

## OPEN TENDER NOTICE

For

HOUSEKEEPING SERVICES AT ZONAL OFFICE CHENNAI

UCO BANK  
GROUND, 2<sup>nd</sup> FLOOR, 4<sup>th</sup> FLOOR CBO NO.328, THAMBUCHETTY STREET, CHENNAI-  
600001.

**TENDER NOTICE FOR**  
**HOUSEKEEPING SERVICE**  
**For**  
**ZONAL OFFICE - CHENNAI,**  
**GROUND, 2<sup>nd</sup> FLOOR, 4<sup>th</sup> FLOOR NO.328, THAMBUCHETTY STREET, CHENNAI-600001.**

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## 1 – TENDER NOTIFICATION FORMAT

### TENDER NOTICE FOR HOUSEKEEPING SERVICE

For

ZONAL OFFICE - CHENNAI,

GROUND, 2<sup>nd</sup> FLOOR, 4<sup>th</sup> FLOOR CBO NO.328, THAMBUCHETTY STREET, CHENNAI-600001.

UCO BANK, invites sealed tenders in two bids system from competent agencies for **House keeping services at Zonal Office – Chennai Located at No.328, Thambuchetty street, Chennai - 600001**. For complete details, formats and terms & conditions of tender, please log on to Bank's website <https://www.ucobank.com/english/tenders.aspx> and the same can also be obtained from General Admin Department, Zonal Office during the office hours.

The interested parties/agencies can Download the Tender Document from UCO BANK Web site, on or before **13.03.2023**.

Technical Bid and Financial Bid are to be submitted as per time schedule mentioned below:-

Date of Availability on Bank's Website of Tender Form	: 04.03.2023
Pre-Bid Meeting	: 08.03.2023
Last date for submission of Tender Forms	: 13.03.2023 up to 15.00 Hours.
Opening of Tender Forms	
A. Technical Bid/Offer (Part-1)	: 13.03.2023 at 17.00 Hours.
B. Financial Bid/Offer (Part-2)	: Date will be informed to technically Qualified bidders

**Financial bid (Part-2)** will be opened for only those bidders who are found eligible in the Technical (Part-1) Bid. Addendum, if any shall be issued/ conveyed through the Bank's website only

**(Bids will be opened as per the above schedule in the presence of bidders present at that time, in case no bidder is present tender will be opened by the Bank's tender committee.)**

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**Basic Eligibility Criteria:**

- (1) Minimum Three years (for General) or One year (for those who are having Hotel Management Degree) Experience in above area with National, Multi-National, PSUs and Corporate institutions.
- (2) Licence / equivalent Certificate / Licence for running above Service
- (3) **The bidder must have minimum turnover of Rs 15.00 lacs per annum for any of the year of the last three year.**
- (4) Other details of eligibility criteria and terms & conditions of tender are mentioned in the tender document available in our website.

**The Bank reserves the right to reject any / all applications without assigning any reason whatsoever.**

## 2 - Terms and Condition

Please note that this Housekeeping contract is price based contract and payment shall be released based on the performance parameters given hereunder:-

- 1.Submission of compliance reports executing satisfactory services for Cleaning utensils, Housekeeping Service of common area, toilets, office area, open area, such as mopping, cleaning, putting all the consumable items in place as per contract terms.
- 2.Attending all the Maintenance issues pointed out in the office by the General Admin Department.
- 3.Cleaning of all the lights, switch boards, ventilations, fans etc including servicing as per the manufacturer's specifications, cleaning including removal of dirt, dust, cobwebs, switching on /off the lights, AC's, dish-TV, DG Sets, HT/ LT panels, coolers.
- 4.Calling AMC agency periodically as per Bank's AMC contract with different agencies.
- 5.Maintaining inventory of consumable items, & submitting detailed monthly report along with bill.
- 6.**Working place will be the Bank's UCO BANK, Zonal Office-Chennai located at Ground, 2<sup>nd</sup> Floor & 4<sup>th</sup> Floor, UCO Bank, No.328 Thambu Chetty Street, Chennai-600101. Working hours shall be from 7.30 AM till 3.30 PM for ( 3 Cleaning Staff ).**
- 7.Should any new areas of services transpire which Bank considers are not envisaged as being part of this tender, the prices for the new scope of services shall be mutually agreed between the Bank and Housekeeping Service Contractor based on actual rate analysis on established norms. In the event of non-Agreement of the rates, the Bank reserves the right to get the same executed through any other agency so appointed for.
- 8.The Bank will make all payments to the Housekeeping Service Contractor for the satisfactory services rendered on monthly basis in accordance to the relevant clause of conditions of contract.
- 9.Any overwriting in the schedule of rates should be avoided. In case of a mistake, the mistake should be clearly cut and the correction should be signed in full by the tenderer or its authorized signatory.
10. The rates for all categories in the schedule of rates must be mentioned in both words and figures clearly. Tenders will be checked and corrected by **UCO BANK** for any arithmetical errors in computation and summation as follows :

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- a. In case of difference between the rates written in figures and words, the rate adopted (in words) for working out the total amount of the item in the tender form shall be taken as correct. In all other cases for rates of individual items, the correct rate would be that which is lower.
- b. In all cases of omissions and / or doubts or discrepancies in any item or job requirement, a reference shall be made to the Principal & Head, UCO BANK, Zonal Office - Chennai, whose elucidation, elaboration or decision shall be considered as authentic and final. The contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
11. The contractor shall engage the services of sufficient number of able, efficient, neat, healthy, honest, well behaved and skilled and Semi-Skilled persons for Cleaning of utensils, housekeeping cum up keep Maintenance at his cost and he will be responsible for the good conduct and performance on their part, The number of such persons employed will be determined by the parties to the contract, by exchange of letters from time to time, but in any case, the contractor shall have to engage the services of sufficient number of persons as stipulated by the Zonal Office to maintain hygienic standards of the Bank as per **Annexure- F**. The KYC of all employees should be properly obtained and documents should be provided to the Officials of Zonal Office- Chennai. Proper identity Cards should be issued to all employees.
12. The contractor shall be deemed for all legal and contractual purposes as the employer of all persons engaged by him. The contractor shall strictly comply with all labour laws and relation to the persons engaged by him. The contractor shall be solely responsible for all acts of the persons engaged by him and there shall be no privity of contract between the Zonal Office and the persons engaged or employed by the contractor. The Zonal Office shall not be liable to or answerable in respect of any claims on account of any nature what so ever which may be raised by the persons engaged / employed by the contractor and it shall be the sole responsibility of the contractor to answer all such claims or demands.
13. The Contractor shall be responsible for training, allotting duties and timings to his workers in the ZONAL OFFICE.
14. **The contractor shall provide at his own cost proper uniforms / shoes / caps / aprons to all his workers and ensure a high level of hygiene, cleanliness and upkeep. The staff engaged by him shall be always in uniform when on duty.**
15. All the persons engaged by the contractor should have gone under medical examination with regard to contagious diseases.

16. The contractor shall ensure that the entire premises comprising storing and servicing areas etc. are kept clean, neat and orderly at all times. Garbage collected has to be dumped in the area and place specified by the Municipal Corporation/ Estate Office. The entire responsibility of lifting the garbage regularly from the premises lies on the contractor. The contractor will render round the clock / integrated services of Housekeeping & Upkeep/ Maintenance of entire premises comprising of Ground floor, 2<sup>nd</sup> Floor and 4<sup>th</sup> floor at ZONAL OFFICE building occasionally at 6<sup>th</sup> floor conference hall.
17. The Bank will pay Housekeeping Service for services rendered at the agreed rate at the end of the month. **THE CONTRACTOR SHALL HAVE TO ADHERE TO THE PERIODICITY CHART OF THE WORK AS SHOWN IN ANNEXURE – G.**
18. The contractor shall devote his full attention to the work of purchases, preparations and services and discharge his obligations under the arrangement most diligently and honestly.
19. The contractor or his employees shall not use the premises allotted to him for any purpose other than the purposes of the preparation, storing and servicing and shall not act in any manner so as to cause any nuisance or annoyance to ZONAL OFFICE-staff or participants at the ZONAL OFFICE. The contractor will not permit entry to any unauthorized person at ZONAL OFFICE .
20. The contractor shall at all times during the continuance of his agreement obey and observe all directions and instructions which may be given by the Administration of ZONAL OFFICE.
21. **The Contractor understands and undertakes that he will bear all taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Govt. (s) or any local body or authority for rendering Housekeeping service except only GST.**
22. The contractor understands that he is obligated to meet the ZONAL OFFICE Premises Committee in person (Proprietor) once in a month, for review of the Housekeeping Services service rendered and for which notice will be given to him either by phone or letter.
23. **The agreement shall be for a period of three years. The rates agreed for (Care taking, Serving and cleaning utensils as well as Housekeeping & Maintenance/ Upkeep) shall remain fixed for the entire contract period. The Rates will be excluding only GST, subject to production of receipts of deposit of respective taxes, exclusive challan for UCO Bank ZONAL OFFICE. The monthly payment is subject to deduction of applicable TDS and request for mid-term revision in rates will not be entertained by the Bank.**

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24. This agreement shall be determined by efflux of time or earlier by one months' notice at the option of the ZONAL OFFICE and if there is a breach of any of the stipulated conditions or otherwise by **three months' notice at the option of the contractor.**
25. The rates quoted will be firm and shall not be subject to any variations in prices, taxes, duties, labour conditions etc. during the currency of agreement.
26. That the contractor takes and accepts full responsibility for the service conditions, claims, damages and compensations of the persons engaged by him and also will be responsible for due compliance with all the requirements of all statutory obligations (Including insurance to Employees) and to pay all claims, costs, damages, expenses, fines or penalties, which may arise out of any claim, suits or prosecution for contravention thereof, **The Contractor shall keep ZONAL OFFICE indemnified against all the claims, if any, as aforesaid.**
27. Nothing contained in this agreement is intended to nor shall be construed to be a grant. Demise or assignment in law of the premises or any part thereof by ZONAL OFFICE to the contractor and / or his employees and they shall vacate the same on the termination of agreement period either by efflux of the time or otherwise.
28. The contractor shall not assign or sublet this contract without the prior written approval of ZONAL OFFICE.
29. If the contractor sublets his contract without prior written approval of ZONAL OFFICE, the contract will ceased automatically. Besides, ZONAL OFFICE is empowered to recover expenses incurred by them on account of making alternative arrangement from the contractor.
30. The contractor shall deposit immediately on signing of the agreement, a sum of **Rs. 1,00,000/-** ( Rupees One lac only ) as **Security Deposit** for due fulfilment of the contract. Periodical interest accrued on the deposit may be claimed by the contractor. The Security Deposit will be refunded to the contractor after three months from the date of expiry or termination of contract provided that there are no defects in materials / articles / equipments supplied, returned by the contractor to ZONAL OFFICE in good working condition, to the satisfaction of ZONAL OFFICE and all the dues statutory and / or payable in ZONAL OFFICE are fully settled.
31. The contractor shall submit the bills for **Housekeeping & Upkeep/ Maintenance** to the Officials at ZONAL OFFICE on monthly basis with the certificate that all the equipment supplied by ZONAL OFFICE are well maintained and are in order. ZONAL OFFICE Officials will scrutinise the bills and if found in order the payments will be made preferably within one week from the date of submission of the bill complete in all respects.



32. In case the contractor fails to fulfil his obligations for any day or any number of days to the satisfaction of ZONAL OFFICE for any reason whatsoever, he shall pay by way of liquidated **damages @ of 150%** of the approved tender rate per participant per day for the entire number of such days and the ZONAL OFFICE shall without prejudice to its other rights and remedies be entitled to deduct such damages from the money, if any payable by them to the contractor.
33. All issues relating to the performance of the obligations of the contractor and to the quality of service rendered and all the disputes and differences, which shall arise either during or after the agreement period of any payment to be made in pursuance thereof shall be decided by the Principal, ZONAL OFFICE Chennai or his representatives, whose decision shall be final, conclusive and binding on the contractor.
34. ZONAL OFFICE shall deduct income Tax at Source at the rate as may be specified from time to time before effecting any payments to the contractor. All other taxes which ZONAL OFFICE may be liable to deduct or is so deducted during the currency of the agreement shall also be set off against the bills raised by the contractor and deposited to the respective department or authorities as may be required under law.
35. The contractor may obtain for himself on his own responsibility and at his own expenses all the information necessary including risks contingencies and other circumstances before entering the agreement with ZONAL OFFICE and may inspect the site of the Bank [www.ucobank.com](http://www.ucobank.com).
36. It is the responsibility of the contractor to possess all licences and registrations as may be required under law and shall be duly registered with the Assistant Labour Commissioner (State as well as Central) and Contract Labour (Regulation and Abolition) Act, as per the legal / statutory requirements. The contractor shall comply with all rules and regulations in force relating to pertaining or connected with persons engaged or employed by him. The contractor shall maintain record registers for contract services as per contract labour (Regulation & Abolition) act and to produce the same for inspection as and when required. It shall be mandatory for contractor to comply with the provisions of the Employees Provident Fund Act Payment of wages ACT, Minimum Wages Act, The Child labour (Prohibition and Regulation ) Act 1986 and other laws time being in force and shall keep Bank indemnified at all times in respect of such compliances.
37. In terms of the Contract Labour (Regulations & Abolition) ACT 1970, the contractor shall provide the prescribed amenities to its labours. In case **of failure of the contractor** in complying with these provisions ZONAL OFFICE if asked / forced by the concerned authorities to provide the amenities will be empowered to recover the expenses

incurred thereof from the contractor under any contract or as a debit payable by the contractor, as mentioned in Section 20 of the said ACT.

38. Failure to commence services within 15 days after awarding the contract / signing the Agreement may result in withdrawal of the contract awarded and forfeiture of earnest money.
39. All rates and lump sum amounts to be paid by vendor to his staff will be paid/ increased as per Notification of Government's Minimum wage for skilled / semi-skilled labours from time to time during the contract period by the vendor himself, no additional payment will be paid by Bank in this regard.
40. The courts in Chennai alone shall have jurisdiction in respect of any dispute arising out of any matter under this agreement.
41. In terms of Rule 72 and 73 of the Contract Labour (Regulation & Abolition) Central Rules 1971 and Section 21 of the Contract Labour (Regulation & Abolition) ACT 1970 the authorized representative of Contractor shall be present at the place / time of the disbursement of wages by the Caretaker to his labourers and such disbursement will be certified by Contractor or by the representatives of Contractor. Such certificate should be submitted to ZONAL OFFICE as and when required.
42. Bank reserves the right to shift the premises and the contractor shall continue to provide the services at agreed terms and conditions at any such new premises / place.
43. **Contractor has to maintain Complaint Register, Complaints raised by the participants should be noted in the complaint Register. On the basis of Complaint Register Bank has to conduct the meeting with the contractor on fortnightly basis in which these complaints shall be discussed with him and these are to be resolved. If the problem on the part of Contractor persists suitable penalty as specified in forgoing clauses would be imposed by the Bank**

The BANK reserves the right to re-tender or modify the terms & conditions of the tender and also reserves the right to re-initiate the tender process in case of receipt of single bid.

The BANK also reserves the right to negotiate the rates with the lowest qualified tenderer.

The tenderer shall not increase the rates quoted in case the BANK administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation of the original offer and rates quoted therein will be binding on the tenderer.

### 3 - NOTICE INVITING TENDER

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

To

M/s-----

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Dear Sirs,

**Re: Tender Notice for Housekeeping & Upkeep/ Maintenance for UCO Bank, Zonal Office- Chennai at Ground , 2nd Floor & 4th Floor No.328, Thambuchetty Street, Chennai-600101.**

UCO BANK invites tender for the above work. Tender Documents can be downloaded from UCO BANK web site, on or before **13.03.2023**.

#### A) Submission of Bids :

The bidder shall submit the bids in one sealed main **envelope** containing two separate sealed **envelopes** super scribed as "**Envelope--I**" and "**Envelope--II**" respectively.

1. The bidder shall clearly write on **envelope--I** the words "**Technical Bid for Housekeeping & Upkeep/ Maintenance of UCO BANK, Zonal Office-Chennai located at Ground , 2nd Floor & 4th Floor of UCO Bank Zonal Office, No.328, Thambuchetty street, Chennai-600001**. Earnest Money Deposit (EMD), amounting to **Rs. 20,000 /-** (twenty thousand only) in the form of Bank Draft drawn in favour of UCO BANK, payable at Chennai, must accompany Technical Bid of tender.
2. The bidder shall clearly write on **envelope--II** the words "**Financial Bid for Housekeeping & Upkeep/ Maintenance at UCO BANK, Zonal Office-Chennai located at Ground , 2nd Floor & 4th Floor, No.328, Thambuchetty street, Chennai-600001**."
3. The bidder shall clearly write on main envelope the words "**Bid for Housekeeping & Upkeep/ Maintenance at UCO BANK, Zonal Office-Chennai located at UCO BANK, Zonal Office ,located at Ground , 2nd Floor & 4th Floor No.328, Thambuchetty Street, Chennai-600001**."
4. All the envelopes shall be addressed to: The AGM, **UCO BANK, Zonal Office-Chennai, 2<sup>nd</sup> Floor, No.328, Thambuchetty Street, Chennai-600001**.

Technical Bid and Financial Bid are to be submitted as per time schedule mentioned below:-

<b>Date of Availability on Bank's Website of Tender Form</b>	<b>: 04.03.2023</b>
<b>Queries, if any, with Regards to Tender</b>	<b>: 08.03.2023</b>
<b>Last date for submission of Tender Forms</b>	<b>: 13.03.2023 up to 15.00 Hours.</b>
<b>Opening of Tender Forms</b>	
<b>A. Technical Bid/Offer (Part-1)</b>	<b>: 13.03.2023 up to 17.00 Hours.</b>
<b>B. Financial Bid/Offer (Part-2)</b>	<b>: 15.03.2023 at 17.00 Hours</b>

**Financial bid (Part-2)** will be opened for only those bidders who are found eligible in the Technical (Part-1) Bid Addendum, if any shall be issued/ conveyed through the Bank's website only

**(Bids will be opened as per the above schedule in the presence of bidders present at that time, in case no bidder is present tender will be opened by the Bank's tender committee.)**

**B) Name and address of the bidder:** -- (To be mentioned by the tenderer) on the **left side** of envelope

If all the envelopes are not sealed and marked as mentioned above, the Bank shall assume no responsibility for the misplacement or premature opening of the bid. In that case, bidder will be disqualified and the tender will not be considered

**C) Time and Date of Submission of the tender:** On or before **13.03.2023** during working hours of office.

**Submission will be valid if:**

- Copies of the tender documents are to be submitted in the manner specified above before the fore mentioned closing time & date.
- Submission of bid cannot be accepted by Fax transmission/E-mail.
- The bid not accompanying Earnest Money Deposit (EMD) is liable to be rejected.

Tender shall be valid for a period **of 30** days from the date of opening of Financial Bid and may be accepted at any time before the expiry of such period. EMD will be forfeited if the bidder withdraws / fails to provide services at least for one year.

**D) Eligibility Criteria:** The eligibility criteria for the bidder taking part are mentioned in the tender document. This bid should be submitted strictly as per the prescribed formats enclosed **(Annexure- A to G):**

**E) Acceptance of Terms and Conditions:** A bidder will, by responding to the tender, be deemed to have accepted all terms and conditions unconditionally as stated in this tender document.

**F) Contract Period:** The agreement shall be for a period of three years. The rates agreed for Housekeeping & Maintenance/ Upkeep shall remain fixed for the entire contract period. The Rates will be excluding only GST, subject to production of receipts of deposit of respective taxes,

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**exclusive challan for UCO Bank ZONAL OFFICE. The monthly payment is subject to deduction of applicable TDS and request for mid-term revision in rates will not be entertained by the Bank.**

If the HOUSEKEEPING SERVICE Service Contractor fails to perform any of its obligations under this Agreement and if the Bank is dissatisfied with the services of the HOUSEKEEPING SERVICE Service Contractor during the contract period, Bank may terminate the services of the HOUSEKEEPING SERVICE Service Contractor, by giving **one month notice in writing**.

All taxes (**GST**) on material or service rendered like work's contract tax, turn over tax, etc prevailing at the time of tendering in respect of this contract shall be payable by the contractor and the Bank will not be liable for any claim whatsoever in this respect *during the period of contract*.

The Bank discourages the stipulation of any conditions by the Tenderers. The bidder shall withdraw all his conditions, which are not acceptable to the Bank.

Yours faithfully

**DGM & Zonal Head**

UCO Bank Zonal Office-Chennai,

2<sup>nd</sup> floor, No.328, Thambuchetty Street, Chennai-600001.

#### 4 - TENDER APPLICATION FORM

To

**DGM & Zonal Head**

**UCO Bank**

Zonal Office, 2<sup>nd</sup> floor, Chennai,

No.328, Thambuchetty Street, Chennai-600001.

Dear Sir,

Having examined the job data, scope of work , schedule of equipments/ quantities etc. relating to the works specified in the memorandum hereinafter set out and having acquired the requisite information relating thereto as affecting the tender, I / We hereby offer to undertake the job specified for duration specified in the said memorandum at the rates mentioned in the attached Price Bid and in accordance with all respects with the specifications, scope of work and instructions in writing referred to in the conditions of the tender, Job requirements and conditions of contract and with such equipments as are provided for by and in all respects in accordance with such conditions so far as they may be applicable.

#### MEMORANDUM

##### Description of work

The Facility Management Service Contractor is required for the Facility Management services (Housekeeping & Upkeep/ Maintenance) for **UCO BANK, Zonal Office-Chennai** located at **Ground , 2nd and 4th floor, No.328, Thambu chetty street, Chennai-600001.**

Contract period commences from 15<sup>th</sup> day of letter of intent by the Bank and period of contract will be three years from the date of commencement subject to performance review on annual basis by the Bank.

Please note that should this tender be accepted,

I / We hereby agree to confirm and to abide by and fulfill the terms and provisions of the said conditions of contract annexed hereto and in default whereof authorize the Bank to forfeit and pay to the Bank, the amount of earnest money mentioned in the said contract.

I / We have deposited a **sum of 20,000/- (twenty thousand only)** as earnest money with the Bank which will not bear any interest. If I / We fail to perform the terms of the contract when awarded, I / We do hereby agree that this sum shall be forfeited by the Bank.

1. All schedules necessary in connection with the job to be performed in terms of the contract wherever required are enclosed. Our Bankers are (name of Bank) \_\_\_\_\_ A/C No. \_\_\_\_\_ IFSC No. \_\_\_\_\_.

**2. Following certificates/documents are enclosed herewith:**

- 2.1. Experience certificate/ award of work showing the experience in the work tendered for in any Central/State Govt& Public Sector undertaking, or reputed private agencies during the last preceding **three years** in the same name/firm on which the tender is applied.
- 2.2. Documents showing constitution of the firm/company (copy of partnership deed with copy of registration certificate in case of partnership firm and a copy of incorporation certificate, certificate of Memorandum, Power of attorney(if required) and Articles of Association in case of a company) or an affidavit in case of a proprietorship firm.
- 2.3. Income and expenditure statement or Profit & Loss Statement for last three financial years i.e., 2019-20 , 2020-21 and 2021-22 certified by a Chartered Accountant.
- 2.4. Tender documents duly signed on all the pages (including the '**Financial Bid**').
- 2.5. List of on-going contracts of similar nature.
- 2.6. Income Tax Assessment Certificate / Income Tax Return.
- 2.7. Proof of Provident Fund Registration Number
- 2.8. Proof of ESIC Registration Number
- 2.9. Proof of Goods and Service Tax Registration Number
- 2.10. PAN Card
- 2.11. Licence for Housekeeping Service.
- 2.12. Food Licence / equivalent Certificate / Licence for running Caretaking & Housekeeping Service.
- 2.13. Goods and Service Tax Number and Certificate.
- 2.14. A Valid copy of Shops & Establishment Certificate issued by the local authorities.

Yours Faithfully,

Signature of the Tenderer / HOUSEKEEPING SERVICE Contractor

With Seal

**Witnesses-1**

1. Signature \_\_\_\_\_
2. Occupation \_\_\_\_\_
3. Address \_\_\_\_\_

**Witnesses-2**

1. Signature \_\_\_\_\_
2. Occupation \_\_\_\_\_
3. Address \_\_\_\_\_



## 5 - Instructions for Tenderer

1. Tenders should be placed in sealed cover with the name of the work written on the envelopes receivable **up to 13.03.2023.**
2. In case of Technical bid and Financial Bid, opening of tenders will be as per specific instruction on the tender notice / form/document.
3. Tenders are to be in the prescribed form, which can be obtained from the office of the Bank on payment of a sum of Rs.3,000/- by way of Bankers cheque / DD favouring **UCO BANK** ,payable at Chennai (Non- refundable)
4. **The contract period will be for three years from the date of commencement of work after written order to commence work (within 15 days) which will be subject to annual review of performance.**
5. The HOUSEKEEPING SERVICE Contractor should quote in figures as well as in words the rate and the amount quoted by them against each service. As indicated in Price Bid the amount for each item should be worked out and the requisite totals to be given.
6. Tender forms can be downloaded from Web site from **04.03.2023.**
7. **Earnest money deposit, amounting to Rs. 20,000/- (Twenty thousand Only) in the form of Bank Draft drawn in favour of UCO Bank payable at Chennai must accompany Technical Bid of tender and each tender is to be in a sealed cover super-scribed "Technical Bid for Caretaking and Facility Management" of UCO BANK for Zonal Office-Chennai located at Ground,2<sup>nd</sup> & 4<sup>th</sup> floor, No.328, Thambuchetty street, Chennai- 600001. Under no circumstances, Earnest Money Deposit (EMD) will be in the form of fixed deposit receipt or cheque. A tender which is not accompanied by EMD in the form of demand draft / Bankers cheque as earnest money will not be considered. The earnest money so deposited will be held by UCO BANK without interest and will be adjusted towards security deposit for due fulfilment of **contract for period of 36 months** or as per terms. The same will be returned after satisfactory rendering of services for the contract period.**
8. The Bank is not liable to pay any interest on the earnest money. The earnest money of the unsuccessful bidder will be refunded without any interest **only after** the decision to award the work is taken or after the expiry of the validity period of the tender whichever is later. The acceptance of the tender will rest with UCO Bank which does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all of the tenders received / cancel the tender process at any stage without assigning any reason thereof. All tenders in-which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.

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9. The Bank reserves the right to waive or change any formalities, irregularities, or inconsistencies in proposal delivery and/or to negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time.
  10. The Bank may extend the time for submission of all proposals and/or may select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality) or may select the next most responsive bidder if negotiations with the bidder of choice fail to result in an Agreement within a specified time frame.
  11. All rates shall be quoted on the proper form in Price Bid.
  12. On acceptance of the tender, the name of the accredited representative(s) of the contractors who would be responsible for taking instructions from the Bank shall be communicated to the Bank.
  13. The Bank reserves to itself the right of accepting the whole or part tender and the bidder shall be bound to perform the same at the rate quoted.
  14. **All taxes such as GST (Goods and Services Tax), rates, charges levied or claimed whatsoever as may be imposed by the state/Central govt.(s) or any other local body or authority for rendering Housekeeping, Cleaning utensils Upkeep/ Maintenance service) shall be payable by the HOUSEKEEPING SERVICE Contractor and the Bank will not entertain any claim whatsoever in this respect.**
  15. The tender for services shall remain open for acceptance for a period of 30 days from the date of opening of Price Bid of the bidders. If any bidder withdraws his tender before the said period or refuses to execute the documents on its selection, the Bank shall be at liberty to forfeit Earnest Money paid along with the tender.
  16. No tender for services shall be witnessed by a bidder or bidders who himself / themselves has / have tendered.
  17. **It is obligatory on the part of the bidder to sign the tender documents for all the parts with stamp of firm / company and after the work is awarded, he will have to enter into an Agreement for each part with the Competent Authority of the Bank.**
  18. The bidder, apart from being a competent contractor, must associate themselves / himself with the agencies of appropriate class.
  19. The Contractor shall not assign the contract. He shall not sublet any portion of the contract except with written permission of UCO Bank. In case of breach, Bank has liberty to serve notice and rescind the contract.

20. **The successful bidder has to deposit total Rs.100,000/- (Rupees One lakhs only) for 3 year or contract period as security deposit. The earnest money, already submitted / deposited by the tenderer will be considered with-in the security deposit.**

#### **Forfeiture of EMD (Earnest Money Deposit)**

The EMD deposited by the bidder shall be forfeited in case:-

- 20.1** The bidder withdraws his tender before processing of the same.
- 20.2** The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- 20.3** The selected bidder withdraws his tender before furnishing Security Deposit as required under this tender.
- 20.4** The bidder violates any of the provisions of the terms and conditions of this **Request for Proposal (RFP)** specification.
21. **CONTRACTOR TO INFORM HIMSELF FULLY:** The Contractor ( HOUSEKEEPING SERVICES) shall be deemed to have carefully examined the work and site conditions including labour, the general and special conditions, the job requirements, schedules of equipments and shall be deemed to have visited the site of work to have fully informed himself regarding the local conditions and carried out their own investigations to arrive at the rates quoted in the tender. In this regard they will be given necessary information available with the ZONAL OFFICE but without any risk and responsibilities on their part. If the contractor shall have any doubt as to meaning of any portion of the general conditions or the special conditions or the scope of work or any other matter concerning the contract he shall in good time before submitting his tender ascertain the particulars thereof by contacting the concerned officials of ZONAL OFFICE before tendering. Once a tender is submitted the matter will be decided according to contract conditions.
- (a)** In case of difference between the rates written in figures and words, the rate adopted (in words) for working out the total amount of the item in the tender form shall be taken as correct. In all other cases for rates of individual items, the correct rate would be that which is lower.
- (b)** In all cases of omissions and / or doubts or discrepancies in any item or job requirement, a reference shall be made to the DGM, UCO BANK, Zonal Office - Chennai, whose elucidation, elaboration or decision shall be considered as authentic and final. The contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

- 
22. All compensation or other sums of money payable by the contractor to the Bank under the terms of this contract may be deducted from the Security Deposit if the amount so permits or from any sums payable to the contractor and the contractors within ten days after such deductions shall make good the amount so deducted to bring the security deposit to its original level.
23. The Bank shall have right to carry an audit / inspection of the Housekeeping & Maintenance/ Upkeep services rendered and the bill of the contractor including all supporting vouchers, abstracts etc. by any of the persons or organisations as appointed by the Bank. If as a result of the inspection or otherwise overpaid by the Bank or over certified by the contractor, it shall be lawful for the Bank to recover the sum from any payment due to the contractor for such services.
24. The HOUSEKEEPING SERVICES Contractor or any of their employees / officers / staff / personnel / representatives / agents shall not under any circumstances be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff /representatives / personnel / agents.
25. After the award of the contract, if the selected bidder does not perform satisfactorily, the Bank reserves the right to get the contract done by another party of its choice. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the selection of another Service Contractor. This clause is applicable, if for any reason, the contract is cancelled.
26. If for any reason, the Bank is obliged by virtue of the provisions of the Workmen's Compensation Act, 1923 or any statutory modification or re-enactment thereof or any other law relating to workmen to pay compensation to a workmen employed by the Contractor in execution of work or is made to pay any fine or penalty, the Bank shall be entitled to recover from the contractor the amount of compensation fine or penalty so paid.
27. Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the bidder or the contractor and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.
28. The Contractor shall comply with the provisions of all labour legislation including the requirements of followings:-
- (a) Payment of Wages Act
  - (b) Minimum Wages Act
  - (c) Employers' Liability Act, Including P. F. Act, Gratuity Act etc.
  - (d) Workmen's compensation Act
  - (e) Contract Labour (Regulation and Abolition) Act
  - (f) Apprentices Act

(g) Any other Act or enactment relating thereto and Rules and Regulations framed there under from time to time.

(h) Child Labour Act

The contractor will have to comply with all the guidelines issued by Govt. Central/State time to time.

The Contractor shall indemnify, keep the Bank indemnified and saved harmless against claims if any of the workmen and all costs and expenses, penalties, prosecutions and punishments as may be incurred suffered or sustained by the Bank in connection with the any claim that may be made by any workmen.

I / We hereby declare that I / We have read and understood the above instructions for guidance of bidders.

**Date:-**

**Place:-**

**Signature of Bidder (Seal)**

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Appendix

6. TERMS OF PAYMENT

1. **Date of Commencement of work:** with-in 15<sup>th</sup> day from the date of letter of intent issued by the BANK.
2. **Period of Contract: 36** months from the date of contract, But the initial agreement will be for a period of 1 year, However after satisfactorily completing the initial agreement, if both parties are willing to continue the contract on the existing terms and conditions and complying with the minimum wages, as revised by the central government, the contract may be renewed on year to year basis subject to maximum period of three years from the date of initial agreement.
3. **Payment of Bills by the Bank:** The contractor shall submit the bills for the **Housekeeping & Upkeep/ Maintenance services** rendered on monthly basis to the Officials at ZONAL OFFICE, who will scrutinise the bills and if found in order the payments will be made preferably within one week from the date of submission of such bill complete in all respect subject to deduction of TDS as applicable.
4. **Escalation:** As per the Notification of Govt, minimum wages of skilled /semiskilled labours from time to time to be paid by HOUSEKEEPING SERVICES contractor to his Staff without any recourse to the Bank.

Date:-

Place:-

Signature of Bidder (Seal)

## 7 - Conditions of the Contract

### 1) Interpretation

In constructing these conditions, the job requirements and/or the schedule of equipments the following words shall have the meaning herein assigned to them, except where the subject or the context otherwise requires.

- (i) **Bank:** UCO BANK, Zonal Office-Chennai located at Ground , 2nd and 4th floor, No.328, Thambuchetty street, Chennai-600001 and any of its employees representative authorised on their behalf.
- (ii) **HOUSEKEEPING SERVICES Contractor:** The term HOUSEKEEPING SERVICES Contractor shall mean the Housekeeping and upkeep/ Maintenance services related matters at site.
- (iii) **Site:** The site shall mean **UCO BANK, Zonal Office-Chennai** located at Ground, 2<sup>nd</sup> and 4<sup>th</sup> floor, No.328, Thambu chetty street, Chennai-600001 and where the services are to be manned and maintained. The term work/services shall mean the services to be manned and maintained by HOUSEKEEPING SERVICE contractors under this contract.
- (iv) **Schedule of Quantities:** The schedule of quantities shall mean the schedule of quantities as specified and forming part of this contract.

### 2) Scope

- Housekeeping Service at the site mentioned.
- Cleaning / Dusting / Moping of floor area and also cleaning of Carpet on a daily basis by using good quality of sanitizing Cleaning material, white / black phenyl, floor shampoo, etc
- Carpet to be cleaned by using good quality vacuum cleaner once in a week. Cleaning of furniture viz. glass / wooden partitions, chairs, modular furniture, sofa, other electrical / electronic equipments like computers, etc. on a daily basis and blinds, window glasses, telephone instruments on a weekly basis.
- Cleaning / Washing & sanitation of toilet blocks by using sanitation material viz. liquid phenyl, harpic, urinal tablets, room freshener, odonil, etc thrice a day and checking every hour for cleanliness(ensuring at least 1 lady house keeper).

- Maintaining and refilling of tissue papers & hand wash liquid, naphthalene balls, etc in toilets.
- Removal of Cobwebs/cleaning of water cooler tank with disinfectant/plants on a weekly basis.
- It is the responsibility of the Agency to deploy sufficient number of workers including single point contact considering the area of floor, quantity of furniture & fixtures, other equipments and timings of Contact Centre Operations.
- It is the responsibility of the Agency for timely replacement of materials and ensuring their availability
- Agency should ensure to deploy the staff in well-dressed uniform
- Contract period will be for three year. However, in absence of satisfactory services, it may be cancelled / terminated without serving advance notice.
- Contract should not be switched over in to sub contract.
- Bank is entitled to recover any damage from the bill and from security deposit

### 3) Visit to place of work and site:

Intending bidder shall visit the site and make him thoroughly acquainted with local site conditions.

### 4) Tender Submission

The entire set of tender paper issued to the bidder should be submitted fully priced and also signed in the last page together with initials on every page. Initials and signature will indicate the acceptance of the tender conditions by the bidder.

### 5) Agreement

The successful contractor may be required to sign an agreement to this effect and The Contractor shall separately execute indemnity bond on a stamp paper of requisite value, indemnifying, to keep the Bank indemnified and saved harmless against claims if any of the workmen and all costs and expenses, penalties, prosecutions and punishments as may be incurred suffered or sustained by the Bank in connection with any claim that may be made by any workmen.

### 6) Taxes and Duties

The tender must include in their tender prices quoted, for all duties, royalties and **excluding only Goods and Service Tax at present.**



## 7) Housekeeping Services Contractor's Employees

The Contractor shall employ a supervisor for execution and supervision of the works. The Contractor shall comply with the provisions of all labour legislation including the requirements of

- (a) Payment of Wages Act
- (b) Minimum Wages Act
- (c) Employers' Liability Act, Including P. F. Act, Gratuity Act etc.
- (d) Workmen's compensation Act
- (e) Contract Labour (Regulation and Abolition) Act
- (f) Apprentices Act
- (g) Any other Act or enactment relating thereto and Rules and Regulations framed there under from time to time.
- (h) Child Labour Act

**The contractor will have to comply with all the guidelines issued by Govt. Central/State from time to time.**

## 8) Insurance/indemnity

The HOUSEKEEPING SERVICE Service Contractor shall indemnify and keep the Bank, it's servants or agents indemnified against claims, actions or proceedings bought or instituted against the Bank, it's servants or agents by any of contractor's employees or any other third party in connection with relating to or arising out of the performance of the services under the Agreement. The third party insurance shall cover:

- (a) Personal Injury/life      (b) Property Damage      (c) Statutory Compliances**

## 9) Termination of Contract

If the HOUSEKEEPING SERVICE Contractor fails to perform any of it's obligations under this Agreement and if the Bank is dissatisfied with the services of the HOUSEKEEPING SERVICE Contractor the Bank may terminate the services of the HOUSEKEEPING SERVICE Contractor **by giving a written notice of one month**. The Bank shall not be liable for any cost/ damage/ expenses or any loss whatsoever that the HOUSEKEEPING SERVICE Contractor may suffer on account of notice of termination issued by the Bank

## 10) Validity of Proposal

The proposals from the bidders shall be **valid for a period of 30 days** from the date of opening of Price Bid and the bidder shall not withdraw his proposal prior to the expiry of the validity period.

## 11) Compliance with all statutory requirements

The contractor shall produce all the relevant statutory documents, licenses and approvals for inspection by the Bank and the government authorities. Bidder shall prepare the necessary registers/ records that need to be maintained by the Bidder and ensure timely submission to the concern authorities.

## 12) Emergency Telephone Numbers

The Contractor shall provide emergency telephone numbers of his employees for normal and out of hour's operations.

## 13) Occupational Health and Safety

With regards to occupational health and safety, the contractor shall adhere to the following:

- Comply with applicable local regulatory requirements
- Comply with applicable Banks requirements specified in the contract and appendices
- Correction of all health and safety (non-complied) measures in a timely manner where there is an immediate danger to health or life.
- Be liable for liabilities arising due to non-compliance of contractor's employees.

## 14) Communication

- Maintaining a system of recording, reporting and implementing a communication process with The BANK about accidents/ illness occurring to HOUSEKEEPING SERVICE Contractor's labours while working for the Bank, apprise about equipment related hazards, unsafe conditions and advice actions required to prevent injury or damage to property and where-ever necessary, to provide suitable and effective means of warning.
- Periodically report to The BANK on the performance of the safety management system, programs, violations of safe work practices and status of corrective plans.

## 15) Payment

The HOUSEKEEPING SERVICE bill shall be prepared by the contractor in the form prescribed by the Bank on monthly basis. The bill in proper form must be duly accompanied by details of the work carried out in that month and must show deductions for all previous payments etc.

## 8. APPLICABLE LAW AND ARBITRATION:

Any dispute, controversy or claims out of or relating to this tender or breach or termination or invalidity thereof, shall be settled by Arbitration in accordance with the Arbitration and Conciliation Act, 1996 as at present in force.

### LEGAL:

All disputes and differences of any kind whatsoever arising out of or in connection with the Work Order whether during or after completion of contract shall be deemed to have arisen at Chennai and only Courts in Chennai shall have jurisdiction to determine the same.

### ARBITRATION:

The BANK and HOUSEKEEPING SERVICES Contractor shall select one arbitrator each and the arbitrators selected by the parties shall select the third arbitrator as an umpire. The Parties agree that the place of arbitration shall be Chennai, India. The arbitration award shall be final and binding on the parties.

### WORK TO BE CONTINUED DURING THE PENDANCY OF THE ARBITRATION

The Service Provider shall continue providing service with due diligence and quality agreed upon not withstanding any dispute or difference or question is referred to arbitration. The services shall not be stopped on account of any such reference made to the Arbitrators.

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## 9 – ROLES, RESPONSIBILITIES & QUALITY CONTROL ASSURANCE

It is the sole responsibility of the Caretaking Cum Facility Management Services Contractor to ensure that the operation and Maintenance are performed to the highest standards.

### 9.1 RESPONSIBILITIES

The HOUSEKEEPING SERVICES is fully responsible for safe and effective Maintenance of Health/Hygiene, etc. at the contract site.

### 9.2 -QUALITY CONTROL AND ASSURANCE

HOUSEKEEPING SERVICES contractor has to insure quality by using all standard Brands for food items as specified in the tender document.

### 9.3 INSPECTION AND TESTING BY the Bank

#### 9.3.1 General

The Bank shall have the right to inspect at any time any tools, instruments, materials, staging or equipment used or to be used in the performance of the Services. HOUSEKEEPING SERVICES shall make all these items accessible for inspections.

#### 9.3.2. Rejection of Services, Equipment

The Bank shall have the right to reject any of the services, equipment, work which do not confer the specifications.

## 10 - AREA DETAILS OF THE PROPERTY AND SCHEDULE OF EQUIPEMENTS

### 9.1 Details of the property

Sl No.	Floor	Departmental Details.
1	Zonal Office, Ground, 2 <sup>nd</sup> and 4 <sup>th</sup> floor, No.328, Thambuchetty street, Chennai-600001	Common lobby, Staircase, Ground floor parking area, 2 <sup>nd</sup> floor entire area and part of 4 <sup>th</sup> Floor ( Includes Furniture & Fixtures, Toilets etc., )

## 11 - JOB DESCRIPTION OF THE TENDER

### 10.1 HOUSEKEEPING & UPKEEP/ MAINTENANCE SERVICES

All the daily services relating to Zonal Office and its command will be accomplished before office hours by 9.30 a.m. unless specially advised otherwise toilets open and common areas and work changing linens etc., Even on Sundays and Holidays all jobs relating to Housekeeping & Upkeep/ Maintenance will be completed.

#### A) DAILY MAINTENANCE SERVICES

This covers daily cleaning of common area, office furniture, electrical / computer equipments and carpet area / floor area including hostels at all floors. The following activities are to be performed:

- Sweeping and mopping of premises of zonal office floor area and ground floor and part of 4<sup>th</sup> floor, Lift, Parking.
- Cleaning utensils used for serving food to the training participants as mentioned above.
- Sweeping and mopping of premises of ZONAL OFFICE floor area.
- Glass cleaning within premises,
- Sweeping and cleaning of common area and lobbies,
- Removal of bird dropping and other dirt's on the inner walls or on the foot of doors / windows/ ventilators etc., as and when required,
- Dusting / cleaning/ vacuum cleaning of furniture, cupboards, telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemical to keep all such articles dust free during the morning time in the office and in common area,
- Cleaning of all toilets (both ladies and gents),
- Removal of garbage if it is collected at any place within the premises,
- Cleaning and mopping of the staircase landing belonging to ZONAL OFFICE premises,

- Vacuum cleaning / washing of carpets wherever provided at the Institute,
- Filling water in water bottles provided in hostel rooms and in office cabins and class rooms,
- Upkeep of office / reception counters / store / lobby etc.,
- Checking and supervising of electrical installations, ACs and to follow up with AMC vendors if required, etc.

### B) PERIODIC MAINTENANCE SERVICES

Apart from regular cleaning, this includes cleaning of interiors with industrial cleaner. The following activities are included:

### C) WEEKLY SERVICES

- i. Cleaning and vaccumising of carpets provided in the office,
- ii. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.,
- iii. Removal of cobwebs dusts, termites, insects' pests etc.,
- iv. Windows sponging and cleaning,
- v. Changing bed sheets / towels in twice in a week,
- vi. Keeping ceiling and table / pedestal fans, air conditioning grills dust free,
- vii. Cleaning of dustbins and buckets with detergents,
- viii. Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals,
- ix. Acid cleaning of sanitary wares,
- x. Polishing & oiling of door closers, door handles and other brass fittings with Silvo / Brasso /Lubricants. Dusting and cleaning of murals, sceneries, photo frames, idols etc.,
- xi. Polishing of taps and other steel fittings in the toilets with silvo / brasso,
- xii. Shampooing / spraying / disinfecting all carpets,
- xiii. Dusting/ cleaning of computers, peripherals, hardware's, telephones, workstations and other sophisticated equipments as per direction of the Head/Officials of the Institute

### D) QUARTERLY SERVICES

- Oiling / greasing of ceiling fans and servicing of other electrical installations,
- Testing of electrical switches to check proper distribution of power supply and report to ZONAL OFFICE officials,
- Curtain Dry cleaning at ZONAL OFFICE and Hostels.

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## 10.3 NORMAL PLUMBING

- Checking of supply and drainage to and from water cooler and water purifiers system,
- In coordination with the upkeep personnel, help to control pests by opening the drainage chambers if any, adjacent to building to spray insecticides as and when required,
- Before each monsoon, check the clean storm water drain and pipes of silt, debris and dry leaves,
- Clean all water tanks every quarter and disinfect specially before the start of the rainy season,
- Monitor the water level and place order for tanker water when required if directed by ZONAL OFFICE.

## 10.4 NORAML CARPENTRY

- It is very important to maintain the doors and door closures in order for maintaining proper functioning of the same.
- Periodical Maintenance of doors / door closures hinges, handles etc.
- Attending minor carpentry jobs related to furniture (modular chairs, filing cabinets, tables, table side units etc.)
- Ensure that all ceiling tiles are placed properly.

**(All above upkeep/ Maintenance services to be rendered for existing furniture & fixtures, electric equipment, movables as well as for new addition in these.)**

## 12. Reporting and Record keeping

The Bank shall approve the format for the monthly report and Management reporting and process reviews.

### 11.1 Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The senior management of HOUSEKEEPING SERVICES contractor and the Bank shall attend these meetings.

### 11.2 Quality Assurance

The contractor shall implement a quality system in accordance with **ISO9001-2000** standards. The contractor shall develop, in conjunction with the Bank's representatives, the standards of service to be provided and how performance to be measured and monitored.

### 11.3 – REPORTING AND RECORD KEEPING

**A set of "Formats" Recommended for use for operation, Maintenance and repair records**

Sl No.	Description of Format	Remarks
1	Daily Reports:- Daily Complaint Register, Daily Dining in-out register, Daily Newspaper register	To Be Submitted by HOUSEKEEPING SERVICES on daily basis
2	Weekly washing( linen) & changing register	Weekly twice
3	Monthly Consumable / Spares consumption Statement	To be Submitted by the HOUSEKEEPING SERVICES every month
4	Monthly Assessment of HOUSEKEEPING SERVICES's performance for the month	Format to be issued by the Bank.



Sl No.	Name of record	
1	Housekeeping & Upkeep/ Maintenance schedule	
2	Work instructions for Housekeeping & Upkeep/ Maintenance Team	
3	Checklist for office area, common area	
4	Periodic Maintenance schedule	
5	Complaint register, Newspaper register, dinning in-out register, washing register	

ANNEXURE- 'A'

PART 'A' - TECHNICAL BID

Basic Information of the Bidder

Housekeeping & Upkeep/ Maintenance Contract

For

UCO BANK, Zonal Office-Chennai located at Ground , 2nd and 4th floor, No.328, Thambuchetty street, Chennai-600001

- 1 Name of the Applicant / Firm / Company : \_\_\_\_\_  
Registered Head Office Address : \_\_\_\_\_  
\_\_\_\_\_  
Mobile No. \_\_\_\_\_ Fax No. \_\_\_\_\_  
Local Office Address : \_\_\_\_\_  
\_\_\_\_\_  
Telephone Number \_\_\_\_\_ : Mob No. \_\_\_\_\_  
E-mail id \_\_\_\_\_
- 2 Year of Establishment \_\_\_\_\_
- 3 Status of the Firm (Whether Company / : \_\_\_\_\_  
Firm / Proprietary / Association)
- 4 Pan Card No. (Firms Name) : \_\_\_\_\_
- 5 Name of Directors / Partners / Proprietor / : \_\_\_\_\_  
Office bearers
- 6 Whether registered with the Registrar of : \_\_\_\_\_  
Companies / Registrar of firms. If so,  
mention number and date and attach a  
copy of registration.
- 7 Name address of Present Bankers : \_\_\_\_\_
- 8 No./date of Enclosed DD in favour of : \_\_\_\_\_  
"UCO BANK" for Earnest Money for Rs.

20,000/-.

- 9 Whether registered for sales tax/ service :  
tax purposes. If so, mention **number & date**. Also furnish copies of Sales tax  
clearance certificate/assessment order. \_\_\_\_\_
- 10 Mention Permanent Account Number :  
and furnish copies of income tax  
assessment order/return \_\_\_\_\_
- 11 Turnover as per audited financial : **Year 2019-20** \_\_\_\_\_  
**Year 2020-21** \_\_\_\_\_  
**Year 2021-22** \_\_\_\_\_
- 12 Details of present/on-going Caretaking, :  
Housekeeping & Maintenance contracts  
(Name & Address of the institution, since  
when, average monthly revenue). \_\_\_\_\_
- 13 What are your fields of activity? Mention :  
the fields on preference basis \_\_\_\_\_
- 14 Detailed description and value of similar :  
works handled for others in the past 3  
years \_\_\_\_\_
- 15 Furnish the names and addresses of two :  
clients who will be in a position to certify  
about the quality as well as past  
performance of your firm \_\_\_\_\_

**Note:- where copies are to be furnished, these are to be certified copies**

I have read the terms and conditions enclosed herewith and undertake to abide by the same in case I am offered the contract.

Date:

Place:

Signature of the Applicant.

ANNEXURE- 'B'

**PART - 'B' - FINANCIAL BID**

**FINANCIAL QUOTE FOR HOUSEKEEPING SERVICE**

at

**UCO BANK, Zonal Office-Chennai located at Ground , 2nd and 4th floor, No.328, Thambuchetty street, Chennai-600001**

Rates are to be quoted in accordance with the Minimum Wages notified by Chief Labour Commissioner ( Central ) for Housekeeping cleaning staff under central sphere per month basis and other bye laws applicable inclusive of all emoluments, allowances, statutory liabilities, taxes, etc.,

**As mentioned below :-**

Sl.No	Payment Details	Cost per Housing Keeping persons Area A
		Cleaning Staff
1	Basic plus Variable Dearness Allowance (VDA), Employees Provident Fund (EPF), Employees Deposit Linked Insurance (EDLI), Administration Charges to PF & EDLI Authority, Gratuity, Employees State Insurance (ESI), Bonus and if any others.	
2	Service charges of Agency	
3	GST	
4	Final cost to the Bank	

Note :

1. Payment details at serial Numbers 1 and 2 are mandatory charges and should confirm to the relevant legal/statutory provision in vogue.
2. Basic & VDA (Srl.No.1) should conform to the minimum wages fixed and revised from time to time, by the Ministry of Labour & Employment, Government of India for Employment of Watch & Ward Staff. The minimum wages also include the wage for the weekly day of rest.
3. Since Chennai falls in Area "A" rates applicable for that area as per Notification issued, and revised from time to time, by the Ministry of Labour & Employment, Government of india shall be applicable.
4. Service tax as per rules will be paid.
5. Minimum Wages and Statutory payments will be revised as per rules in vogue.

I/We certify that while making payment to the security guards provided to UCO Bank, I/We will comply to the guidelines in accordance with provisions of **Contract Labour Act, 1970** and the **Minimum Wages Act 1948** in terms of the Central Govt. and make payment of salaries and other statutory payments to the said security guards in conformity with prevailing laws which include E.P.F., EDLI, Bonus, ESI, Gratuity, etc.,

Place :

Date :

Signature

(Name and Designation & seal of the company)

Annexure –C

**The contractor has to submit details of their last three Housekeeping & Maintenance/upkeep jobs that suit to the requirement of the bank & as mentioned in the pre-qualification cum tender form and advertisement. Experience of Completed Works/Continuing jobs.**

Give details of the similar type of HOUSEKEEPING SERVICE work (satisfying the requirements mentioned in the Tender notice) completed during the last three years in the following Performa  
(Separate form of each work)

- 1 Name of work and location : \_\_\_\_\_
- 2 Client's name and Address : \_\_\_\_\_
- 3 In case of Indian Company, was there :  
any tie up with foreign company? If yes,  
give name, address and details of \_\_\_\_\_  
company with nature of tie-up and since  
when
- 4 Total tendered cost of work (Agreement :  
No. and date) \_\_\_\_\_
- 5 Brief description of work including :  
principal features and main items of the \_\_\_\_\_  
work
- 6 Period of Services : \_\_\_\_\_  
(a) Original \_\_\_\_\_  
(b) Renewal, if any \_\_\_\_\_
- 7 Name of applicant's key supervisory :  
personal with professional Qualifications \_\_\_\_\_

8 Were there any penalties/fines/stop :  
notice/compensation/liquidated  
damages

\_\_\_\_\_

Imposed? (Yes or No) (If yes give amount  
and explanation)

9 Details of litigations / arbitration cases, if :  
any pertaining to works completed

\_\_\_\_\_

10 Attach client's certificate. (Signed by :  
Authorised Signatory) along with copy of  
work order, agreement clearly stating the  
scope and

\_\_\_\_\_

details of HOUSEKEEPING SERVICE  
Service work.

Date :

Place :

Signature of the Applicant.

Annexure – D

**DETAIL OF MINIMUM PERSON REQUIRED FOR HOUSEKEEPING & UPKEEP/  
MAINTENANCE SERVICES.**

Minimum persons required (Skilled & non-skilled required for Housekeeping at ZONAL OFFICE).	:	3 (THREE)  (out of which one should be male)
Cleansing material required	:	Cleaning materials Will be procured by Bank on monthly basis and handed over to Contractor as and when required for carrying out cleaning service.

ANNEXURE – E

**DETAILS FOR DAILY SERVING FOOD, CLEANING UTENSILS & HOUSEKEEPING & UPKEEP / MAINTENANCE SERVICES.**

Sl No.	JOB DESCRIPTION	PERIODICITY
1.	Sweeping and dusting of common / open area internal and outer floor premises of ZONAL OFFICE  All rooms, common/open area/stairs etc of building  (presently at UCO Bank Building, Ground floor, 2 <sup>nd</sup> & 4 <sup>th</sup> Floor situated at No.328, Thambuchetty Street, Chennai-600001)	Daily& as & when required
2.	Sweeping, Dusting and mopping of floor area of ZONAL OFFICE including rooms corridors, lobby, lift and stairs landings of the building with cleansing materials of branded quality.	Twice a day& as & when required
3.	Mopping, Cleaning and dusting of doors, windows, ceilings, cupboards, cabinets, furniture & fixtures, desktop tables, windows glasses, computers and its accessories, tables, polishing of metal surfaces, glasses, metallic engraving, logos, sign names, hand blowers, lounges etc. placed / installed in ZONAL OFFICE premises.	Daily
4.	Dusting by vacuum cleaner of carpeted floor, Sofas, Chairs, etc.	Daily & as & when required
5.	Cleaning of all toilets, urinals, washbasins, mirrors, etc by using liquid phenyl, Harpic liquid hand wash and other cleansing materials of branded make. Filling of liquid hand wash shop in all the toilet blocks / wash basins in ZONAL OFFICE premises at regular intervals.  Regular use of naphthalene balls, air fresheners, odonyl, etc	Daily twice at 10:30 AM, 16:00 PM & as & when required.
6.	Washing &moping with detergent of portion of leading of steps, foot Mats, etc of ZONAL OFFICE including	Twice a week & as & when



	lobbies/open area/common area. Watering plants/flower pots etc.	required
7.	Dusting of vertical blinds, curtains including mending of blinds damaged due to wear and tear or otherwise with change / replacement of pulling cords and beads, weight plates at the bottom of the blinds cleaning of channel, terrace area, replacement of pulley or any new addition in fixtures, etc.	Once a week.

Date:

Place:

Signature of the Applicant.

## ANNEXURE- F

### DESCRIPTION OF WORK TO THE TENDER

#### 1. HOUSEKEEPING & UPKEEP/ MAINTENANCESERVICES

All the daily services relating to Zonal Office and its command will be accomplished before office hours by 9.30 a.m. unless specially advised otherwise.

##### A) DAILY MAINTENANCE SERVICES

This covers daily cleaning of common area, office furniture, electrical / computer equipments and carpet area / floor area including hostels at all floors. The following activities are to be performed:

- Sweeping and mopping of premises of ZONAL OFFICE floor area.
- Glass cleaning within premises,
- Sweeping and cleaning of common area and lobbies,
- Removal of bird dropping and other dirt's on the inner walls or on the foot of doors / windows/ ventilators etc., as and when required,
- Dusting / cleaning/ vaccumising of furniture, cupboards, telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemical to keep all such articles dust free during the morning time in the office and in common area,
- Cleaning of all toilets (both ladies and gents),
- Removal of garbage if it is collected at any place within the premises,
- Cleaning and mopping of the staircases belonging to ZONAL OFFICE premises,
- Vacuum cleaning / washing of carpets wherever provided at the Institute,
- Filling water in water bottles provided in office cabins,
- Upkeep of office / reception counters / store / lobby etc.,
- Checking and supervising of electrical installations, ACs and to follow up with AMC vendors if required, etc.

##### B) PERIODIC MAINTENANCE SERVICES

Apart from regular cleaning, this includes cleaning of interiors with industrial cleaner. The following activities are included:

##### C) WEEKLY SERVICES

- xiv. Cleaning and vaccumising of carpets provided in office,
- xv. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.,
- xvi. Removal of cobwebs dusts, termites, insects' pests etc.,
- xvii. Windows sponging and cleaning,

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- xviii. Keeping ceiling and table / pedestal fans, air conditioning grills dust free,
  - xix. Cleaning of dustbins and buckets with detergents,
  - xx. Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals,
  - xxi. Acid cleaning of sanitary wares,
  - xxii. Polishing & oiling of door closers, door handles and other brass fittings with Silvo / Brasso /Lubricants. Dusting and cleaning of murals, sceneries, photo frames, idols etc.,
  - xxiii. Polishing of taps and other steel fittings in the toilets with silvo / brasso,
  - xxiv. Shampooing / spraying / disinfecting all carpets,
  - xxv. Dusting/ cleaning of computers, peripherals, hardware's, telephones, workstations and other sophisticated equipment as per direction of the Head/Officials of the Institute
  - xxvi. Dusting of Quilts to be done by vacuum cleaners fortnightly during season.

#### D) QUARTERLY SERVICES

- Oiling / greasing of ceiling fans and servicing of other electrical installations,
- Testing of electrical switches to check proper distribution of power supply and report to ZONAL OFFICE officials,
- Curtain Dry cleaning at ZONAL OFFICE and Hostels.

#### 3. NORMAL PLUMBING

- Checking of supply and drainage to and from water cooler and water purifiers system,
- In coordination with the upkeep personnel, help to control pests by opening the drainage chambers if any, adjacent to building to spray insecticides as and when required,
- Before each monsoon, check the clean storm water drain and pipes of silt, debris and dry leaves,
- Clean all water tanks every quarter and disinfect specially before the start of the rainy season,
- Monitor the water level and place order for tanker water when required if directed by Zonal Office

#### 4. NORAML CARPENTRY

- It is very important to maintain the doors and doors closures in order for maintaining proper functioning of the same
- Periodical Maintenance of doors / door closures hinges, handles etc.
- Attending minor carpentry jobs related to furniture (modular chairs, filling cabinets, tables, table side units etc. )
- Ensure that all ceiling tiles are placed properly

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(All above upkeep/ Maintenance services to be rendered for existing furniture & fixtures, electric equipment, movables as well as for new addition in these.)

#### Reporting and Record keeping

Management reporting and process reviews,

The Bank shall approve the format for the monthly report

#### Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The senior management of HOUSEKEEPING SERVICES contractor and employer shall attend these meetings.

-----The End-----