

**MAINTENANCE CONTRACT FOR PROVIDING  
HOUSEKEEPING / CLEANING SERVICES FOR RESIDENTIAL FLATS,  
Central Bank Of India**



**Last date of submission: 23.04.2024**

***Central Bank of India***  
General Administration Department  
Central Office,  
16<sup>th</sup> floor, Chander Mukhi,  
Nariman Point, Mumbai – 400 021

Name of the firm / company / contractor



निविदा दस्तावेज/TENDER DOCUMENT  
(नियम, शर्तें एवं ड्राइंग्स/Terms, Conditions & Drawings)

भाग/PART-ए/A

**NOTICE INVITING TENDER**

**Proposed Housekeeping/ cleaning services for the Central Bank of India flats in following societies / area at Mumbai and Navi Mumbai and Thane.**

विज्ञापन की दिनांक/ Date of Advertisement	08 /04/2024
प्रस्तुत करने की अंतिम दिनांक / Last Date of Submission	23 /04 /2024 by 15:00Hrs
Last Date of Enquiry	Upto 15.04.2024
बोली पूर्व मीटिंग / Pre-Bid Meeting	16/ 04/2024 at 15: Hrs. at 16 <sup>th</sup> floor, Architect Section, Central Bank of India, Chandermukhi, Nariman Point, Mumbai 400021
खुलने की दिनांक /Opening Date	तकनीकी बोली/Technical Bid 25/04/2024 वित्तीय बोली: तकनीक रूप से अर्हता प्राप्त ठेकेदार को सूचित किया जाएगा/ Financial Bid: To be intimated to Technically Qualified Contractors.
Security Deposit	Rs. 3,00,000.00 DD Favoring Central Bank of India, Payable at Mumbai to be submitted by successful Bidder after awarding of work.
बयाना जमा राशि/Earnest Money Deposit	<b>Rs. 20,000/- (Rupees Three Lakhs Only)</b> DD favoring Central Bank of India, Payable at Mumbai, to be submitted along with Bid document.
निविदा दस्तावेज का मूल्य/Cost of Tender Document(गैर वापसी योग्य/Non Refundable)	रु./Rs. 1000.00 (सेन्ट्रल बैंक ऑफ इंडिया के पक्ष में मांग ड्राफ्ट जो मुंबई पर देय हो/ DD In favor of Central Bank of India, Payable at Mumbai
<b>MSME Registered Vendors are Exempted from EMD and Tender Fees Relevant Documents to be submitted in Technical Bid.</b>	
खुलने की दिनांक से निविदा की वैधता/Validity of Tender from the date of opening of Financial Bid.	120 दिन/ days
प्रस्तुत किए जाने वाले दस्तावेज/ Documents to be provided	निविदा आमंत्रण सूचना के अनुसार/As per Notice Inviting Tender.
Email for Correspondence	<a href="mailto:agmgad@centralbank.co.in">agmgad@centralbank.co.in</a> /cmcivilco@centralbank.co.in
संपर्क व्यक्ति का नाम /Contact person name	Nilesh Haldhar/ Chief Manager 022-66387897, 9909914091

(Anupam Bandyopadhyay )  
Asst. General Manager - BSD

**NOTICE INVITING TENDER**

To,

Reputed firms / companies and contractors in the field of providing housekeeping/ Cleaning services

Dear Sir,

Central Bank of India, Business Support Department, Architect Section, Central Office, Mumbai invites Tenders from experienced and eligible Contractors for participating in the **Techno-Commercial (Online) Bid Process** for the **Proposed Housekeeping/ cleaning services for the Central Bank of India flats in following societies / area at Mumbai and Navi Mumbai**

Tender documents shall be available on <https://centralbank.abcprocure.com>.

Reg Housekeeping services for the Central Bank of India flats in following societies / area at Mumbai and Navi Mumbai :-

S.NO.	Property Name	Address	Number of Flats
1	Sterling Apartment, Peddar Road	Sterling Apartment, Plot no. 38, malabar & Cumbala Hills Divison , Pedder Road, Mumbai	1
2	Jolly Maker I, Cuffe Parade	Varuna Premises CHS Ltd, Colaba Division, Backbay ReclamationScheme, BlockV, BMC "A" WardSomani Marg, Cuffe Parade, Mumbai.	3
3	Iris Apartment, Cuffe Parade	Iris CHS Ltd , Colaba Division, Backbay ReclamationScheme, BlockV, BMC "A" WardSomani Marg, Cuffe Parade, Mumbai.	2
4	Jolly Maker III, Cuffe Parade	Varuna Premises CHS Ltd, Colaba Division, Backbay ReclamationScheme, BlockV, BMC "A" WardSomani Marg, Cuffe Parade, Mumbai.	2
5	Wallace Apartment, Grant Road	Wallace Aptment CPS Ltd, Tardeo Division, BMC "D" ward, behind Bhatia Hospital, Junction of Tukaram Jivaji Marg, Naushir Bharucha Road, Grant Road(West), Mumbai	12
6	Nestle Apartment, Worli	Nestle III apartment, CS no. 1120, Lower Parel, Division plot no. 1048 of TPS IV Mahim, Pandurang Budhkar Marg, BMC "G" south ward Mumbai	10

7	Ruia Park, Juhu	Ruia Park CHS Ltd, Janardan Ramji Mahte Marg, BMC K West Ward, Juhu, Mumbai.	10
8	Central Apartment, Vile Parle (E)	Plot no. 181,182,183, Dayaldas Road, TPS no. V, BMC "K East" ward, Ville Parle (East) Mumbai.	10
9	'A' & 'B' block Cent Pearl, CBD Belapur	Plot no. 21, Sector 8B, Vasantdada Patil Marg, CBD Belapur, Navi Mumbai.	21
10	Vasundhara Apartment Borivali	Building B, Wing B1 & B2, Vasundhara Apartment, Survey no. 165/5, CS no. 49, SV Road, Borivali (West), Mumbai	1
11	Coste Belle, Bandra		1
	<b>Total</b>		<b>73</b>

1. Tender are invited from the reputed firms / companies / contractors in the field of providing housekeeping services for providing housekeeping services in above flats at Mumbai and Navi Mumbai. Tender documents are available at Bank's Web Site from 08.04.2024.

1.1 **Submission of Tender:** Tender will be a Two Bid Tender.

**1.1.1** Tenders to be submitted in closed envelope at our office located at 16<sup>th</sup> floor, Architect Section, Central Bank Of India, Chandermukhi, Nariman Point, Mumbai 400021. The tender will be live at Bank's website [www.centralbank.co.in](http://www.centralbank.co.in) from 08.04.2024 . The last date of submission of Tenders is 23.04.2024 (**date of submission**) before 3:00 p.m. **NO Tender shall be accepted after 23.04.2024.**

**1.1.2 Technical Bid**

Technical Bid shall contain Pre - Qualification Documents such as proof of eligibility i.e. Enlistment, Annual Financial Turnover and Completion Certificates of similar works as mentioned in below following pages.

**1.1.3 Financial Bid**

**Financial Bid** shall contain financial Bid as "**per flat/ per visit rate**". Each page and correction duly signed by tenderer including tender form duly filled in complete details and description including all data to be supplied by tenderer as specified in the information and instruction of tenderers. You are requested to submit your rates in each item in the enclosed format.

1.1.4 The nonrefundable Tender fee of Rs.1,000.00 in form of DD in favor of Central Bank Of India, Mumbai to be submitted along with Bid document.

- 1.1.5 Earnest Money Deposit in the form of crossed demand draft of **Rs. 20,000/-** (Rs. Twenty thousand only) in favor of Central Bank of India, Mumbai.
- 1.5 The tender shall be valid for a period of not less than 120 days after the date of opening of Tender.
- 1.6 MSME Registered Vendors are exempted from EMD and Tender Fees Relevant Documents to be submitted in Technical Bid**
- 1.6 For any further information on the tender, Central Bank of India, General Administration Department, Central Office, Mumbai may be contacted as under:  
Mr. Nilesh Haldhar : 9909914091/ 022-66387897.
- 1.7 The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all tenders without submission of any explanation.
- 1.8 For any query/ clarification, the pre-bid meeting is scheduled on 15.04.2024 at **Central Bank of India, Chandermukhi, 16<sup>th</sup> floor, BSD- Architect Section, Nariman Point, Mumbai 400021**

**(Anupam Bandhyopadhyay)**  
**ASST. GENERAL MANAGER – ARCHITECT**

## Form of Tender

Asst. General Manager,  
Central Bank of India,  
General Administration Department, Central Office,  
Chander Mukhi, Nariman Point,  
Mumbai – 400 021

Dear Sir,

**Reg Maintenance contract for providing housekeeping/ cleaning services for cleaning of residential flats for initial period one year, extendable for another two years subject to satisfactory performance.**

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, We hereby offer to take up the maintenance contract for providing housekeeping services at Bank's flats at Mumbai in accordance with the conditions of the tender and conditions of contract attached hereto.

Should this tender be accepted, we hereby agree to fulfill the terms and provisions of the said conditions of the contract and work as per the rate accepted by the Bank.

Signature and seal of the contractor / authorized person

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Landline /Mobile No. \_\_\_\_\_

**ANNUAL MAINTENANCE CONTRACT FOR PROVIDING HOUSEKEEPING/  
CLEANING SERVICES FOR CLEANING OF BANK'S FLATS AT MUMBAI FOR  
INITIAL PERIOD OF ONE YEAR EXTENDABLE FOR ANOTHER TWO YEARS  
SUBJECT TO SATISFACTORY PERFORMANCE.**

**GENERAL INSTRUCTIONS**

Central Bank of India, Central Office, Mumbai invites tenders from firms/companies for housekeeping services for residential flats at Mumbai for an initial period of 1 year from (extendable for another two years) as per laid down contractual obligations. The contract can be extended for another two years subject to satisfactory performance of the house keeping/cleaning services provided and adherence to contractual obligations by the concerned firm/company.

The Bank reserves the right to increase or decrease the number of flats allotted to the contractor. The Bank also reserves the right to award the work to one firm/company or separately to different firms / companies.

**1 Scope of Work**

**Housekeeping services for Bank's residential flats at Mumbai**

High standard cleanliness should be maintained by using ultramodern equipment and materials. The Contractor shall in consultation with Bank decide the frequency of the services. The normal working hours would be from 09:00 A.M. to 05:30 P.M.

- 1.2 Cleaning of fans, lighting fixtures, chimney, exhaust fans etc.
- 1.3 Cleaning of walls, ceilings, curtains, blinds, dirt, stains, etc.
- 1.4 Cleaning of tables, chairs, cupboards, storage units shelves etc., dusting of equipment such as microwave oven, refrigerator, washing machine, etc.
- 1.5 Cleaning of windows, window panes, grills, doors, ventilators etc.
- 1.6 Sweeping and mopping of floors in the flat and balconies.
- 1.7 Cleaning of platform and toilet pots, seats, sink, wash basins, tiles, racks, glass mirrors etc.
- 1.8 Thorough sweeping, washing, mopping and scrubbing of floors and wall dado inside the toilets, plumbing and sanitary fittings & fixtures, glazed ventilators etc.
- 1.9 Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.
- 1.10 All the cleaning material and equipment to be provided by the service provider / contractor / firm.
- 1.11 The cleaning material used will be of standard quality to avoid damage to CP fixture / tiles / flooring etc.
- 1.12 The contractor should use following approved / any other equivalent cleaning material preferably non-toxic & eco-friendly as approved by Bank:
  - 1.12.1 Cleaning material – Harpic / Sanifresh for toilets
  - 1.12.2 Lizol (Perfumed) for floor cleaning.
  - 1.12.3 Domex (Perfumed) for floor cleaning.
  - 1.12.4 Colin for cleaning of window panes /fans/ mirror etc.
  - 1.12.5 Permanent kind of stains inside the washrooms can be cleaned with the help of stain removers like “Easy Off Bang”
  - 1.12.6 Use of branded floor cleaning materials for respective floor finishes (Ceramic / vitrified / granite).

- 1.13 Contractor should keep / provide stock of cleaning materials / machines for use to ensure state of the art cleaning such as scrubbing machines / dusters / mops / detergents / washing powder, brooms, sponges, garbage sacks, polish, phenyl acid, ladder, vacuum cleaner, different types of brushes for dusting, liquid items cleaning, oil stain remover, bleaching liquid, bleaching powder, cleaning acid etc.
- 1.14 Proper disposal of garbage as per the extant norms of authorities
- 2 The Firm / Contractor will have to deploy sufficient persons (not less than the number specified above for the purpose of cleaning). The entry for labour in the Societies having the Bank's flat normally remains closed on Sundays and Bank Holidays and if any work is required to be done, the same shall be carried out on those days with prior permission. The Housekeeping Services will be twice in a month.

### **Eligibility Criteria**

The tenderers should satisfy the following conditions and are requested to enclose the following documents in Part I for examining their credentials. Opening of Part II (Commercial Bid) will be subject to satisfying the prescribed eligibility criteria:

1. The bidder should be a Government Organizations / PSUs / PSEs / Partnership Firms / Proprietary Firms / Limited Companies under Indian Laws with an established setup in India, with registered office anywhere in India and the bidder should have minimum two contracts of any Government Organizations / PSUs / PSEs / Corporate companies (with minimum turn over of above 100.00 Cr) in last 5 years.
2. Should have minimum 5 years of experience of executing similar works (Housekeeping) year ending March 2024. Applicant should furnish their client list showing the details of work carried out during the last 5 years. The list shall include details such as name of the Client, value of work executed, Date of Start and Finish of the work. The applicant should submit documentary evidence in support of minimum experience of 5 years. Produce the copies of Work orders from clients for executing similar works during the last three years.
  - 2.1 Three similar completed works each costing not less than the amount equal to Rs. 10.00 Lacs per annum **OR**
  - 2.2 Two similar completed works each costing not less than the amount equal to Rs. 7.50 lacs per annum **OR**
  - 2.3 One similar work costing not less than the amount equal to Rs. 30.00 lacs per annum.
- 3 IT returns certificates of last three consecutive years duly certified by a Chartered Accountant. (minimum avg. turn over for last three year should not be less than 50.00 Lacs
- 4 Tenderers should have applicable tax registrations (PAN, GST, etc.) supported by documentary evidence.
- 5 Tenderers should have their own office / branch preferably in Mumbai.
- 6 Tendering firms/companies should have current account in scheduled commercial bank and should give an undertaking that they are ready to receive the payments through Electronic Clearing Service (ECS)/NEFT.
- 7 Should be a registered firm / company under State Govt. or Central Govt. laws / rules. Good market reputation in the field is preferred.
- 8 Rates quoted by the agency should be in accordance with the Contract Labour Act 1970 / Minimum Wages Act. Tender having quoted rates below the prescribed rates will be rejected. The rates should be inclusive of all taxes, charges etc other than GST. The GST will be paid separately by the Bank as applicable on actual basis.



- 9 Should furnish solvency certificate issued by the Bank (Applicant's banker), specifically for the purpose of the work for amount Rs 3.00 lakhs.

### **Security Deposit –**

The successful Bidder has to submit security deposit of Rs. 3.00 Lacs within 15 days from acceptance of the work order for due fulfillment of the Contract. The security deposit shall be deposited by means of Demand Draft drawn on any scheduled bank in favour of "CENTRAL BANK OF INDIA" payable at Mumbai. This will be forfeited in case of noncompliance of the terms & conditions of the contract. This amount will not bear any interest. This security deposit shall be refunded to the contractor on expiry of the Contract.

### **Opening of tender**

Part-I of the tenders will be opened at 4.00 PM on 25.04.2024 OR any other designated time and date or further informed at Bank's Website and subsequent platforms, in the presence of the tenderers or authorized representative of the tenderers who choose to be present. Part-II of the tender of only those tenderers which meet the requirement of the Bank will be opened after technical evaluation and the date will be informed at Bank's Website and subsequent platforms.

The tender form must be filled in **English or Hindi and properly stamped and signed.**

Failure to comply with either of these conditions will render the tender void at the Bank's option. No advice whatsoever, especially on change in rate, specifications after opening of Part II of the tender, will be entertained.

Each page of the Tender Documents and RFP should be signed by the person or persons submitting the tender in token of his/their having acquainted himself/ themselves with the conditions of contract, etc. as laid down. Any tender with any of the documents not so signed will be rejected.

The tender submitted on behalf of the firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney in the case of a company. Otherwise the tender may be rejected by the Bank.

The Central Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part.

If awarded, the Contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor; rescinding the contract.

The tenderer must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of making the tender and for entering into a contract and must inspect the site of the work, acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

The tenderer should submit the reports on past performance of his firm/company from his clients and bankers along with the Part I of the tender. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the

Bank reserves the right to reject his offer even after opening of Part I of the tender. The Bank is not bound to assign any reason for rejecting the tender.

After prima facie scrutiny, if any of the contractors is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further.

Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of the tender, which period may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.

The tenderer must use only the tender forms prescribed by the Bank and downloaded from the site to fill in the rates. Any addition/alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void.

The charges quoted will cover the cost of manpower deployed, material used and machinery/equipment deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

The quoted charges will be firm and not subject to labour conditions, exchange variations or any other condition whatsoever. The firm/ agency will be bound to pay statutory minimum wages to the workforce employed by him / them, therefore rate should be quoted keeping this in mind. Tenders having 'quoted rates' below the minimum wages are bound to be rejected.

The quoted charges shall also include Service Tax, Insurance charges, Work Contract tax, Sales tax, Excise duty, Octroi and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State or Local Authority, other than GST if applicable. The GST will be paid separately by the Bank as applicable on actual basis.

The successful bidder/contractor shall depute required numbers of workers and supervisors to render the cleaning services. The successful bidder/contractor shall commence the work after furnishing to the Bank the following documents, as applicable

- i. Labour License
- ii. Provident Fund code Number
- iii. E S I Code Number – Insurance Policy
- iv. Registration Number
- v. Maintenance Register of workers

The successful bidder/contractor shall

1. Provide at his own cost, all the cleaning materials including disinfectant, equipment's, tools, vacuum cleaners, etc. required for the work depending upon the area. The quality of cleaning materials shall be of standard quality and shall not pose any health hazard to the occupants. On timely basis quality shall be monitored by the user of the concerned flat as well as Department concerned.

2. Ensure that he/she deploys only adult, trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works.
3. Comply with the Payment of Waged and benefits as per Minimum Wages applicable in the state of Maharashtra or Central Minimum Wages Act as applicable whichever is higher, for the category of personnel i.e. House Keeping and Cleaning Staff. Please note Housekeeping Personnel fall under the category of unskilled and Supervisors in semi-skilled. The service provider shall pay wages through 'Account Payee' cheque, to the personnel deployed at our sites. They shall have their accounts with Central Bank of India.
4. It is made clear that during the validity / continuity of Housekeeping service contract, if the minimum wages are revised / increased by State of Maharashtra or by Central Government, the vendor shall bear the same and Bank shall not be liable to pay the same. Vendor shall not have any right to terminate the contract on this ground.
5. Maintain neatly, completely and legibly registers, records, reports and returns for inspection by various authorities at short notice.
6. provide information as required in respect of all his employees to enable the Bank to monitor compliance of P.F., ESI, etc., as applicable and if so desired by Bank
7. Ensure that all persons employed by him/her, for the purposes of rendering the services required by the Bank, are adequately insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons, animals or any other things employed / used by him/her.
8. ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or his employees have observed the same.
9. Personally and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his/her employees so as to ensure that the services rendered are carried out to the satisfaction of the Bank.
10. Ensure that no employee of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling contractors obligations and with Bank's permission.
11. Be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or to any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
12. Provide identity cards to his/her employees or agents who shall be doing the subjected job at the Bank's premises. All the employees and agents should display the identity card in their person for all the times they are working in Bank's premises.
13. The personnel deployed shall be of good health and moral character, well behaved, obedient, experienced and skillful in their task.
14. Provide distinct uniform to his/her employees or agents different from the Bank's employees. The uniform should have logo of the contractor's firm/company and should be kept neat, tidy and in a wearable condition.
15. Obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. Only able bodied, physically fit, well trained,

literate, disciplined and honest personnel preferably between the age of 21 and 45 years shall be deployed.

16. The cleaning material used will be of standard quality to avoid damage to CP fixture/tiles/flooring etc.

The Bank will not provide accommodation to the contractor in the Bank's premises except for storing of materials / tools and equipment.

In the event of termination of the contract for any reason whatsoever, the contractor or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

The contractor shall ensure payment of minimum wages to the workmen employed by him/her and shall maintain a register of wages and shall issue a wage slip to every workman employed by him/her and obtain their signature or thumb impression on the wage slips. In addition, he/she will provide essential amenities like drinking water, first aid facility etc. to the employees as per Contract Labour Act 1970. The agency / contractor will give undertaking on Non Judicial Stamp Paper of applicable value before the award of work that he undertakes to actually pay wages to all the labour of all descriptions to be engaged by him/her for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under the Contract Labour(Regulation & Abolition) Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

The contractor shall obtain a license as contemplated under Contract Labour Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the laborers engaged by him/her in terms of this contract.

The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provision of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The contractor alone shall be responsible for liabilities, if any, in this regard.

The contractor shall abide by all local and other acts, rules and regulations with all latest modifications and changes applicable for carrying out this kind of activity.

The contract could be considered for further renewal on the same terms and conditions provided the Bank finds the services of the Contractor satisfactory and if the Bank so desires. The decision of the Bank in this regard shall be final.

The successful contractor shall execute an Agreement with the Bank in this regard in the enclosed format, in duplicate, on receipt of intimation from the Bank of the acceptance of his/her tenders.

The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc. which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in

connection with this agreement, to any third party, and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by him as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to his/her employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

The Quantity of work prescribed in the Bill (BOQ) is only indicative and shall be subject to change at the Bank's discretion. Payment shall be made based on the actual quantum of work executed.

The intending tenderers are advised to inspect the site with the prior permission from the Bank and ascertain the exactness of the area to be maintained and the work to be executed before quoting their rates.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above mentioned Annual Cleaning Contract is entrusted to me/us.

I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

If damages occurred to any fittings equipment's etc at any Bank's Flat the same is to be adjusted by the Contractor.

Contractor staff involved in misconduct, negligence shall not be re-employed by Contractor at Bank's premises.

Penalty clause in case of breach or work not done as per scope of work.

This agreement, when executed, together with all Attachments attached hereto or to be attached hereto, as provided for this Agreement shall constitute the entire Agreement between both parties and this Agreement may not be amended, modified or shared with 3<sup>rd</sup> party except by a written Agreement signed by the parties hereto.

Signature and seal of contractor/s

Date : \_\_\_\_\_

Place: \_\_\_\_\_

## Articles of Agreement

This Agreement made on this \_\_\_\_\_ day of \_\_\_\_\_ 2024 between Central Bank of India, having its CENTRAL BANK OF INDIA, having its Head Office/ Registered Office at Chander Mukhi, Nariman Point, Mumbai, (hereinafter referred to as the "**Bank**") which expression shall, unless it is repugnant to the context or meaning thereof be deemed to include its affiliates, successors and assigns of the ONE part and

M/s \_\_\_\_\_, having its Office at

\_\_\_\_\_ (hereinafter referred to as the "**Contractor**") which expression shall, unless it is repugnant to the context or meaning thereof, be deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the contractor is carrying on the business of providing personnel for and cleaning services and has adequate experience in such jobs for rendering such services.

And whereas the Bank is desirous of availing services of the contractor for the purposes as indicated in its Letter No. \_\_\_\_\_ dated \_\_\_\_\_

And whereas the parties are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the contractor.

### **NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS**

1. This agreement will be assumed to have come into effect from dd/mm/yyyy and will remain in force up to dd/mm/yyyy or until it is terminated as per the terms hereinafter contained.
2. The quoted charges of Rs. \_\_\_\_\_ will be rate per visit per flat covering the cost of manpower deployed, material and machinery/equipment used, for efficient rendering of services shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
3. The above charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.
4. The above charges also include Service Tax, Insurance charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority other than GST. GST will be paid separately by the Bank as applicable on actual basis.
5. All requisite cleaning articles/equipment and material will be provided by the contractor.
6. The contractor shall be responsible for providing services on regular basis as per the terms and conditions of the tender.

7. The scope of work will be as under:

High standard cleanliness should be maintained by using ultramodern equipment and materials. The Contractor shall decide the frequency of the cleaning based on the usage of washrooms with the prior approval of the Bank. The normal working hours would be from 09:00 A.M. to 05:30 P.M. with ½ hour lunch break.

- 7.1 Cleaning of fans, lighting fixtures exhaust fans etc.
- 7.2 Cleaning of walls, ceilings, curtains, blinds, dirt, stains, etc.
- 7.3 Cleaning of workstations, tables, chairs, cupboards, storage units shelves etc., dusting of office equipment such as computers, printers, etc.
- 7.4 Cleaning of windows, window panes, grills, doors, ventilators etc.
- 7.5 Sweeping and mopping of floors in the office premises.
- 7.6 Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors etc.
- 7.7 Thorough sweeping, washing, mopping and scrubbing of floors and wall dado inside the toilets, plumbing and sanitary fittings & fixtures, glazed ventilators etc.
- 7.8 Provide garbage bags in all dustbins
- 7.9 Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.
- 7.10 All the cleaning material and equipment to be provided by the service provider/contractor/firm.
- 7.11 The cleaning material used will be of standard quality to avoid damage to CP fixture/ tiles/flooring etc.
- 7.12 The contractor should use following approved/ any other equivalent cleaning material preferably non-toxic & eco-friendly as approved by Bank:
  - 7.12.1 Cleaning material – Harpic / Sanifresh for toilets
  - 7.12.2 Lizol (Perfumed) for floor cleaning.
  - 7.12.3 Domex (Perfumed) for floor cleaning.
  - 7.12.4 Colin for cleaning of window panes /fans/ mirror etc.
  - 7.12.5 Permanent kind of stains inside the washrooms can be cleaned with the help of stain removers like “Easy Off Bang”
  - 7.12.6 Refilling of liquid soap for hand wash & air fresheners of approved manufacture.
  - 7.12.7 Use of branded floor cleaning materials for respective floor finishes (Ceramic / vitrified / granite).
- 7.13 Contractor should keep / provide stock of cleaning materials / machines for use to ensure state of the art cleaning such as scrubbing machines/ dusters/ mops/ detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl acid, ladder, vacuum cleaner, different types of brushes for dusting, liquid items cleaning, oil stain remover, bleaching liquid, bleaching powder, cleaning acid etc.
- 7.14 Proper disposal of garbage as per the extant norms of authorities

## SERVICES TO BE RENDERED BY CONTRACTOR

The contractor shall:

- 8.1 ensure that he/she deploys only adult, trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works.
- 8.2 be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as considered necessary by the Bank for effectively rendering the services.

- 8.3 be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purpose of rendering the services required by the Bank under this tender. Written records for having made these payments will be submitted to the Bank, if so desired, for its verification.
- 8.4 maintain neatly, completely and legibly registers, records, reports and returns for inspection by various authorities at short notice.
- 8.5 provide information as required in respect of all his employees to enable the Bank to monitor compliance of P.F., ESI, etc. if so desired.
- 8.6 ensure that all persons employed by him/her, for the purposes for rendering the services required by the Bank, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons, animals or any other things employed / used by him/her.
- 8.7 ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or his employees have observed the same.
- 8.8 personally and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his/her employees so as to ensure that the services rendered are carried out to the satisfaction of the Bank.
- 8.9 ensure that no employee of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling contractor's obligations and with Bank's permission.
- 8.10 be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or to any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
- 8.11 provide identity cards to his/her employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should display the identity card in their person for all the times they are working in Bank's premises.
- 8.12 provide distinct uniform to his/her employees or agents different from the Bank's employees. The uniform should have logo of the contractor's firm/company and should be kept neat, tidy and in a wearable condition.
- 8.13 obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel preferably between the age of 21 and 45 years shall be deployed.
- 8.14 The cleaning material used will be of standard quality to avoid damage to CP fixture/ tiles/flooring etc.

## 9. STAMP DUTY

The contractor shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate. The Bank shall retain the original and the Contractor shall retain the duplicate.

10. The contractor shall ensure payment of minimum wages to the workmen employed by him/her and shall maintain a register of wages and shall issue a wage slip to every



workman employed by him/her and obtain their signature or thumb impression on the wage slips. In addition, he/she will provide essential amenities like drinking water, first aid facility etc. to the employees as per Contract Labour Act 1970. The agency/contractor will give undertaking on Non Judicial Stamp Paper of applicable value before the award of work that he undertakes to actually pay wages to all the labour of all descriptions to be engaged by him/her for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under the Contract Labour(Regulation & Abolition) Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

11. The contractor shall obtain a license as contemplated under Contract Labour Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers engaged by him/her in terms of this contract.
12. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provision of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The contractor alone shall be responsible for liabilities, if any, in this regard.
13. The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this agreement, to any third party, and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by him as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.
14. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
15. The contractor shall abide by all local and other acts, rules and regulations applicable for carrying out this kind of activity.

17. It is made clear that during the validity / continuity of Housekeeping service contract, if the minimum wages are revised / increased by State of Maharashtra or by Central Government, the vendor shall bear the same and Bank shall not be liable to pay the same. Vendor shall not have any right to terminate the contract on this ground.

## 17 **TERMINATION OF AGREEMENT**

Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of one month with or without assigning any reason and without payment of any compensation, if

- 17.1 in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or
- 17.2 the contractor commits a breach of any terms and conditions of this agreement and/or
- 17.3 the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
- 17.4 for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
- 17.5 There is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.

- 18 In the event of termination of this agreement for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

## 19 **ARBITRATION**

If any dispute, difference or question, at any time, arises between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/Panel of Arbitrators shall be final and binding on both the parties. Further such disputes, difference or questions, if any, shall be deemed to have arisen at Mumbai and only courts in Mumbai, Maharashtra shall have jurisdiction to determine the same.

Signed and delivered by

Shri \_\_\_\_\_ (sign and seal of the company)

(Contractor)

Witnesses

1.

2.

Signed and delivered for and on behalf of Central Bank of India, Mumbai  
(sign and seal of the Bank)

Shri \_\_\_\_\_

its duly authorized officer in the presence of

1.

2.

**MAINTENANCE CONTRACT FOR PROVIDING HOUSEKEEPING/ CLEANING SERVICES FOR BANK'S FLATS AT MUMBAI FOR INITIAL PERIOD OF ONE YEAR, EXTENDABLE FOR ANOTHER TWO YEARS**

**PART I (TECHNICAL BID)  
Information to be furnished by the applicants**

1	Name of the Organisation		
2	Address with telephone no. and e-mail address if any.	Postal address	
		Telephone nos. / mobile nos.	
		E-mail address	
3	Year of establishment		
4	Status of the firm (Enclose copy)		Proprietorship / partnership / limited / trust / any other (please specify)
5	Name of Directors/ Partners / Proprietor		i)  ii)  iii)
6	Name and address of Bankers		i)  ii)  iii)  iv)
7	Name of past and current assignments (i) at least 1(one) work costing not less than the amount equal to 2.00 Lacs of the category applied for or (ii) at least 2(two) similar works costing not less than the amount equal to 1.50 Lacs of the category applied for or (iii) at least 3(three) similar works costing not less than the amount equal to 1.00 Lacs in the category applied. (Details to be furnished in proforma 1)		i)  ii)  iii)

8	Important major projects on which the firm is engaged at present and their estimated cost, stage of work viz. planning and construction, the full address of clients shall be indicated against each project. (Details to be furnished in proforma 3)	i) ii)
12	If you are registered in Panel of other Organisation/ Statutory bodies such CPWD, PWD, MES, Banks, etc, furnish their name, Category and date of registration.	i) ii) iii)

**DETAILS OF DIRECTORS / PARTENERS**

Sr. no.	Name of partners / directors	Academic qualification	Official designation	Address / phone / fax / e-mail
1.				
2.				
3.				
4.				
5.				

### DETAILS OF REGISTRATION

Sr. no	Name of organisation / department	Registration no.	Date / year of registration	Enclosed proof	
				Yes	No
1.	Registrar of firms and societies				
2.	Income tax department (mention PAN no. with copy of latest income tax clearance certificate)				
3.	GST Department (Enclose copy of latest income tax clearance certificate)				
4.	Work contract tax registration (Enclose copy of latest Sales tax clearance certificate)				
5	Details of EPF account and registration				

### FINANCIAL STATUS

Sr. no	Financial year	Turnover of the firm (in Rs. lacs)	Profit / loss	Enclosed certified copies of audited balance sheets / chartered accountant's certificate.	
				Yes	No
1	2022-23				
2	2021-22				
3	2020-21				

Furnish copies of audited Balance Sheet and Profit & loss account CA certified (audited) for the last three years.

**MAINTENANCE CONTRACT FOR PROVIDING HOUSEKEEPING/ CLEANING SERVICES FOR BANK'S FLATS AT MUMBAI FOR INITIAL PERIOD OF ONE YEAR, EXTENDABLE FOR ANOTHER TWO YEARS**

**PART II (PRICE BID)**

Name of the Tenderer :

\_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Landline/Mobile Number : \_\_\_\_\_

Last Date for submission: 23.04.2024 before 3:00 p.m

**ANNUAL MAINTENANCE CONTRACT FOR PROVIDING HOUSEKEEPING/ CLEANING SERVICES FOR CLEANING OF BANK'S FLATS AT MUMBAI/NAVI MUMBAI and THANE.**

The scope of work will be as per technical bid. The details of all Residential flats and respective address are mentioned in the Technical Bid.

S.No.	Description of Bid	Rate
1.	Per visit per flat rate	
2.	GST	
	Total Per Visit per Flat Rate	

Rate in words : Rs. \_\_\_\_\_ Per Visit Per Flat + GST

Date: \_\_\_\_\_

Signature & Seal of the Contractor/s

Place: \_\_\_\_\_

The bidders shall satisfy themselves about the correctness of the quantity. Contractor may visit the site to access the quantum of work before submitting the tender.

Note: The Quoted offer should be per month and as per the format. Any discrepancies found in submission of offer in financial bid shall leads to direct disqualification.