

**Request for Proposal (RFP) For
Catering, House keeping & Maintenance Service Contract
At**

**Staff Training Centre
Meera Market, Rajeev Colony
Chittorgarh**



S. N.	Particulars	Detail
1.	Issuing date for Tender	21-02-2024
2.	Last date and time for submission	14-03-2024 up to 03:00 PM
3.	Pre Bid Meeting	27-02-2024 at 11:00 AM
4.	Date and Time of opening Technical Bid	14-03-2024 at 03:30 PM
5.	Date and Time of opening Financial Bid	Will be informed separately only technically qualified bidder's
6.	Place of Pre Bid Meeting, submission & opening of Bids	Baroda Rajasthan Kshetriya Gramin Bank, Head Office, Plot 2343, IInd Floor, Vaishali Nagar, Ajmer, 305004
7.	Address for communication	Baroda Rajasthan Kshetriya Gramin Bank Head Office Plot 2343, IInd Floor, Vaishali Nagar, Ajmer, 305004 E-mail : pe.ho@barodarajasthanrrb.co.in

बड़ौदा राजस्थान क्षेत्रीय ग्रामीण बैंक, राजस्थान के 21 जिलों में 875 शाखाओं, 12 क्षेत्रीय कार्यालयों एवं 1 ट्रेनिंग सेन्टर के साथ अग्रणी ग्रामीण बैंक है। बैंक प्रतिष्ठित, सक्षम एवं अनुभवी निविदा दाताओं से बैंक के स्टाफ प्रशिक्षण केन्द्र, चित्तौडगढ़ में क्रेडिटिंग, हाउसकीपिंग व संधारण कार्य के लिए मुहरबंद लिफाफे में निविदा आमंत्रित करता है। उक्त कार्यादेश तीन वर्ष की अवधि के लिए प्रभावी रहेगा जिसे बैंक द्वारा आवश्यक समझे जाने पर समान शर्तों पर आगे बढ़ाया जा सकता है।

A. Scope of Work :-

1. बैंक के ट्रेनिंग सेन्टर मीरा मार्केट, राजीव कॉलोनी, चित्तौडगढ़ में क्रेडिटिंग, हाउसकीपिंग व संधारण का कार्य। उक्त ट्रेनिंग सेन्टर प्रथम तल, तृतीय तल एवं चतुर्थ तल पर स्थित है।
2. **अवधि :-** अन्तिम रूप से सफल निविदादाता को तीन वर्ष की अवधि हेतु कार्यादेश दिया जायेगा जिसे बैंक द्वारा आवश्यक समझे जाने एवं संतोषजनक सेवाएं होने पर समान शर्तों पर आगे बढ़ाया जा सकता है।

B. Eligibility Criteria :-

1. निविदादाता फर्म को क्रेडिटिंग, हाउसकीपिंग व संधारण कार्य का विगत पाँच वर्षों (अप्रैल 2018 से मार्च 2023 तक) में न्यूनतम तीन वर्ष का अनुभव किसी भी राष्ट्रीयकृत बैंक/सरकारी वित्तीय संस्थान/प्राइवेट बैंक/क्षेत्रीय ग्रामीण बैंकों में जहाँ ट्रेनिंग मय होस्टल की सुविधा उपलब्ध हो, में होना चाहिए। इसके लिए कार्यादेश की प्रति या संतोषजनक सेवाएं दिये जाने का पत्र जिसमें अवधि का स्पष्ट रूप से वर्णन हो, संलग्न करें।
2. निविदादाता फर्म का टर्नओवर/प्राप्तियां गत तीन वित्तीय वर्षों 2020-21, 2021-22 एवं 2022-23 में औसत रु 18.00 लाख होनी चाहिए एवं गत तीन वित्तीय वर्षों में प्रत्येक वर्ष लाभ में होनी चाहिए। इसके प्रमाण के लिए वित्तीय वर्ष 2020-21, 2021-22 एवं 2022-23 की अंकेक्षित **Balance Sheet** संलग्न करें। जहाँ अंकेक्षण नियमानुसार आवश्यक नहीं हो वहाँ CA द्वारा प्रमाणित टर्नओवर का प्रमाण प्रस्तुत करें।
3. निविदादाता फर्म के पास वैध पैन (PAN) व जीएसटी (GST) प्रमाण पत्र संलग्न करें।
4. निविदादाता फर्म द्वारा उक्त कार्य हेतु वैध लाइसेंस, अधिकृत प्राधिकारी द्वारा जारी प्रमाण पत्र संलग्न किया जाना आवश्यक है।
5. निविदादाता फर्म का नाम निविदा जारी किये जाने की दिनांक को किसी भी बैंक/सरकारी वित्तीय संस्था/आई.बी.ए./आर.बी.आई. की ब्लैक लिस्ट फर्म/कम्पनी की सूची में नहीं होना चाहिए। इस आशय का रु पचास (50/-) के स्टाम्प पर स्वयं का घोषणा पत्र, नोटराईज करवाकर संलग्न करें।
6. उक्त सूचना गलत पाए जाने पर निविदादाता फर्म का नाम बैंक की ब्लैक लिस्ट फर्म/कम्पनी की सूची में सूची में डाल दिया जाएगा।

C. निविदा की अन्य शर्तें :-

1. निविदादाता अपनी निविदा सीलबन्द लिफाफे में प्रेषित करें जिस पर “बैंक के स्टाफ ट्रेनिंग सेन्टर चित्तौडगढ़ पर कंटेनिंग, हाउसकीपिंग व संधारण कार्य हेतु निविदा” अंकित हो।
2. तकनीकी निविदा मय आवेदन पत्र(Annexure - 3), Annexure - 1 के साथ एवं वित्तीय निविदा दोनों अलग-अलग सीलबन्द लिफाफों में बन्द कर एक अन्य सीलबन्द लिफाफे में प्रेषित की जावे।
3. अंतिम दिनांक एवं समय के पश्चात प्राप्त, अधूरी एवं शर्तों सहित निविदा स्वीकार नहीं की जायेगी।
4. निर्धारित दिनांक व समय तक प्राप्त निविदाओं की अहर्ता व तकनीकी रूप से योग्यता की जाँच की जावेगी। किसी भी निविदादाता के द्वारा दिये गये दस्तावेजों के पश्चात क्रय समिति द्वारा तकनीकी निविदा खोले जाने के बाद किसी प्रकार की कमी पाये जाने पर संबंधित फर्म को एक दिवस का समय उक्त कार्य की पूर्ति हेतु दिया जाएगा। बैंक द्वारा अन्य विभिन्न मापदण्डों के आधार पर तकनीकी रूप से योग्य पाये गये निविदादाताओं की वित्तीय निविदा खोली जायेगी।
5. निविदादाता के द्वारा दी गई जानकारी/सूचना के किसी भी समय गलत पाये जाने पर या कार्य असंतुष्ट पाये जाने पर अर्नेस्ट मनी के रूप में दी गई राशि को जब्त कर लिया जायेगा।
6. बैंक को किसी भी निविदा को किसी भी समय, किसी भी स्तर पर स्वीकार करने/निरस्त करने का अधिकार होगा। इस हेतु कारण बताना आवश्यक नहीं होगा।
7. सफल निविदादाता को निविदा की शर्तों व कार्य के आकार/प्रकार एवं पर्यवेक्षण की दृष्टि से कार्य संपादन हेतु आवश्यक कार्यपालक/स्टॉफ/मानव संसाधन के लिए श्रम कानून व अन्य सम्बन्धित कानून में निहित प्रावधानों की पालना अनिवार्य रूप से करनी होगी। इस हेतु आवश्यक होने पर श्रम कानून व अन्य सम्बन्धित कानून के अनुसार पंजीयन करवाना होगा।
8. बैंक के चित्तौडगढ़ ट्रेनिंग सेन्टर पर अनुमानतः 25 से 30 स्टाफ सदस्यों हेतु ट्रेनिंग करने, रहने, खाने आदि की व्यवस्था है। इसके अतिरिक्त एक वर्ष में अनुमानतः 200 से 225 कार्यदिवसों पर ही ट्रेनिंग सेन्टर पर Participant उपलब्ध होंगे। उक्त निविदा में इसी के अनुसार अपनी वित्तीय बिड जमा करें।
9. Schedule 1 में वर्णित खाद्य, पेय, भोजन एवं अन्य आईटम्स मय समय सारणी का पूर्ण विवरण प्रशिक्षण केन्द्र के नोटिस बोर्ड पर प्रदर्शित करना होगा एवं इसी के अनुसार आईटम्स की आपूर्ति करनी होगी।
10. सफल निविदादाता को निविदा तथा संलग्न Annexure- IV में वर्णित शर्तों तथा बैंक की अन्य सभी शर्तों सहित करार सम्पादित करना होगा। उक्त किये गये करार को करार अवधि के मध्य समाप्त करने का अधिकार बैंक को होगा एवं इस हेतु कारण बताना आवश्यक नहीं होगा।
11. अर्नेस्ट मनी के रूप में रु 100000/- का डीडी “Baroda Rajasthan Kshetriya Gramin Bank” के नाम अजमेर पर देय तकनीकी निविदा के साथ संलग्न करें। असफल निविदादाताओं की उक्त राशि वापस लौटा दी जावेगी।
12. निविदा फीस एवं अर्नेस्ट मनी में छूट हेतु निर्धारित वैध प्रमाण पत्र प्रस्तुत करने पर निविदा फीस एवं अर्नेस्ट मनी से नियमानुसार छूट प्रदान की जा सकेगी।
13. निविदा के प्रत्येक पेज पर कंपनी/फर्म की सील एवं प्राधिकृत अधिकारी के हस्ताक्षर होने चाहिए।

14. सफल निविदादाता द्वारा तीन वर्ष की अवधि हेतु देय कुल राशि की 5 प्रतिशत राशि की किसी भी राष्ट्रीयकृत बैंक से हमारे बैंक के पक्ष में निविदा अवधि एवं उससे 6 माह अधिक की अवधि हेतु Performance Bank Guarantee देनी होगी। कुल राशि की गणना $(25 \times 225 \times \text{per day rate} \times 3 + \text{monthly maintenance rates} \times 36)$ के अनुसार की जाएगी।
15. बैंक ट्रेनिंग सेन्टर को किसी भी समय बन्द कर सकता है। ट्रेनिंग सेन्टर को बन्द करने पर वेण्डर की सेवाओं को समाप्त किया जा सकेगा। इसके लिए कारण बताना आवश्यक नहीं होगा।
16. ट्रेनिंग सेन्टर के किसी भी कारण से अस्थायी रूप से बन्द होने पर 7 दिवस का नोटिस देने के बाद वेण्डर की सेवाओं को अस्थायी रूप से बन्द किया जा सकता है। ट्रेनिंग सेन्टर के अस्थायी रूप से बन्द होने की अवधि का वेण्डर को किसी भी तरह का कोई भी भुगतान देय नहीं होगा।
17. निविदा के सम्बन्ध में पूछताछ के लिए pe.ho@barodarajasthanrrb.co.in पर ई-मेल करें। निविदा में किये जाने वाले किसी भी Modification के लिए कृपया नियमित रूप से बैंक की वेबसाइट www.brkgb.com देखते रहें।
18. सभी विवादों का न्याय क्षेत्र अजमेर होगा।
19. एल-1 का निर्धारण वित्तीय निविदा में दी गई दरों के निम्न दिये गये Formula के अनुसार किया जाएगा :-

S No	Details	Rate Quoted in Rupees
1	A. Providing catering, housekeeping & Maintenance Services including the cost of all man power, equipments and consumables required for providing services as mentioned in Schedule no. III and also complying with the aforesaid terms and conditions as per Tender document at Staff Training Centre Meera Market, Rajeev Colony, Chittorgarh	Monthly Rate
2	B. Providing Items of Food, Beverages, in Daily Breakfast, Tea, Snacks, Lunch, Dinner etc. catering, Services including the cost of all man power, equipment's and consumables required for providing services as mentioned in Schedule no. I & II and also complying with the aforesaid terms & conditions as per Tender document at Staff Training Centre Meera Market, Rajeev Colony, Chittorgarh	Daily Rate for per Trainee candidate
3	Total amount for $1 \times A + 25 \times B =$	

Please note that amount calculated for $1 \times A + 25 \times B$ will determine the lowest quotation.

20. Food के बिल का भुगतान वास्तविक आधार पर किया जाएगा।

महाप्रबन्धक

ITEMS OF FOOD, BEVERAGES ETC. TO BE SERVED

S.No.	Item
1	Bed tea / coffee With option of Dip tea / prepared tea (to be served in hostel)
2	Breakfast: (All items are unlimited) a ➤ Cornflakes with milk and Bread toast with Jam, Butter and b ➤ Poha/Upma/ Idli/Vada with shambhar and chutney/Dosa/Utthapam etc and c ➤ Stuffed parathas with curd 200 gms and pickle / Purees with chholley/bhaji and pickle d Tea/ Coffee
3	Forenoon Tea/Coffee with biscuits Biscuits should be of standard quality (sweet and salted)
4	Lunch 1. Soup (Tomato/Sweet Corn/vegetable/Lemon Corriander/Hot 'N' Sour) 2. One special dish like Paneer/Besan Gatta/Kadhi Pakoda/Veg. Kofta/Malai Kofta, etc. 3. One seasonal Green vegetable dish 4. Dal / Chana / Rajma 5. Curd / Dahi Bada / Raita 6. Rice / pulao 7. Roti / Tandoori Roti / Missi Roti 8. Pickle, papads, salad, chutney, etc. 9. Sweet dish i.e. Gulab jamun/ ice cream /Custard fruit/ Fruit cream. 10. Packed mouthfreshner
5	Afternoon Tea / Coffee with biscuits
6	Evening Tea/Coffee with snacks (Veg/Mix/Bread Pakoda/ Aloo Kofta/Veg Cutlet/Veg Samosa/Veg Sandwich/Aloo Tikki etc in sufficient quantity)
7	Dinner – (as mentioned above for Lunch) Vegetable/Special dish should not be repeat in Lunch & dinner on same day.

General Manager

(SCHEDULE-II)**LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING**

S.No.	Item	Brand*
1	Milk	Saras Dairy / Amul
2	Curd	Fresh having proper consistency
3	Paneer	Fresh having proper consistency
4	Biscuits	Britania / Parle / ITC Sunfeast
5	Bread	Harvest / Britannia
6	Butter	Amul / Britannia / Saras
7	Jam	Kissan / Tops
8	Tomato Sauce/Ketchup	Kissan / Maggi
9	Tea	Tata Tea/Taj Mahal
10	Tea Bags	Taj Mahal / Tata Tetley / Nestea
11	Coffee	Nescafe / Bru/Sunrise
12	Refined Oil (Soya)	Sundrop of ITC / Fortune/Dhara/Saffola
13	Mustard Oil	Postman / Dhara/Fortune/Engine
14	Rice	Good quality Basmati rice (Full grain) (India Gate/Fortune/Kohinoor)
15	Sugar / Sugar cubes	Daurala / Balrampur
16	Atta / Maida / Besan	Aashirwad/Shakti Bhog / Annapurna / ITC/Laxmi Bhog
17	Pulses	Good Quality
18	Spices	MDH/Everest
19	Fruits / Vegetables	Seasonal fresh good quality
20	Salad	Green Salad of seasonal fresh good quality vegetables
21	Papad	Lijjat
22	Pickle	Reputed good quality brands
23	Ice Cream	Kwality Walls / Amul / Vadilal/Havmour
24	Sweets & snacks	Good quality
25	Frooti / juice	Standard/established brands

*The above brands and/or brands of comparable quality (to be approved by the Bank can only be used.)

NOTE:

Edible oil once used for cooking etc. shall not be used again for any other purpose whatsoever.

General Manager

Periodicity of House Keeping & Maintenance Services

1	SWEEPING & MOPPING Class Rooms, Hostel rooms, Executive rooms, faculty rooms, administrative rooms, conference room,, Library.	-	Once a day / as per requirement
	Lobbies & corridors	-	Twice a day or more if required
	Staircases	-	Twice a day or more if required
	<i>Open terraces and other open space</i>	-	Sweeping once a day or more as & when required
2	Dusting & cleaning of furniture, cupboards, telephones, instruments, windows and doors, Venetian blinds, glasses, water coolers, flasks, Aqua guards etc.	-	Once a day
3	Vacuum cleaning of carpets/curtains/sofa sets	-	Once a week
4	Cleaning of toilets, sanitary fittings and wares using detergent and disinfectants etc: - in Office complex - in hostel	-	Minimum twice a day or more if required. Mopping daily Once a day
5	Cleaning of buckets, tubs, soap trays, sitting stool, mugs etc. with detergents	-	Once a week or more if required
6	Mechanical washing and scrubbing of all floor area including that of bathrooms, toilets with detergent, dust removing chemicals and wax polishing of the floor area	-	Once a week or more if required
7	Removal of cobwebs, cleaning of ceilings and roofs	-	Once a week or more if required
8	Polishing Saraswati statue, door closers, door handles and other brass fittings with Dora, etc: - in Office complex - in hostels	-	Once a month or more if required Once a fortnight or more if required
9	Polishing of taps and other steel fittings in the toilets with Silvo	-	Once a week
10	To spray Finit in the hostel rooms, Classrooms, office complex and outer area as well. (The Finit pump and any other material like spray liquid to be provided by the contractor)	-	Every alternate day or more if required
11	Cleaning/scrubbing of bathroom wall tiles with detergents.	-	Once a week

12	Cleaning of window panes/wall paneling	-	Once a week
13	Cleaning of fans/switch boards/walls/ tubelights/ wall hangings and air-conditioning grills etc.	-	Once a Month
14	Shampooing and spraying carpets laid in the hostel rooms, classrooms and office complex and other areas	-	Once a month
15	Laundry of curtains	-	Once in three months.
16	Laundry of bed sheets/pillow covers/towels/ Blankets cover	-	Once a week and/or on change of occupancy of each hostel room, whichever is earlier
17	Opening of clogged drains/sewer lines	-	As and when required
18	Refilling of filtered drinking water in flasks in hostel rooms, faculty rooms, office, training block etc.	-	Daily in the morning and then as required.
19	Removal and disposal of waste material, garbage etc in the nearest garbage bin without any extra charges.	-	Every day
20	Cleaning of dustbins, waste material baskets etc with detergents etc.	-	Every day
21	Blankets	-	Quarterly

General Manager

Technical Bid

(Annexure – 1)

1	Full Name of the firm/Company etc			
2	Constitution	Proprietorship/ Partnership/ Company (Please tick as applicable)		
3	Complete address			
4	Telephone			
	Fax			
	e-mail			
5	Details of Proprietor/ Managing partner/ Managing Director (Please attach KYC documents)	Name (S)	Address	Mobile No.
6	Name (s), address & telephone No. of contact Person (s) (Please attach KYC documents)	Name (S)	Address	Mobile No.
7	Year of Establishment of firm/ Co. (In case of Company MOA & AOA be enclosed)			
8	Income Tax PAN No. GST No.			
9	Total number of workmen employed/ on the roll of the Company	We confirm that no minors are employed by our firms.		
10	Number & date of license issued under contract Labor (Regulation & Abolition Act 1970, If applicable)			
11	Experience	With duly authenticated certificates		
12	a)EPF No with date b)ESI No with date			
13	Detail of Experience/ Main clients at present (reputed institutions/organization (where training cum hostel facilities are available.)	Name of Client (s) & Address		Mobile No.
		A Responsible person (Who will be in a position to certify about past experience with client)		

14	Turn over during last three financial years (without any change in the constitution) Attached Self-attested documentary proof like IT Return, Balance sheet, etc	Rs. In lakhs 2020-21 2021-22 2022-23
15	Details of Earnest Money	D.D. No. dated Amount Rs. Bank----- Payable at
16	Whether firm is blacklisted by any institute or organization	

Note : Firm should have to submit copy of all the relevant document of Mentioned in Technical Bid Format Point No 1 to 16. Bids with incomplete document will be Rejected.

Verification: I/we verify that all the details furnished above are true and correct to the best of my knowledge and belief. I /We understand that in case of furnishing of any false information or suppression of any material information, the bid shall be liable for rejection besides initiation of panel proceedings by the Bank, if it deems fit.

Compliance to all the points mentioned in technical bid stand for evaluation of the bid.

Note :-

No rates to be quoted in this bid. If the rates are mentioned by the bidder, then the bidder shall be debarred from tendering process.

The bidder must accept terms & conditions mentioned in tender. Each page must be signed by the Bidder/Authorized Signatory of the Bidder in token of having accepted the terms and conditions.

Yours faithfully

Signature of authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Telephone No.

Mobile No.

Place

Date

Financial Bid

Financial Bid Part 1

General Manager

Baroda Rajasthan Kshetriya Gramin Bank
Head Office –2343, Second Floor,
Vaishali Nagar,Ajmer – 305004

Reg: Financial Bid for Catering, Housekeeping & Maintenance services at Bank's Training Center Chittorgarh

Sir,

This has reference to your tender for Catering, Housekeeping and Maintenance followed by my technical bid. I have read all the terms & conditions as stipulated in the technical & commercial bids and I am ready to execute the stamped agreement and Indemnity Bond.

I / We offer my / Our rates :-

- **All expenses and charges including in Bid Rate excluding GST**
- **GST chargeable as per Government Of India Rules**

Our Bid Rates are as under:

Financial Bid Part 1

S. No.	Description of Service/ Work type	Unit	Quotation Rate Per Month, (Amount in Rupees) All expenses and charges including in Bid Rate excluding GST only	
			In figures	in words
A	Providing catering, housekeeping & Maintenance Services including the cost of all man power, equipments and consumables required for providing services as mentioned in Schedule no. III and also complying with the aforesaid terms and conditions as per Tender document at Staff Training Centre Meera Market, Rajeev Colony, Chittorgarh	Monthly Rate		

Signature of authorized Signatory

Name of Signatory:

Designation:

Date:

Financial Bid Part 2

S. No.	Description of Service/ Work type	Unit	Quotation Rate PER TRAINEE CANDIDATE, PER DAY (Amount in Rupees) All expenses and charges including in Bid Rate excluding GST	
		Daily, Per Trainee candidate	In figures	in words
B	Providing Items of Food, Beverages, in Daily Breakfast, Tea, Snacks, Lunch, Dinner etc. catering, Services including the cost of all man power, equipment's and consumables required for providing services as mentioned in Schedule no. I & II and also complying with the aforesaid terms & conditions as per Tender document at Staff Training Centre Meera Market, Rajeev Colony, Chittorgarh	Daily Rate for per Trainee candidate		

Note : Above food Charges will be paid on actual basis i.e. as per availability of the trainee candidates & supply of food to the actually.

L-1 will be decided as per below mention formula –

Total amount for 1 x A + 25 x B =	
--	--

Signature of authorized Signatory

Name of Signatory:

Designation:

Date:

Application Form

**The General Manager
Baroda Rajasthan Kshetriya Gramin Bank
Plot 2343, IInd Floor,
Vaishali Nagar, Ajmer**

Sir,

**Reg: Our bid for Catering, Housekeeping & Maintenance services at Bank's Training Center
Chittorgarh.**

We submit our Bid Document in above reference with undertaking herewith.

We understand that

- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are responsible for the due performance of the contract.
- You may accept or reject or cancel the Tender at any stage without assigning any reason or giving any explanation whatsoever.
- We hereby undertake and agree to provide **Catering, Housekeeping & Maintenance services at Training Centers Meera Market, Rajeev Colony, Chittorgarh** and abide by all the terms and conditions including all annexures, Schedules and corrigendum(s) etc. stipulated by the Bank in this Tender document.

Yours faithfully

Signature of authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Telephone No.

Mobile No.

Other Terms & conditions

1. The housekeeping and maintenance services contract shall be for the entire Staff Training Centre including Hostel & office premises occupied by Baroda Rajasthan Kshetriya Gramin Bank, Staff Training Centre, Meera Market, Rajeev Colony, Chittorgarh.
2. The measures for House-keeping & maintenance should be pro-active, anticipatory and preventive and should be capable of handling any emergent situation also.
3. The contractor shall provide specified manpower (as per the annexure I enclosed) for upkeep and maintenance at his own cost for all the days of the week of entire premises.
 - a) Kitchen Hall and Dining area, corridors, common toilet, store rooms etc.
 - b) Hostel halls, reception area, Library, Corridors etc.
 - c) Lecture halls, computer lab, Training Manager's cabin, corridors, etc
 - d) Roof Terraces, balconies, lobbies, corridors other open space, staircases, parking at ground floor, etc.
4. The contractor shall also ensure to perform the following activities for excellent housekeeping services: -
 - a) Check-in & Check-out of candidates etc, handing and taking over of room & Almirah keys, attending incoming calls and passing these to the concerned candidates, officials, taking luggage to Hostel hall; providing of morning bed-tea at a designated time; preparation of folders with training materials and other logistic support etc.
 - b) Upkeep of Hostel hall, bathrooms; Maintenance and daily dusting / cleaning of Fixtures, fittings, Projectors, Video conferencing equipment, sound systems, Lighting systems, Sign Boards, water coolers, Aqua guards, Electrical cables, Fans, water heaters, room heaters, computer equipments, computer tables, Sanitization of entire premises etc.
 - c) The Contractor shall be responsible for the proper housekeeping of the Centre which includes upkeep of the corridors, lounge, Executive Rooms, Faculty Rooms, Training Section, Office Rooms, classrooms, meeting halls, reading rooms, recreation rooms, Library, Computer Labs, Toilets, etc. remaining covered and open areas in the building and the campus including furniture and fixture, cleaning of glass, windows, ceiling, roof, doors, walls etc.
 - d).Desired level of cleanliness of the entire premises of Staff Training Centre shall be maintained and all materials/instruments/tools will be provided by the Contractor.
 - e).The Contractor shall be responsible for Specialized maintenance and upkeep of the residential rooms and bathrooms in the hostel which have been provided with furniture, fixture, mattresses, pillows, blankets, bedroom linen, electricity fittings, bathroom fittings etc.
5. The contractor shall arrange daily cleaning of the entire complex as specified in. Even if room is not being used, the dusting/cleaning should be done as per schedule. This should be strictly adhered to without fail.
6. The contractor shall arrange cleaning of all toilets with 1st marked grade phenyl and detergents. Big size soap, Naphthalene balls, paper hand towels, toilet paper rolls, big size odonil to be always made available in each & every Centre's toilet by contractor at his cost.
7. The Contractor shall ensure that cleaning material used by him is such that the same does not damage the floors, fitting etc. The cleaning material brought by the contractor shall be subject to checking by the bank staff.
8. The contractor will make all beds in the hostel/ guest rooms, replace the Bed room and bathroom Linen i.e. bed sheets, bed covers, pillow covers, Blankets cover and towels etc. twice a week, on Sunday, Thursday or a day before commencement of new training programme which ever is earlier i.e. Bed sheets/covers, pillow covers and towels would be changed twice a week and/or the rooms are vacated by occupant even after staying for single night only, whichever is earlier. Bed sheets, covers, towels, pillow covers, Blankets will be supplied by the bank. The contractor shall keep proper account of these items and arrange for their regular washing, Ironing etc. The blankets are to

be dry cleaned on Quarterly basis. The cost of all this work to be borne by the contractor. The quality of washing & Ironing should be top class to the entire satisfaction of the Centre.

9. The contractor shall provide at his cost in dormitory in adequate quantity big size odonil one in the bathroom & one in each Almirah, two big cakes of soaps, two small cakes of soap, paper hand towels, mosquito liquid repellent.
10. The contractor shall provide trained and experienced receptionists whose name will be intimated to the Training Manager. One of the Receptionists shall be available in reception counter round the clock and shall not be used for other sundry jobs.
11. The contractor shall arrange refilling of filtered drinking water in flasks, etc. which will be provided by the Centre in Hostel hall, Guest rooms, administrative block, Training Block, faculty rooms etc. The contractor shall also provide in these places mosquito liquid repellent at his cost & ensure that adequate liquid is in the bottle every night.
12. The contractor shall provide at his cost complete insecticide & pesticide control in each & every part of Centre & Hostel including the kitchen, Dinning Hall etc. sprays, chemicals, medicines etc. of a top most ISI approved quality to be used as frequently as required, with a minimum of once in 15 days.
13. All the machines, equipments, materials, articles, tools etc. required for House Keeping, maintenance, up keep, cleanliness, Hygiene etc including for wet scrubbing, wet mopping, wet/dry vacuum cleaning and machine for cleaning water bodies will be provided by the contractor. All these things etc. to be of high quality and duly approved by the Centre. They must be in good working order at all times.
14. The contractor shall ensure opening and proper locking of all rooms in Hostels and Centre. In case of any breakage, pilferage of any fixture and/or furniture, equipment, etc. the responsibility shall be of the contractor for which damages / costs will be recoverable from the contractor.
15. The contractor's men working as receptionist will be responsible for receiving the trainees and guest speakers etc. and allotting them rooms as per instructions/ guidelines given from time to time by the Competent Authority. The check in and check out timing will also be maintained by the receptionist in a register which will be provided by the Bank. These records will be Bank's property. The Contractor shall be responsible for Liaoning/arranging stay of participants in Hotels having tie-up with the Centre at Chittorgarh in case of non-availability due to full occupancy of hostel rooms.
16. The contractor will be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to the Training Manager / Manager. Complaint Register/ Suggestion Register and First Aid Box to be provided by the bank will be made available at the Reception counter under the control of the receptionist.
17. The contractor shall engage specified number of trained employees for house keeping and maintenance. The contractor shall ensure that they observe cleanliness & wear neat & clean uniforms & that they are courteous, polite & prompt while rendering effective service in their respective areas. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the contractor and/or the Bank. The contractor shall also be responsible for the payment of their wages and /or dues to their employees. All liabilities arising out of violating of local laws and/or Central laws shall be his responsibility. He will on the request of Training Manager, immediately remove from the work any person(s) / employee(s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work/campus without the permission of the Training Manager.
18. It will be contractor's responsibility to ensure that the obligations under the house keeping & maintenance are duly performed and observed. The contractor shall also designate supervisor(s) by name who will personally check the working of the house keeping & maintenance staff every day. The contractor shall forward the Daily Report register every day to the Training Manager.
19. The contractor shall ensure a very high standard of housekeeping and maintenance of the entire complex at all times, with due regard to hygiene and cleanliness. The contractor shall ensure that waste material, kitchen garbage; other garbage including stale flowers is removed from the

- premises daily and disposed of in the nearest MCF/authorized garbage bin, without any extra charges. In case of electricity cuts, to ensure starting of Bank's generator for the Centre.
20. The contractor shall be responsible for any loss due to theft/ pilferage of/ damage to the Bank's property, including any portion of the building under the contractor's occupation, or the fittings, fixtures, furniture, computer hardware or other equipment's entrusted in his charge, or any property belonging to the trainees/ guests, when such loss/ damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his Manager / Supervisor or any of his employees, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by the Principal or any other officer authorized in this regard.
21. In the event of normal shortage of water supply it will be contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing and toilet purposes. The contractor will for this purpose keep and maintain close contact with the respective departments/ persons to ensure smooth working of the water pump, tube well and the Municipal Supply.
22. The contractor shall not permit the Administrative Block or the Hostel Block or any portion thereof or any other area in the complex to be used for residential purpose by him and/or any of his employee, except the room/area specifically permitted by the Principal.
23. i) The contractor shall be liable to comply with all rules & regulations in respect of all the labor laws and statutory requirements, which are applicable or will become applicable in future.
ii) The contractor shall accept and bear full and exclusive liability for the payment of any or all, GST, charges, duties, expenses etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Govt. or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the contractor.
iii) The contractor shall be responsible for proper maintenance of all vouchers, registers, records and accounts so far as these relate to the compliance of any statutory provisions/ obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, ESI if required, with authorities concerned.
iv) The contractor shall bind himself/his executors or administrators and shall indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings, costs, charges and /or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contractor in respect of violation of any of the provisions of Laws/Acts/ Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed/ engaged by the contractor /sub-contractor in connection with this contract. Such indemnity bond has to be furnished / executed on a non- judicial stamp paper as per applicable Stamp Act. The cost of such stamp paper, expenses etc. shall be borne by the contractor.
v) The contractor shall be responsible for all the claims of his employees and the employees of the contractor shall not make any claim whatsoever against the Bank. The contractor's workmen will not have any right whatsoever to get absorbed in the Bank.
vi) The contractor shall obtain adequate insurance policy (Minimum Rs 2.00 lakh per employee) in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
vii) The contractor shall provide weekly off /holidays to his workmen as per labor laws but it will be his responsibility to ensure uninterrupted services on all days.
24. In case the contractor, or any of his employees fails to fulfill his/ their obligations for any day or any number of days, to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages up to a sum of Rs. 5000/- per day for the entire number of such days and the Bank shall without prejudice to their other right and remedies, shall be entitled to deduct such damages from the money, if any, payable by them to the contractor.
25. All questions relating to the performance of the obligations under this agreement and all the disputes and differences, which shall arise either during or after the agreement period or other

matters arising out of or relating to this agreement or payment to be made in pursuance thereof, shall be referred to the Bank's Authorized Official whose decision shall be final, conclusive and binding on the parties to this agreement.

26. The contractor shall be paid at monthly intervals upon presenting his bill(s).
27. In case of any accident, necessitating medical aid to the residents, participants, guests etc. the first aid shall be attended by the contractor and all assistance / co-operation be rendered to the concerned resident etc. and matter reported immediately to Training Manager for necessary medical attention and other statutory formalities.
28. The Contractor shall bear GST, charges, levies or claims, whatsoever, as may be imposed by the State/Central Govt. or any local body or authority. The Contractor shall furnish such proof of payment, of compliance or the obligations including registration certificate, clearance certificate etc. as may be required by the Bank from time to time.
29. The Contractor shall obtain license(s), permit(s), consent(s), sanction(s) etc. as may be required or called for from/by local or any other authorities for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
30. The Contractor will ensure that his employees abide by the order of the Chairman/ Gen. Manager/ Regional Manager/Training Manager/Faculty members or Sr. Manager/ Manager for the purpose of discipline etc. Further the Bank authorities will have the discretion to utilize the services of the contractor staff as per the requirement of the Bank.
31. The contractor shall appoint trained Manager(s)/Supervisor(s) with good manners and with Housekeeping background who should be available round-the-clock for attending to the services and complaints and requirements of participants, visitors etc.
32. The Contractor shall provide summer and winter uniforms to his staff failing which the Bank may arrange to provide the same after recovering the actual expenses on uniforms from bills payable to the Contractor. The staff of the Contractor shall wear at all times, authenticated photo identity cards issued.
33. The Contractor shall issue appointment letters to all the persons employed by him in connection with performance of his contract for housekeeping services and furnish proof by submitting copies of such letters received by his employees, if asked for by the Bank. The appointment letter shall make clear that the concerned employee is the employee of the Contractor only and Baroda Rajasthan kshetriya Gramin Bank where House- keeping services are rendered has no obligation or any relationship as to employment or otherwise whatsoever with him.
34. The Contractor's employees will be allowed entry into the premises of the Bank with the specific permission of the Training Manager or any Officer authorized in this behalf.
35. The contractor shall be responsible for the proper behavior of all his staff (supervisory and workmen) and others and shall exercise a degree of control over them and in particular without prejudice to the said generality the contractor shall be bound to prohibit and prevent any employee (supervisory and workmen) from trespassing or acting in any way detrimental or prejudicial to the interest of the community or of the properties or occupier of lands or Properties in the neighborhood and in the event of such employees trespassing, the contractor shall be responsible for consequent claims or action for damages or injury or any other ground whatsoever. The decision of the officer authorized by the Bank in the matter whatsoever under this clause shall be final and binding on the Contractor.
36. The Bank may provide a storeroom for storing the material to be utilized for Housekeeping and maintenance services.
37. The contractor shall not use the Bank's premises for any other activity except the purpose for which it has been provided for.
38. The premises with fittings and fixtures, furniture, equipment etc. provided to the Contractor are the property of Bank. The contractor shall have no right on any of these and shall place them back at the disposal of the Bank when demanded. The contractor shall be responsible for the safe custody and proper use and maintenance of all equipment's and properties of Bank, whether movable or immovable. Any damage caused to the equipment's or properties shall be made good by the

contractor immediately to the Bank without any loss of time, failing which the cost of equipment's, properties etc. will be recovered from his bills or from other means as deemed fit by the Bank. On such recovery, if security deposit gets reduced, the same has to be made good by the contractor. Failure of equipment etc. will not be an excuse for not providing service.

39. Nothing contained in this contract is intended to be nor shall be construed to be a grant, demise or assignment in the Law of premises or any part thereof by the Bank to the Contractor or his employees and the Contractor and his employees shall vacate the same on the termination of the contract period either by efflux of time or otherwise.
40. The Bank reserves the right to audit accounts of the contractor and check the stock position of the raw materials and other articles as and when desired.
41. The price/rates quoted, agreed and accepted by the contractor shall remain fixed and shall not be subject to any variation during the period of contract. The rates quoted shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind of action to be taken in performing the contract. The Contractor shall be deemed to have known the nature, scope, magnitude and extent of services to be rendered and materials to be procured, though the contract documents may not fully spell out all the details.
42. Penalty for not providing services as per the agreed terms with bank,

Sr No	Particular	Penalty Clause
1	Cleaning & Maintenance service default	
	1 st Instance during the year	Rs 500/- will be deducted from monthly bill
	2 nd Instance during the year	Rs 1000/- will be deducted from monthly bill
	3 rd Instance during the year	Rs 2500/- will be deducted from monthly bill
2	Catering Service default (Deficiency/non-supply of specified food items for Breakfast/lunch/ dinner)	
	1 st Instance during the year	5 % of daily food cost
	2 nd Instance during the year	10 % of daily food cost
	3 rd Instance during the year	20 % of daily food cost
3	4 th Instance of any service	EMD will be forfeited by bank and vendor will be blacklisted no more work will be allotted

43. If at any time from the commencement of the contract, the Bank for any reason whatsoever does not require the whole part of the services as specified in the contract, the authorized officer of the Bank shall give a notice in writing of the fact to the contractor who shall have no claim to any payment or compensation, whatsoever, on account of any loss or disadvantage which he might have suffered from fulfillment of the contract in full. Further, the contractor shall not have any claim for compensation by the reason of any alterations having been made in the original contract.
44. In the event of sudden failure, neglect, dislocation or stoppage of the services by the contractor, the Bank may get the work done from some other agency or department at the risk and cost of the contractor without prejudice to its rights to enforce performance in respect of the rest of the work. The contractor shall in such event, pay to the Bank the additional cost incurred for having such work done from some other agency. Without prejudice to any other rights, which the Bank may have in this behalf either under this contract or under law, the Bank may terminate the contract by giving

one month notice in writing to the contractor and in such an event the contractor shall have no claim for any loss or damage against the Bank.

45. If for any reason, the contractor abandons providing services in the Centre without the permission of the Bank, the authorized officer of the Bank will be at liberty to break open the lock and make inventory of the articles. Such an inventory shall be final and binding on the contractor for all purposes. The Bank will also be at liberty to make alternative arrangements for provision of services in the Centre at the risk and cost of the contractor.
46. In case, the Contractor assigns or sub-contracts this contract without written approval of the Bank or in case the performance of the Contractor is found unsatisfactory in case of contravention by the contractor of any of the terms & conditions contained herein and Schedules hereto, the Bank shall have the right to terminate the contract without giving any notice to the Contractor. General Manager or Training Manager shall be the authority to decide and judge the quality of service rendered by the Contractor and his decision will be fully binding on the Contractor.
47. The contract can be terminated as provided in clause 46 (without notice) or by efflux of time or earlier by one month notice at the option of the Bank as the case may be. The contractor shall also have the option to terminate the contract after giving three month's notice to the Bank. If during the currency of the contract, any Govt. notification prohibits employment of contract labor for housekeeping and maintenance services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor.
48. If at any stage during the period of the contract any case involving moral turpitude is instituted in court against the contractor or its personnel, the Bank reserves the exclusive and special right to terminate the contract without any notice to the contractor and in such event, the contractor will not be entitled to any compensation from the Bank.
49. On termination of contract by the Bank for any reason whatsoever, the Bank shall be entitled to engage the services of any other person, agency or contractor to meet its requirement without the prejudice to its rights including claim for damages against the contractor.
50. The Bank shall have the right to withhold reasonable sums from the amounts payable to the Contractor under this contract and from the security deposit if the Contractor commits breach of any of the terms & conditions of the contract or fails to produce sufficient proof to the satisfaction of the Bank as to payment of all statutory and other dues or compliance with any other obligations under any Act, Law, Legislation etc. relevant in the matter. The contractor shall be bound by the decision of the Bank.
51. Resolution of Disputes
All disputes or differences or claims of any kind, whatsoever, which shall at any time arise between the parties hereto touching upon, arising out of or concerning the work or the execution or maintenance thereof or under this contract, whether during or after the determination or foreclosure or breach of the contract shall be a written notice by either party to the contract to the other, mentioning the claims therein be referred for adjudication to a Sole Arbitrator to be appointed by the General Manager, HO of the Bank.

General Manager