



**CANARA BANK  
PREMISES & ESTATE SECTION  
GENERAL ADMINISTRATION WING  
HEAD OFFICE  
BENGALURU**

**TENDER DOCUMENT FOR SELECTION OF CONTRACTOR FOR RENDERING  
HOUSEKEEPING & CATERING SERVICES AT CANARA BANK STC  
RESIDENTIAL BUILDING, BENGALURU - 560004**

**TENDER REFERENCE NO: RFP/P&E/STC/01/2020**

**DATE OF TENDER ISSUE: 04.03.2020**

**LAST DATE OF SUBMISSION OF TENDER: 24.03.2020 UPTO 3.00PM**

**THIS TENDER CONSISTS OF TWO BIDS:**

**PART I : TECHNICAL BID**

**PART II : PRICE BID**



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## **NOTICE INVITING TENDER (NIT)**

Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Bengaluru invites sealed tender for the work mentioned below:

### **1). Name of the work:**

To carry out Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru - 560004.

### **2). Application Fees (Non-refundable):**

Rs.590/- non - refundable fees by way of Demand Draft in favour of "Canara Bank, Head Office", payable at Bengaluru obtained from any scheduled Bank (in a separate sealed cover), super-scribing "Application fee for selection of Contractor for carrying out Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru" and the same should be submitted along with the Technical Bid. The application cost will not be refunded in any circumstances.

### **3). Earnest Money Deposit (EMD) Amount:**

Rs.50,000/- by way of Demand Draft drawn in favour of "Canara Bank, Head Office", payable at Bengaluru obtained from any scheduled Bank (in a separate sealed cover), super-scribing "EMD for selection of Contractor for carrying out Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru" and the same should be submitted along with Technical Bid. However, those who have exemption certificate from NSIC/Similar Government authorities as per provision of MSME Act will be exempted from submission of EMD subject to the submission of valid document/certificate to that effect.

### **4). Initial Security Deposit (ISD) Amount:**

The successful bidder should submit a Security Deposit for Rs.1,00,000/- within fifteen days from the date of award of contract for due performance of the Contract. The Security Deposit shall be by way of Performance Bank Guarantee/ Demand Draft issued by a Scheduled Bank in India other than Canara Bank. The Performance Bank Guarantee should be valid for 24 months from the date of commencement of contract. The guarantee should also contain a claim period of three months from the last date of validity. The Performance bank guarantee will be returned to the bidder within 15 days after completion of Contract period subject to satisfactory performance and on the contractor rendering a No Demand and No Due



Certificate, and after adjusting any sums due to Canara Bank from the contractor. The Bank shall invoke the Performance Bank guarantee before the expiry of validity, if the successful bidder breaches the contract or fails to complete his obligations under the contract. The bank shall notify the bidder in writing before invoking the bank guarantee. The proceeds of the Performance Bank guarantee shall be payable to the Bank.

**5). Time for Commencement of work:** One week from the award of contract by the Bank.

**6). Proposal Format and Submission Procedure:**

Two Bid System shall be strictly followed. Each Tenderer has to necessarily fulfill the eligibility criteria stipulated and the terms of two bid system should be strictly adhered to. The Tenderer will have to go through four stages of process viz.

Stage - 1: Technical Assessment based on eligibility criteria and documents submitted.

Stage - 2: Site Visit.

Stage - 3: Live Demo.

Stage - 4: Opening of Price Bid.

Tenderers should first qualify in Stage 1 & Stage 2 to become eligible for consideration for Stage 3 & Stage 4.

SI No	Item Description	Reference
1	Selection Process	Annexure 1
2	Scope of Works	Annexure 2
3	General rules and instructions to Tenderer	Annexure 3
4	General Conditions of Contract	Annexure 4
5	Details of the building & Facilities Provided by the Bank to the Contractor	Annexure 5
6	Details of various items and category of manpower to be provided by the contractor for carrying out housekeeping & catering services	Annexure 6
7	Daily Menu & Details of various items to be provided by the contractor in the Canteen	Annexure 7
8	Contract Agreement Format	Annexure 8
9	Indemnity Bond Format	Annexure 9
10	Bank Guarantee format for Initial Security Deposit (ISD)	Annexure 10
11	Integrity Pact	Annexure 11



After ensuring the above, the Tenderers need to submit their bids as described under 'Envelope-A and Envelope-B' as detailed below:

SI No	BID DOCUMENTS
<b>A.</b>	<b>Technical Bid - ENVELOPE - A</b>
1	Application
2	Technical Questionnaire
3	Check List for Enclosures
4	Tender offer
5	Certificate of Conformity
6	Self Declaration
7	Integrity Pact

<b>B.</b>	<b>Price Bid - ENVELOPE - B</b>
1	Price Bid

Sealed envelope containing Technical Bid and Price Bid in separate envelopes should be super scribed "Technical Bid for providing Housekeeping & Catering Services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru / Price Bid for providing Housekeeping & Catering Services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru". Both the envelopes should be kept in one envelope super scribed on top "Tender for selection of tenderer for providing Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru" addressed to the Bank clearly indicating Tenderer address and contact details -

#### 7.) Details of the Tender:

PARTICULARS	DETAILS
Date of Issue of Tender	04.03.2020
Application Fee	Rs.590/- (Non-refundable)
Earnest Money deposit	Rs.50,000/-
Initial Security Deposit	Rs.1,00,000/- (As per Clause 31 & 32 of General rules and instructions to Tenderer)
Period/Validity of Contract	2 years from the date of agreement
Date of Pre bid meeting	13.03.2020 at 3.00 PM
Last date and time for submission of the tender	24.03.2020 upto 3.00 PM



Address for Pre-bid meeting and Tender opening	Premises & Estate Section, GA Wing, Canara Bank Head Office, Ground Floor, 112 J C Road, Bengaluru
Date and time of Opening of the Tender - Technical bids	24.03.2020 at 3.30 PM
Date of opening of Price Bid	Date and time will be informed to the Qualified Tenderer. The communication will be sent through letter or e-mail.
Contact No.	080- 22275664/ 080-22238819

### 8.) Eligibility Criteria:

No	Criteria	Documents Required
1.	The Firm/Company should be registered under the labour commissioner office at the respective jurisdiction.	Copy of Labour License issued by the Competent Authority to be submitted.
2.	The Firm/company should have a registered office in geographical Jurisdiction of Bangalore City.	Proof to this extant like registration certificate shall be submitted.
3.	The Firm/Company should have minimum 5 years of experience of providing Housekeeping services as on 01/03/2020 in Government offices/ PSUs/ PSBs/ Private & Public limited Companies on contract basis.	Work Order copies /client certificates from 2015 onwards, clearly indicating the address of place where services have been rendered and period of service.
4.	The Firm/Company must have at least one valid contract for housekeeping work (Refer scope of works) at Bengaluru for a multi storeyed building with a built up area of minimum of 20,000 sqft in the last one year.	Work Order and Address where Housekeeping Services are provided.
5.	The Firm/Company should have minimum 5 years of experience of providing Catering services as on 01/03/2020 in Government offices/ PSUs/ PSBs/ Private & Public limited Companies on contract basis for a minimum strength of 100 members.	Work Order copies /client certificates from 2015 onwards, clearly indicating the staff strength of the office where Catering service is provided (Including address of office) and period of service.



6.	The Firm/Company should have average annual turnover of minimum 10 lakhs for the last three financial years till 31/03/2019 (FY 2016-17, FY 2017-18, FY 2018-19)	Documents supporting the annual turnover amount like Audited Balance sheet, Profit & Loss statement, CA Certificate (form CA who has audited the Firm/Company).
7.	The Firm/ Company should have valid FSSAI License for providing Catering Services	Copy of FSSAI License to be submitted
8.	The Firm/ Company should be registered with EPFO, ESIC as per the statutory requirements of the Labour Laws	Copies of PF and ESI registration certificates to be submitted.
9.	The Firm/ Company should have valid GST registration.	Copy of GST registration certificate to be submitted
10.	The Firm/ Company should have valid PAN registration.	Copy of PAN to be submitted.
11.	The Firm/ Company shall duly filled and signed Integrity Pact Agreement as per Annexure 9.	To be submitted as per Annexure 9 along with the Tender document.

**NOTE:**

Tender documents should be handed over to Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Bengaluru before stipulated time on the due date. Any tender submitted after stipulated date and time will not be accepted.

Bid will be opened in the presence of Tenderers or its authorized representatives who choose to attend. In case bid opening day happens to be holiday, the bid will be opened on the next working day of the Bank.

DDs for application fee and EMD should be enclosed with the Technical Bid only. Technical Bids without the relevant documents and DD shall be rejected.

A copy of the tender document could also be downloaded from [www.canarabank.com](http://www.canarabank.com) & CPPP Website: <http://eprocure.gov.in>

Sd/-

Place: BENGALURU

Date: 04.03.2020

ASSISTANT GENERAL MANAGER  
GENERAL ADMINISTRATION WING, HEAD OFFICE



## ANNEXURE 1

### SELECTION PROCESS

The Tenderers will have to go through four stages of process viz.

Stage 1 - Technical Assessment based on eligibility criteria and documents submitted.

Stage 2 - Site Visit

Stage 3 - Live Demo

Stage 4 - Price Bid

Marks will be awarded in each stages to the tenderers on the following aspects:-

1. **Technical Bid** : Maximum 60 Marks

Stages 1 to 3 will be evaluated for awarding marks under Technical bid. The Tenderers who are fulfilling eligibility criteria will be considered for allotment of marks and subsequent assessment.

I. **Experience**: Maximum 30 marks.

A minimum of 5 years of experience is mandatory for a Tenderer to apply for housekeeping and catering services. For each year of experience 2 marks will be allotted to a maximum of 30 marks.

II. **Site Visit**: Maximum 20 Marks.

The members of committee will visit / inspect the sites of the tenderers where tenderers are providing housekeeping & catering services and marks will be awarded accordingly.

Criteria	Marks
Hygiene & maintenance of the premises	10
Quality of the food provided	5
Managing capacity	5

- Tenderer has to arrange for Site visit and has to secure a minimum of 50% marks i.e. a minimum of 10 marks, otherwise the tender will not be shortlisted for opening of price bid. The site proposed for the visit shall be within Bengaluru city limits only.

III. **Live Demo**: Maximum 10 Marks.

Tenderers qualifying in first two stages have to perform live demo for catering services before the members of Committee. Members of the committee will check the quality and taste of the food.

- Venue for live demo will be informed at a later date.





2. **Price bid: Maximum 40 marks.**

- a. Marks will be awarded on sum of all the quoted rates of listed items as mentioned in the Price Bid. (Average of both the years)
- b. Tenderer who quotes lowest rate will be awarded 40 marks. For remaining Tenderers proportionate marks will be awarded.
- c. **Please note that the tenderer shall quote price per month exclusive of all taxes and inclusive of all expenses including labour cost, consumables, transportation & any other charges etc.**
- d. **For catering services, Tenderer shall quote price for one number of each item. Bank will consider 25 numbers of working days in a month for calculating per month cost for arriving at L1 in Price bid.**

**Note:**

1. The aggregate of the marks scored for Experience, Site visit, live demo and the price quoted will be taken and the contract will be awarded to the tenderer securing maximum total marks.
2. **Committee** - Bank has formed a Committee for scrutinizing the received tender documents. There are six members in the Committee. All the members will award marks in Stage 2 i.e. Site Visit and Stage 3 i.e. Live Demo. Average of marks allotted by each members will be awarded to Tenderers in each of these two stages.



## ANNEXURE 2

### SCOPE OF WORK

#### I. HOUSEKEEPING SERVICES

There are forty rooms in the building. Out of forty rooms, thirty five rooms are being utilized for Staff Training College, Bengaluru and five rooms for Canara Bank Officers' Children Hostel. Apart from this, there is one kitchen with store room, one dining hall, one adjacent room to kitchen room at the ground floor and basement. The Contractor shall be responsible for keeping all the floors, furniture items, equipments, staircases etc presentable, neat and clean at any point of time. Work shall be carried out on Sundays and Holidays also. The brief descriptions of are to be cleaned and timings are as follow:

DESCRIPTION	SPECIFICATIONS
Area to be cleaned	Carpet area including basement - 18,260 sq. ft. External area - Surrounding the building premises
Work Timings	06.00 Hrs to 18:00 Hrs

The contractor needs to engage in housekeeping services from 6.00 AM in the morning to 06.00 PM in the evening. The entire internal and external premises shall be spic and span before 09.00 AM every day. The below mentioned chores are to be taken up by employing experienced personnel whose outlook should be smart and courteous at all times. The various services required are as follows:

#### 1. Internal Housekeeping services - Daily services: The daily chores to be carried out are as follows:

- 1.1 All the rooms shall be cleaned once in a day in the morning and common area at all floors shall be cleaned twice in a day so as to maintain spic and span condition throughout the day.
- 1.2 The tables, chairs and all other furniture items shall be cleaned once in a day. The dustbins shall be cleared daily once in the morning and once in the evening.
- 1.3 The doormats shall be cleaned off dust, mud and grime as required.
- 1.4 Staircases, staircase's railings and terrace shall be cleaned on daily basis.



- 1.5 Glass partitions/doors, number boards and sign boards at each floors including basement shall be cleaned neatly on daily basis.
- 1.6 Cleaning of water purifier & storage tank at each floors and wherever necessary.
- 1.7 Toilets in each room shall be cleaned atleast once in a day. Toilets in Common area / Dining area shall be cleaned twice in a day using requisite cleaning materials. This will include cleaning/ wiping of Western & Indian Commode seats, flush fittings, floors, bath room mirrors etc. and cleaning of urinary stalls and washbasins. On holidays, toilet floors shall be thoroughly scrubbed and cleaned.
- 1.8 Daily watering and maintenance of indoor & outdoor plants.
- 1.9 Disposal of garbage from the Premises shall be done on a daily basis using biodegradable disposal bags. Biodegradable disposal bags in this regard shall be provided by the Contractor. The contractor shall be responsible for collection & transportation of garbage out of the building and disposal of the same in the designated area as per the guidelines of BDA/ BBMP authorities or as directed by the Officer-in -Charge of the Bank. The Contractor shall be responsible for segregation of garbage in dry waste and wet waste as per the guidelines of BDA/ BBMP authorities.
- 1.10 Good quality room freshener shall be sprayed daily in each room to keep the room atmosphere in good fragrance and ambience.
- 1.11 Providing and placing of toilet fresheners in each toilet in all the rooms, common area and dining area as and when required.
- 1.12 Providing of liquid hand wash soap in the toilets of Common area and Dining area on a daily basis.

**Note:** The above frequencies are only indicative and need based activities may be required to be taken up.

**2. Internal Housekeeping services - Weekly services:** The weekly chores to be carried out are as follows:

- 2.1 The ceiling, coving, walls, cornices etc. shall be cleaned for removal of dust, dirt, cobwebs etc. manually or by using necessary equipments.
- 2.2 The vertical blinds/ curtains shall be cleaned for removal of dust / dirt.
- 2.3 Thorough cleaning of ceiling, wall mounted fans, light fixtures, AC indoor units, water purifiers and such other equipments kept in the rooms, dining area, kitchen area, office area and common area.
- 2.4 The glazing of the doors, partitions, internal glazing's, windows, partitions, etc., shall be cleaned with glass cleaning liquid etc.
- 2.5 The door and window frames, panels shall be wiped with a dry/ wet mop.



- 2.6 All other vertical surfaces and horizontal surfaces shall be cleaned / mopped with dry / wet mop depending upon the requirements.
- 2.7 Carpets shall be vacuum cleaned.

**3. Internal Housekeeping services - Other routine services:** Other routine chores to be carried out are as follows:

- 3.1 There is one lift in the Premises. The lift interiors and all its accessories such as telephone instruments, light fittings, fans, mirrors, etc., are to be cleaned thoroughly on a daily basis.
- 3.2 Good quality perfumes are to be sprayed twice in a day in the lift to keep the lift atmosphere in good fragrance and ambience.
- 3.3 Shifting of telephone units, computers, TVs, loose furniture, chairs, tables, almirahs etc., within the building from one location to other required location as per the instructions of the Officer- in-charge of the Bank.
- 3.4 Providing of dental kit, shaving kit and toiletry kit in rooms whenever a new person occupies the room. The kits shall be include items as detailed in the Annexure 6 and shall be provided at Contractor's own cost.
- 3.5 Carpets shall be got spot shampooed at least once in three months. The same shall be done by the Contractor at his own cost.
- 3.6 Providing of clean bed sheets, pillow covers & blankets in the room whenever a new person is occupying the room for training.
- 3.7 Changing & cleaning of used bed sheets & pillow covers of occupied rooms after the completion of every training programme. If the training duration is more than one week then the same shall be changed & cleaned twice in a week.
- 3.8 Used blankets shall be dry cleaned monthly once.
- 3.9 Cleaning of used bed sheets, pillow covers, blankets & carpets shall be done by the Contractor at his own cost. The same shall be done outside the Premises and no transportation cost in this regard shall be payable by the Bank.
- 3.10 The Contractor shall be responsible for taking care of plumbing and electrical issues in the building. In this regard, actual material cost will be borne by the Bank upon production of original invoices.

**4. External Housekeeping services:** The chores to be carried out are as follows:

- 4.1 Daily sweeping of the paved areas / roads / hard areas mechanically/ manually as required.



- 4.2 Cleaning of storm water drains and removal of dried leaves, paper, dead animals, etc., from the Premises on a daily basis.
  - 4.3 Daily cleaning of dried leaves and dust at the main entrance gate.
  - 4.4 Maintenance of valve chambers, inspection chambers, manholes, sewer lines including immediate clearance of blockage, if any.
  - 4.5 Daily Cleaning / dusting of the gates and boards.
  - 4.6 Daily Cleaning / dusting of the ornamental compound wall inclusive of wiping of electrical fixtures on alternate days.
  - 4.7 Cleaning of front portico for both ceiling and top surface.
  - 4.8 Overhead tanks and sump shall be cleaned quarterly once.
- 5. Pest Control Services:** Contractor shall be responsible for pest control services within the Building, Basement and outside area of the Premises. Contractor shall undertake following pest control services:
- a. Rodent Control Services - It shall be done twice in a month.
  - b. Mosquito Control Service - It shall be done twice in a month & as and when required.
  - c. Insects, Ants, Flies and Cockroaches Control Service - It shall be done once in a quarter & as and when required.
  - d. Bed Bug Service - It shall be done as & when required.
- 5.1 All the floors of the building including kitchen area, dining area, store room & basement as well as outside areas within the compound wall shall always be kept free of rodents and pests like cockroaches, mosquitoes, ants etc., The scope of work also includes disallowing of monkeys, cattle and the like into the compound wall. A complaint register, also indicating preventive action taken, shall be maintained and shall be got signed by the Officer-in-charge on weekly basis. Chemicals, items used if any for pest control services shall be got approved from officer-in-charge.
- 5.2 Tools for pest control services shall be procured by the Contractor at his own cost. Bank will not be providing any tools in this regard.
- 5.3 As a preventive measure, the Contractor shall provide mosquito repellent machines of good quality such as All out, Good Night etc. for all the rooms, dining area, recreation room etc. Cost of purchase and refill in this regard shall be borne by the Contractor.

## II. CATERING SERVICES:

The Premises is having one canteen area with dining hall in the ground floor. The Contractor will be responsible for preparing food for the participant



trainees who have come for undergoing training at Staff Training College, Bengaluru. There are thirty five rooms for the utilization of Staff Training College, Bengaluru and number of participants for which Contractor will be required to prepare food will be informed by the Officer - In - Charge or any other authorized official appointed by the Bank. The following works shall be taken up under catering services upon award of contract.

- 1.1 The contractor shall arrange for cooking and service of food on a daily basis for participants trainees of Staff Training College, Bengaluru. He shall prepare and serve fresh & wholesome “breakfast, lunch, dinner, evening snacks (Items list as per Annexure 7)” to the participant trainees during the contract period.
- 1.2 Menu & Quantity - The meals and snacks to be supplied by the Contractor shall be in fixed quantities as approved by the Bank. The Contractor shall not prepare or serve any other items without the prior approval of the Bank. A schedule of daily menu has been attached as Annexure 7 and shall be strictly followed by the Contractor.
- 1.3 Quality of Raw Material and Finished Products - The food shall be good, wholesome and of best quality as approved by the Bank. Before using the raw materials and other ingredients for cooking, the Contractor shall ensure their quality and wholesomeness. All the raw materials used in the preparation of food products should be a certified ISI/ Agmark wherever applicable. The Contractor should arrange for the purchase of raw materials on his own and bear all expenses in connection with such purchases including transportation. The Bank through its authorised representatives shall have the authority to carry out test checks at their convenience of the raw materials, ingredients used for cooking, cooking arrangements & the finished eatables and will have absolute right to reject the cooked or raw items if they do not meet the required standard at its sole discretion and the same would be destroyed at the cost of the contractor.
- 1.4 Timing of the Catering Services: Breakfast, lunch, dinner and snacks shall be served only in the Dining Hall at below mentioned timings:

S.No	Items	Timings
1.	Breakfast	8:00 AM to 9:00 AM
2.	Lunch	1:00 PM to 2:00 PM
3.	Evening Snacks	5:00 PM to 6:00 PM
4.	Dinner	7:30 PM to 9:30 PM

**Note:**

- a. Please note that lunch and evening snacks shall be prepared and served only on holidays and as & when required. The number of



**trainees for which it will be required to be prepared will be informed by the Officer-In-Charge of the Bank.**

**b. The timings indicated above are flexible.**

**c. The Contractor shall prepare only vegetarian food in the Canteen.**

- 1.5 The contractor shall provide standard cooking utensils, crockery, glassware, flasks, cutlery items, paper napkins, cloth napkins, plates for serving etc to serve food, tea and coffee in the Dining Hall at his own cost. The high standard of cleanliness of kitchen utensils, crockery and cutlery shall be maintained by the Tenderer and any laxity in this regard will attract severe penalty.
- 1.6 The contractor shall arrange and pay for commercial cooking gas used for cooking purposes. The contractor shall be responsible for the safe keeping of the LPG cylinders and shall follow all required safety protocols.
- 1.7 The contractor must engage sufficient number of trained cooks and other kitchen staff for cooking & serving food in the Dining Hall. The contractor shall deploy a minimum of three serving personnel in the Dining Hall.
- 1.8 The contractor should arrange for proper upkeep of the Dining Hall, Kitchen area & washing area at least two times daily and also immediately after any service is rendered or whenever it is required to be done. The contractor should ultimately ensure that the entire kitchen and dining area are kept hygienic and clean.
- 1.9 The Contractor shall ensure proper and regular disposal of garbage at frequent intervals from the kitchen and dining area on a daily basis.
- 1.10 The contractor shall adopt modern & hygienic kitchen practices and shall take utmost care in utilization of water & electricity.
- 1.11 The Contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of the complaints made by the boarders and Officer-In-Charge of the Bank. A “Suggestion cum Complaint Register” will be maintained in the dining hall and the same will be submitted to the Officer-In-Charge with his remarks for necessary action. The Contractor will be responsible for attending all complaints and requirements as per terms & conditions of the Tender.
- 1.12 In the event of insufficient or bad quality or non serving of eatables agreed upon to be served, the Bank will be within its right to make suitable deduction from the contractor’s bill.



### ANNEXURE 3

#### GENERAL RULES AND INSTRUCTIONS TO TENDERER

1. The documents consisting of Notice inviting the tender, Selection Process, Scope of work, General rules and instructions to tenderer, conditions of contract, Application Format, Price bid can be collected between the dates mentioned in the Notice Inviting Tender (NIT) during the working hours except on Sundays, second & fourth Saturdays and Public Holidays from Canara Bank, Head Office, Premises & Estate Section, Ground Floor, 112, JC Road, Bengaluru - 560 002 OR alternatively tender documents can be downloaded from the banks web site [www.canarabank.com](http://www.canarabank.com) & NIC website: <http://eprocure.gov.in>.

Tenderers should note that any amendments or corrigendum will be published on Canara Bank website [www.canarabank.com](http://www.canarabank.com) only.

2. The tender is "TWO BID CONCEPT" and it has to be submitted as such.
3. The first envelope should contain all the components of Technical Bid as detailed in the NIT with all supportive documents duly signed on all the pages other than the Price aspects along with Earnest Money Deposit's DD. The envelope shall be sealed & super scribed as "Technical Bid for providing of Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru".

Tenderer should note that Price bid aspects of the offer should not be disclosed in any way, in the technical bid/ first envelope, and such technical bids consisting Price bids are liable for rejection.

4. The second envelope should contain the Price Bid i.e., the Priced Bill of Quantities and shall be super scribed as "Price Bid for providing Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru" and should be sealed & submitted. This envelope should contain duly filled in cost details (enclosed in the offer document) with values written in words and figures.

The two covers containing the Technical Bid and the Price Bid should be placed in a separate third cover mentioning on the face of the cover "Tender for Selection of contractor for providing Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru".





5. The sealed offers should be submitted to Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Ground Floor, 112, J C Road, Bengaluru on or before **24.03.2020 by 3.00 pm**. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of NIT the next working day will be deemed to be the last day for submission of the offer. No offer will be accepted by email or FAX. Any offer submitted after stipulated date and time will not be accepted.
6. The First envelope (Technical bid) will be opened in the said office on **24.03.2020 at 3.30 pm**.
7. The price bids of the agencies meeting the eligibility criteria only will be considered and opened on a convenient date with due intimation to the Tenderers emerging successful in the Technical bid.
8. Offer shall be submitted on prescribed Form only i.e. as per documents issued/downloaded from website shall have to be duly filled & submitted and no other format shall be used, except for Proformas which shall be submitted in the letter head of the Firm/Company. Wherever required, particulars can be submitted in annexure but such details shall be clearly mentioned in respective columns in the original document. All the documents, enclosures, and correspondence will form part of contract. Offer in any other format other than that prescribed in this document shall be liable for rejection.
9. No alterations or additions are to be made in the tender document by the Tenderers. Violation of this instruction will attract rejection of the tender at the discretion of the Bank.
10. The Bank's decision in the selection process is final and Bank will neither entertain any correspondence in this regard nor will be bound to furnish any explanation. The acceptance of an offer will rest with the Bank which does not bind itself to accept the lowest offer and reserves to itself the authority to reject any or all of the offers received without assigning any reason.
11. Offers which are incomplete in any respect are liable to be rejected.
12. Canvassing in connection with tenders is strictly prohibited and the offers submitted by the applicants who resort to canvassing will be liable for rejection.
13. The applicant shall furnish the list of his relatives working in the Canara Bank and list of retired Canara Bank employees employed with him.



14. The Tenderer or their authorized representative is requested to be present during the opening of the bids. This is optional. Bank will proceed with opening of the technical bids on the stipulated date & time unless otherwise modified.
15. It will be obligatory on the part of the Tenderer to tender and sign the offer documents for all the component parts.
16. The successful Tenderer shall execute the agreement (Annexure 8) on a stamp paper of appropriate value within 14 days from the date of acceptance of the offer, and until a formal agreement on stamp paper is prepared and signed, this offer document along with the correspondence shall constitute a binding contract between the tenderer and the Bank.
17. Conditional offers shall be rejected.
18. The Tenderer shall inspect the site to ascertain the site conditions, constraints and any other information required for making the offer. For any assistance for visiting the site intending applicants may contact **Senior Manager, Premises & Estate Section, Canara Bank, Head Office, 112, JC Road, Bengaluru, Telephone 080-22275664/ 080- 22238819.**
19. During the course of technical evaluation if found necessary the Bank may seek supplementary details and the same shall be submitted within the stipulated time. Non - submission of such details in time may render such applications for disqualification from further evaluations.
20. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, or site visits will be reimbursed by the Bank.
21. Documentary proof with respect to the Eligibility criteria shall be furnished along with the application form. In this regard, copies of the work orders & certificates obtained from clients and or such other documents shall be submitted. Incomplete applications or applications without proper proofs for establishing their credentials will be liable for rejection and no correspondence will be entertained in this regard. The authorised person of the firm/ company shall sign in all the pages of the application with seal of the firm/ company.
22. Applications received after the due date and time are liable for rejection.



23. Tender shall be quoted on prescribed Form only and quoting in any other form will be rejected. All rates shall be quoted on the proper form of the tender alone.
24. The offer will be valid for a period of 90 days from the date of opening of the tender.
25. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Bank, then the Bank shall, without prejudice to any other right or remedy, be at liberty to forfeit full value of the EMD as aforesaid.
26. All entries in tender documents should be in one ink. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
27. The rate should be quoted in figures as well as in words in Indian Currency only.
28. In case the rate quoted in figures differs from those quoted in words, the rates quoted in words will be taken as the tendered rate and shall be binding on the tenderer.
29. The tenderer shall note that the rate quoted shall be exclusive of all taxes and inclusive of expenses of all types of Work force/ Manpower (by following Labour Laws scrupulously as per government guidelines) and expenses pertaining to the consumables, operating profit etc., and no claim for enhancement of quoted rates on any account shall be considered.
30. All the bidders except those who are having exemption certificate from National Small Industries Corporation (NSIC)/ similar Government authorities as per provision of MSME Act with a valid certificate shall deposit a sum of **Rs.50,000/-** ( Rupees Fifty Thousands only) as Earnest Money Deposit along with the tender document. This EMD (Earnest Money Deposit) shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of Canara Bank, Bengaluru. No interest shall be paid on the EMD.
31. In addition to Earnest Money Deposit, the successful tenderer should submit a Security Deposit for Rs.1,00,000/- (Rupees One Lakh only) within fifteen days from the date of acceptance of the tender for due performance of the Contract. The Security Deposit shall be by way of DD issued by a Scheduled Bank in India / Performance Bank Guarantee issued by a Scheduled



Bank in India other than Canara Bank. The Performance Bank Guarantee should be valid for 24 months from the date of commencement of contract. The Performance Bank Guarantee should also contain a claim period of three months from the last date of validity. The Performance bank guarantee will be returned to the bidder within 15 days after completion of Contract period subject to satisfactory performance and on the contractor rendering a No Demand & No Due Certificate, and after adjusting any sums due to Canara Bank from the contractor. No interest shall be paid on the ISD.

32. EMD amount of the final successful tenderer shall be retained & adjusted towards Security Deposit for a period of two years. EMD amount can be returned during the contract period on submission of Performance Bank Guarantee (Annexure 10) from other than Canara Bank.
33. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Bank, then the EMD submitted shall be forfeited.
34. Tenderer has to arrange for inspection if required and should have carried out the works satisfactorily at the site failing of which the tender will be disqualified.
35. All the parts of this tender document i.e., Tender Notice, General rules and Instructions to tenderers, Priced bill of Quantity, offer letter, General conditions of contract, and all other parts shall form a part of the contract document.
36. The EMD of unsuccessful tenderers shall be returned within 30 days after award of work order/contract.
37. The daily scope of works has been attached with this tender and the same shall be strictly complied with.
38. The contract is valid for 24 months and performance will be reviewed in every quarter by the Bank. The contract is subject to annual renewal as per discretion of Bank thereafter. In case of unsatisfactory performance during the review period, the Bank shall terminate the contract at any point of time without prior notice.
39. The price quoted by the Tenderer will be applicable for 2 years or the contract period.



40. The rate to be quoted by the tenderer shall be firm and shall cover & include wages to the labourers, supervisors, equipments deployed, contractors profit, transportation charges and all statutory levies, taxes such as "Octroi, sales tax, VAT, excise duty, PF, ESI but excluding Service Tax/ GST arising from Act passed by Parliament or State Legislature and rules framed there-under. The rates shall be quoted on the format as per Price Bid.
41. The tenderer shall note that no claim for enhancement of rates, on the ground that cost of materials, labour has increased, existing statutory levies have been increased after tender, or in any other ground, will be entertained by the Bank on any account during the duration of contract.
42. Before tendering, the tenderers are advised to inspect the site of work and its environments and be well acquainted with the actual working and other prevailing conditions. The tenderer should specifically note that it is tenderers responsibility to provide all items which are not specifically mentioned in the scope of works, but which are necessary to complete the subject works.
43. No employee of Canara Bank shall be engaged by the contractor during the course of the contract for carrying out the works.
44. The selected contractor shall at his own cost, have to comply with the rules of Labour Enforcement office and other statutory bodies presently in force and in future till the contract period. The proof of compliance need to be submitted to the Bank within one month from the date of taking over.
45. The contractor needs to employ his own staff for the purposes of cleaning and such employment should conform to the labour act presently in force and in future till the contract period.
46. The successful tenderer should keep the entire internal and external premises neat & clean and should bear the expenses of cleaning materials required for the same. The Housekeeping & Catering works will have to be taken up for all the days. Sundays can be used for extensive cleaning works.
47. All the records pertaining to Housekeeping & Catering services shall be maintained upto date and shall be made accessible to the Bank.
48. The payment of Housekeeping & catering services shall be made on monthly basis upon submission of invoices by the Contractor.



49. The Contractor should maintain a register to record the daily attendance of housekeepers & staff employed by him at the site and same should be produced along with the bills.
50. The Contractor should ensure a proper background check of all the workers employed by him and should inform the Bank as and when changes happen. Credentials of all workers are to be ensured to the satisfaction of the Bank and records of credential verification are to be submitted to the Bank.
51. Canara Bank shall have the right to withhold payment of, or make recoveries from claims due to the contractor in respect of any loss or damage caused or occasioned in respect of the properties of Canara Bank under the terms and conditions of this contract or any payment necessitated due to the infringement of any statutory obligations by the contractor.
52. The contractor shall not transfer or sublet the work to any one without the prior written approval of Canara Bank.
53. The contractor or his authorised representative shall be in attendance in the Premises during all working hours for supervising the work. For any negligence of the service employed by the contractor or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of Canara Bank, the contractor shall be personally responsible and shall make good the loss forthwith.
54. All activities of work done shall be entered in a register daily so that complete record is obtained of all work performed under this arrangement. The register shall be signed and dated by both parties viz., persons authorized for & on behalf of Canara Bank and the contractor each day on completion of work.
55. Without prejudice to any rights or remedies under this agreement if the contractor dies, the Canara Bank authorities shall have the right to terminate this agreement without any liability whatsoever as regards execution of the work for the balance contract period after the death of the contractor.



## ANNEXURE 4

### GENERAL CONDITIONS OF CONTRACT

**1.0** The Contractor's main responsibilities will be cleaning the entire internal and external premises, labour, supply of consumables, compliance of statutory requirements and providing efficient service, etc and providing catering services at the said premises. Required facilities will be provided by the Bank like premises and equipments as per Annexure 5. The Contractor's responsibilities will be supplying food materials, labour, compliance of statutory requirements and providing efficient service, etc.

### 2.0 DEFINITIONS/ INTERPRETATIONS

In the contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them -

- a) The 'Contract' means the documents forming the tender and acceptance thereof and the agreement duly executed between the Employer and the Tenderer, together with the documents referred to therein including those conditions, the specifications, schedule of quantities, tender agreement and instructions issued from time to time by the Officer-in-Charge. All these documents taken together shall be deemed to form one contract and shall be complementary to one another.
- b) The 'Tenderer' or 'Supplier' or 'Contractor' shall mean the individual Karta, or Manager of HUF, firm or Company, whether incorporated or not, undertaking the works and shall include the legal heirs/ representatives of such individual or the partners of firm and their legal heirs and successors, or company's authorised and constituted attorneys/ agents and permitted assignees of such firm or company.
- c) The 'Employer' or 'Bank' means any officer of the Canara Bank, who is specifically authorized to enter into contracts in respect of the above works.
- d) Officer In charge: The designated employee of the Bank, assigned with powers to enter into contract.
- e) 'Contract Price' shall mean the final accepted rates in Price Bid hereto.



- f) 'Date of Contract' means the Calendar date on which the Employer and Contractor have signed the Agreement on the stamp Paper.
- g) 'Approval' wherever used in the specifications or schedule of Quantities shall mean, respectively, approved by or approval of the 'Accepting Authority' in writing.

### 3.0 CONTRACTOR'S OBLIGATIONS

- 3.1 The Contractor shall be responsible for the proper upkeep and maintenance of the premises, furniture and fixtures, kitchen equipments etc. When materials supplied by the Bank become unserviceable and if these are to be replaced by the Bank, the same would only be replaced against the return of the unserviceable materials by the Contractor, otherwise the cost of such materials shall be borne by the Contractor.
- 3.2 For any damage, breakage or loss of any equipment or property of the Bank, the Contractor shall have to replace the same at his own cost failing which the amount will be recovered from his security deposit or from other dues as payable to him by the Bank.
- 3.3 The Contractor shall keep a proper inventory of the items placed at his disposal by the Bank and the same shall be verified by the Contractor along with the representatives of the Bank.
- 3.4 The Bank reserves the right of free access through its authorized representative(s) to inspect the Canteen, Stores, Equipments and food for ensuring their wholesomeness, cleanliness, quality & quantity and cleaning materials at all times without any prior notice.
- 3.5 The Contractor shall keep the entire premises clean, neat and hygienic. He shall use & provide at his own cost the prescribed cleaning materials and other required equipments for housekeeping & cleaning works like vacuum cleaners & other equipments. Maintenance of such equipment including the cost of spares shall be responsibility of the Contractor at his own cost.
- 3.6 The Contractor shall also keep the canteen premises, utensils, crockery etc. clean, neat and hygienic. He shall use and provide at his own expenses the





- prescribed detergents and other requisites for this purpose. He will ensure that furniture of the canteen premises, crockery and cutlery, utensils, kitchen pantry, wash basins, lavatory urinals, drainage system are washed and cleaned in hygienic way as directed by the Officer-in-Charge or any other authorised representative.
- 3.7 The Contractor shall not use or allow to be used the subject premises or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in and around the building without valid authority.
- 3.8 The Contractor shall also not use or allow to be used any facility, appliances, equipment provided by the Bank to him for any purpose other than providing Housekeeping & Canteen services as per the Bank's requirement.
- 3.9 The Contractor shall not without prior consent in writing by the Bank assign or sublet the contract or any part thereof to any other party provided that it shall not relieve the Contractor from any obligations, duty or responsibility under the contract.
- 3.10 The Contractor shall arrange for all cleaning materials for the purpose of cleaning and expenses in this regard shall be borne by the Contractor.
- 3.11 The Contractor shall be responsible for any loss due to theft, pilferage of or damage to the Bank's property, including any portion of the building under the Tenderer's occupation, or the fittings, fixtures, furniture or other equipments entrusted in his charge, or any property belonging to the trainees or guests, when such loss or damage is, in the Bank's opinion, caused due to the negligence or carelessness or any fault on Tenderer's part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damages as may be assessed by the Officer-In-Charge or any other Officer authorized in this regard. Accordingly, the Contractor shall ensure that the character and antecedents of the personnel to be employed for housekeeping & catering services has been verified through the appropriate authority and they have unblemished past records.
- 4.0 MANPOWER & WAGES**
- 4.1 The Contractor shall make regular and full payment of wages / salaries and other payments to the employees and furnish necessary proof, as



and when demanded by the officer-in-charge of the Bank/ concerned department of Central, State and local government agencies.

- 4.2 The Contractor shall be responsible for the compliance with applicable laws or which might become applicable, rules and regulations relating to Contract Labour (Regulations & Abolition) Act, 1970, Shops & Establishments Act, Factories Act, 1948, Employees Provident Funds & Misc. Provisions Act, 1952, Payment of Gratuity Act, 1972, Payment of Bonus Act, 1965, Payments of Wages Act, 1936, Minimum Wages Act, 1948, Workmen's Compensation Act, 1923, ESI Act 1948 or such other Acts, laws or regulations passed by the Central/States, Municipal & Local Government, agency or authority.
- 4.3 The Contractor shall give advance intimation to the Officer-in-Charge indicating the time, date and venue about the payment of wages. The Officer-in-Charge or his authorised representatives will witness the payment of wages by cross verifying the salary slips of all employees or any other proof as required by the Bank and shall record the following certification in the wage register. "Certified that salary for the month of \_\_\_\_\_ has been disbursed on \_\_\_\_\_ to the Housekeeping & Catering Contractor's workers by the Contractor in accordance with the wages specified in Minimum Wages Act".
- 4.4 The Contractor shall also be liable to pay P.F. contribution, leave, salary etc and shall be liable to observe statutory working hours. The contractor shall note that neither the contractor himself, nor the persons employed by him shall have any right or privilege for employment benefit from the bank, nor they can make any claim in this regard.
- 4.5 Proper records shall be maintained by the Contractor with respect to the above acts and such other acts as may be applicable to Contractor's working and his workmen which would be subject to check from time to time, by the Officer-in-Charge.
- 4.6 The optimum manpower requirement at the site for Housekeeping & Catering services may vary from time to time. For efficient and timely services the contractor must, at all times maintain the needed manpower covering all categories of personnel/ workers required.
- 4.7 The Contractor shall maintain a register showing names and addresses of



the persons engaged along with photographs of each person and shall produce the same for inspection on demand by Officer-in-Charge or such other persons so authorised by the Bank.

- 4.8 The Contractor shall arrange through the Bank's Security Department, on the advice of the Officer-in-Charge, to issue identity cards bearing photographs of the employees for gate entry and shall exhibit prominently during working hours. All the employees employed by the Contractor at the site shall also be liable for search on entry / exit.
- 4.9 The employees of the Contractor should be subjected to medical examination twice in a year at Contractor's cost by the Medical Officer nominated by the Bank. The employees should be free from all communicable, contagious infections and other diseases. In the event of any employee of the Contractor being found medically unfit, the Contractor shall arrange to replace him/ her. Contractor will have to submit medical certificates of his employees as and when required & asked by the Bank.
- 4.10 Nothing contained herein shall be construed to create a monthly tenancy or create any such interest in favour of the Contractor or their partners / representatives / employees in respect of Housekeeping & Catering services or the premises used by the Contractor in connection with or for the purpose of this agreement.
- 4.11 On termination of this agreement, the Contractor shall discontinue to use and handover vacant and peaceful possession of the Premises together with the fixtures, equipments and articles in good condition to the Bank.

## 5.0 CONTRACTOR'S LIABILITY TOWARDS INDEMNITY

- 5.1 The contractor shall indemnify the bank against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may incur on account of any breach of contractual terms and conditions or deficiency in services rendered or by any other act of commission & omission made by the contractor & or his employees and it includes against any claim under the Payment of Wages Act, 1936, and/or the Minimum Wages Act, 1948, Workman's Compensation Act, Factories Act or any statutory obligations arising out of any other Act or Acts or on behalf of any person employed by him. The contractor agrees to make good the loss suffered



by the Bank on first demand made by the Bank without any protest or demur in this regard which shall be final conclusive and binding on the contractor.

- 5.2 The contract will be initially for a period of two years and may be extended / renewed further as per the sole discretion of the Bank. On renewal, a fresh contract shall be executed and security deposit shall be retained till the validity of the contract. Unless renewed/ extended the contract shall be deemed to have been terminated automatically. Further, the contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same for any period.
- 5.3 In the event of any dispute arising out of the clauses mentioned above, the same shall be referred to the General Manager, General Administration Wing or any Officer whom the General Manager may appoint for decisions and his decision shall be final and binding on both the parties.

## 6.0 MATERIALS

- 6.1 Contractor shall purchase and keep the required raw materials stock for the preparation of various items, including the controlled items of good quality at his own cost. Contractor shall abide by the local Government laws relating to stocking of food grains, sale of food etc. and shall obtain the necessary licenses from the Competent Authority, wherever applicable. The Bank at its discretion through its authorised representative may check the stock position of all the items to see that the above is being complied by the Contractor.
- 6.2 Contractor shall purchase and keep the required cleaning materials' stock of good quality at his own cost. The Bank at its discretion through its authorised representative may check the stock position and material quality of all the items to see that the above is being complied by the Contractor.

## 7.0 MISCELLANEOUS

- 7.1 Contractor shall maintain the entire premises in clean and hygienic conditions. If the Contractor fails to engage sufficient staff for this purpose, the Bank will engage the staff on behalf of the Contractor at his risk and cost.
- 7.2 Contractor shall not exhibit or cause to be exhibited in the subject



premises any printed or written notices or advertisements of any kind, whatsoever except notices related to the working of the Housekeeping & Catering, without the prior permission of the Bank.

- 7.3 The Bank reserves the right to deduct any amount that becomes payable by the Contractor in respect of the labour being employed by him for executing the job awarded, under any Act, or rules framed there under and in force from time to time. The same shall be recovered from bills payable to the Contractor as debt recoverable.
- 7.4 The Contractor shall undertake to provide comprehensive accident insurance policy coverage in respect of every employee employed by him. Contractor shall satisfy the Bank of the same within the time prescribed by the Bank but before the actual commencement of the job awarded to him.
- 7.5 If any of the labour employed by the contractor is found to be under performing or any misbehavior is found / reported while on duty, Bank reserves the right to ask for a suitable substitute.
- 7.6 Contractor shall ensure that none in his employment is allowed to sell meals, snacks, cleaning materials etc to outsiders by accepting cash or any other means; in the event of any employee being found selling meals, snacks, cleaning materials etc to unauthorised persons, the Contractor shall remove such person on the instruction of Officer-in-Charge or any other Official authorised by the Bank.
- 7.7 Contractor shall ensure that peace and order is maintained in the Premises and if peace & order in the Premises is disturbed due to lapse on the part of the contractor, a penalty of Rs.1000/- per occasion for such lapse leading to disturbance of peace/order may be imposed by the Bank.
- 7.8 If the Bank finds that the Contractor is misusing the facilities provided by the Bank for carrying out the housekeeping & catering services for any other purpose not covered under the contract, the Bank will be free to levy penalty which may extend to Rs.5000/- or more per occasion.
- 7.9 If, on inspection, it is found that that the quantity & quality of cleaning materials and food materials utilised is not as per the norms laid down by Bank, a penalty upto Rs.1000/- may be imposed by the Bank for every such



occasion.

7.10 The Contractor shall ensure that all his employees wear proper and clean uniform during their working hours as prescribed by the Bank. The contractor shall ensure that all his staff should be properly trained and shall wear neat & clean uniform including head caps, hand gloves, hair net etc. with their name badges. They shall be courteous, disciplined, polite and prompt while rendering efficient service at their respective areas. The contractor shall provide proper uniform to all his staff at his own cost. The Contractor shall provide his workers with proper safety appliances & equipments and Canara Bank shall not be responsible for accidents & injuries caused to his labourors during the course of their work.

7.11 In the event of the Contractor suspending or abandoning Housekeeping & Catering services without giving prior notice to the Bank, without handing over charge of the materials & equipments entrusted to him by the Bank, the whole of security money and other dues payable to him shall stand forfeited to the Bank and he shall also be liable for such legal action deemed fit and proper for breach of contract and towards the loss of various accessories & furniture entrusted to the contractor.

7.12 The Officer in charge would be the final authority regarding Imposition of penalty under various circumstances as enumerated above. His decision shall be final and binding on the contractor.

**8.0 SECURITY DEPOSIT:** The successful tenderer will have to deposit a security deposit for Rs.1,00,000/- (Rupees One Lakh only) within fifteen days from the date of acceptance of the tender and the same shall not carry any interest.

## **9.0 TERMINATION OF CONTRACT**

9.1 Bank shall be entitled to terminate the contract, at any time without assigning any reasons whatsoever and without notice. Bank shall not entertain any claim compensation by the Contractor for such termination of Contract.

9.2 As regards unsatisfactory performance or non compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, Canara Bank shall have the right to terminate the contract at any time and rearrange the work through other agencies at the risk & cost of the



contractor and under such circumstances, the security deposit paid by the contractor shall stand forfeited.

9.3 If at any stage during the period of the Contract any case involving moral turpitude is instituted in a Court of Law against the contractor or his employees, the Bank reserves the exclusive and special right for the termination of the contract and the contractor shall not be entitled to any compensation from the Bank whatsoever.

## 10.0 GENERAL

10.1 Contractor shall adhere to safety practices and avoid hazardous & unsafe working conditions and shall comply with the safety rules in force from time to time.

10.2 The premises will be in possession of the Bank and the Contractor is permitted to enter the premises to carry out the Housekeeping & Catering services only. If at any time the contract is terminated or the contract comes to an end or if the Bank decides that the contractor should not be allowed to carry out the Housekeeping & Catering services, in that event, the Bank will be entitled to restrain the contractor from entering the premises. The contractor will have no right or interest in the premises and other items given by the Bank.

10.3 Contractor shall use the premises only for the purpose of this agreement / contract and he shall not make any structural additions or alterations to the same.

10.4 Contractor shall work under the supervision of the Premises & Estate Section, General Administration Wing, Head Office and such other authorised Officers/ Offices of the Bank as may be nominated from time to time.

10.5 The Contractor and his workmen will be subject to police verification regarding their antecedents.

10.6 The contractor should not have been black-listed by any Government or Private Organization.



10.7 The contract will not be given to any bidder for just being L-1 in price bid. The capacity / experience / desired quality will also be considered. If any freak rates are quoted, the bank reserves the right to reject the offer quoted by the lowest tenderer and the EMD shall be forfeited without giving any notice or whatsoever.

**Note:** Freak rate means the rates quoted for labour charges should not be less than the minimum wages recommended in the latest circular of State government.

10.8 The Contractor will have to provide the Bank with a list of employees category-wise located at the subject premises and also their emoluments for the purpose of verification.

10.9 The Contractor will ensure that their employees do not remain in the premises beyond their normal working hours unless otherwise authorized. Any unauthorized presence in the premises beyond normal working hours will not be acceptable and Contractor upon receipt of complaint will have to immediately withdraw such employees from working in the premises.

10.10 All the personnel engaged by the Contractor shall wholly and purely be in the employment of the Contractor and no claim of individual / collective nature on Bank's employment by any of the employees or claim of any nature on the Bank shall be tenable. The Contractor shall at all times keep the Bank fully and effectively indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demand in any way arising out of or during the course of anything done or committed / omitted to be done by the Contractor including the demand which the Contractor's employees individually / through their Unions may have raised against the Bank arising out of this agreement or as a result of the termination therefor or earlier determination of the Contract.

10.11 The contractor shall follow such Act, rules and regulations of the State/Central Government that are in force and that may be framed from time to time for completion of work. Canara Bank shall not be responsible for any infringement of the various statutes in force by the contractor.

10.12 The contractor shall take, at his own cost, the necessary license from statutory authorities in respect of this work. The expenses in completing the





formalities in executing the agreement including execution on stamp paper will also be met by the contractor.

- 10.13 Any additional items of work not covered by the contract shall be at a rate agreed by mutual discussion between the Contractor and the Bank.
- 10.14 Statutory deductions towards income tax or any other taxes will be made as per rules.
- 10.15 Income tax will be deducted in every monthly bills payable to the Contractor.
- 10.16 Prevailing Minimum Wages as notified by Regional Labour Commissioner has to be paid to the labourers employed by Contractor.
- 10.17 Payment to the labourers shall be paid on 7th of every month and the same shall be confirmed to the Bank.
- 10.18 The copies of challans and other documents with regard to ESI/PF/pay slip should be submitted along with monthly bill.

## 11.0 LABOUR

- 11.1 The Contractor shall employ suitable labour to maintain the required quality of services as per scope of works to the satisfaction of the Bank.
- 11.2 The contractor shall furnish to the Bank at the intervals specified by Bank, a distribution of the number and description of labour employed in carrying out works. The Contractor shall submit on the 4th and 19th of every month to the Bank a statement showing in respect of the second half of the preceding month and the first half of the current month (i) the number of labourers employed by him on the work (ii) their working hours (iii) the wages paid to them (iv) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them and (v) the number of female workers who have been allowed maternity benefits as provided in the maternity benefit Act, 1961 or Rules made there under and the amount paid to them.
- 11.3 The contractor shall apply and obtain license under the contract labour (R&A) Act 1970 and comply with the relevant provision of this Act, in respect of



the labour employed by him for executing this contract. The contractor shall furnish necessary returns to the authority through Bank.

- 11.4 The minimum age of the labour employed shall not be below 18 years.
- 11.5 The contractor shall comply with the provisions of the Workmen's compensation act 1923. the payment of the Wages Act 1936, Factories Act, Minimum Wages Act 1948, Employment of Children Act 1938, Employers Liability Act 1938, Industrial Disputes Act 1947 and other Acts Central or States, that may be applicable to him. He shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the contractor by an authority empowered under the relevant Act. Any cost incurred by Canara Bank in connection with any claim or proceedings under the said Acts or in respect of loss, injury or improper performance of this contract by the contractor, is workmen, servant and any money which may become payable to Canara Bank as aforesaid shall be deemed to be deducted by Canara Bank or may be recovered by the management of Canara Bank from the contractor in the other manner.
- 11.6 The contractor should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his workmen under the employees provident fund schemes and Employees State Insurance Act 1948 and show proof of payment of subscriptions/contributions to the concerned authorities. Both in respect of ESI/EPF the contractor shall obtain necessary declaration forms from his employees and obtain individual insurance and PF number and shall furnish to the Bank every month, necessary proofs for having made remittance of ESI and PF contributions in respect of all contract labourers engaged by him.
- 11.7 As regards Employees State Insurance Act, the contractor shall submit photocopies of the challans of remittance of the contributions (both the employees contributions and his own contribution there on) to the ESI corporation in respect of the employees engaged in Canara Bank by him for this work for the relevant period before any payment is released by Canara Bank.
- 11.8 As regards the Employees provident fund and miscellaneous provision Act 1952 and rules and regulations and schemes framed there under, he shall



be liable to pay employees compensation under the Act in respect of all labour employed by him for the execution of the contract. For this purpose, he shall indicate the code number obtained by him from the Regional Provident Fund Commissioner and produce the Photostat copy of the challan receipt of monthly remittance. He shall also furnish such returns as are due under the Act to be sent to the appropriate authorities through Canara Bank.

11.9 The contractor is required to take Insurance for all the workers employed on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of work and has to be provided at the signing of the agreement. The contractor shall be fully responsible for the consequences arising out of default and Bank may treat it as breach of Contract and reserves the right to terminate the Contract.

11.10 The contractor shall pay wages to his workmen at the rates as applicable under the Minimum Wages Act as per State Government guidelines for skilled, unskilled and for semiskilled/equivalent categories. The contractor shall disburse the wages in the presence of the Bank's representatives and obtain their signature in the payment register on or before 7th of every month. If it falls on Sunday payment shall be made on previous day.

11.11 The duration of duty is eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest minimum.

## 12.0 SAFETY CODE - RESPONSIBILITIES OF THE CONTRACTOR IN RESPECT OF SAFETY OF MEN, EQUIPMENT, MATERIAL AND ENVIRONMENT

Before commencing the work, contractor shall submit a SAFETY PLAN ' to the authorized Canara Bank official. The 'SAFETY PLAN' shall include in detail the measure that would be taken up by the contractor to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The contractor shall submit Safety Plan along with his offer. During negotiations before placing of work order and during execution of the contract Canara Bank shall have right to review and suggest modification in the Safety Plan. Contractor shall abide by Canara Bank decision in this respect.

12.1 The contractor shall take all necessary safety precautions and arrange for appropriate appliances as per direction of Canara Bank or its authorized



officials to prevent loss of human lives, injuries to personnel engaged and damage to property and environment.

- 12.2 The contractor shall provide to its work force and ensure the use of the following personal protective equipment as found necessary and as directed by the authorized Canara bank officials:-

Safety Helmets conforming to IS-2925:1984

Safety Shoes conforming to IS-1989:1978.

Eye and Face protection devices conforming to IS-8520:1977 and IS-8940:1978.wherever required

Hand and body protection devices conforming to: IS-573:1975

IS-6994:1973

IS-8807:1978

IS-8519:1977

- 12.3 Where it becomes necessary to provide and/or store petroleum products, chemicals and liquid or gaseous fuel or any other substance that may cause fire or explosion, the contractor shall store the same safely as per the directions of the Bank.

- 12.4 All electrical equipment's connection and wiring for equipment's, its distribution and use shall conform to the requirement of the Indian Electricity Act and Rules. All electrical appliances including portable electric tool/equipment used by the Contractor shall have safe plugging system to source of power and be appropriately earthed.

- 12.5 The Contractor shall be held responsible for any violation of statutory regulations local, state or central and Canara Bank instructions that may endanger safety of men, equipment, material and environment in his scope of work or another contractor's or agencies. Cost of damages if any, to life and property arising out of such violation of statutory regulations and Canara Bank instructions shall be borne by the contractor.

### 13.0 ARBITRATION

- 13.1 All differences, disputes, issues relating to interpretation of any clauses and claims whatsoever arising out of or in any manner related to any provision of this Agreement including any failure of the Parties to reach an understanding under any provision of this Agreement shall be settled amicably through mutual discussion and negotiation between the Parties. If no settlement to dispute(s) or difference (s) can be reached through amicable negotiation



between the Parties within 30 days of such reference, the Parties shall approach the appropriate Court of Law. However, upon mutual consultation, the Parties may also have an option to refer the dispute(s) or difference(s) for settlement by Arbitration.

13.2 If the parties mutually opt for Arbitration, the same shall be conducted as follows:

- i. There shall be a Single Arbitrator as mutually decided by the Parties;
- ii. If the parties are unable to appoint a Single Arbitrator on mutual basis, then each Party shall nominate one Arbitrator each, who shall jointly appoint the third Arbitrator (umpire). The majority of such Arbitrators shall be final and binding on the parties.
- iii. The Proceedings shall be conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof for the time being in force.
- iv. The costs of the Arbitration shall be borne equally by both Parties.
- v. Any arbitration shall be confidential and neither you nor the bank may disclose the existence, content or results of any arbitration, except as required by law or purpose of enforcing the arbitration award.
- vi. The arbitration proceedings shall be in English. The place of Arbitration shall be Bangalore and Courts at Bangalore shall have exclusive jurisdiction over the matters covered.

14.0 **PAYMENT TERMS:** The payments shall be on monthly basis, subject to production of Attendance Register, Proof of payment of wages, ESI, PF and filing returns to Statutory Authorities.

15.0 **FORFEITURE OF EMD:** Bank reserves the rights to cancel the order and forfeit the EMD if,

- Security Deposit is not submitted within the stipulated time;
- Agreement is not entered within stipulated time;
- If any tenderer withdraws his tender before the said period (90 days) or makes any modifications in terms and conditions of the tender which are not acceptable to the Bank.

16.0 **INTEGRITY PACT.**

Integrity Pact format is enclosed as Annexure - 11, the same to be duly filled and submitted along with technical bid. If failed to submit, the tender is liable to be rejected immediately.



## ANNEXURE 5

### DETAILS OF THE BUILDING AND FACILITIES PROVIDED BY THE BANK TO THE CONTRACTOR

1. The Building Complex has a total carpet area of 18,260 Sq. ft. approximately as detailed below:

S.No.	Carpet Area	Measurement
1.	Basement	2651 sq. ft.
2.	Ground Floor, First Floor, Second Floor, Third Floor, Fourth Floor	15,609 sq. ft.
	Total	18,260 sq. ft.

The carpet area is inclusive of lift area, staircase area, service area, sit-out area.

2. There are forty rooms in the building. Out of forty rooms, thirty five rooms are being utilized for Staff Training College, Benagluru and five rooms for Canara Bank Officers' Children Hostel. Apart from this, there is one kitchen with store room, one dining hall, one adjacent room to kitchen room at the ground floor and basement.
3. The premises consist of 1 Nos. DG set, 1 no. of lift, 1 no. of UPS and overhead water tanks. The site also consists of vehicle parking area in basement, garbage dumping area etc. Bank has separate AMC for maintaining DG set, UPS and lift.
4. A store room for accommodating machines and cleaning materials will be provided free of cost.
5. Canteen space required for various purposes such as dining, kitchen, washing place, store room etc., will be provided free of cost.
6. Furnitures and fixtures required for the canteen. This will include tables, chairs, refrigerator, induction/ gas based cooking equipment, dosa plate, wet grinder, bain marie, utility trolley, wet grinder etc.
7. Free supply of water & electricity for carrying out Housekeeping & Catering services will be provided. The contractor has to take the utmost care in utilization of water & electricity.

**Tenderers may inspect the site to ascertain the site conditions, constraints and any other information required for making the offer.**



## ANNEXURE 6

### DETAILS OF VARIOUS ITEMS AND CATEGORY OF MANPOWER TO BE PROVIDED BY THE CONTRACTOR FOR CARRYING OUT HOUSEKEEPING & CATERING SERVICES

The Contractor shall provide the following items for carrying out Housekeeping & Catering services at his own cost. Bank will not be reimbursing any amount in this regard.

1. All the cleaning materials such as brooms, mops, buckets and consumables required for providing housekeeping service has to be provided by the Contractor.
2. Raw materials required for preparing food in the Canteen shall be provided by the Contractor. Tissue paper/ Napkins along with Breakfast/ Lunch/ Dinner/ Evening Snacks shall also be provided by the Contractor.

**Please note that the Contractor has to ensure the proper quality of the cleaning materials & food materials. The Contractor has to record the usage of materials in a register and the same will be verified & authenticated by the Bank official in charge at any point of time.**

3. The contractor shall bring all the required equipments for cleaning like machines, vacuum cleaners and other equipment to be used for the housekeeping and cleaning works. Maintenance of such equipment including the cost of spares will be the responsibility of the contractor.
4. The contractor or his authorized representative should be available at the Premises to supervise & direct his workers and take down instructions from the Officer-in-charge of the Bank. One of the authorized representatives/ supervisor of the Contractor shall be available at the Premises round the clock.
5. The supervisors should be provided with mobile phones for communication and the same should be informed to the Bank.
6. The contractor is required to engage the following categories of workers daily for the subject work:

S.No	Category	Skilled/ Unskilled	Brief Description of Job
1	Supervisor	Skilled	Main job for Supervisor will be to oversee all the employees employed by the contractor and ensure that everyone is doing their assigned jobs



2	Housekeeper	Unskilled	Cleaning and mopping of floors, toilets etc. any other related works
3	Cook	Skilled	Preparation of food.
4	Kitchen Helper	Unskilled	Helping the Cook in preparation of food
5	Bearer	Unskilled	Serving of food at counter, collection of plates etc., cleaning of utensils and other related works

The number of workers required in each category shall be decided by the Contractor as per the site requirement.

**ITEMS TO BE PROVIDED BY THE CONTRACTOR:**

1. **Toiletry Kit** - Following items shall be provided suitable for one person
  - a. One Bath soap
  - b. One shampoo sachet of 3.5 ml
  - c. One soap for hand wash - Reputed brand like dettol, lifebuoy, fem etc.
  - d. One small comb.
  - e. One hair oil sachet of 3 ml - Reputed brand like parachute, bajaj almond, dabur etc.
2. **Dental Kit** - Following items shall be provided
  - a. One toothbrush - Reputed brand - Oral B, Pepsodent, Colgate etc.
  - b. One tooth paste of 5 gm - Reputed brand like Colgate, Pepsodent, Dabur, Close - up etc.
3. **Shaving Kit** - Following items shall be provided suitable for one person
  - a. One disposable razor
  - b. One shaving cream
  - c. One aftershave lotion
4. **Items to be provided in the toilets in Common area:**
  - a. Liquid Soap for hand wash - Dettol/ Fem/ Lifebuoy brand or any equivalent good quality brand
  - b. Toilet roll - Premier brand
  - c. Naphthalene balls - Reputed brand





- d. Toilet deodorant cakes - Reputed brand
- e. Phenyl - Germisol / Nilgiris / Sonic brand or any other reputed brand.

**5. Other items:**

- a. Spray for room and lift - Reputed brand
- b. Tissue Paper and Napkins in Canteen - Premier brand
- c. Mosquito repellent machines including refills in each room - Reputed brand like Good Night, All out etc.

**NOTE:**

1. ANY OTHER EQUIVALENT BRAND WITH APPROVAL OF THE BANK CAN ALSO BE USED.
2. CONTRACTOR SHALL PROVIDE TOILETRY KIT, DENTAL KIT AND SHAVING KIT WITH BANK NAME AND LOGO PRINTED ON THEM.
3. CONTRACTOR WILL BE REQUIRED TO PROVIDE ADDITIONAL TOILETRY KIT, DENTAL KIT AND SHAVING KIT IF THE EXISTING KIT IS EXHAUSTED AS PER THE REQUEST OF THE OCCUPANTS OF THE ROOMS.



## ANNEXURE 7

### DAILY MENU & DETAILS OF VARIOUS ITEMS TO BE PROVIDED BY THE CONTRACTOR IN THE CANTEEN

I. **Breakfast:** Breakfast shall include following items and quantity shall be unlimited.

- i. Tea and Coffee - Varieties of tea like milk tea/ lemon tea/ green tea shall be provided with biscuits. It shall be provided both with sugar and without sugar on a daily basis.
- ii. Daily compulsory item - Cornflakes with milk, Toasted Bread with butter & jam, fruit juices and cut fruits.

Type of Fruit Juices - Fruits like mousambi, orange, pomegranate; water melon etc. shall be provided. Seasonal fruits shall be given priority.

Type of Cut Fruits - A mix of cut fruits with different fruits on each day is to be served in the Canteen. A minimum of three varieties are to be served with minimum one seasonal fruit.

- iii. One item each from below mentioned (a) and (b) shall be prepared on a daily basis.
  - (a) Dosa/ Idly & Vada/ Rava Idli & Vada/ Uttapam all with sambar and chutney/ Pongal/ Bisi bele bath shall be provided. Varieties of dosa like masala dosa, onion dosa, set dosa, plain dosa etc. shall be provided.
  - (b) Stuffed paratha with curd & pickle/ Puri with sabzi/ Paratha with aloo sabzi/ Chole Bhature

II. **Lunch/ Dinner:** Lunch/ Dinner shall include the following items and quantity shall be unlimited.

- i. Poori
- ii. Chapathi/ Phulka/ Roti with Saagu/Suitable Curry
- iii. Dosa with sambar/ daal, rasam, chutney.
- iv. Rice - Two types of rice shall be provided on a daily basis as mentioned below:
  - a. White rice.
  - b. Anyone to be prepared on a daily basis - Fried Rice/ Jeera Rice/ Vangi Bath/ Veg Pulao/ Rice Bath/ Lemon Rice/ Bisi bele Bath/ Veg Biryani.
- v. Soup - Anyone to be prepared on a daily basis:  
Vegetable soup/ Carrot soup/ Sweet corn soup/ Tomato soup/ Palak soup/ Onion soup/ Hot & Sour soup.



vi. Salad - Salad should contain cucumber, Tomato, Carrot, Onion, Lemon, Sweet corn, Green chilly.

vii. Curd

viii. Pappad

ix. Pickles

x. North Indian Curry - Any one of the below mentioned items shall be prepared on a daily basis in North Indian Style:

Daal Makhani/ Chana Masala/ Razma Masala/ Mutter Paneer/ Palak Paneer/ Vegetable kofta curry/ Aaloo gobi/ Paneer-do-Pyaza/ Aaloo Parwal etc.

xi. South Indian Curry - Any one South Indian Curry shall be prepared with Daal/ Vegetables like bottle guard, beans, snake guard, brinjal etc. or any other seasonal vegetables in South Indian style on a daily basis.

xii. Butter Milk

Type of Rice to be used :

- i. Sona Masuri Rice (Premium quality as approved by the Bank) - It is to be used for preparing white rice for meals, Lemon rice, Bisi bele Bath, Pongal, Rice Bath.
- ii. Basmati Rice (Premium quality as approved by the Bank) - Pulao, Vegetable pulao, Fried rice, Vangi Bath, Jeera rice, Veg Biryani.

III. **Evening Snacks:** Any one of the items mentioned below will be prepared in evening snacks and served along with tea and coffee.

S.No.	Items	Quantity
1.	Veg Bonda	2 Pieces
2.	Bonda Soup	1 Bonda
3.	Bajji	4 Pieces
4.	Mangalore Bajji	4 Pieces
5.	Idli	2 Pieces with Chutney
6.	Rava Idli	1 Pieces with Chutney
7.	Khara Bath	1 Plate with Chutney
8.	Chow Chow Bath	1 Plate with Chutney
9.	Tomato Dosa	2 Pieces with sambar and chutney
10.	Onion Dosa	2 Pieces with sambar and chutney
11.	Set Dosa	2 Pieces with sambar and chutney
12.	Pav Bhaji	2 Pieces pav with bhaji
13.	Veg Sandwich	2 Pieces with sauce
14.	French Fries	1 Plate with sauce
15.	Samosa	1 Pieces with sauce



16.	Kachori	1 Pieces with sauce
17.	Veg Cutlet	2 Pieces with sauce
18.	Masala Puri	1 Plate
19.	Sev Puri	1 Plate
20.	Bhel Puri	1 Plate

**Note:**

- a. Please note that Lunch and Evening snacks shall be prepared on holidays only.
- b. Any other food items suggested/ recommended by the Bank from time to time has to be prepared by the successful Tenderer at no extra cost by compensating other items.
- c. Size and quality of items are as per market standards. Any ambiguity in the same shall be decided mutually.



**ANNEXURE 8**

**CONTRACT AGREEMENT FORMAT**

This agreement made the \_\_\_\_\_ day of the month of \_\_\_\_\_ in the year 2019 BETWEEN, Canara Bank a body corporate constituted under the Banking Companies (Acquisition and Transfer of undertakings Act, 1970, having its Head office, 112, J C Road, Bengaluru) represented by its duly constituted attorney (hereinafter referred to as the Employer / Bank) on the ONE PART; and

\*Sri \_\_\_\_\_ S/D/o \_\_\_\_\_  
\_ resident of \_\_\_\_\_ the sole proprietor of M/s \_\_\_\_\_ having office at the following address \_\_\_\_\_

\* M/s. \_\_\_\_\_ the partnership firm having an administrative/principal office at \_\_\_\_\_ represented by its Managing/duly authorised partner.

\* M/s. \_\_\_\_\_ company/body corporate incorporated under the provisions of the Companies Act 1956 having its registered office at the following address \_\_\_\_\_, duly represented at \_\_\_\_\_ duly represented by its constituted and authorised Managing Director, Shri \_\_\_\_\_ and (hereinafter called the Contractor which term shall also be called the Supplier or the Contractor ) on the other part

WHEREAS THE Employer / Bank is desirous to undertake Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru as detailed in the \_\_\_\_\_ and has been accepted by the Employer on the terms and conditions as set out therein and interalia others.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to.
2. The following documents not inconsistent with these presents shall be deemed to form and be read and construed as part of this agreement viz;
  - a) Notice inviting Tender, eligibility criteria
  - b) Scope of Works
  - c) Selection Process
  - d) General Rules and Instructions for the guidance of Tenderers
  - e) General Conditions of contract along with Annexure thereto



- f) Details of the building and facilities provided by the Bank to the Contractor
- g) Details of various items and category of manpower to be provided by the Contractor for carrying out Housekeeping and Catering services
- h) Daily menu & details of various items to be provided by the Contractor in the Canteen
- i) Integrity Pact format, Tender offer, Contract Agreement Format, Indemnity Bond format & Bank Guarantee format, if any, leading to and prior to acceptance letter.
- j) Price - Bid.

[Note: \* Strike off whichever is not applicable ]

3. In consideration of the payments to be made by the Employer/ Bank to the Contractor, the Contractor hereby covenants and agrees with the Employer/ Bank to carry out Housekeeping & Catering services and perform the works in conformity in all respects and subject to all terms and conditions/rules as mentioned in the General Conditions as also in the aforesaid documents which shall form part of this agreement.

In witness whereof the parties hereto have hereunto set their respective hands and seals the day and year first above written.

Signed, \_\_\_\_\_ sealed \_\_\_\_\_ and \_\_\_\_\_ delivered \_\_\_\_\_ by \_\_\_\_\_ the \_\_\_\_\_ said Contractor, \_\_\_\_\_

\_\_\_\_\_ to the Employer \_\_\_\_\_ in the presence of:

**Signature of Contractor (with seal)**

**Signature of Authorised representative of the Employer / Accepting Authority.**

Witness (Signature, Name & Address ):

- 1).
- 2).



**ANNEXURE 9**

**INDEMNITY BOND**

(To Be Submitted by the Successful Contractor in stamp paper)

THIS DEED OF INDEMNITY BOND is made on this ----- day of ----- month of year two thousand Nineteen (\_\_.\_\_.20\_\_) By M/s ----- duly represented by one of its partners/proprietor -----, aged -- years, son of Sri -----, residing at -----, Bangalore.

\* M/s. \_\_\_\_\_ the partnership firm having an administrative/principal office at \_\_\_\_\_ represented by its Managing/duly authorised partner.

\* M/s. \_\_\_\_\_ company/body corporate incorporated under the provisions of the Companies Act 1956 having its registered office at the following address \_\_\_\_\_, duly represented at \_\_\_\_\_ duly represented by its constituted and authorised Managing Director, Shri \_\_\_\_\_ and (hereinafter called the Tenderer which term shall also be called the Supplier or the Tenderer ) on the other part

Whereas My Firm/Company was short listed for issue of tenders and my company became successful in securing the subject work through competitive tendering and for carrying out Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru has been awarded in favour of my Firm/ company by Canara Bank, Premises & Estate Section, General Administration Wing, Head Office, Bengaluru.

And whereas for undertaking the contract for Housekeeping & Catering services, my firm/company has entered into contract agreement on \_\_.\_\_.20\_\_.

Now this Deed Witnessed that in pursuance of the aforesaid contract agreement dt. \_\_.\_\_.20\_\_ and in consideration of Canara Bank having agreed to make payments on or before 10 th of the every calendar month, for the bills claimed by my firm/company for rendering Housekeeping & Catering services and referred to above, I hereby undertake to indemnify and keep harmless the Canara Bank and its officials from all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may incur on account of any breach of contractual terms and conditions or deficiency in services rendered by the contractor or any acts or omission on the part of employees, agents, or representatives of the company or arising out of any mishaps occurring at the site due to faulty work, faulty construction and for violating rules and regulations, as specified by Canara Bank from time to time, for which I shall be solely responsible.

Signature of Contractor with seal

[ Note : \* Strike off whichever is not applicable ]



**ANNEXURE 10**

**BANK GUARANTEE FORMAT FOR INITIAL SECURITY DEPOSIT**

Guarantee No.....  
Amount of Guarantee Rs.....  
Guarantee cover from Dated: .....  
To Dated: .....  
Last Date for Lodgement of claim: .....

To:  
Deputy General Manager  
Canara Bank  
General Administration Wing  
Head Office  
Bengaluru

In consideration of ..... (hereinafter called "Beneficiary") having agreed to exempt ..... Ltd., having its Registered Office situated at ..... (hereinafter called the "the obligator(s)") from the demand of security deposit of Rs..... (Rupees ..... only) under the terms and conditions of an agreement dated ..... (hereinafter called the "said Agreement") for the due fulfillment by the said obligator of the terms and conditions contained in the said agreement, on production of the Bank Guarantee for Rs..... (Rupees ..... only), at the request of the obligator \_\_\_\_\_ Bank, a body corporate constituted under the Banking Companies (Acquisition & Transfer of undertakings) Act, 1970 having its Head Office at \_\_\_\_\_ amongst others a branch at ..... (hereinafter referred to as "the Bank") has agreed to give following guarantee in favour of the beneficiary for an amount not exceeding Rs..... (Rupees ..... only) against any loss or damage caused to or suffered or would be caused to or suffered by reason of any breach by the said Obligator(s) of any of the terms and conditions contained in the said agreement.

We, the Bank to hereby undertake to pay the amount payable under this guarantee without any demur merely on a demand from the beneficiary stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by reason or any breach of the terms and conditions contained in the said agreement or by reason of the obligator's failure to perform the said agreement. Any such





demand in writing made on the Bank shall be conclusive as regards the amount due and payable by the Bank under the guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....

We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the beneficiary under or by virtue of the said agreement have been fully paid and its claims satisfied or till the beneficiary certifies that the terms and conditions of the said agreement have been fully discharged this guarantee. Unless a demand for claim under this guarantee is made on us in writing on or before ..... we shall be discharged from all liabilities under this guarantee thereafter.

We, the Bank further agree that the beneficiary shall have the fullest liberty, without consent and without effecting in any manner or obligations hereunder, to extend time of performance the said obligator(s) from time to time or to postpone for any time any of the powers exercisable by the beneficiary against the said obligator(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved of our liability by reason of any extension being granted to the said obligator(s) for any forbearance, act or omission on the part of the beneficiary or any indulgence by the beneficiary to the said obligator(s) or by any such matter or thing whatsoever which under the law relating to sureties would not for this provision have effect of so relieving us.

We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the beneficiary in writing.

Notwithstanding anything contained herein:

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

(ii) This Bank Guarantee is valid upto ..... and

(iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ..... (mention period of the guarantee as found under clause (ii) above plus claim period)

PLACE:

DATE:

SIGNATURE & SEAL OF TENDERER



**ANNEXURE 11**

**INTEGRITY PACT FORMAT  
PRE CONTRACT INTEGRITY PACT**

Between

This pre-bid contract Agreement (herein after called the Integrity Pact) is made on \_\_\_\_ day of the month 20\_\_\_\_, between, **CANARA BANK** hereinafter referred to as "**The Principal**", a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970 having its Head office at 112, J.C. Road, Bangalore 560 002, with branches spread over India and abroad (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri \_\_\_\_\_, (Designation of the officer) representing \_\_\_\_\_, of the BUYER, of the  
**FIRST PART**

AND

M/s. \_\_\_\_\_ represented by Shri \_\_\_\_\_ Chief Executive Officer/Authorised Signatory (hereinafter called the "**The Bidder/ Seller/ Contractor/ Service Provider**", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the  
**SECOND PART**

The Principal intends to award, under laid down organizational procedures, contract/s for \_\_\_\_\_. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the Principal**

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third



person, any material or immaterial benefit which the person is not legally entitled to.

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

c) The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

## **Section 2 - Commitments of the Bidder(s)/ Contractor(s)**

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a) The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b) The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business



relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- d) The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- e) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

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

### **Section 3 - Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as below -

(1) Any breach of the provisions herein contained by the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- a) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER. However, the proceedings with the other BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER(s) would continue.
- b) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
- c) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER.



- d) To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of CANARA BANK while in case of a BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/SELLER /CONTRACTOR from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
- e) To encash the advance bank guarantee and performance bond/ warranty bond, if furnished by the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER, in order to recover the payments, already made by the BUYER, along with interest.
- f) To cancel all or any other contracts with the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER and the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER.
- g) To debar the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- h) To recover all sums paid in violation of this Pact by BIDDER/ SELLER/ CONTRACTOR/ SERVICEPROVIDER(s) to any middlemen or agent or broker with a view to securing the contract.
- i) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER, the same shall not be opened.
- j) Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- k) The BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions,



directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER. The BIDDER/SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER.

(2) The BUYER will be entitled to take all or any of the actions mentioned as per above clause - 1 (a) to (k) of this Pact, also in the event of commission by the BIDDER/ SELLER/ CONTRACTOR/ SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

(3) The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/ SELLER/ CONTRACTOR shall be final and conclusive on the BIDDER/ SELLER / CONTRACTOR. However, the BIDDER/SELLER/CONTRACTOR/SERVICE can approach the Independent External Monitor (s) appointed for the purpose of this pact.

#### **Section 4 - Compensation for Damages**

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

#### **Section 5 - Previous Transgression**

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in



India that could justify his exclusion from the tender process.

- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as mentioned in section 3, clause - 1a to 1k).

### **Section 6 - Equal Treatment of all Bidders/ Contractors/ Subcontractors**

1. In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

### **Section 7 - Criminal charges against violating Bidder(s)/ Contractor(s) / Subcontractor(s)**

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

### **Section 8 - Independent External Monitor**

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/ her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the Managing Director, CANARA BANK.



3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform the Managing Director, CANARA BANK and recuse himself / herself from that case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Managing Director, CANARA BANK within 8 to10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Managing Director, CANARA BANK, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director, CANARA BANK has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to





the Central Vigilance Commissioner.

9. The word 'Monitor' would include both singular and plural.

### Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by the Managing Director, CANARA BANK.

### Section 10 - Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. \_\_\_\_\_.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like Warranty /Guarantee etc. shall be outside the purview of IEMs.

(For & On behalf of the Principal)

(For & On behalf of Bidder/ Contractor)

(Office Seal)

(Office Seal)

Place:

Date :



TENDER DOCUMENT FOR RENDERING HOUSE KEEPING & CATERING SERVICES AT CANARA BANK, STC RESIDENTIAL BUILDING,  
BENGALURU

Witness 1:  
(Name & Address)

Witness 2:  
(Name & Address)



# BID DOCUMENT



**APPLICATION**

**TECHNICAL BID**

1.	Name of the Company/Firm	
2.	Name of the Applicant	
2.a	Address (Head Office/Registered Office with telephone, Fax number, web-site details)	
2.b	Email Address	
2.c	Father's Name	
2.d	Residential Address (Proof to be Enclosed):	
2.e	Office/Branch address at Bengaluru along with details of local in-charge's name, mobile no.	
3.a	Status of the Firm (Whether Company/ Partnership / Proprietary)	
3.b	Name of the Proprietor/ Partners/ Directors (with professional qualifications, if any):	i. ii. iii. iv.
3.c	Year of establishment	
4.a	Whether registered with Registrar of Companies / firm. If so, No. & Date (copy to be enclosed)	
4.b	Whether registered under shops & Establishment Act (copy to be enclosed)	
4.c	Whether License to run the Housekeeping & Catering services from appropriate authority obtained or not (copy of certificate to be enclosed)	
4.d	Details of Registration under various other statutory acts (attach copies of all)	
5.	Registration with Tax Authorities	
5.a	PAN No.	



5.b	GSTIN No.	
Furnish copies of Income-tax returns, registration		

6.	Furnish the particulars of Power of Attorney holder or letter of authorization (if applicable) for signing the Tender document	
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7. Turnover of the Company/firm (Please attach copy of audited balance sheet and profit and loss account for three years or TO certified by CA).

Sl. No.	Year	Turnover
1	2018- 2019	
2	2017- 2018	
3	2016- 2017	

8. Whether rendering Housekeeping & Catering facilities to Government / Public Sector / Banks/private sector organizations:-

NAME OF THE ORGANIZATION	Location & Address	Staff strength at each location	Year of service	Contract value

If required use additional sheet for providing full details.

9. Details of the qualifying works (please mention only such contracts which qualifies for the category for which you have applied)



TENDER DOCUMENT FOR RENDERING HOUSE KEEPING & CATERING SERVICES AT CANARA BANK, STC RESIDENTIAL BUILDING,  
BENGALURU

Sl .No	Name of client Housekeeping & Catering services extended for (name of the organization with address, concerned office & telephone no)	Number of staff in the organization at that location	Contract value	Period of service	If work left incomplete or terminated (furnish reasons) & other remarks if any
1.					
2.					
3.					

If required use additional sheet for providing full details.

Note: Copies of agreement and satisfactory performance certificate obtained from the client shall be enclosed.

10. Furnish the names of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization.

NAME OF THE OFFICIAL	ORGANIZATION & ADDRESS	CONTACT NUMBERS

11. Technical bid containing:-

Demand draft No: \_\_\_\_\_ Dt. \_\_\_\_\_ For Rs.50,000/- ( Rupees Fifty Thousands only ) issued by \_\_\_\_\_ being EMD amount.

**DECLARATION**

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / annexures.



3. I / We agree that the decision of CANARA BANK in selection of contractors will be final and binding to me / us.
4. I / We have read the instructions appended to the proforma and I / we understand that if any false information is detected at a later date the contract shall be cancelled at the discretion of the bank.

Place:  
Date:

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION  
SEAL OF ORGANIZATION

**Enclosures:**

- 1.
- 2.
- 3.
- 4.



### TECHNICAL QUESTIONNAIRE

1.	Type and number of machineries and equipments your company proposes to use for the work. Whether machines will be used for cleaning the floors or manual mopping will be done.	
2	Age profile of the labour force you would propose to employ for the works	Min Years Max Years
3	Whether the firm/company is adhere to the safety precautions / protective measures mentioned as per the tender terms and conditions (Please write Yes/No)	
4	Whether you accept the payment terms and conditions of Canara Bank?  (Please write Yes/No)	
5	Does the scope of works defined by the Bank covers all the aspects, if not, mention the other works which would come under the definition of housekeeping and general cleaning works and Catering Works	
6	Any other relevant details you wish to mention	

**Note:** Any tender with incomplete detail in the above questionnaire will be summarilly rejected.





## CHECKLIST FOR ENCLOSURES

(Tenderer should fill up YES or NO without fail)

SNo	Bid Enclosures	Yes or No
1.0	Whether the Tender is submitted in Two covers Technical Bid and Price Bid separately?	
2.0	Whether Technical Bid (Envelope- A) contains the following	
2.1	Signed and stamped Letter of Authorization or Power of Attorney for signing the Tender document shall be submitted.	
2.2	All sections covered in the Tender document in full shall be signed by the authority, stamped and submitted	
2.3	Whether application fees (non-refundable) amount as specified in the Tender shall be submitted along with Technical Bid	
2.4	Whether Earnest Money Deposit (EMD) amount as specified in the Tender shall be submitted along with Technical Bid	
2.5	In case of claiming exemption from EMD, valid document/ certificate for exemption of EMD from NSIC/Similar Government authorities shall be submitted	
2.6	Duly filled up Technical Bid shall be signed by the authority, stamped and submitted	
2.7	Duly filled up all Annexure shall be signed by the authority, stamped and submitted	
2.8	Duly filled up Price Bid format shall be signed by the authority, stamped and submitted	
2.9	Supporting documents to meet the Eligibility Criteria	
	a) All the supporting documents to meet the Eligibility Criteria as laid down in the Tender under Eligibility Criteria shall be signed by the authority and stamped	
	b) Tenderer's Certificate of Incorporation, License or Registration shall be submitted	
	c) Audited Balance Sheet/ Profit & Loss accounts statements/ CA Certificate for the past three year shall be submitted.	
	d) Clientele list of the Nationalized Bank's/ Government Organization already engaged shall be submitted	
3.0	Whether Price Bid (Envelope-B) contains the following	
	Duly filled up Price Bid with signature and stamp in all headings shall be submitted	
	Whether corrections or overwriting if any is attested?	
4.0	Whether all pages in the tender document is duly signed by the Authorised Person?	

Checklist should be enclosed in technical bid.

**SIGNATURE OF THE TENDERER WITH SEAL**



## TENDER OFFER

I/We have read and examined the Notice Inviting Tender, eligibility criteria, proforma filled in by the successful Tenderer, Schedules, Specifications Applicable, Scope of works, General Rules and Instructions, General Conditions of Contract, Schedule (Bill) of quantities in Price Bid, and all other documents referred to in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for selection of Contractor for rendering Housekeeping & Catering services specified for the Employer within the time specified, at the rates specified in the attached Price Bid and in accordance in all respects with the specifications, terms and conditions in writing referred to in the General Rules and Instructions, General Conditions of Contract and in all respects in accordance with, such conditions so far as applicable.

I/We agree to keep the tender open for 90 (Ninety) days from the due date of opening of Price bid thereof and not to make any modifications in its terms and conditions. A sum of Rs.....is hereby forwarded as earnest money deposit in form of Demand Draft of ..... (Name of the issuing Scheduled Bank) bearing no..... and date . .....

In the event of my / our failure to commence the work on the specified date after award I/We agree that the Bank shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money deposit absolutely otherwise the said earnest money deposit shall be retained by it towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein.

I/We hereby declare that I/We treat the tender documents and other records connected with the work as secret/confidential documents and shall not communicate information/derived there from to any persons other than a person to whom I/We am /are authorised to communicate the same or use the information in any manner prejudiced to the safety of the State / the Employer.

I/We fully understand that you are not bound to accept the lowest or any tender you may receive. Shri. \_\_\_\_\_, Partner/ Proprietor/ Authorised representative of the Company, is the person authorised to negotiate Price, technical terms & conditions & sign on behalf of the firm any Agreement, Bills & receipts for this work.



I/We agree that until a formal agreement on stamp paper is prepared and signed, this tender with your written acceptance thereof shall constitute a binding contract between us.

Signature of Tenderer  
Name & address:  
Full Postal Address  
including Pin Code No.  
& Telephone No.

Dated the: .....day of ..... 2019

Witness,

1).

2).



## CERTIFICATE OF CONFORMITY

Date:

To,  
The Deputy General Manager  
Canara Bank,  
General Administration Wing,  
Head Office, Bengaluru

### CERTIFICATE

This is to certify that, the services for rendering Housekeeping & Catering services at Canara Bank STC Residential Building at No.18/1, South End Road, Basavangudi, Bengaluru which we shall provide, if we are awarded with the work, are in conformity with the Scope of Work in the Tender document. We also certify that the price we have quoted is inclusive of all the cost factors involved in the execution of the contract, to meet the desired standards set out in the Conditions of the contract.

Signature:

Name:

Designation:

Seal:



## SELF DECLARATION

Ref:

Date:

To,  
The Deputy General Manager  
Canara Bank,  
General Administration Wing,  
Head Office, Bengaluru

In response to the tender No. \_\_\_\_\_ dated \_\_\_\_\_ as owner/ partner/  
Director of \_\_\_\_\_ I/We hereby declare that our Agency  
is having unblemished past record and was not declared ineligible for corrupt &  
fraudulent practices either indefinitely or for a particular period of time. We have not  
been blacklisted by IBA or any other agency in the past. We also undertake that no  
employee of Canara Bank is in any way connected with or directly involved in the  
management or activities of our company.

I/We further declare that there has been no damage to records at any of our facility  
due to FIRE / BURGLARY.

Signature:

Name:

Designation:

Seal:



## PRICE BID

(TO BE SUBMITTED IN A SEPARATE SEALED COVER)

I, Shri/Smt. \_\_\_\_\_ have gone through the general rules and instructions provided by the Canara Bank, Head Office and am quoting the price for the items mentioned below. I undertake to supply at the rates mentioned hereunder, if the contract is awarded.

### A. PRICE BID FOR HOUSEKEEPING SERVICES:

Sl. No	DESCRIPTION	AMOUNT PER MONTH (In Rs.) (Exclusive GST)	
		1 <sup>st</sup> Year	2 <sup>nd</sup> Year
1.	HOUSEKEEPING SERVICES (AMOUNT PER MONTH SHOULD BE QUOTED INCLUSIVE OF LABOUR COSTS, CONSUMABLES AND ANY OTHER CHARGES)		
Total Amount in figures =			
Total Amount in words =			

### B. PRICE BID FOR CATERING SERVICES:

Sl. No	ITEM	QUANTITY	RATES QUOTED (In Rs.) (Exclusive GST)	
			1 <sup>st</sup> Year	2 <sup>nd</sup> Year
1.	BREAKFAST	1		
2.	LUNCH/ DINNER	1		
3.	EVENING SNACKS	1		
Total Amount in figures =				
Total Amount in words =				



**Note:-**

1. The tenderer shall quote the rates inclusive of all expenses/cess/taxes other than GST of all types of Work force/ Manpower (by following Labour Laws scrupulously as per government guidelines) and expenses pertaining to the cleaning materials, consumables, transportation etc. and exclusive of taxes/ GST.
2. The rates quoted for subsequent year shall be arrived by the vendor taking into consideration of variations in Dearness allowance.
3. The price quoted by the Tenderer will be applicable for 2 years. No claim for enhancement of quoted rates on any account shall be considered.
4. For catering services, Tenderer shall quote for one number of each item. Bank will consider 25 numbers of working days in a month for calculating per month cost for arriving at L1 in Price bid.

Place:  
Date:

SIGNATURE OF THE APPLICANT  
NAME & DESIGNATION  
SEAL OF ORGANIZATION

