

JRG Bank

Head Office, Ranchi

**REQUEST FOR PROPOSAL
FOR OUTSOURCING HOUSEKEEPING WORKS AND DRIVERS
AT
VARIOUS BRANCHES/OFFICES OF THE BANK IN TWO BID SYSTEM**

**RFP No. JRGB/ACCTS/ 01/2022-23
DATED 12.04.2022**

**General Manager
JRG Bank (Jharkhand Rajya Gramin Bank)
Head Office
3rd Floor, Zila Parishad Premises
Kutchery Road, Ranchi-834001
RANCHI (Jharkhand)**

INVITATION OF BIDS FOR OUTSOURCING HOUSEKEEPING WORKS AND DRIVERS AT
VARIOUS BRANCES/ OFFICES OF THE BANK IN TWO BID SYSTEM

1. Bids in sealed cover are invited for supply of items listed in **Part II of this RFP**. **Please super scribe the above mentioned Title, RFP number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.**

2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below–

(a) Bids/queries to be addressed to: **JRG BANK (JHARKHAND RAJYA GRAMIN BANK)-RANCHI**

(b) Postal address for sending the Bids:

The General Manager
JRG Bank (Jharkhand Rajya Gramin Bank)
Head Office
3rd Floor, Zila Parishad Premises
Kutchery Road, Ranchi-834001
RANCHI (Jharkhand)

(c) Name/designation of the contact personnel: **Shri Satyiki Kundu**, Desk Officer (Accounts)

(d) Telephone numbers of the contact personnel: **9334915154**

(e) E-mail ids of contact personnel: hoaccount@jrjb.in

3. This RFP is divided into five Parts as follows:

(a) Part I – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

(b) Part II – Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.

(c) Part III – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

(d) Part IV – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e) Part V – Contains Evaluation Criteria and Format for Price Bids issue.

4. This RFP is being issued with no financial commitment and the Bank reserves the right to change or vary any part thereof at any stage. Bank also reserves the right to withdraw the RFP, should it become necessary at any stage.

Part I – GENERAL INFORMATION

1. **Last Date and Time for Depositing the Bids.** 03.05.2022 by 3:00 PM. The sealed Bid containing separate sealed envelope of technical and commercial bid should be deposited/reached by the due date and time. The responsibility to ensure this lies with the Bidder.
2. **Manner of depositing the Bids:** Sealed Bids marked as 'INVITATION OF BIDS FOR OUTSOURCING HOUSEKEEPING WORKS AND DRIVERS' should either be dropped in the "Tender Box" at Head Office or sent by registered post at the address given above so as to reach by the due date and time. Late tenders will not be considered. Bank shall not be responsible for postal delay or non-delivery / non-receipt of Bid documents before due date. Bids sent by e-mail will not be considered. Bids received after deadline i.e. last date and time of submission shall be summarily rejected. No further correspondence in this regard shall be entertained.
3. **Time and date for opening of Bids:** 03.05.2022 at 4.00 PM. (If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Bank).
4. **Location of the Tender Box:** Bank premises at the above mentioned address. Only those Bids that are found in the tender box will be opened.
5. **Place of opening of the Bids:** Bids will be opened by Bank's designated Committee in presence of Bidders. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time at Bank's Head Office premises. Rates and important commercial /technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of Bidder's representative.
6. **Two-Bids system:** Only the Technical Bid would be opened on the time and date mentioned above. Time of opening of the Price Bid will be one hour after opening and evaluation of the Technical Bids. Price Bids of only those firms will be opened, whose Technical Bids are found Complete /suitable after Technical evaluation is done by the Bank.
7. **Forwarding of Bids:** Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like GSTIN number, VAT/CST number, Bank address with NEFT Account if applicable, etc. and complete postal & e-mail address of their office.
8. **Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Bank in

writing about the clarifications sought not later than 7 (Seven) days prior to the date of opening of the Bids.

9. **Modification and Withdrawal of Bids**: A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Bank prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by email but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation must reach the Bank not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
10. **Clarification regarding contents of the Bids**. During evaluation and comparison of bids, the Bank may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
11. **Rejection of Bids**. Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
12. **Unwillingness to quote**. Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be de-listed for the given range of items as mentioned in this RFP.
13. **Validity of Bids**. The Bids should remain valid till 90 days from the last date of submission of the Bids.
14. **Earnest Money Deposit**: Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs. 50,000/- (Rupees Fifty Thousand only)** along with their Bids. The EMD may be credited in Bank's account with following details:

Bank A/c No. 92251010008 with JRG Bank (Jharkhand Rajya Gramin Bank), IFSC: SBIN0RRVCGB

Proof of credit/transfer of the Tender Fee should be enclosed in the technical Bid.

EMD is to remain valid for a period of 90 (Ninety) days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The EMD of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security or STDR from them as called for in the contract. **EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS & D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself.** The EMD will be forfeited if the bidder

withdraws or amends impairs or derogated from the tender in any respect within the validity period of their tender.

15 Eligibility Criteria for Bidders to Participate

- (a) Average annual turnover of the company of the last three years should be minimum of Rs.50 lacs **in the same services. (CA Certificate).**
- (b) Submit last three years Balance Sheet and Profit & Loss account duly audited by CA.
- (c) The firm should have past 5 years' experience in similar contract for Hiring of HOUSEKEEPING WORKS with central or state government agencies/ departments/ Organizations. Feedback on the performance of the firm by respective organization to be enclosed with the Technical Bid.
- (d) More than 250 personnel deployed by the firm /company as on 31.03.2021. ECR (Employee Contribution Record) of Provident Fund Organization should be attached along with the technical bid as a proof of number of personnel deployed by the firm/company.
- (e) Preference will be given to ISO certified companies / vendors.
- (f) Presence of company / vendor in all the 24 districts of Jharkhand.
- (g) **The applicant should possess valid certificates / license necessary for the execution of the said contract from the appropriate State/Central Government authority**
- (h) Experience of serving at least **3** banks / Govt. departments / **Organizations OR/AND** 5 years' experience for Housekeeping Works.
- (j) The firm should have not been blacklisted in the past (Undertaking to this effect by the firm to be enclosed).
- (k) The firm/company should maintain an office in Jharkhand.
- (l) The firm / company should be registered under **all required Acts. The applicant requires furnish their PAN No, GST Number, Registration details of firm as applicable.**

Part II – Essential Details of Items/Services required

1. **Schedule of Requirements.** List of items, Terms and Conditions (Annexure-I), services required is as follows:

Sr. No.	Item Description	Qty
(a)	Hiring of private House Keeping works on Annual Rate contract basis at various branches/Offices situated in 24 districts of Jharkhand.	Approximate no. of Branches/office where Housekeeping services required are 250 to 300

(b)	Hiring of Drivers on Annual Rate contract basis at various branches/Offices situated in Jharkhand.	Approximate no. of Branches/offices where Drivers' services required are 10 to 15
-----	--	--

NOTE: For payment of minimum wages, Bank will consider the allotment of Districts under Area B and Area C as per Central Govt. norms / allotment.

2. **Technical Details.** As per Para 3 below:
3. **Two-Bid System.** Bidders are required to furnish clause by clause compliance of specification bringing out clearly the deviations from specification, if any. The Bidders are advised to submit the compliance statement in the following format along with Technical Bid:
- 4.

<u>Sr. No.</u>	<u>RFP Specification item-wise</u>	<u>Compliance to RFP specification whether Yes /No</u>	<u>In case of Non-compliance, please comment</u>
a)	Whether copy of Registration Certificate attached		
b)	Whether copy of EPF Certificate attached		
c)	Whether copy of ESI Certificate attached		
d)	Whether EMD submitted		
e)	Whether copy feedback on performance of past experience of 05 years attached		
f)	Whether certificate showing annual turnover for a sum of Rs. 50 lacs attached		
g)	Whether copy of undertaking by the firm for not being black listed attached.		
h)	Whether the firm has all essential administrative and training infrastructures and acceptance of inspection by Bank officers		
i)	Whether acceptance/ adherence letter of Annexure I		
j)	Copies of last three years Balance Sheet and Profit & Loss account duly audited by Chartered Accountant		

k)	Whether copy of Experience of serving at least 03 banks / Govt. departments attached		
l)	Whether copy of ECR (Employee Contribution Record) attached.		

5. **Price Bid Format.** Bidders are required to furnish price bid as per format given below (Blank Copy is Separately attached as Annexure-A):

(Annexure-A)

Sr No.	Pre requisite	Price for employing House-keeping staff cum Office Boy per Day (Rs.)		Price for employing Drivers per Day (Rs.)	
		Area B	Area C	Area B	Area C
	AREA				
a)	Basic + V.D.A				
b)	Employer State Insurance (ESI) @ 3.25%				
c)	Employer Provident Fund (EPF) @ 13%				
d)	Any other charges				
e)	Total (a to d)				
f)	Service Charge @... ..% (Minimum 1 %)				
g)	Sub Total (e+f)				
h)	GST 18%				
i)	Total Monthly charge Per Head (g+h)				

Note:

1. Service Charge & GST will be applicable on Sr No (e) i.e. Total of Sr No (a+b+c+d).
2. Basic + VDA subject to be change as per GOI order issued time to time.
3. Here bidders have to consider the GOI order dated 12/10/2020 for Basic + VDA.

6. **Delivery Period.** Delivery period of services of HOUSEKEEPING WORKS would be 7 days from the effective date of order or as and when required. Please note that contract can be cancelled unilaterally by the Bank in case of services are not received within the contracted

delivery period. Extension of the contracted delivery period will be at the sole discretion of the Bank, with applicability of LD clauses.

7. **Terms for delivery and transportation.** FOB (free on board) the definition of delivery period for the RFP will be

JRG Bank (Jharkhand Rajya Gramin Bank)
Branches / Offices situated in area of operation of
the Bank i.e. 24 districts of Jharkhand.

8. **Service Recipient:**

The General Manager
JRG Bank (Jharkhand Rajya Gramin Bank)
Head Office,
3rd Floor, Zila Parishad Premises
Kutchery Road, Ranchi
Ranchi-834001 (Jharkhand)

9. Conditional Commercial Bids will not be accepted and may be rejected out rightly without assigning any reason.
10. Bidder must ensure that rates quoted by them are in conformity of statutory framework of India and in compliance of rules and regulations issued by GOI from time to time. If any, deviation on behalf of wrong/ misrepresentation is observed on a later date, Bidder will be held solely responsible and BANK reserves the right to impose **penalty as deemed appropriate.**

Part III – STANDARD CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Agency in the Contract) as selected by the Bank. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law:** The contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of the Supply Order:** The contract shall come into effect on the date of signatures of supply order/work order both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The reference to Arbitration shall be adjudication through a sole Arbitrator. If the parties are unable to agree upon a sole Arbitrator, the dispute shall be referred to the arbitration of 3 (three) Arbitrators, 1 (one) to be appointed

by each disputing party and the third to be appointed by 2 (two) Arbitrators so appointed. the arbitration shall be governed by the Arbitration & Conciliation Act,1996 as amended in 2016. The place of arbitration shall be Ranchi (Jharkhand). The language of arbitration shall be English. The Award of the Arbitration shall be final.

4. **Penalty for use of Undue influence** : The Agency undertakes that it has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Bank or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India any breach of the aforesaid undertaking by the Agency or any one employed by him or acting on his behalf (whether with or without the knowledge of the Agency) or the commission of any offence by the Agency or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Bank to cancel the contract and all or any other contracts with the Agency and recover from the Agency the amount of any loss arising from such cancellation. A decision of the Bank or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Agency, Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Agency towards any officer/employee of the Bank or to any other person in a position to influence any officer/employee of the Bank for showing any favour in relation to this or any other contract, shall render the Agency to such liability/penalty as the Bank may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amount paid by the Bank.

5. **Agents/Agency Commission** : The Agency confirms and declares to the Bank that the Agency is the original provider of the services referred to in the Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Agency, nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Agency agrees that if it is established at any time to the satisfaction of the Bank that the present declaration is in any way incorrect or if at a later stage it is discovered by the Bank that the Agency has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Agency will be liable to refund that amount to the Bank. The Agency will also be debarred from entering into any supply Contract with the Bank for a minimum period of 05 (five) years. The Bank will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Agency who shall in such an event be liable to refund all payments made by the Bank in terms of the Contract along with interest at the rate of **12%** per annum. The Bank will also have the right to recover any such amount from any contracts concluded earlier with the Bank.

6. **Access to Books of Accounts**: In case it is found to the satisfaction of the Bank that the Agency has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Agency, on a specific request of the Bank, shall provide necessary information /inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents**: Except with the written consent of the Bank/ Agency, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Liquidated Damages**: In the event of the Agency's failure to submit the Bonds, Guarantees, Documents, services of manpower and conduct trials, installation, training etc. as specified in this contract the Bank may at its discretion, withhold any payment until the completion of the contract. The BANK may also deduct from the AGENCY as agreed liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services of manpower mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed services of manpower.

9. **Termination of Contract**: The Bank shall have the right to terminate this Contract in part or in full in any of the following cases:

- a The commencement/ execution of contract is delayed for causes not attributable to Force majeure for more that (03 months) after the scheduled date of delivery.
- b The Agency is declared bankrupt or becomes insolvent.
- c The Bank has noticed that the Agency has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- d As per decision of the Arbitration Tribunal.
- e Anything contrary found against T&C of the contact.

10. **Notices**: Any notice required or permitted by the contract shall be written in the Hindi or English language and may be delivered personally or may be sent by email or registered **Post / Courier**, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting**: The Agency has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

12. **Amendments**: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

Part IV – SPECIAL CONDITIONS OF RFP (INDIGENOUS PROCUREMENT)

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Agency in the Contract) as selected by the Bank. Failure to do so may result in rejection of Bid submitted by the Bidder.

1. **Performance Guarantee: Indigenous cases:** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee in favor of the 'The General Manager, JRG Bank(Jharkhand Rajya Gramin Bank), Head Office, 3rd Floor, Zila Parishad Market Complex Kutchery Road, RanchiRanchi-834001 (Jharkhand) through a public sector bank for a sum equal to **Rs. 25,00,000/- (Rupees Twenty Five Lac only)** within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of Contract Period. The specimen of PBG Form enclosed
2. **Option Clause:** Within the currency of the contract, Bank can exercise an option to procure an additional **50%** of the original contracted manpower person services in accordance with the same terms & conditions of the present contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the Bank to exercise this option or not.
3. **Tolerance Clause** – To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Bank reserves the right to 20 % plus/minus increase or decrease number of person's manpower services of the required work up to that limit without any change in the terms & conditions and prices quoted by the Agency. While awarding the contract, the quantity ordered can be increased or decreased by the Bank within this tolerance limit.
4. **Minimum Wages:** - The Contractor should ensure payment of existing minimum wages as per minimum wages Act 1948. Minimum wages mentioned in commercial bids should be in concurrence of Gazette of India, extra ordinary Part-II – section III- sub section(II) no. 173 dated 19.01.2017.

Non adherence to the minimum wages Act 1948, will result in cancellation of the contract forfeiting to EMD/PBG and appropriate administrative action. The contractor would be required to ensure payment to the manpower to be deployed by him for execution of the proposed services. Contract should adhere to the term as per the existing minimum wages promulgated by central government as revised from time to time.

Bank will consider the Minimum Wages criteria for Housekeeping Works and Drivers as notified by the Ministry of Labour, Government of India from time to time. The applicable rate of payment of minimum wages shall be rate of minimum wages notified by the Central Government from time to time as under:

a. Minimum wages criteria defined for “Employment of sweeping & cleaning” will be considered for “Housekeeping Works”

b. Minimum wages criteria defined for “Employment of Skilled/Clerical Workers” will be considered for “Drivers”

5. **Supply of cleaning material:**

(a) The cost of cleaning materials and appliances like broom, brushes, liquid materials etc. is included in the contract and the Contractor has to provide these as per details enumerated in **Annexure- E**.

(b) Specialized Machines for wet scrubbing, wet mopping, wet/dry & Vacuum Cleaning and machine for cleaning water bodies/water tanks will be deployed by the Contractor the details of which are enumerated in **Annexure- F**.

6. **EPF and ESI:-** It shall be responsibility of the Contractor to obtain his independent EPF and ESI Code from the concerned department and remit the contribution in accordance with the EPF/ESI Scheme to appropriate authorities. EPF/ESI cards in respect of each manpower deployed is to be obtained and provided to the them individually on awarding the contract.

7. **Payment Terms**– Payment through Online/electronic way will be made to the firm on monthly basis on submission of pre-receipted bill duly stamped, at the end of each month after satisfactory completion of work. The Contractor would submit documents/proof of EPF/ESI contribution with nominal roll of beneficiaries while submitting the bills for payment. Firm should have valid registration certificate from concerned authorities for supply of manpower/conservancy.

8. **Payment Terms for Indigenous agencies** - It will be mandatory for the Bidders to indicate their bank name, branch name & address, account type, account numbers (In **JRG Bank** (Jharkhand Rajya Gramin Bank) only) and other relevant e-payment details (viz. Bank details and IFSC code) so that payments could be made through Online mechanism instead of payment through cheques by concerned Bank branch.

9. **Advance Payments:** No advance payment(s) will be made.

10. **Paying Authority:** HOD, Accounts Department, Head Office, Ranchi of the Bank.

11. **Risk & Expense Clause** – If the Contractor fails to carry out the work as per the Scope of Work and Terms and Condition the Bank may at his discretion to get the work done either in full or part thereof, through alternative source at the risk and expenses of the Contractor. The expenses thus incurred would be deducted either from the Contractors pending bills or from the security deposit as applicable.

12. **Force majeure Clause:**

(a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligation (except for failure to pay any sum which has become due on account of receipt of goods under the provision of the present contract), if the non-performance results from such force majeure circumstance as Flood, Fire, Earth quake and other acts of God as well as war, military operation, blockade, acts of action of state authorities or any other circumstance beyond the parties control that have arisen after the conclusion of the present contract.

(b) In such circumstances the time stipulated for the performance of an obligation under the present contract extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations due to Force Majeure conditions, is to notify in writing from the other party for the beginning and cessation of the above circumstance immediately, but in any case not later than 10 (ten) days from the moment of their beginning.

(d) If the impossibility of complete or partial performance of an obligation for more than 06 (Six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the service received.

14. In the event of L-1 vendor back outs or bank rejects the proposal of L-1 bidder on the ground of reasons beyond control of the bank, the bank may award the contract to L-2 bidder provided they match the prices with that of the L-1 bidder and security deposit of the L-1 vendor will be forfeited.

15. **Split of work order**- Bank may at its discretion to split the work order/contract between L-1, L-2, L-3, L-4 and so on vendors in different districts/regions, provided L-2, L-3, L-4 match the codes of L-1 vendor. Preference of selection of the districts/regions will be given in order of L-1, L-2, L-3, L-4 and so on to eligible bidders.

16. The bidders are not permitted to accept/recover any registration charges/fees, commission etc. from the aspirants willing to work as HOUSEKEEPING WORKS AND DRIVERS at bank's branch/ office locations. If such incidents come to the notice of bank or any complaint received, bank shall take appropriate action against such vendor as deemed suitable. In such case, vendor shall also be liable to refund all payments made by the bank in terms of contract along with interest @ 12% per annum.

17 (i) All dispute will be subject to jurisdiction of court at Ranchi, Jharkhand.

17 (ii) Selected firm/company will have to keep the record of Valid IDs and mobile number of deployed persons, a copy of which should also be supplied to the Bank.

PART V –EVALUATION CRITERIA & PRICE BID ISSUE

1. Evaluation Criteria:

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.

(b) The technically Bids forwarded by the Bidders will be evaluated by the Bank with reference to the technical characteristics as mentioned in the RFP and as per Technical Evaluation Annexure-I attached with RPF. The compliance of Technical Bids would be

determined on the basis of the parameters specified on the RFP. The Price Bids of only that Bidder will be opened whose Technical Bids would clear the technical evaluation.

(c) The Lowest Bid will be decided upon the lowest price quoted by the particular bidder and Technical assessment by the Committee.

(d) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

(e) The Lowest Acceptable Bid will be considered further for placement of Contract/ Supply Order after complete clarification and price negotiations as decided by the Bank.

2. Please acknowledge receipt.

Thanking you.

Yours faithfully,

General Manager

HIRING OF HOUSEKEEPING WORKS AND DRIVERS – TERMS AND CONDITIONS

1. The Agency shall provide HOUSEKEEPING WORKS AND DRIVERS as required by the **JRG Bank** (Jharkhand Rajya Gramin Bank) for a period of one year from the date of signing of the contract agreement, subject to renewal of every year with mutual consent for a maximum period of three years.
2. The Agency shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the persons engaged by him for works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour department of the relevant area.
3. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the persons engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. Giving particulars of the persons engaged for the Housekeeping Works and Drivers, is required to be submitted to the Bank. In any eventuality, if the contractor failed to remit employee / employer's contribution towards PF subscription etc. within the stipulated time, Bank is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged for the Bank.
4. The antecedents of Contractor staff deployed shall be got verified by the Agency from local police authority and an undertaking in this regard to be submitted to the Bank and Bank shall ensure that the contractor complies with the provisions.
5. The Contractor will maintain a branch wise register in which day to day deployment of persons will be entered. This will be countersigned by the authorized official of the Bank. While raising the bill, the deployment particulars of the personnel engaged **on daily basis**, shift wise, should be shown to the Bank. The Contractor has to submit an undertaking (on the format), duly countersigned by the concerned official of the Bank, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.
6. All liabilities arising out of accident or death of Manpower of Agency while on duty shall be borne by the contractor.
7. Adequate supervision will be provided to ensure correct performance of the said services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
8. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the Bank.
9. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank.

10. The contractor or persons at HOUSEKEEPING WORKS AND DRIVERS shall not accept any gratitude or reward in any shape.
11. Under the terms of their employment agreement with the Contractor the HOUSEKEEPING WORKS AND DRIVERS shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
12. That in the event of any loss occasioned to the Bank, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the Bank, the said loss can claim from the contractor up to the value of the loss. The decision of the Bank will be final and binding on the Agency.
13. The contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Bank may issue from time to time and which have been mutually agreed upon between the two parties.
14. The Bank shall have the right, without assigning any reason, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the Bank.
15. The Contractor shall be responsible to maintain all property, equipment, infrastructure and vehicles of the Bank entrusted to it.
16. The contractor will not be held responsible for the damages/sabotage caused to the property of the Bank due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
17. The contractor will deploy the Personnel as per the need given by the Bank. The Personnel shall be required to work as per the instructions of Bank.
18. The persons engaged by the contractor shall be dressed in neat and clean uniform (including proper name badges), failing which invites a **penalty of Rs.1,000/-** each occasions and habitual non-compliance in this regard shall not be allowed to continue. The contractor should immediately substitute with other person. The penalty on this account shall be deducted from the Contractor's bills.
19. The persons engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/Customers/Attendants and should project an image of utmost discipline. The Bank shall have right to have any person moved in case of customer's/staff complaints or as decided by representative of the Bank if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
20. The working hours generally will be from 9.30 hrs. to 17.30 hrs. But the timings is changeable and shall be fixed by the Bank from time to time depending upon the requirements.

21. The Contractor persons will have to report at branch office at least 30 minutes in advance before start of the business for daily housekeeping arrangement of branch premises and to complete all other required service. Similarly, Drivers will report well before time as per his duty.
22. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the persons engaged by the contractor for the Bank.
23. The payment would be made at the end of every month based on the services rendered **on daily basis** by the persons deployed by the contractor and based on the documentary proof jointly signed by the representative of the Bank and the contractor/his representative/personnel authorized by him. No other claim on whatever account shall be entertained by the Bank.
24. Any damage or loss caused by contractor's persons to the Bank in whatever form would be recovered from the contractor.
25. The Bank will give basic training/familiarization of the housekeeping services required to be done by the persons to be deployed by the contractor under the contract for **2 to 3 days** and **this period will not be counted as shift manned by contractor's persons for the purpose of payment under the contract.**
26. (a) In case any of Contractor staff deployed under the contract is (are) absent, a **penalty equal to double the wages/ or charges incurred** for standby arrangement made by the Bank for the number of persons deployed in HOUSEKEEPING WORKS and DRIVERS on that particular day shall be levied by the bank and the same shall be deducted from the contractor's bills.
 - (b) In case any of contractor's persons deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence
 - (c) In case any public complaint is received attributable to misconduct/ misbehavior of contractor's persons, a **penalty or Rs. 1,000/- for each such incident** shall be levied and the same shall be deducted from contractor's bill. Further, the **concerned contractor's persons shall be removed immediately.**
 - (d) In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Bank reserves the right to impose the **penalty** as detailed below:
 - i) **10%** of cost of order/ agreement per week, up to four weeks' delays.
 - ii) After the delay of four weeks, the Bank reserves the right to cancel the contract and withhold the agreement and get this job be carried out from open market or with other agencies. The difference if any will be recovered from the defaulter contractor and also

shall be black listed for a period of 4 years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.

27. The Agency shall ensure that its staff shall not at any time, without the consent of the Bank in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Bank and shall not disclose to any information about the affairs of Bank. This clause does not apply to the information, which becomes public knowledge.

28. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's staff shall attend the court as and when required.

29. The contractor shall have his own Establishment/Setup/Mechanism etc. to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

30. **"NOTICE TO PROCEED"** means the notice issued by JRG Bank (Jharkhand Rajya Gramin Bank) to the contractor communicating the date on which the work/services under the contract are to be commenced.

31. If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Bank for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the Bank.

32. The initial contract period is of 02 years from the date of the commencement (as mentioned in Notice to Proceed), which can be extended for a further period of one year and total period of three years after yearly review and mutual consent.

33. During the course of contract, if any contractor's staff are found to be indulging in any corrupt practices causing any loss of revenue to the Bank shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee / Security Deposit.

34. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the contractor.

35. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the contractor to the Bank within 07 (seven) days. The Bank shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security / Security Deposit.

36. The contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner.
37. The contractor shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services/workers under the contract provided by the contractor.
38. The bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970.
39. The contracting Agency shall not employ any person for Housekeeping works below the age of **18 years** and above the age of **55 years**. Age of Drivers should be preferably **20 to 40 years**. Manpower so engaged shall be trained for providing HOUSEKEEPING WORKS AND DRIVERS services before joining.
40. The contracting Agency shall deploy persons for HOUSEKEEPING WORKS whose educational qualification shall be minimum **8th pass** standard. However, education qualification will be **10th std** for Drivers.
41. The contractor shall get its staff screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each persons deployed. Bank will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
42. Persons engaged by the contractor shall not take part in any staff union and association activities.
43. The contractor shall provide the uniform/dress, ID Batch/Name plate for wearing during the duty hour by its persons. All the expenses incurred on the items like raincoats, uniforms will be borne by the contractor.
44. Contractor/ Agency shall maintain mobile phone number of each of its Housekeeping and Drivers staff to ensure effective timely communication.
45. Suitable transport for the deployment of manpower will be provided by the Contractor/ Agency, if required.
46. The Bank shall not be responsible for providing residential accommodation or meals to any of the persons of the contractor.
47. The Bank shall not be under any obligation for providing employment to any of the manpower/personnel/worker of the contractor during or after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the contractor.
48. If as a result of post payment audit any overpayment is detected in respect of any work done by the Agency or alleged to have done by the Agency under the tender, it shall be recovered by the Bank from the Agency.

49. If any underpayment is discovered, the amount shall be duly paid to the Agency by the Bank.

50. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Bank etc.

51. The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI etc. of each employee every month.

52. The contractor shall disburse the wages to its persons deployed in the Bank every month through Transfer/Online mode or by Cheque within 7 days from the end of the month.

53. No person to be kept for more than 03 (three) years at the same branch including previous engagement by other vendors.

OBLIGATION OF THE CONTRACTOR

54. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

55. **Dispute Resolution:** Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the Agency and Bank. Decision of Bank will be binding to the Agency.

56. The HOUSEKEEPING and DRIVERS deployed by the Agency shall not be workmen of the Bank.

57. The Agency shall be responsible for the conduct of its employees and discharge of their duties. The employees of Agency should not be under the influence of any intoxicant.

58. The Agency shall be responsible to discharge the obligation of the employees and comply with the statutory obligations requirement under various laws in respect of this employees and ensure that all statutory return like PF, ESI etc. are filed in time.

59. Antecedent verification of all employees, employed by the Agency services will be done by the Agency and the proof of the same along with photographs temporary and permanent address of the employees will be submitted to the Bank by the Agency

60. The Agency shall ensure that its employees engaged at the Bank and its installation performs all duties assigned to them from time to time by Bank and shall ensure to keep the branch premises, washrooms, toilet sheets etc. neat and clean.

61. The Agency shall ensure that all necessary registers are maintained at the respective places as assigned by the Bank.

62. The Agency shall be responsible to conduct surprise check and other measure of its employees to ensure they are on constant vigil at all time.

63. The personnel engaged by the Agency to work with at the installation shall be governed by the rules/ regulations of Agency. However, any personnel engaged by the Agency to work at Bank will be deployed only on the approval of the Bank.
64. Provost staff/ duty personnel of Bank shall supervise the functioning of the employees engaged by the Agency.
64. In the event of any adverse report from personnel of Bank on the functioning conducts of the employees of the Agency, the erring employees shall be liable for disciplinary action by the Agency, which may include discharge from service by the Agency.
65. Bank is not responsible for the disbursement of pay and allowance to the personnel engaged by the Agency. The Agency shall directly pay to personnel employed, under intimation to the Bank.
66. The charges will be paid every month on or before 15th of the succeeding month on the production of sufficient proof about payment of wages/ salary to personnel employed at Bank. The statutory deduction and contribution to its employees are to be properly accounted by the Agency.
67. The Agency shall make it sufficiently clear to every personnel that they will have to obey the orders and instructions of provost staff/ duty staff of Bank and pay proper mark of respect of the staff of Bank.
68. During the discharge of their duties the persons of HOUSEKEEPING WORKS and DRIVERS shall not resort to settlement of any disputes through arguments, manhandling and physical contact. Matter of urgency should be immediately brought to the notice of duty personnel / Officer.
69. The employee of the Agency shall have no right to the facilities available in the Bank such as conveyance, lodging, boarding, canteen facilities, sports, recreational room etc.
70. The Agency has to deploy its personnel as set out by the Bank and shall remove the persons when no longer required by the Bank.
71. If the Agency fails to execute the contract as per the terms and conditions of this agreement, the General Manager of the Bank reserves the right to terminate the contract without assigning any reason whatsoever thereof.
72. Bank shall not be liable for any loss/ damage of items, injury or any other ailments that may happen to the personnel of the Agency while on duty.
73. The persons employed by the Agency shall not carry any arms and ammunitions while on duty at Bank and its installations.
74. The personnel deployed by the Agency shall carry out the duties on all weather conditions and should be equipped with the monsoon/seasonal gears and other required outfit.

75. The persons deployed by the Agency shall disseminate any valuable information to the provost staff/ duty staff of Bank, if they happen to obtain/ possess such information.

76. The Contractor will not change the personnel frequently. However, the Bank reserves the right of changing of the personnel at any time without citing any reason thereof.

77. **Eligibility criteria for**

(A) Persons for HOUSEKEEPING WORKS should have following eligibility criteria: (i) Persons employed should have academic qualification at least 8th pass. (ii) Person employed should be medically fit as follows: (a) Should not be suffering with any eye disease and should be able to read and write in Hindi and English. (b) Should not be suffering with hearing disease. (c) Should not be suffering with any disease of limbs. (d) Should not be insane.

(B) **Persons engaged for DRIVING works** should have following eligibility criteria: (i) Matriculation from a recognized Board or equivalent. (ii) Possess Driving License for Heavy Vehicles. (iii) Three years' experience of driving heavy vehicle. (iv) Knowledge of motor mechanism and (v) Ability to read and write Hindi or English language and numbers. (vi) Age should be 18 to 45 years

78. HOUSEKEEPING persons deployed in the premises on **holidays** and **Sundays** will be assessed as per actual requirement and the number of personnel will be suitably reduced, the decision of Bank will be the final.

79. Entry of the street-dogs and stray cattle into the premises is to be prevented. It should be at once driven out.

80. The persons deployed by the Agency should take care of all assets of Bank and inform Provost staff in case of any irregularities.

81. The persons deployed by the Agency should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.

82. In emergent situations, persons deployed by the Agency shall also participate as per their role defined in the disaster plan, if any, of the Bank. They should be sensitized for their role in such situations.

83. The persons deployed by the Agency are required to display mature behavior, especially towards female staff and female Customers, failing which it will attract provisions of Sexual Harassment Act.

84. The persons deployed by the Agency on duty shall not leave the premises without permission of Bank Officials.

85. All disputes and differences in connection with or relating to this tender shall be subject to the Jurisdiction of the Court at Rajkot only.

TERMS & CONDITIONS of the Contract:

1. The contract shall be awarded for a period of **Two Years** from the date of agreement, subject to review at the expiry of every 12 months period.
2. The Bank will deduct Income Tax at source as per prevailing rates, under section 194-C of the Income Tax. Act 1961, from the Agency as per the rule in force.
3. The Agency shall be solely liable for payment of GST and all other applicable taxes and levies as may be subsequently imposed or enhanced.
4. The cost of non-judicial stamp paper as applicable for preparing a Contract Agreement will be borne by the Agency.
5. The Agency shall seek Instructions from time to time from General Manager of the Bank or any other officer authorized by him for smooth implementation of work order.
6. The Agency shall be fully responsible for the act of all the manpower provided by them for housekeeping works and Drivers.
- 7. The Agency has to obtain a license from the Licensing Authority/s concerned under the Contract Labour (Regulation & Abolition) Act, 1970 and Rules 1971 there under to provide their service at various branches of JRG Bank (Jharkhand Rajya Gramin Bank) and fulfill all the terms and conditions under the said Acts /Rules. The Bank will have the liberty to inspect all relevant documents including receipts/acknowledgements regarding details of payment made to the personnel deployed at various branches of JRG Bank (Jharkhand Rajya Gramin Bank). The Agency shall provide Bank account number (preferably at JRG Bank(Jharkhand Rajya Gramin Bank) branch), EPF Account numbers (UAN), ESI account numbers of all personnel employed by them within one month of executing agreement. No wages shall be payable in respect of manpower for Housekeeping works and Drivers in whose case documentary evidence as aforesaid is not submitted in time by the Agency.**
8. All personnel deployed at the locations shall be mentally and physically sound and with exemplary conduct and moral rectitude.
9. If performance of any of the manpower for Housekeeping works and Drivers deployed is found unsatisfactory, he shall have to be withdrawn immediately from the place of duty on receipt of a communication to this effect from the Bank.
10. A complete list of manpower for HOUSEKEEPING WORKS AND DRIVERS, engaged by the Agency for deployment in the Bank, shall be furnished by the Agency along-with complete addresses and other antecedents/details of each individual including his next of kin, date of birth, Mobile Phone Number, EPF Account UAN, ESI A/c Number, Bank A/c No. etc.
11. The Agency shall submit monthly duty chart of manpower for HOUSEKEEPING WORKS AND DRIVERS to the bank at the beginning of each month. The Agency shall also submit the daily attendance sheet of manpower for HOUSEKEEPING WORKS AND DRIVERS for the month to the Bank. Failure to do so shall result in non-payment of the wages for the day(s) for which the attendance sheet is not furnished.

12. The Agency shall not replace manpower for Housekeeping and cleaning works at random. This shall be done with the prior knowledge of the Bank and full particulars of the manpower for Housekeeping and cleaning works so deployed shall be given to the Bank.

13. A register shall be maintained by the Agency, where daily record of attendance will be maintained, for perusal of Bank's officials, as and when required.

14. The Bank shall arrange to provide list / show pilfer able items lying in open to the Agency. Suitable record of the same shall be maintained duly signed by the Agency and Bank.

15. The premises of branches shall be kept neat and clean in all respects. Building of the branch shall be closed after working hours and locked in the presence of the Bank officials. The premises in locked condition shall be unlocked in the next morning in the presence of the Bank officials.

16. The Agency shall compensate the Bank in full for the loss sustained to the Bank on account of act of manpower for HOUSEKEEPING WORKS AND DRIVERS. The amount or loss to be compensated by the Agency shall be determined by the Bank which shall be binding to the Agency. The Agency shall also be fully responsible for any loss of materials and property etc. of the Bank attributable to the negligence or failure of the manpower for HOUSEKEEPING WORKS AND DRIVERS in complying with the prescribed procedure. All financial losses thus suffered by the Bank shall be compensated in full by the Agency. The decision of Bank in this regard shall be binding to the Agency.

17. Agency will be responsible for any misdeed /misappropriation done by their worker and have to reimburse the Bank to the full amount of loss. In the event of failure of payment of such loss, Bank will recover the same from the monthly bill payable to the contractor or from the Bank Guarantee/ Security deposit/other means.

18. The Agency shall arrange to ensure good behaviour by the manpower provided by them, with all the staff of the Bank as well as with the customers. They shall abstain from taking part in any Union/Association activities and in any kind of other activities detrimental to the interest of the Bank. The manpower for HOUSEKEEPING WORKS AND DRIVERS shall not be permitted to wear any odd wrappers. The dress shall be simple and formal. Each person deployed by the Agency shall wear a badge bearing his name. Anybody reporting for duty in improper uniform will not be taken for duty.

19. The Bank shall not be liable to provide any residential accommodation to the manpower for HOUSEKEEPING WORKS AND DRIVERS. No cooking or lodging shall be allowed in the premises of the Bank.

20. The manpower for HOUSEKEEPING WORKS AND DRIVERS shall be bound to observe all the Instructions issued by the Bank concerning general discipline and behaviour. In case, any person employed by the Agency is inefficient, quarrelsome, infirm and invalid or indulges in unlawful activity or the like, the Agency shall replace such person with a suitable substitute immediately.

21. The Agency shall provide at his cost all statutory benefits to manpower for HOUSEKEEPING WORKS AND DRIVERS deployed by it at the Bank including but not limited to weekly off for 6

day's work and off on Bank Holidays. The Bank will not entertain any liability whatsoever on this account. The Agency shall comply with all statutory provisions as laid down under various Labour Laws / Acts / Rules in respect of Minimum Wages, Provident Funds, ESI, and Labour Legislation's. The Agency shall comply with all legal requirements for obtaining license under the Contract Labour (R&A) Act, 1970 at its own cost. In case of any violation of Labour Laws or any other laws by the Agency the Agency shall be solely liable for the consequences thereof and there will not be any liability on part of the Bank. The Agency shall produce payment of wages register and all other registers/records/books maintained by the Agency under different labour statutes for inspection by the Authorized Officer of the Bank.

22. The rates offered should be inclusive of and in accordance with the provision of the minimum wages Act, Contract Labour Regulations and Abolition Act and other statutory provisions regarding Provident Fund, ESI, EPF, Service Tax, GST, Bonus, Gratuity, leave information, etc., The rates should also be inclusive of the charges for weekly off. Whenever there is a revision in Minimum wages by the order of Government of India, the same shall be accordingly reviewed & revised by the Bank and the same will be paid to the Agency at the rate of 'B' or 'C' class centre (whichever is applicable) on production of documents.

24. The Agency will have to ensure that no person will work for more than three years at the same place including work with previous Agency/s.

23. The manpower for HOUSEKEEPING WORKS AND DRIVERS deployed by the Agency shall be the employee of the Agency. There shall not be any employee- employer relationship between the Bank and the manpower for HOUSEKEEPING WORKS AND DRIVERS. The Agency shall bear all expenses in connection with the employment. The Bank shall not be responsible financially or otherwise for any injury to the manpower for HOUSEKEEPING WORKS AND DRIVERS in the course of performing their duties. The Agency shall obtain adequate insurance coverage in respect of its employees engaged for the work, and towards meeting the liability at compensation arising out of death etc.

24. The Agency shall not be permitted to transfer/ assign his rights and obligations under the contract to any other Agency or organization or Agency.

25. The duration of the contract shall be for a period of 02 (Two) years from the date of agreement, if not renewed for further extension of time.

26. Bank shall have the absolute right to terminate the contract at any time without assigning any reason thereof, by giving to the Agency 30 days' notice of his intention to terminate the contract.

27. In case of failure of the Agency to commence work or in the event of breach of any of the terms of the contract, the security deposit of the Agency shall be forfeited. Any sum of money due to the Agency, including the security deposit refundable to him under the contract may be owed to the Bank. The Bank will have all rights for cancellation of the contract and to get the work done through any other Agency for the remaining terms of the contract at the risk and costs of the Agency.

28. The Agency will ensure that it's all the manpower for Housekeeping and cleaning works reports 30 minutes before the office time. The duty hours of the manpower for Housekeeping and cleaning works will be generally from 09.30 hrs to 17.30 hrs with 30 minutes lunch break or as decided by Bank from time to time.

29. The payment to the Agency for the services rendered will be on monthly basis, after completion of the service for the period, against valid bills supported by the documentary evidence in proof of the disbursement of wages, compliance under the statutory regulations /laws, attested and certified without any corrections, over- writing etc. attendance of duty etc.

The Agency shall submit the proof of having deposited the amount of contribution claimed by him on account of ESI and EPF in respect of the persons deployed, in their respective names, before submitting the bills for the subsequent month's EPF and Service Charges. Failing to which amount of EPF and Service Charges will be withheld from the bills submitted and paid after submission of proof of remittance of the same to the account of the concerned personnel. The amount towards ESI and EPF contributions will be released only on submission of the required documents of each employee.

The bills claiming for wages of each month shall be submitted to the Bank, on or before the 7th of the succeeding month after remitting the contributions towards EPF and ESI of the previous month. The wages of the personnel for each and every months of the contract period shall be payable by the Agency on or before the 5th day of the succeeding month. To ensure the prompt disbursement of the monthly wages, the Agency shall pay the wages for the first month from their own source and after getting reimbursed from the Bank in respect of succeeding months. The Bank will pay the bill in the account opened by the Agency for the purpose.

30. The Agency shall maintain EPF and ESI contribution record for its workers at the respective Regional Office. The individual person wise details should be provided to the Bank every month. The bank will monitor such payments as per statutory obligations. The Agency shall immediately on taking over, arrange to open new account or transfer the EPF accounts of the workers from the previous Agency. This process shall be completed within one month from the date of agreement.

31. The clearance of any dispute / complaints regarding ESI, EPF or any other matter is the responsibility of the Agency and the Bank will take appropriate action against the Agency if it is not resolved within time.

32. **Code of Conduct**- The following code of conduct shall be applicable to the persons deployed on duty by the Agency in the Bank and it shall be the responsibility of the Agency to ensure that the persons deployed:

- i. Report for duty in Smart dress displaying Badges/Photo Identity Cards.
- ii. Always be regular and punctual and arrive at duty at least 30 minutes before commencement of the respective shift duty.
- iii. Always be alert and perform their duties with honesty and sincerity.

- iv. Abstain from indulging in gossip, reading of newspaper/ magazines, frequent talking on mobile or checking messages/ online surfing or any other activities apart from his duty, while on duty.
- v. They must not chew pans/ smoke cigarettes or Bidi and/or any other tobacco products and must not consume any toxic/ alcoholic drinks.
- vi. Do not be under influence of liquor while on duty.
- vii. Do not leave duty posts without completing their duties or without due substitution.
- viii. Always remember to report any untoward incident / misconduct or misbehaviour of people to the competent authority immediately.
- ix. Behave properly with all the employees, branch customers and visitors of the Bank with due regard and civility and always render a helping hand.
- x. Should not be having nature of criminal and antisocial behaviour.

DUTIES AND RESPONSIBILITIES OF MANPOWER FOR HOUSEKEEPING WORKS

The manpower for HOUSEKEEPING WORKS by the Agency shall perform following functions:

- i. To perform housekeeping and Driving works at assigned branch / office of the Bank.
- ii. To prevent unauthorized entries at the branch / office of the Bank. Manpower for HOUSEKEEPING WORKS should be able to categorize the legitimate visitors without causing any embarrassment to them.
- iii. The manpower for HOUSEKEEPING WORKS will be responsible for overall cleansing of branch premises, assist the branch staff in works assigned to him. He will ensure that all instructions of the Branch Manager are strictly followed and there is no lapse of any kind.
- iv. Police verification of all manpower for HOUSEKEEPING WORKS shall be submitted to the bank by the Agency in first 30 days.
- v. It will be mandatory for the Agency to submit the Bio-data with full details of proposed manpower for HOUSEKEEPING WORKS for all the manpower and within 30 days in case of engaging new manpower.
- vi. Any loss if caused to the bank due to dereliction of duty by the manpower for HOUSEKEEPING WORKS, the same shall be made good by the Agency as per bank's decision. Penalties to be levied will be as laid down in the proposal and accepted by the Agency.

DUTIES AND RESPONSIBILITIES OF DRIVERS:

The manpower supplied for driving by the Agency shall perform the following functions:

- i. Transporting staff or other officials from one place to other.
- ii. Carrying out vehicle maintenance checks and timely service whenever required and permitted. He should possess basic knowledge of preventive/breakdown maintenance of vehicles
- iii. Delivering package/ articles to the concerned as advised by the Bank.
- iv. Picking up office purchases or other administrative needs.

- v. Utilizing navigation apps to find the most optimal route.
- vi. Interacting with all officials in a polite manner.
- vii. Working at night and on weekends/ holidays as per requirement of the Bank.
- viii. Timing of duty may vary as per plan of visit to the place.
- ix. Any cost incurred on food, lunch, etc to will not be borne by the Bank.
- x. Maintaining an organized travel schedule.
- xi. Ensuring that vehicles have sufficient fuel and are always ready for use.
- xii. Arranging for vehicle repairs/periodical services whenever necessary.
- xiii. Keeping & updating log of daily mileage records duly signed by Bank's official and provide monthly abstract of mileage and log.
- xiv. Driving a variety of vehicles, including motorbikes, cars, heavy vehicles etc as required by the Bank.
- xv. While driving, he will ensure safety of the vehicle, material and person(s)
- xvi. He will be responsible for lodging a FIR with the nearest police Station in the event of any accident/ theft, en-route and also inform the Officer-in-Charge of the Bank.
- xvii. He will ensure keeping papers of the vehicle (registration book etc.) intact and updated.
- xviii. He should possess knowledge of traffic/safety rules and regulations.
- xix. He should maintain proper personal hygiene, be courteous and have no vices like smoking, chewing Gutkha etc.
- xx. Police verification of all Drivers shall be submitted to the bank by the Agency in first 30 days.
- xxi. It will be mandatory for the Agency to submit the Bio-data with full details of proposed Drivers and within 30 days in case of engaging new manpower.
- xxii. Any loss if caused to the bank due to dereliction of duty by the manpower for Driving works, the same shall be made good by the Agency as per bank's decision. Penalties to be levied will be as laid down in the proposal and accepted by the Agency.

35. Any other provision as may be deemed appropriate by Bank shall be incorporated in the arrangement. The same shall be binding on the Agency.

36. If any information furnished by the Agency is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the Bank.

37. The manpower for HOUSEKEEPING WORKS AND DRIVERS deployed in bank are required to be keep vigil always and safeguard Bank's interest, fixed assets and should cooperate with customers.

38. Lapse misdemeanour, intemperance etc. on the part of the manpower for HOUSEKEEPING WORKS AND DRIVERS will be viewed very seriously and the Agency will have to withdraw them from the branch when such instances, if any, are brought to notice. The Bank reserves right to impose penalty on the Agency for default. if any, in carrying out the duties.

39. The Agency should ensure that the manpower for HOUSEKEEPING WORKS AND DRIVERS deployed by them carry out their duties with honesty, sincerity and devotion.

40. Documentary evidence of proof of age, qualification, address, police clearance Certificate and Medical Fitness Certificate with Bio-data of all personnel deployed have to be provided within one month after commencement of the contract.

41. The Agency should ensure that the manpower such deployed should not engage himself/herself in financial transaction with customers of the Bank or any staff of the Bank. They have to ensure that Bank's image or reputation should not get deteriorated by his/ her action.

42. The Agency should ensure that the manpower such deployed should not use Bank's computers/ any hardware or any other infrastructure without permission and also ensure that they will not access Bank's emails, P&C matters, circulars and must maintain secrecy of customers' accounts and their dealings with the Bank.

43. You are requested to furnish a Performance Guarantee issued by commercial bank other than **JRG Bank** (Jharkhand Rajya Gramin Bank) or Bank's fixed deposit in lieu of Performance Guarantee under lien in Bank's favour of a sum equal to **10%** of the contract value as a security, be valid for at least 60 days beyond the whole Contract.

44. You are advised to coordinate with concerned Regional Office of **JRG Bank** (Jharkhand Rajya Gramin Bank) for identification and selection of suitable candidates for manpower for Housekeeping and cleaning works/ Driving Services

45. This work order shall be subject to Terms & Conditions mentioned herein above.

46. You shall not deploy any person below the age of 18 years and above the age of 55 years. Manpower so engaged shall be trained by the Agency for Housekeeping and cleaning works services.

47. The deployed person/ manpower shall be minimum 8th standard pass.

48. The contractor shall provide the dress, ID batch/name plate for wearing during the duty hours. All the expenses incurred on the items like Raincoats, dress etc., if any, will also be borne by contractor.

49. The Agency shall ensure that its employees deployed at the **JRG Bank** (Jharkhand Rajya Gramin Bank) and its installation performs all duties assigned to him from time to time by Bank and shall ensure to keep the branch premises, furniture/ fixtures, wash rooms, toilet seats etc. neat and clean.

50. The Agency should not accept / recover registration charges / fees, commission etc. from the aspirants / persons willing to work as manpower for HOUSEKEEPING WORKS AND DRIVERS at bank locations. If such incidence comes in notice of Bank or any complaint received, Bank shall take appropriate action as deemed suitable. **In such case, Agency shall also be liable to**

refund all payments made by the Bank in terms of the Contract along with interest at the rate of 12% per annum.

51. Agency must ensure for compliance of all Terms and Conditions mentioned in the Offer Letter / Work Order.

52. All disputes and differences in connection with or relating to this work order shall be subject to the jurisdiction of the Court at Rajkot only.

(Annexure-A)

APPLICATION FORM

&

Technical Bid

**CONTRACT FOR CLEANING, HOUSEKEEPING AND MAINTENANCE
SERVICES (TO BE SIGNED ON ALL PAGES)**

1	Name of the Individual/Company/Firm /Organization: Postal Address (with landlinenumber, mobile number):	
	Email ID	
	Fax no.	
2	Name of the Contact Person, designation, Mob.No.:	
3	Status of the firm whether Proprietary/company/firm:	
4	Whether registered with the Registrar of Companies/firms. If so, mention number and date. (Enclose copy):	
5	Name of the Proprietor/ Partners /Directors together with technical qualifications & contact details:	
6	Year of establishment (Enclose documentary evidence):	
7	Whether an Income Tax Assesse? If yes, Permanent Account Number: (Enclose a copy of PAN Card and Assessment Order for last three financial years.	
8	GST Registration No.(Enclose copy of certificate):	
9	Contract Labour Regulation Act (Central) License No: (Enclose copy of license)	
10	.EPF Regn. (Enclose copy of certificate) :	
11	.ESI Regn. (Enclose copy of certificate):	
12	.Registration No .under Shops & Establishment Act (Enclose copy of certificate):	
13	MSME Registration No. (Enclose copy of Registration)	

14. Past Experience during last 3 years (01.04.2018 to 31.03.2021) (Enclose supporting papers viz, work orders, performance certificates, etc.):

(ONLY THREE HIGH VALUE WORKS EXECUTED TO BE MENTIONED)

Period of contract		Name & address of concerned serviced	Nature of contract undertaken	Value of contract per month excluding	Remarks, if any
From	To				

(You can use additional sheets, if required)

15	If you are registered in the panel of any Govt. /Semi Govt./Banks /Insurance, furnish their names, category with Monetary ceilings and date of registration (Enclose copy of empanelment) :	
16	Solvency certificate (Mention Bank, branch, date and amount)	

17. Annual turnover (Enclose copies of financial statements of last three financial years):

Financial year	2018-19	2019-20	2020-21
Turnover (Rs. In Lacs)			

18.	Name & addresses of the persons who will Be in a position to Certify about the quality as well as performance of your organization:	
19.	Whether willing to work anywhere in the State of Jharkhand	
20.	Whether the applicant has abandoned any contract or been Blacklisted by a client [Enclose a declaration]:	

21.	Declaration regarding near relatives Working in the Bank (Annexure III):	
22.	I hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my empanelment are correct and genuine. I am, therefore, liable to face appropriate actions as deemed fit by the Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine.	

23.	<p>Whether all documents, listed below, have been enclosed (Yes/No):</p> <ul style="list-style-type: none"> i. Certificate of Incorporation, Articles & Memorandum of Association.*/ Partnership Deed etc.as applicable ii. Copy of PAN Card iii. Certificate of licensing under Contract Labour Act. iv. Certificate of Registration under GST, v. Certificate of Registration under Shops & Establishment Act, vi. Certificate of Registration with EPFO vii. Certificate of Registration with ESIC viii. Financial Statements (P&L and Balance Sheet) for the last three financial Years (2018-19, 2019-20&2020-21). ix. Copies of Income Tax Return submitted and settled for the financial years (FY 2018-19, 2019-20 &2020-21). x. Performance certificate obtained from previous & present clients for eligible services rendered during last 3 years (01.04.2018 to 31.03.2021) . xi. A declaration on letterhead that the firm has not abandoned any work or rescinded any contract or been disqualified by a client during the last 5 years xii. Solvency certificate (on lines of Annexure E) or any other certificate acceptable to the Bank. xiii. Past record of compliance on Labour Laws etc
-----	---

Note:- Photo copy of all the documents mentioned above to be enclosed.

Date :

Signature of the bidder with seal

PRICE BID FORMAT

(Annexure-B)

Sr No	Pre requisite	Price for employing House-keeping staff cum Office Boy per DAY (Rs.)		Price for employing Driver per DAY (Rs.)	
		Area B	Area C	Area B	Area C
a)	Basic + V.D.A				
b)	Employer State Insurance (ESI) @ 3.25%				
c)	Employer Provident Fund (EPF) @ 13%				
d)	Any other charges				
e)	Total (a to d)				
f)	Service Charge @... ..% (Minimum 1 %)				
g)	Sub Total (e+f)				
h)	GST 18%				
i)	Total Monthly charge Per Head (g+h)				

Note:

1. Service Charge & GST will be applicable on Sr No (e) i.e. Total of Sr No (a+b+c+d).
2. Basic + VDA subject to be change as per GOI ordered issued time to time.
3. Here bidders have to consider the GOI ordered dated 12/10/2020 for Basic + VDA.

(Name and Address of the Issuing Bank)

(Annexure-C)

The General Manager

Jharkhand Rajya Gramin Bank

Head Office, Ranchi

Dear Sir/ Madam,

Solvency Certificate

This is to state that to the best of our knowledge and information, M/s customer of our Bank, is respectable and can be treated as good up to a sum of Rs. ----- lacs (Rupees ----- only). It is certified that this information is furnished without any risk and responsibility on our part in any respect whatsoever more particularly either as guarantor or otherwise. This certificate is issued at the specific request of the customer.

Yours faithfully,

BRANCH MANAGER

**DECLARATION REGARDING NEAR RELATIVES OF JRGB
EMPLOYEES**

I/We.....S/O,D/O
W/O..... residing at
.....hereby certify that none of our
relatives

(s) * is/are employed in JHARKHAND RAJYA GRAMIN BANK. In case at any stage, it is found that the information given by me is false/incorrect, JHARKHAND RAJYA GRAMIN BANK shall have the absolute right to take any action as deemed fit, without any prior information to me.

- **The near relatives are members of HUF/husband and wife/the one related to the other in the manner as father, mother, son(s) and son's wife (daughter in laws), daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).**

Place:

Date:

Signature with seal;

Name in Block Letters:

Designation:

Address:

Annexure- E

Cleaning Materials to be arranged by the Contractor at Bank Premises:

SI No.	Category of Branch/Office	Minimum Amount of Cleaning Materials to be supplied Per Month
1	Premises with Area: Below 1000 Sq. ft	Rs. 500/-
2	Premises with Area: 1000 Sq. ft. to 1500 sq. ft.	Rs. 1,000/-
3	Premises with Area: Above 1500 sq. ft. to 2000 sq. ft.	Rs. 1,500/-
4	Premises with Area: Above 2000 sq. ft.	Rs. 2,000/-

Annexure-F

Wet Machines/ Vacuum Cleaner to be deployed by the Contractor:

SI No.	Location	Minimum No. of Machines to be deployed
1.	Regional Offices	01 each Region
2.	Head Office	01