



RFP No. HO/GAD/ Tender/01 /2025-26

Date: 25.03.2026



## UCO BANK

Head Office, General Administration Department  
Ground Floor, 10 B T M Sarani, Kolkata – 700 001

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Website <http://www.uco.bank.in>

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

This document is prepared by UCO Bank for Engagement of Agencies for cleaning & housekeeping works at Head Office-I, Head Office-II, 2 India Exchange Place, UCO House Alipore, Dover Lane & Gitanjali Apartment Kolkata. It should not be reused or copied or used either partially or fully in any form.

**Disclaimer**

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by UCO BANK or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by UCO BANK, but an invitation for bidder's responses. No contractual obligation on behalf of UCO BANK, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO BANK and the selected Bidder.

**NOTICE INVITING TENDERS**

1) UCO Bank invites sealed two part tender offers (technical and commercial offer) from reputed and interested Contractors for selection/empanelment of agencies for cleaning & housekeeping works.

**2) Salient Feature**

<b>Tender Reference</b>	<b>HO/GAD/ Tender/01/2025-26 Dated 25.03.2026</b>
<b>Scope of Work</b>	Engagement of Agencies for cleaning & housekeeping works at Head Office-I, Head Office-II, 2 India Exchange Place, UCO House Alipore, Dover Lane & Gitanjali Apartment Kolkata.
<b>Estimated Cost</b>	Rs.409 Lakh including GST
<b>EMD</b>	<b>EMD:</b> <b>a)</b> Rs. 8,18,000/- (Rupees Eight lakh Eighteen Thousand only) must be submitted with Technical Bid (Part-I) in the form of pay order /demand draft in favour of UCO Bank, payable at Kolkata . <b>b)</b> Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product or Service (Primary Product / Service - in case of bunch bid with total value wise evaluation) and give specific confirmation to this effect at the time of bid submission and claim EMD exemption. <b>c)</b> Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), holding valid Start-up Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption <b>d)</b> EMD of unsuccessful bidders will be released (without any interest) against their request letter after acceptance of L.O.I by the identified bidders . <b>e)</b> EMD of L-1 bidders will be released (without any interest) after submission of Performance Bank Guarantee. <b>f)</b> However, if Successful tenderer withdraws their acceptance of our L.O.I before submission of Performance Bank Guarantee, UCO Bank will have the right to forfeit the Earnest Money Deposit without making reference .

<b>Pre Bid Meeting</b>	<b>Pre Bid Meeting will be held on 08.04.2026 at 15.00 hours at UCO Bank, GAD, Head Office at Ground Floor,10 BTM Sarani, Kolkata-700001 in physical as well as online mode if bidder requested (Link will be share on later date on bidder requisition) where issues relating to the tender will be discussed and clarifications, if any, will be furnished.</b>
<b>Last Date &amp; Time for Submission of Tender</b>	<b>Bids can be submitted online before 23.04.2026 upto 4.00 pm at GeM portal <a href="http://www.gem.gov.in">www.gem.gov.in</a></b>
<b>Date and Time of Opening Technical Bid i.e Part-I</b>	23.04.2026 at 04:30 PM at UCO Bank, GAD, Head Office at Ground Floor,10 BTM sarani, Kolkata-700001
<b>Date of Opening of Financial Bid</b>	Financial Bid(Part-II of tender) of those vendors who will be qualified against Part-I of Tender,will be opened <b>(through e-tender mode only)</b> at a later date and the same will be communicated to all eligible vendors .
<b>Address of Communication</b>	Asst. General Manager UCO Bank, Head Office Head Office General Administration Department Ground Floor,10 B.T.M. Sarani Kolkata-700 001
<b>Email address</b>	<a href="mailto:hogad.calcutta@uco.bank.in">hogad.calcutta@uco.bank.in</a>
<b>Contact Telephone/Fax Numbers</b>	Tel :033-4455-7510/78099
<b>Bids to be submitted</b>	Through GeM Portal (all documents must be uploaded) also physical documents to be submitted for technical evaluation are as under mentioned <ol style="list-style-type: none"> <li>1. Demand draft for tender cost &amp; EMD Integrity Pact</li> <li>2. Non-disclosure Agreement (You may submit all other documents physically apart from uploading on GeM portal)</li> </ol>
<b>Process to be followed</b>	This Tender will follow e-Tendering process [e-bids] as under which will be conducted through GeM. Following activities will be conducted online through above website: <ol style="list-style-type: none"> <li>a) Submission of Technical Bid &amp; Financial/Price Bid by the Vendor</li> <li>b) Opening of Technical Bid &amp; Financial/Price Bid by the Bank</li> <li>c) Clarification, if any, sought by the Bank.</li> <li>d) On-line evaluation by the Bank.</li> </ol> <p>(i) Bidders who wish to participate in e-Tender need to fill data in predefined forms of RFP, Technical, Price bid available in respective tender only.</p> <p>(ii) Bidder should upload scanned copies of reference documents in support of their eligibility of the bid and as per the instructions given in tender documents</p> <p>After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid</p>

<b>Contents of the Technical Bid(Part-I):</b>	<p><b>a.</b> Cost of Tender &amp; EMD  <b>b.</b> Bidder's Covering letter  <b>c.</b> Application Format as stipulated in RFP ,(Annexure-III)  <b>d.</b> Documents in support of all eligibility criteria  <b>e.</b> All pages of this RFP as downloaded from the website duly signed by the authorized representative of the company on all pages including all Annexures.  <b>f.</b> Duly filled up integrity Pact as per Bank's format</p>
<b>Validity of Tenders</b>	120 (One hundred twenty rupees only) days from the date of opening.

**C) Documents required with the prescribed form:**

**(a) Online submission-(To be scanned and uploaded in our e-tender website.):**

- i) True/Certified copy of PAN card, GST Regn. Certificate, Trade License.
- ii) True/Certified Copies of audited balance sheet & Profit and Loss a/c for the last three financial years.
- iii) True/Certified copy of Experience Certificate/work order
- iv) Documentary evidence related to register office at Kolkata
- v) Demand Draft of Tender cost and EMD/Document related MSME to be furnished Under Part-I (if case non submission of EMD & Tender Cost), Pre Contract Integrity Pact, are to be also uploaded.
- vi) Bidder should also submit Price bid the RFP document. Price bid should comprise of duly signed to be uploaded in e-tender website.

UCO Bank reserves the right to accept or reject in part or full, any or all tenders without assigning any reason whatsoever and without any cost and compensation therefore. Any decision of UCO Bank in this regard shall be final, conclusive and binding on all the Tenderers.

The bidder must obtain for himself/herself/themselves on his/her/their own responsibility all the information which may be necessary for the purpose of making a valid tender and entering into valid contract. The tenderer is advised to inspect the installation at the site of work and acquaint himself/herself/themselves with all local conditions, nature of work and all matters pertaining thereto.

All the information relating to corrigendum if any, selection of bidders to participate in Price Bid, name of L-1 bidders etc. will be uploaded in Bank's website which may please be noted. No separate newspaper notification will be issued in this regard.

Tenderers fulfilling the specified requirements may submit their Bids through GeM latest by 23-04-2026 up to 4.00 PM.

**Asst. General Manager  
General Administration Department  
Head Office**

### Eligibility Criteria:

- i) The bidder should be a Firm/Company/Govt Dept. having latest valid trade license issued by the Local Body, authorized to issue such certificate.
- ii) The bidder should have a minimum Annual turnover of twice of estimated expenditure (three years) for the last three financial years. Certificate of audited balance sheet for last three years must be enclosed. **Vendor should be a profitable organization.**
- iii) Bidder should have (a) Professional Tax registration certificate (Employer & Employee), (b) PF registration certificate and (c) ESI registration certificate .
- iv) The bidder must be registered under GST .
- v) The bidder must have PAN.
- vi) The bidder must have similar product/services for last seven years.
- vii) The bidder must have experience in executing the housekeeping & cleaning work as under at Public Sector Banks/RBI/Govt. Organizations/PSU:
- a. Three similar completed works costing not less than the amount equal to 40% of the estimated cost expenditure (three years cost) within seven years ending last day of the month previous to the one in which applications are invited in execution of similar works.  
**or**
- b. Two similar completed works costing not less than the amount equal to 50% of the estimated cost expenditure (three years cost) within seven years ending last day of the month previous to the one in which applications are invited in execution of similar works.  
**or**
- c. One similar completed work costing not less than the amount equal to 80% of the estimated cost expenditure ( three years cost) within seven years ending last day of the month previous to the one in which applications are invited in execution of similar works .
- viii) The bidder must have one branch office in Kolkata and registered office anywhere in India.

### Evaluation Criteria

- 1) Lowest Bid Value will be evaluated on lowest price offered by the bidder against Price Bid (e-Price Bid).

## GENERAL TERMS AND CONDITIONS OF CONTRACT

### 1. Evaluation of L1 Bidder: On the basis of e-price bid only

Price Bid shall contain only the Price of the work as per the bills of quantities along with duly signed Scope of work and Deployment of Manpower of the tender (Annexure-A & Annexure-B) and documents in support of minimum wages, proportion of PF, ESIC as per Central Govt. notification as on 25.09.2025. Price bid will contain two parts:- (A) Wages Overhead (B) Contactor Overhead. L-1 will be evaluated on lowest price offered by the bidder (on the basis of Sum of [(A)+(B)] as per Price Bid.

#### 1. 2 REJECTION OF BID:

The Bid is liable to be rejected if:

- The document doesn't bear signature of authorized person.
- It is not in conformity with the instruction mentioned in this tender documents.
- It is not accompanied by requisite tender cost (not applicable for MSEs) and EMD as stated above.
- It is evasive and contains incorrect information.
- The tender/RFP is conditional.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and time stipulated for Bid submission.
- The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents/Conditional Bids/Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP).
- There is any conflict of interest between Bank and Bidder at any stage.

#### 3 Irrevocable Performance Cum Security Bank Guarantee against each location:

Successful Bidder will have to submit an **Irrevocable Performance Cum Security** Deposit by way of **Bank Guarantee @ 5%** of the total **contract value of three year** on the basis of Minimum Wages as on date of LOI (Letter of Intent) **prior to or at the time of execution of the Agreement** which will be valid for three years with a claim period of further three months. The Bank Guarantee to be issued by any Nationalized Bank or any scheduled commercial Bank in India other than UCO Bank or its subsidiary, as enclosed format in Annexure-C

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 UCO Bank in its absolute discretion to forfeit the whole of the security deposit or a part thereof without prejudice to any other rights or remedies that may be available to it against the Contractor under the agreement, for such breach of contract. The Bank Guarantee will be returned only after satisfactory fulfillment of the contract by the contractor. In case the contractor abandons the contract or leaves the contract unperformed, the Bank Guarantee will be liable to be invoked and forfeited.

All compensation or other sums of money payable by the contractor to the UCO Bank under the terms of the contract will be realized from the proceeds of invoked Bank Guarantee and

the amount of pending bills if any and if there is any short fall found, in such case, the contractor shall make good of the said short fall amount in cash within 15 (fifteen) days from the date of demand by the UCO Bank.

**4 Contract Period:** Contract shall be valid for a period of 3 (three) years from the date of execution of Agreement or Work Order (whichever is earlier) subject to annual review of the contract on the basis of performance. The Contract can be renewed for further period one year (only for once) after completion of three years at same terms & condition on mutually understanding between Contractor & Bank and on finding satisfactory service rendered by the contractor during the contract period. The contract can however, be terminated by UCO Bank by giving a notice of 30 (thirty) days without assigning any reason whatsoever, thereof without any cost or compensation.

**5** The contractor must not assign and/or transfer the contract. He/She/they must not sub-let any portion of the contract except with the written consent of the UCO Bank failing which the UCO Bank may rescind the contract and the performance security by way of Irrevocable Bank Guarantee shall be invoked and forfeited at the absolute discretion of UCO Bank.

**6** The successful bidder must co-operate with other contractors engaged by the UCO Bank and the work shall proceed smoothly with least possible delay and to the satisfaction of the Bank.

**7** On award of work, the contractor will furnish to UCO Bank full particulars of the staff to be 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 UCO Bank shall have right to check or interrogate to any of the contractor's staff while entering / leaving the premises.

**8** The staff provided by the contractor shall be disciplined, polite and courteous. They shall not misbehave with any UCO Bank staff and officer and shall not engage themselves in any unlawful activities in the premises. The contractor shall be fully responsible for any theft, burglary, fire or any other mischievous deeds of his/her/their staff and compensate UCO Bank accordingly and shall replace any staff if asked for by UCO Bank.

**9 Scope of work:** Scope of work will be governed by stipulated scope of work at **Annexure -B**

**10 Deployment of labour against each location:** Deployment of labour will be governed by stipulated scope of work at Annexure -A

**11 a.** The Bidder and/or its employees, agents and representatives shall perform all services hereunder as an Independent Service Provider on a non-exclusive basis and nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship of principal and agent or, master and servant or, employer and employee between the parties hereto or any affiliates or subsidiaries thereof or, to provide either party with the right, power or authority, whether expressed or implied to create any such duty or obligation on behalf of the other Party. The Bidder acknowledges that its rendering of services is solely within its own control subject to the terms and conditions agreed upon and

agrees not to hold itself out to be an employee, agent or servant of the UCO Bank or any subsidiary or affiliate thereof.

b. The Bidder's personnel, employees, sub-contractors of the Bidder etc., have no authority/right to bind the customer in any manner. It is also clarified that the personnel or employees being provided by the Bidder shall be employed solely by the Bidder and governed by terms of the Bidder's employment and the Bidder shall be solely responsible and liable in the event of any adverse claim of whatsoever nature made on the UCO Bank by the employees/sub-contractor of the Bidder. The Bidder shall be responsible for managing the activities of the personnel or the personnel of its subcontractors/franchisees and will be accountable for both.

c. The Bidder shall be vicariously liable for any acts, deeds or things done by the employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by the Bank. The Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by the Bidder at UCO Bank establishments / sites and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under this Agreement/Contract.

d. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. of the Bidder, for any assignment under this Agreement/Contract. The Bidder shall be responsible for payments of all statutory dues with respect to each of its personnel/employees/Contractor/Sub-contractor engaged by it to render service under this Agreement/Contract with respect to each applicable Labour law, including, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Payment of Bonus Act, 1965, the Employees' State Insurance Act, 1948, the Payment of Gratuity Act, 1972, the Maternity Benefit Act, 1961, the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, Contract Labour Law etc. No dues/contributions under any future law, labour legislations, as applicable, are payable by the Bank with respect to the Vendor personnel/employees/Contractor/Sub-contractor. The Bidder will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to personnel/employees/Contractor/Sub-contractor of under applicable labour legislations. The Bidder shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of your employees, agents, contractors, subcontractors etc. However, the Bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage."

**12.**The contractor should refrain from Corrupt or Fraudulent Practices. The UCO Bank requires that Tenderers/ Contractors under this contract observe the highest standard of ethics during the procurement and execution of this contract. In pursuance of this policy, the UCO Bank:

- a) Defines, for the purpose of these provisions, the terms set forth below as follows:
  - i. "corrupt practice" means offering, giving, receiving or soliciting of anything of value to influence the action of a bank official in the procurement process or in contract execution; and

ii. "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the UCO Bank, and includes collusive practice among Tenderers (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the UCO Bank of the benefits of free and open competition.

b) Will reject a proposal for award of work if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

c) Will declare a Tenderer/bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract/contracts if it at any time determines that the Tenderer has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

## 12. Termination of Contract:

12.1 The UCO Bank may terminate the Contract, if the other party causes a fundamental breach of the Contract.

12.2. Fundamental breaches of Contract include, but shall not be limited to, the following:

(i) the tenderer/bidder stops work for three days, when no stoppage of services is instructed and the stoppage has not been authorized by the UCO Bank or its nominee.

(ii) the tenderer/bidder becomes bankrupt or goes into liquidation other than for a reconstruction restructure or amalgamation.

(iii) if the tenderer/bidder, in the judgment of the UCO Bank, has engaged in corrupt or fraudulent practices in competing for or in the executing the Contract.

For the purpose of this paragraph: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the UCO Bank, and includes collusive practice. Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the UCO Bank of the benefits of free and open competition."

12.3. When the UCO Bank gives notice of a breach of contract to the Successful Tenderer/Bidder for a cause other than those listed above, the UCO Bank shall decide whether the breach is fundamental or not.

12.4. if the tenderer/bidder or any of its employee is convicted for any crime or offense, fails or refuses to comply with the written policies or reasonable directives of the Bank, is guilty of serious misconduct in connection with performance hereunder, or materially breaches provisions of this Agreement, the Bank at any time may terminate the engagement of the Successful Tenderer/Bidder immediately and without giving prior written notice to the Successful Tenderer/Bidder.

12.5. In case of non-compliance or breach of any terms of contract or unsatisfactory or inefficient servicing on the part of the Successful Tenderer/Bidder, the UCO Bank will be at liberty to revoke the contract without giving any notice or payment in lieu of notice.

**13. Effect of termination of contract:**

- a) On termination of Agreement, the irrevocable Bank Guarantee as Performance Security will be invoked by the UCO Bank and proceeds thereof to be forfeited and to enforce the bond of indemnity without prejudice to its rights & contentions available under the law for the time being in force ;
- b) If the Contract is terminated, the Successful Tenderer/Bidder shall stop service immediately, make the Site safe and secure and leave the Site after ensuring proper handing over the charge, as soon as reasonably possible.

13.1. **Termination for Default.** The UCO Bank may, without prejudice, to any other remedy for breach of contract, by giving 30 (thirty) days written notice of default to the Successful Tenderer/Bidder, terminate the contract in whole or in part if:

- a) The qualified Successful Tenderer/Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the UCO Bank.
- b) The qualified Successful Tenderer/Bidder fails to perform any other obligation(s) under the contract.

13.2. **Termination for Insolvency, Dissolution etc.** The UCO Bank may at any time terminate the contract by giving written notice to the Successful Tenderer/Bidder without any cost or compensation therefor, if the Successful Tenderer/Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the UCO Bank.

13.3. **Termination for Convenience: The UCO Bank** reserves the right to terminate by giving 30 (Thirty) days written notice, the whole or part of the contract without any cost or compensation therefor. The notice of termination shall specify that termination be for the UCO Bank's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

13.4. **No Claim Certificate:** The qualified Successful Tenderer/Bidder shall not, be entitled to make any claim, whatsoever, against the UCO Bank under or by virtue of or arising out of this contract nor shall the UCO Bank entertain or consider any such claim after Successful Tenderer/Bidder shall have signed a "no claim" certificate in favour of the UCO Bank in such forms as shall be required by the UCO Bank after the works are finally accepted.

13.5. **Suspension :**The UCO Bank may, by a written notice of suspension, suspend all payments to the Successful Tenderer/Bidder under the contract, if the Successful Tenderer/Bidder fails to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:

- a) Shall specify the nature of the failure and
- b) Shall request the Successful Tenderer/Bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

**13.6. Protection & Limitations:**

- i) Successful Tenderer/Bidder (the "Indemnifying Party") undertakes to indemnify the

UCO Bank (the "Indemnified Party") from and against all losses, claims or damages including losses, claims or damages on account of bodily injury, death or damage to any tangible assets.

- ii) There shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property as also intangible personal property and intellectual property rights. Personnel assigned by Successful Tenderer/Bidder to perform the Services shall be employees of Successful Tenderer/Bidder, and under no circumstances will such personnel be considered employees of client. Successful Tenderer/Bidder shall have the sole responsibility for supervision and control of its personnel and for payment of such personnel's entire compensation, including salary, worker's compensation, employee and disability benefits and shall be responsible for all employer obligations under all applicable laws.
- iii) The Successful Tenderer/Bidder shall provide indemnity towards any damage, misdemeanor of the Successful Tenderer/Bidder employees or authorized personnel to the UCO Bank. Further the UCO Bank shall not be responsible for any payments, statutory obligations like insurance cover, PF, etc., for accident, mishap, handicap and/or death

**13.7. Payment upon Termination:** If the Contract is terminated because of a fundamental breach of Contract by the Successful Tenderer/Bidder, the UCO Bank shall issue a certificate for the value of the services done, less Liquidated damages / penalty up to the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable laws and less the percentage to apply to the services not completed as indicated in the Contract Document. If the total amount due to the UCO Bank exceeds any payment due to the Successful Tenderer/Bidder, the difference shall be a debt payable to the UCO Bank by the Successful Tenderer/Bidder which will be paid by the Successful Tenderer/Bidder within thirty days from the date of demand otherwise the Bank Guarantee will be invoked and the proceeds will be appropriated and forfeited.

**14. Indemnity:** The successful tenderer who has been awarded work, shall furnish Bond of Indemnity in favour of UCO Bank, as per Bank's enclosed Format in **Annexure-H** , on or before date of execution of Agreement.

**15. INTEGRITY :** Successful Tenderer/Bidder has to submit Integrity Pact as per Bank's format as per **Annexure-E** on Non-judicial Stamp Paper of appropriate value along with Part-I .

**16. Resolution of Disputes:** The parties shall use their best efforts to amicably settle all dispute(s) / difference(s) arising out of or in connection with the contract in the following manner:-

- a. The party raising the dispute(s)/ difference(s) shall address to the other party a notice requesting an amicable settlement of the dispute(s)/difference(s) within seven (7) days of receipt of the notice.
- b. In case the dispute(s)/difference(s) is not resolved by amicable settlement, the matter will be referred for informal negotiation between Bank and the Vendor. The matter shall then

be resolved by them and the agreed course of action shall be documented within a further period of 30 days.

- c. The parties agree that if the dispute (s)/ difference (s) between the parties is not settled by negotiation in the manner described hereinabove, the same shall be resolved through sole arbitrator appointed by the bank. The place of arbitration shall be at Kolkata. Both the Party will bear cost of arbitration equally.

Notwithstanding the existence of any dispute (s)/difference(s) between the parties or the subsistence of any arbitration or other proceedings, the Vendor shall not be entitled to suspend the service (s) or withhold the job and shall continue to render service(s) or take all necessary steps to complete the job in accordance with the tender & Agreement.

**17. Governing Laws & regulation:** All legal proceedings shall be under the jurisdiction of courts situated in Kolkata, West Bengal and according to the Law of the country i.e. India.

**18.** Successful Tenderer/Bidder/s has/have to submit valid license of worker/s issued by Appropriate Authority within 15 days from the date of acceptance of work Award.

**19. It is mandatory to pay P.F, ESIC, Bonus by the Successful Tenderer/Bidder to his employees as per rule/ Laws. In this regard , the confirmation certificate for compliance of applicable Laws/ Rules to be submitted on quarterly basis to the Bank by the contractors without fail.**

**20.** Successful Tenderer/Bidder/s has/have to submit documents related to P.F, ESIC , Bonus etc. of his/her/its/their employees to the Bank within one month from the date of acceptance of work Award.

**21.** The deployment of operating/maintenance personnel should comply with the prevailing rates prescribed by the Central Government notification for minimum wages . **However, difference of number of minimum wages if any** (including proportion of PF ESIC as at par rule), **due to revision will be reimbursed by the Bank upon production of documentary evidence against your quotation in Sl.No. A of BOQ. Contractors Over Head** will be % on total monthly labour wages **in Sl.No. B of BOQ. Rate of % will be fixed for entire contract period.** Bonus (if applicable) to be borne by the contractor from the **Contractors Over Head.**

**22.** Successful Tenderer/Bidder/s has/have to maintain a logbook/ service card/Attendance Register for keeping record of presence of worker/s at site and must be authenticated by Bank's official.

**23.** Successful Tenderer/Bidder/s has/have to provide photo- identity card to his/her/its/their employees at his/her/its/their own costs. Worker/s engaged at site for providing service must be with identity card

**24.** Successful Tenderer/Bidder/s has/have to pay monthly wages of his/her/its/their worker/s as per Form XVII [Format Given in Annexure-G](See rule 78(2)(a) Register of wages) in presence of Bank's Official and the wages voucher must be authenticated by Bank's official **or** monthly wages may directly credited to worker's Bank's account .

**25. Acceptance Letter/Letter of Intent :** Bank has the right to cancel the Award of Contract, if the same is not accepted by the Contractor within a period of 15 days from the date of issue of the Acceptance Letter/Letter of Intent.

**26. Execution of Agreement:** Successful Tenderer/Bidder shall have to execute an Agreement with the Bank in non-judicial stamp paper of requisite value as per Bank's enclosed Format in **Annexure-D**.

**27. Terms of Payment:** Payment of GST will be made by General Administration Deptt, UCO Bank, Head Office against monthly bill to be raised by the Successful Tenderer/Bidder after satisfactory completion of service in each month. For non-attendance of operating/maintenance personnel on any day, penalty at the rate of double the pro-data rate will be deducted from monthly bill of the Successful Tenderer/Bidder. Successful Tenderer/Bidder has to submit the following documents with monthly bill for making payment in each month. Other statutory deductions like income tax etc will be deducted from your monthly bill as per rule.

- a) Copy of Service card/attendance sheet duly signed by Bank official .
- b) Copy of wages voucher duly signed by the worker along with copy of Bank's account statement/details of the worker showing payment to workers of the Successful Tenderer/Bidder/s engaged for rendering service .
- c) Doccumetary evidence of P.F & ESIC Statement.

**28.Taxes:** GST on service contract charges will be paid extra against monthly bill at the rate prevailing at the time of payment of the bill.

- a. Bidder shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, state and/or central laws, rules and/or regulations as may be prevalent and as amended from time to time in relation to the services rendered pursuant to this agreement. The Bank may in its discretion, but without being bound to do so, make payment of Taxes, duties as aforesaid and in the event of such payment, Bank shall be entitled to deduct the payment so made from the payment due to Bidder in respect of Bills.
- b. The Bank shall not be liable nor responsible for collection and / or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by bidder, under the local, state and/ or central laws, rules and /or regulations as may be prevalent and as amended from time to time.
- c. Nothing contained herein shall prevent the Bank from deducting taxes deductible at source as required by any law/s or regulation/s. Bidder shall be responsible to report any non-receipt of certificate of taxes deducted at source within ninety (90) days of deduction of such taxes at source by the Bank to bidder. The Bank will not issue any duplicate certificate for deduction of taxes at source unless such request is made within ninety (90) days of the closure of the financial year.
- d. Bidder shall co-operate fully in the Defense of any claim/s by any local, state or union authorities against The Bank with respect to any taxes and/or duties due and payable

by bidder and /or individuals assigned by bidder under this agreement. Without limiting the generality of the foregoing bidder shall upon request by The Bank, give to The Bank all documents, evidences in a form satisfactory to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder.

- e. The payments which is/are **inclusive of GST and other taxes, fees etc.** as per the Payment Schedule covered herein above shall be paid by General Administration Department Head Office-I Kolkata. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

**Additional Terms & Condition on Taxes is are as follows:**

- Supplier/service provider has to submit certificate related to statutory on quarterly basis.
- Supplier/service provider to confirm that the GST amount charged in invoice is declared in its returns and payment of taxes is also made.
- The Supplier/ Service Provider agrees to comply with all applicable GST laws, including GST acts, rules, regulations, procedures, circulars & instructions there under applicable in India from time to time and to ensure that such compliance is done within the time prescribed under such laws. Supplier/Service Provider should ensure accurate transaction details, as required by GST laws, are timely uploaded in GSTN<sup>1</sup>. In case there is any mismatch between the details so uploaded in GSTN by Supplier/ Service Provider and details available with UCO Bank, then payments to Supplier/Service Provider to the extent of GST relating to the invoices/s under mismatch may be retained from due payments till such time the accurate tax amount is finally reflected in the GSTN to UCO Bank's Account and is finally available to UCO Bank in terms of GST laws and that the credit of GST so taken by UCO Bank is not required to be reversed at a later date along with applicable interest.
- UCO Bank has the right to recover monetary loss including interest and penalty suffered by it due to any non-compliance of tax laws by the supplier/service provider. Any loss of input tax credit to UCO Bank for the fault of supplier shall be recovered by UCO Bank by way of adjustment in the consideration payable.
- Supplementary invoices/debit note/credit note for price revisions to enable UCO Bank to claim tax benefit on the same shall be issued by you for a particular year before September of the succeeding financial year.

The purchase order/ work order shall be void, if at any point of time you are found to be a black listed dealer as per GSTN rating system and further no payment shall be entertained.

29. Successful Tenderer/Bidder/s has/have to furnish an Undertaking for compliance of the Provisions of the Contract Labour (Regulation & Abolition) Act, 1970, Rules and other laws as applicable as per Bank's format as per Annexure-V.

30. Integrity Pact.-Each and Every bidder has to execute pre contract integrity pact as per Bank's format as per (Annexure-IV) on non-judicial stamp paper of appropriate value. Scanned copy of pre contract integrity pact must be uploaded in our e-tender website. UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors/ bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services, and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- Principal to treat all bidders with equity and reason.
- Promise on the part of bidders not to offer any benefit to the employees of the Principal not available legally.
- Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as **Annexure-IV** for strict compliance.

**All pages of Integrity Pact (IP) must be signed and stamped. Integrity Pact (IP) should be deposited with Technical Bid.**

### 31. DUE DILIGENCE

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this bid. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which UCO Bank shall not be held responsible.

### 32. Modification and Withdrawal of Bids

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by successful bidders, the EMD will be forfeited by the bidder.

### 33. Information provided

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

### 34. Clarification of offer

To assist in the scrutiny, evaluation and comparison of offers/bids, UCO Bank may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO Bank in this regard shall be final, conclusive and binding on the bidder.

### 35. Late Bids

Any bid received by the Bank after the deadline (Date and Time mentioned in Bid Details table / Pre-Bid / subsequent addendum / corrigendum) for submission of bids, will be rejected and / or returned unopened to the bidder.

### 36. Issue of Corrigendum

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.

### 37. For Respondent only

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

### 38. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents, or advisers.

### 39. Costs borne by Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent.

### 40. No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.

### 41. Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

### AND

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

### 42. Non-Transferrable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

### 43. No Commitment to accept Lowest or any Bid

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

#### 44. Errors and Omissions

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document in the form of pre-bid queries within the time as given in control sheet.

#### 45. Acceptance of Terms

A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.

#### 46. RFP Response

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

#### 47. Notification

Bank will notify the Respondents in writing as soon as possible about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.

#### 48. Erasures or Alterations

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid.

#### 49. Clarifications on and Amendments to RFP document

Prospective bidders may seek clarification on the RFP document by letter/fax/e-mail till the date mentioned in the bid control sheet. Further, at least 7 days' time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website.

#### 50. Language of Bids

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

#### 51. Authorized Signatory

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board certified by Company Secretary along with **Power of Attorney** duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond.

**The bidder shall furnish proof of signature identification for above purposes as required by the Bank.**

## 52. SINGLE POINT OF CONTACT

The selected bidder shall appoint a single point of contact, with whom Bank will deal, for any activity pertaining to the requirements of this RFP.

## 53. PRELIMINARY SCRUTINY

UCO Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether all the necessary information supported by documentary evidences are submitted as per prescribed method. Offers not meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, UCO Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. UCO Bank reserves the right for such waivers and this shall be binding on all vendors.

## 54. STAGES OF EVALUATION

There would be TWO (2) stages for evaluation process.

The Stages are:

- Technical Bid Criteria Evaluation
- Financial Bid Criteria Evolution

The Eligibility Criteria would be evaluated first for the participating bidders. The bidder, who qualify all Eligibility Criteria will be shortlisted for the Techno-commercial bid evaluation.

## 55. AWARD OF CONTRACT

The bidder who qualifies in the Eligibility Criteria evaluation will qualify for commercial evaluation. The bidder whose bid has been determined to be responsive and who quotes the lowest price will be treated as L1 Bidder. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidder(s).

## 56. SUB CONTRACTING

As per the scope of this Agreement sub-contracting is not permitted, unless otherwise permitted by the Bank

## 57. CONFIDENTIALITY AND SECRECY

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
- To treat all Information as Confidential Information.
- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the UCO Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the UCO Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), solely of the UCO Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The UCO Bank.

- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the UCO Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.
- **Conflict of interest:** The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.
- **The successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Service Level Agreement.**

## 58. FORCE MAJEURE

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics,
- Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area,

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the Bank shall not be liable for delay in performing his / her obligations resulting from any Force Majeure cause as referred to and / or defined above.

## 59. PUBLICITY

Any publicity by the selected bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank. The Bidder shall not make or allow making a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

## 60. PRIVACY AND SECURITY SAFEGUARDS

The selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

## 61. SIGNING OF CONTRACT

The selected bidder(s) shall be required to enter into a service level agreement (SLA) with UCO Bank, within 15 days of the award of the Bid through a letter of Intent/Work Order or within such extended period as may be specified.

The SLA shall be based on the requirements of this RFP, the terms and conditions of purchase order, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the proper performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

The selected bidder will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank.

## 62. VERIFICATION

UCO Bank reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

## 63. AMENDMENT(S) IN THE CONTRACT / SERVICE LEVEL AGREEMENT

There shall be no variation(s) in or modification(s) in the terms of the Contract/ Service Level Agreement save and except by a written mutual consent signed by both the Parties i.e. the Bank and Vendor. Bank shall have the discretion/liberty to give effect to any amendment, modification etc. in the Contract/Service Level Agreement, if so required by Bank, sequel to any amendment(s)/ modification(s) etc. in the applicable Laws/Statutes including but not limited to amendment(s)/ modification(s) etc. in the existing Guidelines/ Instructions issued/to be issued by any Regulatory Authority.

## 64. NON- SOLICITATION

Both the Parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this Agreement/Contract during the period of the Agreement/Contract and one year thereafter, except as the Parties may agree on a case-by-case basis. The Parties agree that for the period of the Agreement/Contract and one year thereafter, neither Party will cause or permit any of its directors or employees who have knowledge of the said Agreement/Contract to directly or indirectly solicit for employment as the key personnel working on the project contemplated in this Agreement/Contract except with the written consent of the other Party. The above restriction would not apply to either Party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other Party (ii) respond to any public advertisement placed by either Party or its affiliates in a publication of general circulation or (iii) has been terminated by a Party prior to the commencement of employment discussions with the other Party.

## 65. AUDIT

The Vendor shall be subject to annual audit by internal/external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products services etc., if any, provided to the Bank and the Vendor is required to submit such certification by such Auditors to the Bank.

The Vendor and or its /their outsourced agents/sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Vendor.

The Vendor shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Vendor. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 2 days (two days) to the Vendor before such audit and the same shall be conducted during the normal business hours.

Where any deficiency has been observed during the audit of the Vendor on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Vendor shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the Auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Vendor shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

The Vendor further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by the Vendor. However, the Vendor shall not be obligated to provide records/data not related to the services provided under the said Agreement/Contract (e.g. internal cost breakup etc.).

## 66. COMPLIANCE WITH IS/CYBER SECURITY POLICY

The selected bidder shall have to comply with Bank Security policy in key concern areas relevant to the RFP, details of which will be shared with the selected Bidders. Some of the key areas are as under:

- a) Responsibilities for data and application privacy and confidentiality.
- b) Physical Security of the facilities.
- c) Physical and logical separation from other customers of the Vendor.
- d) Incident response and reporting procedures.
- e) Password Policy of the Bank.
- f) In general, confidentiality, integrity and availability must be ensured.

## 67. NON-ASSIGNMENT

The Vendor agrees that the Vendor shall not be entitled to assign any or all of its rights and or obligations under this Agreement to any entity including the Vendor's affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership, etc., this Agreement/Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Vendor under this Agreement/Contract.

## 68. SEVERABILITY

If any provision of this Agreement is held to be illegal, invalid, or unenforceable under any Applicable Law, and if the rights or obligations of the Parties under this Contract/ Service Level Agreement will not be materially and adversely affected thereby (a) such provision will be fully severable; (b) this Contract/Service Level Agreement will be construed and enforced as if such illegal, invalid, or unenforceable provision had never been comprised a part hereof; and (c) the remaining provisions of this Contract/ Service Level Agreement will remain in full force and effect and will not be affected by the illegal, invalid, or unenforceable provision or by its severance here from.

## 69. BLACKLISTING

### Grounds For Disqualification & Blacklisting

- (A)** Notwithstanding anything contained in this document, any Bidder/selected Vendor shall be disqualified when –
- any Bidder who have been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority as on date of the publication of this Tender/Procurement;
  - any bidder whose Contract/Agreement with any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority has been terminated before the expiry of the Contract/Agreement for breach of any terms and conditions at any point of time during the last five years;
  - any Bidder whose Earnest Money Deposit and/or Security Deposit have been forfeited by any Bank / Financial Institution/Central Government/ State Government/any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory/Statutory Authority, during the last five years, for breach of any terms and conditions.
- (B)** Further disqualification can be imposed by the Bank in accordance with the procedures established, which may include but not limited to the following grounds, either at the stage of Competitive Bidding or at the stage of implementation of the Contract:

Commission of any act of:

- i) submission of a bid, proposal or any other document that is known or should be known by the Bidder to be false, misleading or non- meritorious or to contain false information or concealment of information which will influence the outcome of the eligibility screening/selection process;
  - ii) any documented unsolicited attempt by the Bidder to unduly influence the decision making process of the Bank while determining the eligibility screening/selection process in favour of the Bidder;
  - iii) unauthorized use of one's name or using the name of another for purpose of bidding;
  - iv) breach of the terms of a public contract by a willful or material failure to perform in accordance with the terms thereof;
  - v) withdrawal of a bid, or refusal to accept an award, or enter into contract with any Bank/Financial Institution/Central Government/State Government/ any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory Authority without any justifiable cause, after the Bidder had been adjudged as having submitted the lowest calculated Responsive Bid or highest rated Responsive Bid;
  - vi) refusal or failure to furnish the required performance security within the prescribed time frame;
  - vii) refusal to clarify or validate the Bid submitted, in writing, within a period of seven (7) calendar days from receipt of the request for clarification if sought by the Bank;
  - viii) that may tend to defeat the purpose of the competitive bidding, such as but not limited to; an eligible Bidder not purchasing the bid documents or not complying with the requirements during the evaluation of bid or habitually withdrawing from bidding or submitting letter of non-participation for at least three (3) times within a year, except for valid reasons;
  - ix) lack of integrity or honesty or fraud, bribery, collusion or conspiracy;
  - x) failure by the Bidder/Vendor, due to solely his fault or negligence, to mobilize and commence the work or perform within the specified time period, as specified in the Tender Document, including but not limited to the Request for Proposal/ Request for Quotation/ Agreement/Letter of Intention/Purchase Order etc.,;
  - xi) assignment and subcontracting the Contract or any part thereof or substitution of key personnel named in the proposal without prior written approval by the Bank;
- (C)** Any parameters described, *supra*, attributable to any Partner/Director shall be construed as disqualification for the Firm/Company, as the case may be.

- (D) The Bank will have the discretion to disqualify the Bidder/Vendor and/or initiate the process for blacklisting the Bidder/Vendor and may also entail forfeiture of performance security furnished by the Bidder/Vendor. “

## 70. NOTICES

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

**Asst. General Manager (GA)**

## ABBREVIATION

The long form of some abbreviations commonly used, if any, in the bid is given below:

Abbreviations	Description
RFP	Request For Proposal
SB	Successful Bidder
SLA	Service Level Agreement
CVC	Central Vigilance Commission
GAD	General Administration Department
EMD	Earnest Money Deposit
EOD	End of Day
FMS	Facility Management Services
GUI	Graphical User Interface
MSE	Micro & Small Enterprise
MSME	Micro Small & Medium Enterprise
NDA	Non-Disclosure Agreement
PBG	Performance Bank Guarantee
BG	Bank Guarantee
EOS	End of Support/Sell
EOL	End of Life
NPCI	National Payments Corporation of India
BOQ	Bill of Quantities
CCA	Controller of Certifying Authorities
AMC	Annual Maintenance Contract

### Independent Service Provider

- a. Employees, agents and representatives of Service Provider shall perform all services hereunder as an Independent Service Provider on a non- exclusive basis and nothing contained herein shall be deemed to create any association , partnership , joint venture or relationship of principal and agent or , master and servant or , employer and employee between the parties hereto or any affiliates or subsidiaries thereof or , to provide either party with the right , power or authority , whether expressed or implied to create any such duty or obligation on behalf of the other party. The Service Provider shall acknowledge that its rendering of services is solely within its own control subject to the terms and conditions agreed upon and agrees not to hold itself out to be an employee , agent or servant of the UCO Bank or any subsidiary or affiliate thereof.
- b. The Service Provider's personnel , employee etc have to authority / right to bind the customer in any manner. It is also clarified that the personnel or employees being provided by the service provider shall be employed solely by them and governed by terms of the service providers employment and that he will be solely responsible and liable in the event of any adverse claim of whatsoever nature made on the UCO Bank by the employees of the Service Provider.
- c. No right of any employment shall accrue or arise, by virtue of engagement of employees , agents , contractors , subcontractors etc . of the vendors , for any assignment under this Agreement/ contract . The Service Provider shall be responsible for payments of all statutory dues with respect to each of its personnel /employees / Contractors / Sub- contractor engaged by it to render service under this Agreement / contract with respect to each applicable Labour law , including , the Minimum wages Act , 1948 , the payment of Wages Act , 1936 , the payment of Bonus Act, 1965, the Employees' state Insurance Act 1948 , the payment of Gratuity Act , 1972 , the Maternity Benefit Act, 1961 , the Employees' provident Funds and Miscellaneous Provision Act, 1952 , Contract Labour Law etc. No dues /contributions under any future law, labour legislations, as applicable, are payable by the bank with respect to the Vendor personnel / employees / Contractors / Sub – contractor. The Service Provider will have no claims whatsoever against the Bank with respect to payment of statutory dues / contributions to personnel / employees / Contractors / Sub contractor of under applicable labour legislations . The Service Provider shall hold the Bank its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of your employees , agents , etc. However, the Service provider would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

**ANNEXURE-A**

**Deployment of worker/labour**

SI No	Building	No. of Floors in the building	Total Minimum Manpower requirement	Approximate Area in Sq ft
1	HO-I	G + 9	24 ( Twenty Four)	70000.00
		Out of these 24, 16 persons will work for half day in the morning & 8 Persons will work full day including supervisor.		
2.	HO-II	G + 7	18 (Eighteen)	40000.00
		Out of these 18, 12 persons will work for half day in the morning & 6 Persons will work full day including supervisor.		
3	2, India exchange place	First floor & Third floor	06 (Six)	17000.00
		Out of these 06, 04 persons will work for half day in the morning & 02 Person will work full day.		
4	UCO HOUSE	Senior block and junior block	05 (Five)	20000.00
		Out of these 05, 01 person will work for half day in the morning & 04 Persons will work full day including supervisor.		
5	Gitanjali Apartment	G+5	02 (Two)	8000.00
		Out of these 02, 01 person will work for half day in the morning & 01 Person will work full day.		
6	Doverlane	G+3	02 (Two)	5000.00
		Out of these 02, 01 person will work for half day in the morning & 01 Person will work full day.		
<b>Total</b>				<b>160000.00</b>

## ANNEXURE-B

### DETAIL SCOPE OF WORK

1. Day to day cleaning, sweeping & dusting of all the floors including common areas like staircase, corridors, roofs and inside office chambers and work stations at all floors in the morning.
2. Cleaning of toilet areas three times a day.
3. The cleaning materials as per requirement will provided by the bank.
4. During the working hours, cleaning & sweeping of all the floors as and when required.
5. **HO GAD shall monitor the work of the agency.**
6. Timing for half time worker will be 7.00 A.M. to 11.00 A.M. the work must be completed in morning during 7.00 A.M. to 9.00 A.M. timing for full time worker will be 11.00 A.M. to 7.00 P.P. The supervisor will supervise the work.
7. To provide Housekeeping and Maintenance Services at UCO Bank's HO-I, HO-II, India Exchange Place, UCO House, Alipore, Dover Lane and Gitanjali Apartment. Housekeeping and maintenance contract shall cover all the covered as well as open area of above-mentioned six locations.
8. The selected bidder shall engage adequate staff for Housekeeping and Maintenance services on daily basis for cleaning up of the entire administrative building, other areas of Stone Paving, Corridors, Stair Cases, Terrace including roof tops, etc. on prescribed intervals to keep them clean and in proper hygienic conditions. Collection of all garbage from the Office Building, Roads, and the Sewerage lines. Disposal of all rubbish/ waste material at a distant place away from the bank's premises.

*(Note: Two staff shall see the supervisory work at all the Six locations i.e. UCO Bank's HO-I, HO-II, India Exchange Place, UCO House, Alipore, Dover Lane and Gitanjali Apartment. A complaint register shall be maintained by the selected bidder & complaint from any staff working in the concerned premises should be noted & resolved on daily basis.)*

9. Housekeeping and maintenance activity in the Office premises shall be accomplished in the morning before 9 AM or at least One (01) Hour prior to the commencement of Office hours, whichever is earlier, unless especially preponed and advised accordingly by the concerned authorities. Even on Sundays / Holidays / On special occasions, if required, all job relating to housekeeping will be completed as per schedule.
10. The staff deployed shall be trained in Housekeeping/ Maintenance work, bear good conduct and be physically fit for the work. All workers shall wear uniform approved by the Bank while attending to their duties and carry their identity cards. The cost of the uniforms and the I-cards shall be borne by the selected bidder. All staff deputed by the selected bidder should be attentive & obedient.
11. Desired level of cleanliness in the entire complex of the said premises/offices as mentioned in

point no. A shall be maintained and, for this, all materials/ instruments/ tools shall be provided by the Bank. The supervisor shall attend and resolve all the complaints on urgent basis. Toiletries/ Cleaning material/ Instruments/ equipment/ linen to be provided are:

- Brushes, Brooms, Wipers, Spongers, Mops etc.
  - Vacuum cleaner.
  - Floor scrubbing, polishing machine.
  - Mosquito repelling mats/ liquid vaporizer.
  - Brasso polish.
  - Polishing material.
  - Any other consumable item required for executing the scope of work.
1. Sweeping, Cleaning/ Mopping of all the floors including common areas i.e. staircase, terrace including rooftops, corridors, inside office chambers and work stations at all floors in the morning before 9 AM or at least One (01) Hour prior to the commencement of Office hours, whichever is earlier. Good quality and adequate quantity of detergents, disinfectants, etc. must be used in the morning or as & when required during the day for carrying out the said activities.
  2. The reception area, entrance, administration area floors shall have to be wet mopped at least Two (02) times a day and toilet, urinal/washroom/restroom thrice a day, by using cleaner of Lizol or equivalent floor cleaner brand provided by bank. The dining halls, hand washing areas and nearby toilets also have to be cleaned/ wet mopped at least three times a day or more frequently if required.
  3. Cleaning/ Washing and scrubbing of the toilets, washbasins, sanitary fittings using detergents, deodorants and disinfectants at least Three (03) times a day or as & when advised by the concerned authorities.
  4. Cleaning of urinals using toilet cleaner and disinfectants by putting naphthalene balls in all the urinals and air purifiers in the toilets provided by Bank.
  5. Ensuring cleaning and sweeping of all the floors and any other area during the working hours or as and when required.
  6. Cleaning and dusting of all office furniture items, windows, glass panels and removal of cobwebs.
  7. Cleaning and maintenance of all rooms and bathrooms along with furniture, fixtures, curtains, bathroom fittings, etc. shall be ensured by the selected bidder.
  8. Collection of littered garbage on floor/furniture and removal of waste material/ garbage from dust bin and entire premises should be done on daily basis.
  9. Shifting of furniture and other items from one place to another as & when required.
  10. Changing of towels should be done at least Twice in a week preferably on Monday and Thursday. The soiled towels should be duly cleaned and laundered without fail.

11. Dusting & vacuum cleaning of furniture, cub-boards, telephone instruments, computer systems and related equipment, doors, windows, ventilators, blinds and glass partitions using glass cleaning liquids/ chemicals to keep all such articles dust free. Keeping ceiling and table fans, air- conditioning grills, etc. dust free.
12. The mop used for wet and/ or dry mopping should be of standard quality wiper which can remove all the stains through scrubbing action.
13. Materials such as Phenyl, Liquid Soap, Detergent, Floor Cleaner, Naphthalene Balls and other items as required for housekeeping and maintenance **shall be provided by the Bank.**
14. Any other work assigned by the controlling officer.

### Integrity Pact.

UCO Bank has adopted practice of Integrity Pact (IP) as per CVC guidelines. The Integrity Pact essentially envisages an agreement between the prospective vendors/ bidders / sellers, who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for the purchase of Goods, Services and Consultancy etc. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected. The essential ingredients of the Pact include:

- Promise on the part of the principal not to seek or accept any benefit, which is not legally available.
- Principal to treat all bidders with equity and reason.
- Promise on the part of bidders not to offer any benefit to the employees of the principal not available legally.
- Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- Bidders not to pass any information provided by the principal as part of business relationship to others and not to commit any offence under PC/IPC Act.
- Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. IP shall cover all phases of contract i.e., from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e., final payment or the duration of warrantee/guarantee. Format of IP is attached as Annexure for strict compliance.

Each and Every bidder has to execute pre contract integrity pact as per Bank's format as per **(Annexure-IV)** on non-judicial stamp paper of appropriate value. Scanned copy of pre contract integrity pact must be uploaded in our e-tender website.

**Annexure-I**

**APPLICATION FORMAT**

	Name of Applicant :	
	Registered Address of the Applicant	
1	with Telephone No., FAX & E-mail ID:	
2	Address and contact details of Kolkata Office:	
3	Status of the Applicant (whether Proprietary/Private Ltd./Public Limited/ Co-operative Society/Public sector/ Autonomous body/Govt. Department): (Enclose copies of relevant documents)	
4	Whether the applicant have necessary license(s)/permit /sanction from the respective authority (ies) in respect of electrical work in Kolkata/W.B. (Enclose copies of relevant documents)	
5	Whether registered for ESI. If so, please mention the ESI registration number and furnish a copy of such registration certificate:	
6	Whether registered for Professional Tax. If so, please mention the P.Tax registration number and furnish a copy of such registration certificate/challan:	
7	Whether registered for PF. If so, please mention the PF registration number and furnish a copy of such registration certificate:	
8	Whether registered for GST. If so, please mention the GST registration number and furnish a copy of such registration certificate:	
9	Details of Permanent Account Number: (Enclose photocopy of PAN Card)	

10. Detailed Particulars of the work done :

Name of organization	Value of work

(Enclose copies of relevant work orders )

11. Detailed Particulars for having a minimum annual turnover and audited balance sheet for the last three financial years. Yes/No

(Enclose copies of Audited Profit & Loss A/c and Balance Sheet for last three financial years)  
The particulars furnished in the application are true to the best of my/our knowledge & belief. I/we understand that if any of the particulars is found incorrect, even at a later stage, my/our contract is liable to be cancelled by the Bank.

Date:

Signature of Applicant

**Annexure-II**

**FORM OF TENDER**

To  
General Manager  
UCO Bank  
General Administration Department  
Head Office-I, Kolkata-700001

Sir,

1. We have carefully examined all the contents incorporated in the various parts of this Tender Document no.....dated.....and taken note of all the terms & conditions stated in the Tender Document in its various parts.

2. We hereby agree to abide by and fulfil all other Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors, or Authorised Nominees such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the purchase order..

3. We also agree to keep the Performance Bank Guarantee as per terms of the tender. However, as per terms & conditions of tender document you shall have the right to forfeit the Performance Bank Guarantee without reference to us.

For and on behalf of

\_\_\_\_\_

(With seal)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

DULY AUTHORIZED SIGNATORY

\_\_\_\_\_ day of \_\_\_\_\_ 20

**ANNEXURE-III**

**FORMAT OF BANK GUARANTEE**

**(To be stamped in accordance with the stamp act)**

To:  
The .....

**(To be stamped in accordance with the stamp act)**

1. In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act, 1970 as amendment from time to time having its head office at 10 BIPLABI TRILOKYA MAHARAJ SARANI (BRABOURNE ROAD), Kolkata-700001 (hereinafter called "UCO BANK") having agreed to engage M/s (Name of the vendor Company) a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the vendor company) (hereinafter called "the said VENDOR") from the demand, under the terms and conditions of UCO BANK's purchase order/ Letter of Intent bearing no. ....dated..... issued to the Vendor and an Agreement no.....dated..... made between UCO BANK and the Vendor for a period of ..... in pursuance of Request For Proposal no.....dated....., as modified, (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said VENDOR of the Terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs..... (Rupees..... Only).

We..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as "the Bank") at the request of ..... [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Agreement.

2. We ..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Agreement or by reason

of the VENDOR'S failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....

3. We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any

court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment as made by us under this bond shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.

4. We, ..... [indicate the name of the bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee.

Unless a demand or claim under this guarantee is made on us in writing on or before .....(Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.

5. We ..... [indicate the name of bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said VENDOR from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.

7. We, ..... [indicate the name of Bank ISSUING THE GUARANTEE ] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

i) Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees.....) only.

ii) This Bank Guarantee shall be valid upto ..... and

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank

Guarantee only and only if you serve upon us a written claim or demand on or before  
.....(date of expiry of Guarantee including claim period).

8. Dated the ..... day of ..... for..... [indicate the name of Bank]

Yours' faithfully,

For and on behalf of

\_\_\_\_\_  
\_ Bank Authorised Official

## INTEGRITY PACT

(To be stamped as per the Stamp Law of the Respective State)

1. Whereas UCO Bank having its registered office at UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 acting through its General Administration Department, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to Housekeeping and cleaning service hereinafter referred to as Stores and / or Services. And **M/s** \_\_\_\_\_ **having its registered office at** \_\_\_\_\_ **represented by** \_\_\_\_\_ **Authorised signatory**, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as –Party or collectively as the –parties, as the context may require.

### 3. Preamble

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for Housekeeping and cleaning service and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEMs) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

### 4. Commitments of the Buyer

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

- (i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.

(iii) The Buyer will exclude from the process all known prejudiced persons.

**4.2** If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

### **5. Commitments of the Bidder(s) /Seller(s):**

**5.1** The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- (i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.
- (ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.
- (iv) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).
- (v) Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- (vi) Bidders not to pass any information provided by the Principal as part of business relationship to others and not to commit any offence under PC/IPC Act.

(vii) Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.

**5.2** The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

**5.3** The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

#### **5.4 Agents / Agency Commission**

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

#### **6. Previous Transgression**

**6.1** The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

**6.2** If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

## 7. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

## 8. Sanctions for Violation

**8.1** If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

- (i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
  - (ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
  - (iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
  - (iv) To encash Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.
- 8.2** If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

## 9. Compensation for Damages

**9.1** If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

**9.2** If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance Bank guarantee and performance bond / warranty bond, if furnished by

the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

## 10. Price Fall Clause

The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU/PSBs during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.

## 11. Independent External Monitor(s)

11.1 The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).

11.2 As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.

11.3 The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.

11.4 If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

11.5 If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.

11.6 The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani , Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

11.7 The word "Monitor" would include both singular and plural.

## 12. Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

## 13. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

#### 14. Integrity Pact Duration.

14.1 This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of contract.

14.2 If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank .

14.3 Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

#### 15 Other Provisions

15.1 Changes and supplements need to be made in writing. Side agreements have not been made.

15.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

15.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

15.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.

16. This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

17. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

18. The Parties here by sign this Integrity Pact.

#### BUYER

Signature:

Authorized Signatory

General Administration Department,HO-I

Place:

Date:

Witness:

(Name & Address)

#### BIDDER /SELLER

Signature:

Authorized Signatory (\*)

Witness:

(Name & Address)

(Stamped Undertaking)

**Format for an Undertaking to be obtained from the Contractor (Service Provider) for compliance of the Provisions of the Contract Labour (Regulation & Abolition) Act, 1970, Rules and other laws as applicable.**

I,.....s/o..... Proprietor/Partner/Director of  
....., do hereby declare and undertake as under-

1. That I/We in the capacity of independent contractor engaged by UCO Bank have complied with the provisions of Contract Labour (Regulation and Abolition) Act, 1970 in holding a valid license under the Act and the Rules thereto.
2. That I/WE have covered all the eligible employees under Employees Provident Fund and Miscellaneous Provisions Act (if applicable) and the Employees' State Insurance Act (if applicable) and deposited the contributions under our code numbers for the following month and as such no amount whatsoever is due and payable.
3. That I/We further declare and undertake that in case any liability pertaining to my/our employees is to be discharged by UCO Bank for my/our lapses, I/We undertake to reimburse the same to UCO Bank or UCO Bank is authorised to deduct the same from my/our dues as payable.

Contractor (Description with Stamp)

(Register of wages)  
FORM XVII (SEE RULE 78(2) (a) Register of wages)

Name and Address of Contractor

Name & Address of Establishment in/under which contract is carried on

Nature and Location of work

Name and address of Principal Employer

Wage Period Monthly

- 1 Name of workman
- 2 Serial No. in the register of workmen
- 3 Designation/Nature of work done
- 4 No of Days worked
- 5 Units of work done
- 6 Daily rate of wages/piece rate
- 7 Basic wage
- 8 Dearness allowances
- 9 Overtime (if any)
- 10 Other Cash payments (Nature of payments to be indicated)
- 11 Cash Total
- 12 Deductions, if any(Indicate nature)
- 13 Net amount paid
- 14 Signature/thumb impression of workman with date
- 15 Signature of Contractor or the authorized representative with date

**FORMAT OF DEED OF INDEMNITY**

**(To be executed on non-judicial stamp paper of requisite value)**

THIS DEED OF INDEMNITY made on this \_\_\_\_\_ day of \_\_\_\_\_ 2026

**BETWEEN**

**M/S** \_\_\_\_\_ a \_\_\_\_\_ company/firm having its Office at registered office at \_\_\_\_\_, India represented by the Authorised Signatory, **Mr./Ms.** \_\_\_\_\_ (hereinafter referred to as „**Indemnifier**“ which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its administrators, successors and assigns) of the **ONE PART**;

**AND**

**UCO Bank**, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time, having its Head Office at No. 10, BTM Sarani, Kolkata-700001 represented by the Authorised Signatory of its sole proprietor/partners/Director Sri/ ..... (hereinafter referred to as „**Bank**“ which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns and successors) of the **OTHER PART**

**WHEREAS** Bank had, vide its RFP Ref No. \_\_\_\_\_ Date: \_\_\_\_\_ invited bids from the eligible Bidders for empanelment for Selection of Application Service Provider (ASP) for Housekeeping and Cleaning Services.

**AND WHEREAS** the Indemnifier has:

- A. Offered to provide the services to the Bank in terms of the above mentioned RFP and subsequent amendments / corrigenda / clarifications etc.;
- B. Represented and warranted that it has all permissions, consents, approvals and license from all authorities, both regulatory / statutory and non-regulatory, for providing the services to the Bank in terms of the above mentioned RFP and subsequent amendments / corrigenda / clarifications etc.;
- C. Represented and warranted that the Services to be provided to Bank will not violate any provisions of the applicable laws, regulations or guidelines including laws relating to Intellectual Property Rights, legal & environmental and in case there is any violation of any law, rules or regulation, which is capable of being remedied, the same will be got remedied immediately during the tenure of contract to the satisfaction of Bank;
- D. Represented that the Vendor has adequate resources and sufficient knowledge, expertise and competency in the Housekeeping & Cleaning Services field .

**WHEREAS** the Bank, relying and based on the aforesaid representations and warranties of the Indemnifier, has agreed to avail the Services from the Indemnifier on the terms and conditions more particularly described in the Master Contract dated \_\_\_\_\_

**WHEREAS** one of the conditions of the said Master Contract dated \_\_\_\_\_ is that the

Indemnifier is required to furnish an indemnity in favour of the BANK indemnifying the latter against all claims, losses, costs, actions, suits, damages etc. arising due to or on account of indemnifier's breach of any of the terms and conditions of the Master Contract dated \_\_\_\_\_ or violation of any trademarks, patents, copyrights and licenses, the applicable laws, regulations, guidelines during the Supply / Services to the BANK as also Indemnifier's misconduct, omission and negligence.

In pursuance thereof, the Indemnifier has agreed to furnish an indemnity in the form and manner and to the satisfaction of the BANK as hereinafter appearing;

**NOW THIS DEED WITNESSETH AS UNDER: -**

In consideration of Bank having agreed to award the Contract to the Indemnifier, the Indemnifier hereby unconditionally, absolutely and irrevocably agrees and undertakes that:-

1. The Indemnifier shall, at all times hereinafter, save and keep the Bank including its respective directors, officers, employees, agents and representatives harmless and indemnified, from and against any claim, costs, charges, damages, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said Contract and any loss or damage caused from and against all suits and other actions that may be instituted, taken or preferred against Bank by whomsoever and all losses, damages, costs, charges and expenses etc. that the Bank may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws including those relating to intellectual property rights, rules, regulations, guidelines and also from the environmental damages, if any, which may occur or result during the contract period.
2. The Indemnifier further agrees and undertakes that the Indemnifier shall, ensure that all the permissions, authorizations, consents and licenses are obtained and renewed from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, rules, regulations, guidelines, orders framed or issued by the appropriate authorities.
3. The Indemnifier hereby indemnifies and keeps indemnified the Bank including its respective directors, officers, employees, agents and representatives against any levies/penalties /claims /demands litigations, suits, actions, judgments, and or otherwise on account of any default and or breach and or otherwise in this regard.
4. If any additional approval, consent or permission is required by the Indemnifier to execute and perform the Contract during the currency of the Contract, the Indemnifier shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.
5. The obligations of the Indemnifier herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Contract or other agreement, or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of the Bank or Indemnifier or any other circumstances whatsoever which might otherwise constitute a discharge or defense of an indemnifier.
6. The obligations of the Indemnifier under this deed shall not be affected by any

act, omission, matter or thing which, would reduce, release the Indemnifier from any of the indemnified obligations under this indemnity or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it or to the Bank).

7. This indemnity shall survive notwithstanding expiry or termination (for any reason(s) whatsoever) of the contract.
8. Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address as stated in the Contract and / or as stated above.
9. This indemnity and other non-contractual obligations arising out of this indemnity shall be governed by and construed in accordance with the laws of India. The Indemnifier irrevocably and unconditionally agrees that any legal action, suit or proceedings arising out of or relating to this indemnity shall be brought in the Courts/Tribunals at Kolkata. Final judgment against the Indemnifier in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by way of suit on the judgment/decree, a certified copy of which shall be conclusive evidence of the judgment/decree, or in any other manner provided by law. By the execution of this indemnity, the Indemnifier irrevocably submits to the exclusive jurisdiction of Court(s)/ Tribunal(s) at Kolkata in any such action, suit or proceeding.
10. The Bank may assign or transfer all or any part of its interest herein to any other person. The Indemnifier shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of the Bank.

**IN WITNESS WHEREOF** the parties herein have set their hands unto these presents on the day, month and year above written

1)

.....  
(Signature & Seal of the  
Authorised signatory Indemnifier)

2)

.....  
(Signature & Seal of the  
Authorised signatory of  
the Bank)

## SAFETY CODE

### Scaffolds

- i) Suitable scaffolds shall be provided for cleaning of building glasses for workmen for all works that cannot safely be done from the ground, or from solid construction except in the case of short duration work which can be done safely from ladders. When a ladder is used, it shall be rigid construction made either of good quality wood or steel.
- ii) Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing

**OTHER SAFETY MEASURES** - Adequate precaution shall be taken to prevent danger from electrical equipment and substation room while cleaning the area. No cleaning material materials and cleaning equipments on any of the sites of work shall be so stacked or placed as to cause danger or inconvenience to any person or the public.

### Personal Safety Equipment

- i) The contractor shall not employ men below the age of 18 years
- ii) Suitable face mask should be supplied for use by the workers while cleaning of wall glasses and other dust prone areas.
- iii) Clean uniform with proper identity card will be providing by the vendor to the cleaning staffs.

**Annexure-IX**

**FORMAT OF EARNEST MONEY DEPOSIT (EMD)**

To,  
General Manager  
General Administration Department  
Head Office-I  
10 BTM Sarani Kolkata-700001

Dear Sir,

Ref: RFP bid no \_\_\_\_\_

In response to your invitation to respond to your bid for Housekeeping & Cleaning Services, M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (herein after called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for Housekeeping & Cleaning Services) and to provide related services as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to bid, we, the \_\_\_\_\_ Bank having our Head Office \_\_\_\_\_ hereby irrevocably guarantee an amount of \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) as EMD as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The EMD for which this guarantee is given is liable to be enforced/invoked:

If the Vendor withdraws his proposal during the period of the proposal validity;

Or

If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately, on demand to UCO Bank, the said amount of Rupees \_\_\_\_\_ without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked / enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by UCO Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed \_\_\_\_\_ (Rupees \_\_\_\_\_ only).
2. This Bank guarantee will be valid up to \_\_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank

guarantee only upon service of a written claim or demand by you on or before\_\_\_\_\_.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this day of\_\_\_\_\_ at \_\_\_\_\_.

Yours faithfully,

For and on behalf of

\_\_\_\_\_

Authorised official

(NB: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified. The signatory shall affix his signature, name and designation).

**Annexure-X**

**UNDERTAKING FOR NON-BLACKLISTING / NON-DEBARMENT OF THE BIDDER**

**(To be stamped as per the Stamp Law of the Respective State)**

**Sub: Housekeeping and cleaning services**

- 1) I/We, Proprietor/Partner(s)/Director(s) of M/s..... hereby confirm that I/We have read and understood the eligibility criteria and fulfil the same.
- 2) I/We further confirm that all the information furnished by me/us, as per the requirement of the Bank, have been included in our bid.
- 3) I/We further hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- 4) \*I/We further hereby declare that I/We have not been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/ State Government/any Central or State Undertaking or Corporation/ Reserve Bank of India or any other Regulatory Authority or any other Statutory Authority as on date of the publication of this Tender/Procurement.

**(OR)**

I/We further hereby declare that the Proprietorship Concern/Partnership Firm/Company/..... (if any other entity) namely M/s ..... was blacklisted/debarred by.....(Name of the Authority who blacklisted/debarred) from taking part in their Tender/Procurement for a period of .....years w.e.f. ....to..... The period is subsisting/over on.....and now I/We is/are entitled to take part in Tender/Procurement.

- 5) I/We declare that no proceedings/inquiries/investigations have commenced/pending against me/us by any Statutory Authority/Regulatory Agency/Investigating Agency which may result in liquidation of company/ firm/proprietorship concern and/or may act as deterrent on the continuity of business and/or may hamper in providing the said services, as envisaged in this document.

6) I/We further hereby declare that no legal action is pending against me/us for any cause in any legal jurisdiction.

7) I/We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within the stipulated time.

**\*STRIKE OUT WHICH IS INAPPLICABLE**

**(Deviation to the above if any, the Bidder must provide details of such action(s))**

Signature (1) ..... (2) .....

(duly authorized to sign)

Name:.....

Capacity in which as executed:.....

Name & registered address of the Bidder:.....

Seal of the Bidder to be affixed

**Annexure-XI**

**Undertaking to abide by all by-laws / rules / regulations**

To,  
General Manager  
General Administration Department  
Head Office-I  
10 BTM Sarani Kolkata-700001

**Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements**

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, By-Laws, Guidelines, Notifications etc.

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this bid including all annexure, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the annexure of the said RFP.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

We also confirm that payment to the engaged employees shall be made in consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labour laws of country.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2024

**Place:**

**For M/s. .... [Seal and Signature(s) of the Authorized Signatory(s)]**

**Annexure-XII**

**Undertaking for Price Validity & Acceptance of all terms & conditions of RFP**

To,  
General Manager  
General Administration Department  
Head Office-I  
10 BTM Sarani Kolkata-700001

Dear Sir,

**Sub: Housekeeping and cleaning services**

We understand that Bank is not bound to accept the lowest or any bid received, and Bank may reject all or any bid. We shall keep the price valid for the entire contract period from the date of issuance of the first Work order.

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

Yours faithfully,

For.....

(Signature and seal of authorized person) Place:

Date:

**Annexure-XIII**

**Undertaking for No Deviation**

To,  
General Manager  
General Administration Department  
Head Office-I  
10 BTM Sarani Kolkata-700001

Dear Sir,

**Sub: Housekeeping and cleaning services**

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No. .... hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

We undertake to execute Deed of Indemnity, Non-disclosure Agreement & provide Performance Bank Guarantee as per the annexure enclosed in the RFP, in case of emergence as a successful bidder.

Yours faithfully,

For.....

Designation: (Signature and seal of authorized person) Bidder's corporate name:

Place:

Date:

**Annexure-XIV**

**PRE-BID QUERY FORMAT**

Format of Pre-Bid Queries to be submitted by the Bidder(s)

**(If queries submitted through e-mail)**

To be e-mailed in '.doc' format strictly

**Name of the Bidder:**

**Name of the Contact Person of the Bidder:**

**Contact Number of the Contact Person: Email**

**id of the Contact Person:**

Bid PageNo.	Bid Clause No.	Original Clause	Query sought/Suggestion of the Bidder

**Annexure-XV**

**NON-DISCLOSURE AGREEMENT**

**(Confirmation of format should be enclosed with technical bid. Agreement to be executed on non-judicial stamp paper of requisite value by the selected bidder only,)**

This Non-Disclosure Agreement is entered into on this .... Day of..... 2026

**BETWEEN**

**UCO Bank**, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at No.10, BTM Sarani, Kolkata-700001 hereinafter referred to as "**the Bank**" (which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrators and successors) **of the FIRST PART/ DISCLOSING PARTY**

**AND**

.....(Which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns, administrator and successors) of the **SECOND PART/ RECEIVING PARTY**

(Each of Bank and the vendor is sometimes referred to herein as a "**Party**" and together as the "**Parties**").

**WHEREAS** the Vendor/Receiving Party is inter alia engaged for Housekeeping and cleaning service as per the terms and conditions specified in the RFP Ref. No: \_\_\_\_\_. The Vendor/Receiving Party would be the single point of contact for this project.

**WHEREAS** Bank/Disclosing Party is inter alia engaged in the business of Banking; and

**WHEREAS** the Parties presently desire to discuss and/or consult with each other's business for the purposes of entering into Agreements for Housekeeping and cleaning service.

**WHEREAS** the Parties recognize that each other's business involves specialized and proprietary knowledge, information, methods, processes, techniques and skills peculiar to their security and growth and that any disclosure of such methods, processes, skills, financial data, or other confidential and proprietary information would substantially injure a Party's business, impair a Party's investments and goodwill, and jeopardize a Party's relationship with a Party's clients and customers; and

**WHEREAS** in the course of consultation with respect to the potential business venture, the Parties anticipate disclosing to each other certain information of a novel, proprietary, or confidential nature, and desire that such information be subject to all of the terms and conditions set forth herein below;

**NOW THEREFORE** the Parties hereto, in consideration of the promises and other good and valuable consideration, agree such information shall be treated as follows:

- 1. Confidential Information.** "Confidential Information" shall mean and include any information which relates to the financial and/or business operations of each Party, including but not limited to, specifications, drawings, sketches, models, samples, reports, forecasts, current or historical data, computer programs or documentation and all other technical, financial or business data, information related to each Party's customers, products, processes, financial condition, employees, intellectual property, manufacturing techniques, experimental work, trade secrets.
- 2. Use of Confidential Information.** The Vendor/Receiving Party agrees not to use the Bank/Disclosing Party's confidential Information for any purpose other than for the specific consultation regarding the potential business venture. Any other use of such Confidential Information by the Receiving Party shall be made only upon the prior written consent from an authorized representative of the Disclosing Party which wishes to disclose such information or pursuant to subsequent agreement between the Parties hereto.

**Restrictions.** Subject to the provisions of paragraph 4 below, the Party receiving Confidential Information (the "Receiving Party") shall, for contract period of Three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever), use the same care and discretion to limit disclosure of such Confidential Information as it uses with similar confidential information of its own and shall not disclose, lecture upon, publish, copy, modify, divulge either directly or indirectly, use (except as permitted above under clause (2) or otherwise transfer the Confidential Information to any other person or entity, including taking reasonable degree of care and steps to:

(a) Restrict disclosure of Confidential Information solely to its concerned employees, agents, advisors, consultants, contractors and /or subcontractors with a need to know and not disclose such proprietary information to any other parties; and

(b) Advise all receiving Party's employees with access to the Confidential Information of the obligation to protect Confidential Information provided hereunder and obtain from agents, advisors, contractors and/or consultants an agreement to be so bound.

I Use the Confidential Information provided hereunder only for purposes directly related to the potential business venture.

**Exclusions.** The obligations imposed upon Receiving Party herein shall not apply to information, technical data or know how, whether or not designated as confidential, that:

(a) is already known to the Receiving Party at the time of the disclosure without an obligation of confidentiality;

(b) is or becomes publicly known through no unauthorized act of the Receiving Party;

lis rightfully received from a third Party without restriction and without breach of this Agreement;

(d) is independently developed by the Receiving Party without use of the other Party's Confidential Information and is so documented;

lis disclosed without similar restrictions to a third party by the Party owning the Confidential Information;

(f) is approved for release by written authorization of the Disclosing Party; or

(g) is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however, that the Receiving Party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the Confidential Information and/or documents so disclosed be used only for the purposes for which the order was issued.

- I. **Return of Confidential Information.** All Confidential Information and copies and extracts of it shall be promptly returned by the Receiving Party to the Disclosing Party at any time within thirty (30) days of receipt of a written request by the Disclosing Party for the return of such Confidential Information.
- II. **Ownership of Information.** The Receiving Party agrees that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.
- III. **No License Granted.** Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information disclosed to the Receiving Party or to any information, discovery or improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed by the Receiving Party to be a public disclosure of such Confidential Information for any purpose whatsoever.
- IV. **Breach.** In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided above, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Disclosing Party shall have the right to demand prompt return of all Confidential Information previously provided to the Receiving Party and in such case, the Receiving party shall be bound to return all information within 30 days from the date of such demand. The provisions of this paragraph are in addition to any other legal right or remedies, the Disclosing Party may have under the Law for the time being in force.
- V. **Arbitration and Equitable Relief.**

**VI. Arbitration.** The Parties shall endeavor to settle any dispute/difference arising out of or relating to this Agreement through consultation and negotiation. In the event no settlement can be reached through such negotiation and consultation, the Parties agree that such disputes shall be referred to and finally resolved by arbitration under the provisions of the Arbitration and Conciliation Act, 1996 and the rules made there under from time to time. The arbitration shall be held at city of Head Office of member Bank. The language used in the arbitral proceedings shall be English. The arbitration proceeding shall be conducted by a panel of three arbitrators, each party shall appoint his own arbitrator and the two appointed arbitrators shall appoint the third arbitrator who shall act as presiding Arbitrator.

**Equitable Remedies.** The Parties agree that in event of breach of any of the covenants contained in this Agreement due to negligence/fault/lack of the Receiving Party, the Disclosing party shall have, in addition to any other remedy, the right:

- i) To obtain an injunction from a court of competent jurisdiction restraining such breach or threatened breach; and
- ii) To specific performance of any such provisions of this Agreement. The Parties further agree that no bond or other shall be required in obtaining such equitable relief and the Parties hereby consent to the issuance of such injunction and to the ordering of specific performance.

**Legal Expenses:** If any action and proceeding is brought for the enforcement of this Agreement, or because of an alleged or actual dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, each Party will bear its own expenses, including the attorney's fees and other costs incurred in such action.

**Indemnification:** The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.

**Term.** This Agreement may be terminated by either Party giving sixty (60) days' prior written notice to the other Party; provided, however, the obligations to protect the Confidential Information in accordance with this Agreement shall survive for a period of three (3) years from the date of the last disclosure of Confidential Information made under this Agreement (except for personal customer data which shall remain confidential forever).

**No Formal Business Obligations.** This Agreement shall not constitute create, give effect to or otherwise imply a joint venture, pooling arrangement, partnership, or formal business organization of any kind, nor shall it constitute, create, give effect to, or otherwise imply an obligation or commitment on the part of either Party to submit a proposal or to perform a contract with the other Party or to refrain from entering into an agreement or negotiation with any other Party. Nothing herein shall be construed as providing for the sharing of profits or loss arising out of the efforts of either or both Parties. Neither Party will be liable for any of the costs associated with the other's efforts in connection with this Agreement. If the Parties hereto decide to enter into any licensing arrangement regarding any Confidential

Information or present or future patent claims disclosed hereunder, it shall only be done on the basis of a separate written agreement between them.

**General Provisions.**

**Governing Law.** This Agreement shall be governed by and construed in accordance with the laws of India.

**Severability.** If one or more of the provisions in this Agreement is deemed void by law, then the remaining provisions shall remain valid and continue in full force and effect.

**Successors and Assigns.** This Agreement will be binding upon the successors and/or assigns of the Parties, provided however that neither Party shall assign its rights or duties under this Agreement without the prior written consent of the other Party.

**Headings.** All headings used herein are intended for reference purposes only and shall not affect the interpretation or validity of this Agreement.

**Entire Agreement.** This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter of this Agreement. Any amendments or modifications of this Agreement shall be in writing and executed by a duly authorized representative of the Parties.

**Jurisdiction of Court:** All disputes under this Non-Disclosure Agreement are subject to the jurisdiction of Courts at City of Head office of Individual member Bank in India.

Two original sets of Non-Disclosure Agreement are executed and retained by either parties, Bank and \_\_\_\_\_ (the selected vendor)

The Parties, by the signature of their authorized representatives appearing below, acknowledge that they have read and understood each and every term of this Agreement and agree to be bound by its terms and conditions.

**For and on behalf of**

**for and on behalf of**

.....

.....

**(The selected bidder)**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Designation: \_\_\_\_\_

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

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

Annexure- XVI

**ESCALATION MATRIX OF ALL VERTICALS**

(To be submitted on company letter head)

The escalation matrix up to top level of company is tabulated below in hierarchy-

Sr. No.	Particulars	Level-1 Escalation	Level-2 Escalation	Level-3 Escalation
1		Name: Phone No: Cell No: Email:	Name: Phone No: Cell No: Email:	Name: Phone No: Cell No: Email:

Yours faithfully,

**Authorized Signatory (Name)**

**(Designation)**

Note- Kindly mention escalation matrix of all verticals (support, sales and delivery of the company. There should be a single point of contact of senior level for verticals.

**ANNEXURE – XVII**

**Undertaking for Manpower/Resources**

To,  
General Manager  
General Administration Department  
Head Office-I  
10 BTM Sarani Kolkata-700001

Dear Sir,

**Sub: Housekeeping and Cleaning services**

Further to our proposal dated ....., in response to the Housekeeping and Cleaning services issued by Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree that proper background check of Facility Management resources/manpower deployed in the Bank premises for above services will be ensured. The Bank is not responsible for any incident/event occurred due to any action of vendor's employee.

We undertake to submit necessary documents i.e., police verification etc. in case of our emergence as a successful bidder. Vendor has to do the necessary background verification check, that may cover many areas including but not limited to employment history, education verification, license/certification check, criminal history, driving records, CIBIL/credit check, drug screening, social media activity, and identity, for all the resources to be deployed at Bank's premises and has to give undertaking on quarterly basis in this regard.

The format mentioned under annexure must be signed by the Authorised Signatory along with the following documents of each and every employee:

1. Copy of PAN Number duly self-attested and verified by Vendor
2. Copy of Aadhaar Number duly self-attested and verified by Vendor
3. Police verification report
4. CIBIL Report without any delinquency

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

**ANNEXURE – XVIII**

**Format of Declarations/ Undertaking**

To,  
General Manager  
General Administration Department  
Head Office-I  
10 BTM Sarani Kolkata-700001

Sub: Outsourcing Activities- Due Diligence and Police Verification of Our Employees

Dear Sirs,

We, M/s. \_\_\_\_\_ on (date) have entered into an agreement with UCO Bank for providing services of \_\_\_\_\_.

As per the clause no \_\_\_\_\_ of the aforesaid agreement we have unconditionally agreed to exercise due diligence and engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for offering the services under the said contract.

We hereby give an undertaking/confirmation that a proper due diligence and Police verification of our employees, engaged for offering the services have been conducted by us as per the clause no \_\_\_\_\_ of the agreement.

Place:

Date:

For and on behalf of

M/s. \_\_\_\_\_

To,  
**General Manager**  
**General Administration Department**  
**Head Office-I**  
**10 BTM Sarani Kolkata-700001**

Subject : Employee Back ground verification certificate

Dear Sir,

This is verify that following employee Mr/Ms.....is employed with  
.....

All the details furnished below are true and the Back Ground Verification check carried on the aforesaid employee has found to be satisfactory.

Employee ID	
Position in present activity	
Employed since	
Present address	
Permanent address	
Police verification completed(Y/N)	
If yes provide details (attach document)	
If no, provide other mode of verification	
Education qualification	
Training given by company	
Pan Card no	
Aadhar Card no	

**Company Seal and Signature**

Annexure-XX

ELIGIBILITY CRITERIA COMPLIANCE

Sl. No.	Clause	Documents required	Compliance Yes/No
1.	<p>Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on bid submission date. OR A Proprietorship Firm. OR A Partnership Firm registered under Partnership Act. 1932. OR Limited Liability Partnership firm registered under Limited Liability Partnership Act, 2008.</p>	<p>1. Certificate of Incorporation issued by Registrar of Companies along with 2. Copies of Memorandum of Association 3. Copies of Articles of Association 4. Shareholding pattern 5. PAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid</p> <p>In case of partnership firms/LLP, Deed of Partnership along with the applicable documents listed above should be submitted. In case of Proprietorship relevant documents of establishment, along with the applicable documents listed above should be submitted.</p>	
2.	<p>The bidder should have a minimum Annual turnover of twice of estimated expenditure (three years) for the last three financial years. Certificate of audited balance sheet for last three years must be enclosed. <b>Vendor should be a profitable organization.</b></p>	<p>copy of the audited balance sheet of the company OR CA certificate for the consecutive last three financial years showing Turnover, Net-worth &amp; Profit should be submitted along with the Technical Bid.</p>	
3.	<p>The bidder submitting the offer should have <b>positive net-worth</b> for the last three financial years i.e.. This must be the individual company turnover and not of any group of companies.</p>	<p>copy of the audited balance sheet of the company OR CA certificate for the consecutive last three financial years showing Turnover, Net-worth &amp; Profit should be submitted along with the Technical Bid.</p>	

		Bid.	
4.	<p>The bidder must have experience in executing the similar work as under at Public Sector Banks/RBI/Govt. Organisations/PSU:</p> <p>(a) Three similar completed works costing not less than the amount equal to 40% of the estimated yearly expenditure within seven years ending last day of the month previous to the one in which applications are invited in execution of similar works.</p> <p style="text-align: center;"><b>or</b></p> <p>(b) Two similar completed works costing not less than the amount equal to 50% of the estimated yearly expenditure within seven years ending last day of the month previous to the one in which applications are invited in execution of similar works.</p> <p style="text-align: center;"><b>or</b></p> <p>(c) One similar completed work costing not less than the amount equal to 80% of the estimated yearly expenditure within seven years ending last day of the month previous to the one in which applications are invited in execution of similar works .</p>	<p>Copy of any one of the following:</p> <ul style="list-style-type: none"> <li>➤ purchase order</li> <li>➤ Satisfactory Client Certificate</li> <li>➤ Reference Letter from the existing customer/client</li> <li>➤ Any other relevant documents acceptable to the Bank</li> </ul>	
5.	The bidder must have one branch office in Kolkata and registered office anywhere in India	A letter of undertaking along with branch offices details to be submitted by the bidder.	
6.	Bidder should not have been debarred / black-listed by any Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFP submission.	Annexure-X should be submitted	

7.	The Bidder should not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity as on the date of bid submission	Self-declaration to this effect on the company's letterhead should be submitted	
8.	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Self-declaration to this effect on the company's letterhead should be submitted.	

(Signature and seal of authorized person)

Place:

Date:

RFP No. HO/GAD/ Tender/01 /2025-26

Date: 25.03.2026



## UCO BANK

Head Office, General Administration Department  
Ground Floor, 10-B.T.M Sarani, Kolkata-700001

Email: [hogad.calcutta@uco.bank.in](mailto:hogad.calcutta@uco.bank.in)

Phone: 033-44557510/8099

Website <http://www.uco.bank.in>

RFP for Engagement of Agencies for for cleaning & housekeeping works at  
Head Office-1 and Head Office-II at Kolkata

### PART-II (PRICE Bid)

**PRICE BID**  
**ANNEXURE-I**

Price Bid/BOQ for cleaning & housekeeping works at Head Office-I and Head Office-II, Kolkata. Scope of work will be governed as stipulated in "Details Scope of work"(Annexure-B) of RFP.

A)

Sl No.	Building	No of Person Required	Monthly labour wages as per as per Central Govt. notification as on 25.09.2025 (Rs) Excluding GST	Amount (yearly) (Rs) Excluding GST
1	HO-I Building	16 Unskilled labour for half day	194912.00	2338944.00
		8 Unskilled labour for Full day including supervisor	194912.00	2338944.00
2	HO-II Building	12 Unskilled labour for half day	146184.00	1754208.00
		6 Unskilled labour for Full day including supervisor	146184.00	1754208.00
3	2 India Exchange Place	4 Unskilled labour for half day	48728.00	584736.00
		2 Unskilled labour for Full day	48728.00	584736.00
4	UCO House	1 Unskilled labour for half day	12182.00	146184.00
		4 Unskilled labour for Full day including supervisor	97456.00	1169472.00
5	Gitanjali Apartment	1 Unskilled labour for half day	12182.00	146184.00
		1 Unskilled labour for Full day	24364.00	292368.00
6	Dover Lane	1 Unskilled labour for half day	12182.00	146184.00
		1 Unskilled labour for Full day	24364.00	292368.00
		Total	962378.00	11548536.00
<b>B</b>	<b>Contractors Over Head Part</b>			
	In the form of % on total monthly labour wages <b>Subtotal</b>			

	In the form of Rs.(Numeric up to two decimal) on total monthly labour wages <b>Subtotal</b>	
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Total amount	(Rs) Excluding GST
Total amount of (A)+(B) .(Numeric up to two decimal)	
Rupees in word...	