to the acceptance letter and/or refuses to execute/sign the contract, re-invitation of tenders shall be called by the Bank.

Scope of Work

Scope of Work No.1

FIRST DAY

The Successful bidder will report to Officer In-Charge along with following: -

- a. Request letter for work permit / Gate pass of workers on letter head contained details of workers such as name, designation, Mobile No. & shift time.
- b. 03 nos. recent photograph
- c. Copies of educational / technical / experience certificates duly signed & stamped by the successful bidder.
- d. Copies of Identity Card (issued from the successful bidder) of all workers are to be deployed, duly signed & stamped by the successful bidder.
- e. Copy of one of the I.D. proofs of all workers is to be deployed, duly signed & stamped by the successful bidder.
- f. Two sets of Uniform along with safety Shoes.
- g. Copies of Police verification report of all workers are to be deployed duly signed & stamped by the successful bidder.
- h. First Aid Box.
- i. Tools & Tackles as required.
- j. Copies of Pass Books of all workers are to be deployed contained Bank details, A/C No. and details of individual workers, duly signed & stamped by the successful bidder.
- k. Copies of ESI & EPF statement of all workers are to be deployed, duly signed & stamped by the successful bidder.

Scope of Work No. 2:-

The Successful bidder shall be responsible for performance of the following duties:

- I. Caretaking of Guest House, facilitating accommodation and its allied services for Comfortable stay of guests of PNB.
- II. Regular maintenance and cleaning on daily basis
- III. Cleaning and dusting of all the doors and windows, glass panes etc in the guest house accommodation rooms ONCE DAILY.
- IV. Proper regular care for the safe maintenance of fittings, fixtures, LCD-LED-TV, Equipment and furniture shall be sole responsibility of the successful bidder.

Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.

V. The contractor shall exclusively manage caretaking & catering arrangements as per requirement/order of guest not by own. Caretaker & Caterer should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests. Contractor will arrange all the food items include fruits & vegetables as per order of guests.

VI. Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of Guests. The contractor shall not be permitted to stop supply of any item for any reason whatsoever.

VII. Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh and of good quality and manufactured by well-known manufactures.

VIII. The eatables served by the contractor to the Guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, fillies or non-usable liquid etc. Dishes containing such things shall be viewed seriously.

IX. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk product such as curd, yoghurt, chesses etc. shall be of good standard and should be served fresh.

X. The contractor shall maintain the premises in proper; and hygienic condition as per the satisfaction of PNB representative.

XI. The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense and the contractor should ensure that his staff are in uniform while working and specially while serving coffee/tea, lunch, snacks, dinner etc.

Scope of Work No.3 (Readiness of room for guests):

I. The Contractor shall be responsible to keep room ready in all respect within 01 hr. of the vacation of the room by the guest.

II. Making of the beds of guests i.e. spreading the bed sheets, quilts/ blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.

III. The bed sheet, bed spreads, pillow covers, bed covers shall be got washed by the caretaker only from the washer man and charges thereof shall be paid by the Bank at the rates decided from time to time.

IV. The total stock of bed covers, bed sheets, bed spreads, pillow covers, blankets, towels, curtains etc. shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/ worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels etc shall be replaced by PNB, any loss due to any reason would be recovered from vendor.

Scope of Work No.4

1. Deployed staff by successful Contractor will report to Officer in-charge along with operation & maintenance registers on daily basis at 10:15 AM (Working days).
2. Functional check on daily basis at 09:30 AM of all appliances fitted in guest houses.
3. Ensure all electrical connections are tightly connected, there is no loose connection, if it is there then immediately remedial action is to be taken.
4. Lodging of complaint immediately on toll free no. of Company if any or in the office of successful Contractor via –e-mail & telephonically if any abnormality absorbed which is beyond the scope of deployed staff.
5. General cleaning (removal of dirt and dust) on daily basis of all appliances fitted in guest houses and offices.
6. General cleaning and functional check of all telephone handsets installed in the guest houses and offices.
7. General cleaning and functional check of all telephone handsets installed in guest houses and offices.
8. Maintenance of attendance sheet, Operation & maintenance register and complaint register on daily basis.
9. Ensure the following: -
 - ☐ There is no loose cable/wire or unwanted materials kept in guest houses.
 - ☐ All light fittings installed in guest houses and offices are working properly.
 - ☐ Housekeeping in guest houses & offices (inside & outside) carried out neatly.
 - ☐ All chairs and materials in guest houses & offices are in as & where basis in disciplined manner.
 - ☐ Restriction of entry of unwanted/unauthorized persons in guest houses and offices.

- ☐ All wall papers are stacked properly and same is not in hanging mode.
- ☐ Cassette ACs installed in guest houses & offices are working properly. In case of any abnormality observed make liaison with AC Operator for taking immediate corrective action as required on the spot.
- ☐ Follow up with vendor pertaining to any complaint pending at their end.
- ☐ Ensure all appliances including Plumbing materials installed in wash rooms are working properly. In case of any abnormality get the work done through concern person.
- ☐ Ensure TVs installed in guest houses and offices are working properly. In case of any abnormality get the work done through concern Company.

Notre: - In case of any dereliction on the part of care taker suitable penalty will be imposed and Bank may ask for replacement of deputed staff immediately.

Scope of Work No.5 (Special Work):

- I. Successful bidder will ensure that Caretaker cum Caterer is present during the stay of PNB, top executives/Senior officers/staff. No extra charge will be paid for the same; however, "OFF" will be given in lieu of same.
- II. If special food is ordered; successful bidder will arrange the same forthwith.

(BASIC INFORMATION)

1.	Details of organization	
a	Name of the applicant/ organization	
b	Address of the registered office.	
c	Name of the person authorized to represent on behalf of the firm.	
d	Contact No.	
e	Email ID	
2.	Type of the organization (whether Sole Proprietorship/ Partnership/ Private Limited/ Limited or Co-operative Body etc.) Please enclose the related certificate / document.	
3	Name of the Proprietor/ Partners/ Directors of the Organization/ Firm.	A. B. C. D.
4.	Details of Registration - (whether Partnership firm, Company etc.) - Registering Authority, Date, Registration No. etc. mentioning the business/ activity of the firm. Please enclose the related certificate / document.	

5.	Experience in the field of _____.(Name of the work for which applied) Please enclose the related certificate / document.	_____ years
6.	Technical personnel available in the organization.	Details to be furnished in the prescribed proforma (statement III)
7. a	Details of experience as practicing consultant	Details to be furnished in the prescribed proforma (statement III)
b	Important large project executed during last five years by the consultant together with approximate cost of individual project. The full address of the client for whom the work has been executed along with E-mail ID, Phone number and correspondence Address.	Details to be furnished in the prescribed proforma (statement I)
c	Works on which the firm is engaged at present and their estimated cost, the full address, E-mail ID & phone Number of the client shall be indicated against each project.	Details to be furnished in in the prescribed proforma (statement II)
8	Adequate and satisfactory evidence to indicate financial capacity of the Organization to undertake the said work with names of Bankers and their full address, E-mail ID, Phone Number etc. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached.).	
9	Yearly turnover of the company during last 3 years (year wise) Audited balance sheet duly certified by a Chartered Accountant / turnover certificate along with ITRs shall be submitted.	2020-21- Rs. 2019-20- Rs. 2018-19- Rs.
10	Ability to provide Bank Guarantee or other equivalent forms of security from a Scheduled Bank.	
11	Whether any Civil Suit/ Litigation arisen in the contracts executed during the last 5 years/ being executed. If yes, please	

	furnish the name of the project, employer, and nature of work, contract value, work order and date and brief details of litigation. Attach a separate sheet, if required.	
12	Details of PAN GST Please enclose documentary evidence.	
13	Whether working with any of the Govt. / Semi-Govt. undertakings / PSU / Financial Institution as approved contractors and if so, furnish details thereof.	
14	1. Name, address, Contact No., Email id of the Banker along with documents. 2. Bank account number, Account Type, IFSC Code, Name of the person (For payments to be made, if any) * Attach a cancelled cheque.	

Signature of the applicant with seal

Name –

Address-

Email Id-

Contact No.-

Previous Experience

List of Important Works Executed by the Firm during Last Seven Years (works completed on or after March 31, 2014) costing up to and including 100 lakh

S. No.	Name of work and location	Nature of work involved in the contract	Name of owner with full address, contact person name and Phone number. Also indicate whether Government or semi Government or Government of India Undertaking or Private body with full address & full name of the official from the owners side for whom the work was executed.	Cost of work	Completion Period		Any other relevant information including reason, if any, for delay in completion of work.
					Scheduled date of completion	Actual date of completion	
1	2	3	4	5	6	7	8

Note-

1. Documentary evidence of having carried out said works (Such as work order, completion certificate etc.) should be submitted.
2. If the space in the application form is insufficient for furnishing full details, such information may be supplemented on a separate sheet of paper duly signed stating therein the part of the statement and serial number

Signature of the applicant with seal

Work under execution

List of Important works in Hand/under execution costing up to and including 100Lakh.

S. No.	Name of work and location	Nature of work involved in the contract	Name of owner with full address, contact person name and Phone number. Also indicate whether Government or semi Government or Government of India Undertaking or Private body with full address & full name of the official from the owners side for whom the work was executed.	Cost of work	Completion Period		Any other relevant information including reason, if any, for delay in completion of work.
					Scheduled date of completion	Actual date of completion	
1	2	3	4	5	6	7	8

Signature of the applicant with seal

Statement III

List of employed Personnel, giving details about their Qualifications, Experience, etc.

S. No	Name	Age	Qualification	Experience	Nature of works handled	Date from which employed in your organization	Remarks
1	2	3	4	5	6	7	8

Signature of the applicant with seal

Note - Indicate other points, if any, to show your technical and managerial competency to emphasize any important point in your favor.

Client's Certificate Regarding Performance of Firm cum work completion

(To be issued by the client on its letterhead)

Name & Address of the Client: -----

Details of Works Executed by Shri / M/s _____

1	Name of work with brief particulars	
2	Agreement No. and date/Ref:	
3	Agreement amount	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of the work completed and paid *	
9	Name & address of the authority under whom work executed	
10	Whether the contractor employed qualified Engineer / Overseer during execution of work.	
11(a)	Quality of work (indicate grading)	Outstanding / very good / good / satisfactory / poor
b	Amount of work paid on reduced rates, if any	
12 (a)	Did the contractor go for arbitration Total amount awarded	
b	If yes, total amount of claim	
13	Comments on the capabilities of the contractor	
a	Technical Proficiency	Outstanding / very good / good / satisfactory / poor
b	Financial soundness	Outstanding / very good / good / satisfactory / poor
c	Mobilization of adequate T&P	Outstanding / very good / good / satisfactory / poor
d	Mobilization of manpower	Outstanding / very good / good / satisfactory / poor

e	General behaviour	Outstanding / very good / good / satisfactory / poor
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Note: - All columns should be properly filled

Signature of the Reporting Officer** with office seal
“Countersigned”

* Supported by adequate proof of payment received by the contractor for the work done by them.

Client's report issued by organization shall also accompany TDS Certificate (Report must be submitted in seal cover addressed to Chief Manager, Punjab National Bank, GAD, 11th floor, Dalamal House, Nariman Point, Mumbai: 400021

Form of Banker's Certificate from a Scheduled Bank

This is to certify that to the best of our knowledge and information M/s / Shri-----
----- having their address at -----
-----, a customer
of our bank are / is respectable and can be treated as good for any engagement up to a
limit of Rs. (Rupees
.....). This
certificate is issued without any guarantee or responsibility or any of its officers.

Seal and Signature of bank Official

Note:-

1. Banker's certificate should be on letter head of the bank, sealed in cover addressed to – Chief Manager, Punjab National Bank, GAD, 11th floor, Dalamal House, Nariman point, Mumbai: 400021.
2. In case of partnership firm, certificate should include names of all partners as recorded with the bank.

FINANCIAL INFORMATION

Financial Analysis – Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last three financial years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

Last 03 Financial Year	Particular	
	Gross Annual Turnover	Profit/loss (standalone finance statement and consolidated financial statement both)

II. Financial arrangements for carrying out the proposed work.

Signature of Chartered Accountant with Seal

Signature of Bidder

FORM FOR CERTIFICATE OF NETWORTH FROM CHARTERED ACCOUNTANT

It is to certify that as per the audited balance sheet and profit & loss account during the financial year..... the Net Worth of M/s.-----

----- (Name & Registered Address of Individual/ Firm/ Company), as on..... (the relevant date) is Rs. after considering all liabilities. It is further certified that the Net Worth of the company has not eroded by more than 30% in the last three years ending on (the relevant date).

(Signature of Chartered Accountant)

Name of Chartered Accountant: -

Membership No. of ICAI: -

Date and Seal: -

NOTE:

1. Net Worth certificate should be on letter head of the Chartered Accountant, addressed to tendering authority, Chief Manager, Punjab National Bank, GAD, 11th floor, Dalamal House, Nariman Point, Mumbai: 400021.
2. In case of partnership firm, certificate should include names of all partners as recorded with the Chartered Accountant.
3. The certificate should not be more than 6 months old.

STRUCTURE AND ORGANISATION

1. Name and address of the bidder: -

2. Telephone no./Telex no./Fax no.

3. Legal status of the bidder

(a) An individual

(b) A proprietary Firm

(c) A firm in Partnership

(d) A limited company or Corporation

4. Particulars of registration with various Government Bodies

Organization/ Place of Registration

Registration No.

1

2

5. Names and titles of Directors and Officers with designation to be concerned with this work.

6. Designation of individuals authorized to act for the organization.

7. Has the bidder, or any constituent partner in case of partnership firm, Limited Company/Joint Venture, ever been convicted by the court of law? If so, give details.

8. In which field of Engineering Construction, the bidder has specialization and interest?

9. Any other information considered necessary but not included above.

PROFORMA OF AFFIDAVIT FOR NON - BLACK LISTING

I/we undertake and confirm that our firm/partnership firm/Company has not been blacklisted by any state/Central Departments/PSUs/Autonomous bodies during the last 7 (seven) years of its operations. Further that, if such information comes to the notice of the department then I/we shall be debarred for bidding in PNB in future forever. Also, if such information comes to the notice of department on any day before date of start of work, the Engineer-in-charge shall be free to cancel the agreement and to take further necessary action as prescribed in the document.

NOTE: Affidavit to be furnished on a 'Non-Judicial' stamp paper worth Rs.100/-

Signature of Notary with seal

Signature of Bidder(s) or an authorized Officer of the firm with stamp

Affidavit

(To BE SUBMITTED ON NON JUDICIAL STAMP PAPER OF MINIMUM Rs.100/-
DULY CERTIFIED BY NOTARY PUBLIC)

Affidavit of Mr..... S/o..... R/o.....

I, the deponent above named do hereby solemnly affirm and declare an under:

1. That I am the Proprietor/ Authorized signatory of M/s..... having its Head Office/ Regd. Office at.....
2. That the information/ documents/ Experience certificates submitted by M/s..... along with this "Application for Pre-qualification of structural consultant" to Punjab National bank are genuine and true and nothing has been concealed.
3. I shall have no objection in case Punjab National bank verifies them from issuing authority(ies).I shall also have no objection in providing the original copy of the document(s), in case PNB demand so for verification.
4. I hereby confirm that in case, any document, information &/Or certificate submitted by me found to be incorrect/false/fabricated, Punjab National bank at its discretion may disqualify/ reject my application for pre-qualification out rightly and also debar me/M/s..... from participating in any future tenders/ PQ.

DEPONENT

I/we....., the Proprietor/ Authorized signatory of M/s....., do hereby confirm that the contents of the above declaration are true to my knowledge and nothing has been concealed there from and that no part of it is false. Verified at this..... day of

DEPONENT

WITNESS: -

- 1.
- 2.

Annexure-VIII

Proforma for man powers are to be deployed

Designation	Qualification & Experience
Care Taker cum Caterer	10 th pass with 03 years' experience in Care Taker cum Caterer

S. No.	Name	Designation	Qualification	Experience	Yes/No
1		Care Taker cum Caterer			
2		Care Taker cum Caterer			
3		Care Taker cum Caterer			
4		Care Taker cum Caterer			
5		Care Taker cum Caterer			
*6		Care Taker cum Caterer			

- Standby in case of leave

Signature of the Bidder (s) with stamp

CHECK LIST

S. No.	Description	Yes/No
1.	D.D. towards Tender fees amounting to Rs.1,180/- and E.M.D. amounting to Rs.20,000/- or exemption certificate	
2.	Copy of work completion certificate for similar work for last 07 years.	
3.	Copy of Bal. Sheet for last 03 F-Y	
4.	Copy of E.P.F. registration	
5.	Copy of E.S.I. registration	
6.	Copy of S. Tax registration	
7.	Copy of G.S.T. registration	
8.	Copy of PAN Card	
9.	Copy of Partnership deed	
10.	Copy of ROC & AOA	
11.	Basic information as per given format in T.D.	
12.	Previous experience as per given format in T.D. (Statement-I)	
13.	Work under execution as per given format in T.D. (Statement-II)	
14.	List of technical persons as per given format in T.D. (Statement-III)	
15.	Client's certificate regarding performance of contractor as per given format in T.D. (Annexure-I)	
16.	Form of Banker's certificate from a scheduled Bank as per given format in T.D. (Annexure-II)	
17.	Financial information as per given format in T.D. (Annexure-III)	
18.	Form for certificate of net worth from C.A. as per given format in T.D. (Annexure-IV)	
19.	Structure & Organization as per given format in T.D. (Annexure-V)	
20.	Proforma of affidavit for non-black listing as per given format in T.D. (Annexure-VI)	
21.	Proforma of affidavit for execution of similar work as per given format in T.D. (Annexure-VII)	
22.	Proforma for man powers are to be deployed as per given format in T.D. (Annexure-VIII)	
23.	All tender documents are sealed & signed by authorized signatory.	
24.	Copy of qualification & experience of Care Taker cum Caterer are to be deployed	

Note: - Above mentioned all documents should be sealed (Firm's seal) & signed by authorized signatory.

Suggested brands raw material to be used/served

1.	Cooking oil	Sundrop/Saffola/Nature Fresh
2.	Masala	MDH/Everest
3.	Ice Cream	Mother Dairy/Kwality/Amul/Vadilal
4.	Salt	Iodised (Tata/Captain Cook)
5.	Wheat Flour	Nature Fresh/Rajdhani/Annapurna/Captain Cook/Aashirwad
6.	Ghee/vanaspati	Gagan/Rath / Amul
7.	Jam/Tomato sauce	Kissan/Maggie
8.	Butter	Amul
9.	Tea Bags	Nes tea/Twinings/Taj mahal / TATA
10.	Coffee	Nescafe / Bru
11.	Pickle	Nilons/Mothers/Maggie
12.	Sugar Cubes	Daurala
13.	Cornflakes	Kellogg's
14.	Bread	Britania/Harvest/Modern or equivalent
15.	Salted Biscuits	Monaco/Krack Jack/Britannia 50- 50/Britannia/Maska Chaska
16.	Sweet Biscuits	Britannia Marie Gold/Cream/Parle- G/Good day/Little hearts/Hide & Seek /Milk Bikies/Bourn- Bourn/ Orange Cream Priya Gold/Sungfeast
17.	Water Bottle	Bisleri / Kinley / Aquafine
18.	Fruits	Banana, Papaya, Grapes, Mango, Chickoo, Orange, Apple, Water Melon, Pomegranate, Custard Apple

Note: In addition to above, Guest House in-charge may suggest any brand, which shall be adhered by contractor.

*** If any material is purchased & used for up-keeping of Guest House (other than materials mentioned in BOQ at S. No. 1 to 7) and after seeking due permission from this office, the same shall paid (once in a month) by the bank on production of supporting purchase bills on actual basis (i.e. cost of material + cartage) +10% towards contractor's Over Head & profit. All applicable taxes shall be paid as per government guidelines.**



पंजाब नैशनल बैंक
...भरोसे का प्रतीक !
punjab national bank
...the name you can BANK upon !



GAD, ZO: Mumbai, 11th floor, Dalamal House, Nariman Point, Mumbai:400021

Sample of online price bid

PART- B

SCHEDULE OF QUANTITY (PRICE BID)

Reg:- Annual Maintenance Contract for providing Professional Caretaking cum Catering Services at Guest Houses (Vijaydeep Apartment, Malabar Hill, Jupiter Apartment, Cuffe Parade, Mistry Court, Churchgate, Usha Kiran, Pedder Road and Venus Apartment, Cuffe Parade, Mumbai.

S. No.	Description	Unit	Qty.	Unit Rate (Rs.)	Amt. (Rs.)
1	Bed Tea – Tea Kits comprising of Milk, Sugar, Tea/Coffee pouches to be served/provided in Guest House.	No.	1		
2	Breakfast consisting of cornflakes/ Dalia 25 gms. with milk 250 gms. 4 toasts with butter 25 gms. and jam / sauce OR 2 eggs to order with two slices/toasts OR 2 stuffed Paranthas, curd 200 gms. Pickles and onions OR South Indian dishes like Poha/Uttamppam/ Masala Dosa/ Medhuvada/ Batatavada/Idly/Upma sufficient acceptable quantity and quality OR 6 Purees with channa masala OR any other acceptable menu. Tea/Coffee. Any other acceptable item with the consent of Bank Authorities. Capping:- Personal/official Rs.50/- and outsiders: Rs.75/-	No.	1		
3	Juice (Fresh juice of seasonal fruits)	No.	1		
4	LUNCH: Appetiser / soup daily cereals Basmati rice/ pulao and chappatis/Tandoori roties AND vegetable three side dishes i.e. seasonal vegetable/ Kala channa /	No.	1		

	<p>rajma/ urad / masoor / moong gobie/ curd raita pickle – papad, chutney, salad, AND additional dish of cheese/mushrooms etc. thrice a week AND sweet dish/seasonal fruit to be served in dining room Any other acceptable item with the consent of Bank authorities. Capping:- Personal/official: Rs.75/- and outsiders: Rs.150/-</p>				
5	Mid evening tea/ cold drink to be served.	No.	1		
6	Evening tea/ coffee with snacks (Biscuits/ pakora/ samosa / Dahiwada / Wada Pao / Bread Sandwich etc.) to be served.	No.	1		
7	<p>Dinner – Same as 4 above to be served in dining room & additional dish of Cheese/mushroom etc thrice a week on days when it was not served in lunch Any other acceptable item with the consent of Principal or his authorized person. Capping:- Personal/official: Rs.75/- and outsiders: Rs.150/-</p>	No.	1		
8	<p>Charges for providing following manpower for Annual Maintenance Contract for providing Professional Caretaking cum Catering Services at Guest Houses (as per scope of work, qualification & experiences mentioned in tender documents): - Vijaydeep Apartment, Malabar Hill: 01 No. Jupiter Apartment, Cuffe Parad: 01 No. Mistry Court, Churchgate:01 No. Usha Kiran, Pedder Road: 01 No. Venus Apartment, Cuffe Parad, Mumbai: 01 No. Total: 05 Nos. Total 05 Nos. (Caretaker cum Caterer)</p>	Month	12		

- **Quoted rates should be inclusive of GST**