

**Monthly deep cleaning and allied maintenance of Bank's
Branches/Offices under CO: East Delhi and New Delhi**

PUNJAB NATIONAL BANK
GENERAL SERVICES ADMINISTRATION
DIVISION HEAD OFFICE, NEW DELHI

**INVITES ONLINE TENDER DOCUMENT
FOR CARRYING OUT**

**Monthly deep cleaning and allied maintenance
of Bank's Branches/Offices under CO: East
Delhi and New Delhi**

Issued by

Punjab National Bank
General Services Administration Division,
Head Office
Dwarka, New Delhi
Phone No – 011 - 28044684
e-mail ID: - renovation@pnb.co.in

**Monthly deep cleaning and allied maintenance of Bank's
Branches/Offices under CO: East Delhi and New Delhi**

TENDER DOCUMENT PART (A)

TECHNICAL BID

Name of work	:Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi
Estimated Cost	:₹1.18 Crore Per Year
Earnest Money Deposit	:₹2,36,000 /- (INR Two Lakh Thirty-Six Thousand only)
Security Deposit	:Maximum 05% of Contract value (Annual) (Earnest Money Deposit @2% and Performance Guarantee @3% of Annual Contract Value in the form of demand draft drawn on any scheduled commercial bank in favour of Punjab National Bank, payable at Delhi
Period	:Twelve months.
NIT No.	: NIT/PNB/GSAD/DPBO/2022/01
Cost of Tender Document	:₹ 2,360.00 inclusive of GST

**LAST DATE FOR SUBMISSION OF BID DOCUMENT: 20.05.2022 Up to
15.00Hrs.**

Chief Manager
GSAD, HO

Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi

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NOTICE INVITING TENDER

1. Online tenders are invited on lump-sum basis on behalf of Punjab National Bank from intending, bonafide & experienced contractors, who fulfill the eligibility criteria mentioned in the tender documents for **Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi**. Tender schedule will be as under:

1.	Tender Reference	NIT/PNB/GSAD/DPBO/2022/01
2.	Date of commencement of Tender download	27.04.2022 from 10:00 hrs
3.	Last date and time for acceptance of queries	06.05.2022 till 17:00 hrs
4.	Date & time of Pre-bid meeting	07.05.2022 at 15:00 hrs
5.	Last date and time for downloading tender	19.05.2022 up to 14:00 hrs
6.	Last date and time for Bid preparation and Bid Hash Submission	19.05.2022 up to 14:00 hrs
7.	Last Date for Physical Bid Submission and online Bid re-encryption	20.05.2022 till 14:00 hrs
8.	Date and Time of Opening of Technical cum Eligibility Bid	20.05.2022 from 16:00 hrs
9.	Cost of Tender Document	₹ 2,360.00 (non-refundable i/c GST @18%) in the form of Demand Draft in favour of Punjab National Bank payable at Delhi
10.	Earnest Money Deposit	₹ 2,36,000.00 (Rupees Two Lakh Thirty Six Thousand Only) by crossed Demand Draft/ Bank Guarantee from scheduled commercial bank, payable at Delhi and drawn in favour of Punjab National Bank
11.	Validity of Tender	90 days
12.	Estimated Cost of Project	₹ 1,18,00,000.00 i/c of all taxes (INR One Crore and Eighteen Lakh only)
13.	Place of Physical Bid Submission & Opening of Bids	General Services Administration Department Head Office, Punjab National Bank Plot No. 4, Sector-10, Dwarka, New Delhi-110075
14.	Contact Person	Asst. General Manager HO, GSAD, Punjab National Bank Plot No. 4, Sector-10, Dwarka, New Delhi-110075 Contact details: 011- 28044684 Email: renovation@pnb.co.in

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Bank will be following the e-procurement process. The complete details of the requirements for participation in the e-procurement process of the Bank are available on the website <https://etender.pnbnet.in> which may be referred for details & clarification. It is mandatory for the bidder to get itself registered on Bank's website for submission of online bids.

Note: - Technical bids will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be published on Bank's website (www.pnbindia.in & <https://etender.pnbnet.in>) wherever feasible. Further, please note that commercial bid opening date and time will be intimated to the technically qualified bidders at a later date.

2. The Bidders intending to participate in this tender are required to get enrolled on the bank's website i.e. <https://etender.pnbnet.in/login>. Enrolment on the above-mentioned website is mandatory. As the bids of the Bidders have to be digitally signed by the Electronic/Digital Signature of the respective Bidder before submitting the bids online, the bidders are advised to obtain Electronic/Digital Signature Certificates (Class III & above both encryption & Signing) in order to bid for the tender.
3. The Tender Documents containing detailed terms & conditions can be downloaded online directly from the portal <https://etender.pnbnet.in> (or pnbindia.in) as per tender schedule attached and shall be submitted online.
4. **Please note that bid preparation and hash submission and bid submission is compulsory activity, failing which bidder will not be able to submit the bids online. Re-encryption with digital signature is also a compulsory step, failing which the online bid, submitted by bidder, won't be considered for bid opening. The bidders are requested to read the user manual available on website <https://etender.pnbnet.in> before initiating the process of E-Tendering.**
5. All the bidders are required to submit Demand Draft drawn in favour of Punjab National Bank, New Delhi of ₹ 2,360.00 towards the cost of tender document by 20.05.2022 till 15:00 hrs, failing which, the bids shall be summarily rejected.
6. Bidders may submit their queries regarding any technical clarification before 06.05.2022 up to 17:00 Hrs. No queries shall be entertained after last date fixed for acceptance of queries.
7. Pre-bid meeting is scheduled on 07.05.2022 at 15:00 hrs. Intending bidders who are willing to participate in the tendering process may attend the Pre-Bid meeting at scheduled time.
8. Clarifications of Bank on RFP may be downloaded from the "Corrigendum / Addendums" section of the above-mentioned portal up to 17:00 hrs. on 10.05.2022 after clarification on queries. No deviation on the above shall be entertained by the Bank thereafter.

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9. Based on the clarification of conditions by the Bank, an intending bidder shall submit its unconditional acceptance on the prescribed format along with tender document.
10. Price bid of only those bidders shall be opened who submit their tender in line with requirements of tender documents and are acceptable to the Bank and the bidder who do not submit the EMD & tender fee in the form of Bank draft, as the case may be, their tenders shall be summarily rejected.
11. First Tender Fee & E.M.D. Envelope shall be opened, and if the hard copy of the same is received on time i.e. up to 15:00 Hrs on 20.05.2022 only then technical bid shall be opened online. Hard copy i.e. the Demand Draft in favour of Punjab National Bank for an amount of ₹2,36,000.00 towards EMD and Tender Fee amount of ₹2,360.00 is to be submitted physically by the bidder in the office of the Asst. General Manager, General Services Administration Department, Head Office, Punjab National Bank, Plot No. 4, Sector-10, Dwarka, New Delhi-110075 on or before 15:00 Hrs on 20.05.2022
12. The price bid of technically eligible bidder who meets the eligibility criteria stipulated in tender documents will be opened online in the presence of participants or representatives of participant bidders as per the schedule attached. The Date for opening of commercial bids shall be intimated later.
13. The Tenders shall be valid for a period of not less than 90 days after the date of opening of price bid/commercial bid online.
14. All disputes arising out of or in connection with this agreement shall be deemed to have arisen in Delhi and only the courts of Delhi shall have the jurisdiction to determine the same.
15. Please note that bid preparation and hash submission and bid submission are compulsory activities, failing which bidder will not be able to submit the bids online.
16. The Bank reserves the right to accept/reject any or all the offers submitted in response to this advertisement without assigning any reason whatsoever.
17. The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.
18. Please note that, on tendering procedure through the electronic tendering system refer to the Instructions for Using the Electronic Tendering System document available along with the tender documents on <https://etender.pnbnet.in>.
19. The bidder should be Class-I local supplier. "Class-I local supplier" means a supplier or service provider, whose goods, services or works offered for

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procurement, meets the minimum "local content" as prescribed for Class-I local supplier as per DPIIT vide OM P-45021/2/2017PP (BE-II) dated 16.09.2020 issued the Public Procurement (Preference to Make in India) Order 2017-revision. The "local content" requirement to categorize a supplier as "Class-I local supplier" is minimum 50%. "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the nodal ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

20. **Verification of "local content"**: The "Class-I local supplier" with the bid document shall be required to submit self-certification the bidder meets the local content requirement for "Class-I local supplier".
21. Firms registered under MSEs as well as firms recognized as Start Up by DPIIT would be exempted from submission of tender Cost/Fee and from payment of EMD. Documentary evidence for the said exemption/ recognition to be submitted along with the Bid. Additionally, Purchase Preference to MSE Bidders shall be as under: -
 - a. If MSE bidders quotes a price within the band of the lowest (L-1) +15 percent in a situation where the L-1 price is quoted by someone other than an MSE, then the lowest among the MSE bidders will be eligible of being awarded the work if they agree to match the L-1 price.
 - b. If the lowest among MSE bidders do not agree to match the non MSE L-1 price, the process will continue with 2nd lowest MSE bidder and so on.
22. Firms recognized as Start Up by DPIIT shall be given relaxation in the condition of turnover and prior experience subject to meeting of quality & technical specifications as defined in the following format: -

Value of Procurement	%age Relaxation in Value of prior Work Experience	%age Relaxation in Turn Over
Upto Rs.500Lac	10%	10%
Above Rs.500Lac	5%	5%

The decision of the Bank in this regard shall be final.

23. The Agency will be responsible for payment of wages and other dues and compliance of all statutory provisions related to minimum wages, labour laws etc. applicable to the workers deployed by them in this Office. Any penalty for failure / negligence on this part shall be the responsibility of the Agency.
24. It shall be mandatory to sign the integrity pact as mentioned in tender documents by the bidder failing which bidder will stand disqualified for tendering process and their bid shall be rejected summarily.

Chief Manager

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INSTRUCTIONS TO BIDDERS

1. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a three-envelope bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid
- Commercial bid

The bidders will have to submit the technical bid in Banks e-procurement system as well as in hard copy and commercial bids in only online form through Bank's e-procurement system.

1.1 TECHNICAL BID

TECHNICAL BID will also contain the Compliance statement as per the Terms & Conditions mentioned in the Tender Documents, and NOT contain any pricing or commercial information at all. Technical bid documents with any commercial information will be rejected. In the first stage, only TECHNICAL BIDS will be opened and evaluated. Only those bidders confirming compliance to all the terms & conditions of Tender document shall be short-listed for commercial stage.

1.2 COMMERCIAL BID

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short listed, will be opened.

2. SUBMISSION OF BIDS

2.1 Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> the Bank by using their digital certificates of class III and above (both encryption and signing). All the interested bidders should register themselves in the e-procurement system <https://etender.pnbnet.in> for submitting the bids online, if they have not done earlier. The Tender document and further corrigendum, if any can also be downloaded from Bank's website www.pnbindia.in. Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason. The commercial bid should be submitted online only.

Envelope No.1- Tender Cost & EMD – Marked Cover-I

Envelope No.1 shall contain Cost of Tender Document of ₹2,360.00 (Rupees Two Thousand Three Hundred and Sixty Only) (including GST), in the form of Demand Draft which shall be non-refundable along with **Earnest Money Deposit (EMD)** of ₹2,36,000.00 (Rupees Two Lakh Thirty Six Thousand Only) by crossed Demand Draft/ Bank Guarantee from scheduled commercial bank, payable at Delhi and drawn in favour of Punjab National Bank and to be submitted with Envelope-I. This envelope shall be super scribed "**Tender Cost and EMD for Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi**"

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Envelope No. 2 – Technical Bid – Marked Cover-II

Envelope No. 2 shall contain technical bid (one set of duly signed tender document except commercial bid). Each page and correction duly signed by Bidders including tender form duly filled in with complete details and descriptions. Bidder shall submit supporting documents in support of eligibility criteria as mentioned in tender documents. This envelope shall be super scribed “**Envelope No. 2 - Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi**”. Both Envelope No. 1 and Envelope No. 2 shall be contained in Envelope No. 3 super scribed “**Envelope No. 3 – Cover-III – Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi**”.

Both Envelope No. 1 and Envelope No. 2 contained in Envelope No. 3 should reach the below mentioned address before the final date & time of bid submission mentioned in the tender schedule.

3. CONTENT OF DOCUMENTS TO BE SUBMITTED

Documents required to be submitted by the bidder inside the Technical Bid Envelope (Sealed Cover) along with tender document, corrigendum/ addendum, Tender Fee and Earnest Money Deposit:

1. PAN No., ESI & EPF Registration, GST Registration No.
2. Audited Balance sheet & ITR for the last 3 years along with Profit & Loss statement
3. Letter of submitting tender, Letter of Transmittal and Bidder's Information.
4. Supporting documents as per Eligibility Criteria
5. Performance/ Completion Certificate from clients
6. Power of attorney/ board resolution in favour of authorized person signing the Bid documents, if applicable.
7. Company's profile on the letter head bearing full address and it must contain the above details along with self-attested proof of all the KYC documents KYC.
8. Documents in respect of Proof of Identity of Proprietor/ Partners/ Directors/ Authorized Signatory Person & Proof of Address for Registered Office/ Manufacturing Unit/s, etc
9. Certificate of incorporation/ Registration & Partnership Deed (if applicable).
10. Valid license from Labour Commissioner, under Govt. of India, Ministry of Labour & Employment located at respective States to Employ Work labour under the relevant Work Labour (Regulation and Abolition) Act.

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Note:

- a. All pages of the bid documents must be signed by authorized person.
- b. All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...
- c. Commercial bid to be submitted in e-procurement process only. No hardcopy of the same be enclosed with the supporting documents.
- d. Earnest Money Deposit / Bid Securing Declaration Form & Tender Document cost (Sealed Cover= **Envelope No.1- Tender Cost & EMD – Marked Cover-I**).

4. PRELIMINARY EXAMINATION

4.1 Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

4.2 The bid determined as not in order as per the eligibility criteria will be rejected by the Bank. The decision of the Bank is final towards evaluation of the bid documents.

5. EVALUATION AND AWARD CRITERIA

5.1 After opening of the technical bids, at the outset, all the documents and annexure (except commercial documents/offer) will be evaluated by the Bank. First, received bids will be evaluated based on the minimum eligibility criteria. The bidders who meet the minimum eligibility criteria shall be further evaluated.

5.2 Only those bidders satisfying the technical requirements and accepting the terms and conditions of this document shall be short-listed for further steps.

5.3 PNB will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PNB will be final in this regard.

5.4 The determination will take into account bidder's financial, technical and support capabilities, based on an examination of documentary evidence submitted by bidders in support of eligibility criteria.

5.5 The documents submitted by the interested bidders in Technical Bid will be scrutinized by comparing with the eligibility criteria set below in this tender. The bidders who have submitted the requisite documents matching the eligibility criteria set below in this tender will be qualified.

5.6 The award of contract will be based on evaluation of technical and commercial bids.

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5.7 PNB shall be at liberty to split the work to L-1, L2 & L-3 bidders at approved L-1 rates in the proportion of 50:30:20 (i.e. L-1 bidder will be allotted 50%, L-2 will be given 30% and L-3 will be awarded 20% of the total work in the Circles of PNB). 50% mean 61 Branches / offices out of 122, 30% mean 37 Branches / offices out of 122 & 20% mean 24 Branches / offices out of 122

Also, in the event of next lowest vendors not ready to match L-1 price, leaving only two bidders, the BANK will distribute the work in equal proportion or the entire work can also be allotted to only L-1 bidder.

6. MODIFICATION AND WITHDRAWAL OF BID BY THE TENDERER

6.1 Modification of the submitted bid shall be allowed on-line and the bidder may modify and resubmit the bid on-line only before the deadline of Bid Hash Preparation. For modification of e-bid bidder has to rework and upload/resubmit digitally signed modified bid on bank's e-tendering portal i.e. <https://etender.pnbnet.in>

6.2 Bids once submitted will be treated as final and no bid may be modified subsequent to the deadline for Bid Hash Preparation.

6.3 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified in tender documents. For withdrawal of bid after the end date of online bid submission, the bidder will have to make a request in writing to Tender Inviting Authority of Bank. Withdrawal of bid may be allowed till issue of work order with the following provision of penal action: -

6.3.1 If the request of withdrawal is received after evaluation of technical bid and fixing of date of opening of price bid, the Earnest Money Deposit submitted by bidder will be forfeited and bidder will be debarred for 6 months from participating in tenders in PNB. The price bid of remaining technically qualified bidders will be opened and the tender process shall go on.

6.3.2 If the request of withdrawal is received after opening of price bid, the Earnest Money Deposit submitted by bidder will be forfeited and bidder will be debarred for 1 year from participating in tenders in PNB. The price bid of all technically qualified bidders including this bidder (if he found technically eligible) will be opened and action will follow as under: -

6.3.2.1 If the bidder withdrawing his bid is other than L-1, the tender process shall go on

6.3.2.2 If the bidder withdrawing his bid is L-1, the re-tender will be done.

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Purpose of Tender

Bank intends to take up work of deep cleaning and allied maintenance viz. carpentry, electrical works at its branches / offices under Circle Office: East Delhi (81 Branches/ Offices) and Circle Office: New Delhi (41 Branches/ Offices) as per details given in schedule of quantities/tender documents.

Eligibility Criteria

1. The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the tender document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation and bid submitted by them shall be summarily rejected.
2. This invitation of bids is open to all intending, bonafide & experienced contractors (proprietary / partnership / private / limited company), provided they fulfill the minimum eligibility criteria as below. Consortium/Joint Ventures and Special Purpose Vehicles are not eligible for the tender and the bid, if any, submitted by them shall be summarily rejected. Proposals not complying with minimum eligibility criteria, as enumerated below, will be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria:

SI	Minimum Eligibility Criteria
1	<p>The Bidder should have satisfactorily completed "similar works" during last 7 (seven) years ending last day of the month of March, 2022 with administrative/ institutional/ commercial organization in the following manner:</p> <ol style="list-style-type: none">1. One similar nature work amounting to ₹94.40 Lakh per annum (80% of estimated cost)Or2. Two similar nature work amounting to ₹59.00 Lakh per annum (50% of estimated cost)Or3. Three similar nature work amounting to ₹47.20 Lakh per annum (40% of estimated cost) <p>"Similar work" means facility management works including housekeeping, electrical, civil repair, carpentry etc. in an administrative/ institutional/ commercial building of an organization. Documentary evidence of satisfactory work completion certificates with value from principal clients for having provided similar services.</p> <p>The period/duration of contracts shall not be less than one year.</p>

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	<p>Cost of Work means gross value of the completed work i/c the cost of materials supplied by Government/Client but excluding those supplied free of cost.</p> <p>The bidder should not have been declared insolvent or no insolvency proceedings should be going on in any court of law as on date of submission of commercial bid and during the currency of contract. A solvency certificate from their bankers be submitted to this effect.</p> <p>Bidders should furnish their Client list, with documentary evidence, including details such as Name of Client, Value of Work executed, Date of Starting and Finishing of the work, Reasons for delay, if any, etc. The Bank may verify from such clients regarding quality of service executed under one agreement. Cumulative works executed under rate contract shall be eligible for evaluation.</p> <p>Components of work executed other than those included in definition of similar shall be deducted while calculating cost of similar work. Bidder shall submit abstract of cost of work in support of the same.</p> <p>Certificates of satisfactory completion of similar work should be issued by an Authority not below the rank of Executive Engineer/Chief Manager of Principal Employer / Client department and the same are to be uploaded on Bank's website along with supporting documents.</p> <p>In case the similar work/s is of private nature other than Central/State Government / Central Autonomous Body / Central Public Sector undertaking / City Development Authority / Municipal Corporation of city, they shall be required to submit T.D.S. Traces / Certificates for such works issued by respective Principal Employer/ Clients. Bank reserves the right to verify the particulars furnished by the firms/Service Providers independently.</p> <p>The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple interest of 7% per annum, calculated from the date of completion to the last date of receipt of application for tender.</p>
2	<p>The minimum average annual turnover of Bidder for the last three financial years i.e. 2018-19, 2019-20 & 2020-21 must not be less than ₹35,40,000.00. Bidder to upload audited Balance sheet, Profit & Loss statement and trading account details for these financial years, if applicable.</p> <p>The multiplication factor of 7% per annum simple interest is not applicable on the Annual Financial Turnover figures.</p> <p>Should not have incurred any loss in more than two years during the last five years ending 31st March 2021. (Audited Profit & Loss statement of last 3 years)</p>
3	<p>The Applicant should not have been black-listed/ barred by any Central/ State Government Department/ Central Autonomous Body/ Central Public Sector</p>

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<p>Undertaking/ City Development Authority/ Municipal Corporation of City formed under any Act by Central/ State Government and published in Central/ State Gazette/ Public Sector Banks etc. Further, similar eligible works should not have been carried out on Back to Back basis and the Applicant shall have to furnish undertaking as under. An undertaking in this regard is to be submitted to Bank by Bidder (on stamp paper of Rs.100/-)</p> <ol style="list-style-type: none">1. <i>"I/We have not been black-listed/ barred by Department of Financial Services, Govt. of India and my company does not feature in the debarment list on Central Public Procurement Portal (CPPP) maintained by Department of Expenditure, Ministry of Finance, Govt. of India.</i>2. <i>"I/ We undertake and confirm that eligible similar work(s) has/have not been got executed through another agency on back to back basis.</i> <p><i>Further that, if such a violation comes to the notice of the Bank, then I/we shall be debarred for bidding in PNB in future forever. Also, if such violation comes to the notice of the Bank before date of start of work, the Bank shall be at liberty to forfeit the entire amount of Earnest Money Deposit."</i></p>

Even though, any bidder may satisfy the above requirements, he would be liable to disqualification, if he/ she has: -

- a. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document.
- b. Record of poor performance such as abandoning of work, not properly completing the contract, or financial failures/weaknesses, etc.

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Other terms and conditions: -

- 1) This tender document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful vendor as identified by the Bank, after completion of the selection process as detailed in this document. Subject to any law to the contrary, and to the maximum extent permitted by law, Bank disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (Losses) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this tender document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.
- 2) This document is meant to provide information only and upon the express understanding that the recipients will use it only for the purpose set out herein. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations on any claim the potential bidder(s) may make in case of failure to understand the terms and requirements of this tender and respond to the tender.
- 3) Bank reserves right of deviation or change in this document. Whenever any change, amendment, alteration or deletion in the terms of tender document is warranted it will be notified on Bank's website before last date of downloading of tender document.
- 4) This document constitutes no form of commitment on the part of the Bank.
- 5) No binding legal relationship will exist between any of the Recipients and the Bank until execution of a contractual agreement to full satisfaction of the Bank.
- 6) A Recipient will, by responding to the Bank's tender/tender document, be deemed to have accepted the terms as stated in this document.
- 7) This document and services hereunder shall be governed by and construed and enforced in accordance with the Laws of India and only the courts in New Delhi shall have exclusive jurisdiction for any dispute arising out of as in relation to this tender.

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Branches/Offices under CO: East Delhi and New Delhi**

INTEGRITY PACT

To,

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**Sub: NIT No. NIT/PNB/GSAD/DPBO/2022/01 for the work Monthly deep
cleaning and allied maintenance of Bank's Branches/Offices under CO:
East Delhi and New Delhi**

Dear Sir,

It is hereby declared that PNB is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/ bidder shall stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the PNB.

Yours faithfully

Asst. General Manager
HO, GSAD, Punjab National Bank
Plot No. 4, Sector-10, Dwarka, New Delhi-110075

Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi

INTEGRITY PACT

To,

Asst. General Manager
HO, GSAD, Punjab National Bank
Plot No. 4, Sector-10, Dwarka, New Delhi-110075

Sub: **Submission of Tender for the work of Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi**

Dear Sir,

I/We acknowledge that PNB is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/ bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/ We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/ We will stand disqualified from the tendering process. I/ We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/ We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by PNB.

I/ We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with the enclosed Integrity Agreement.

I/ We acknowledge that in the event of my/ our failure to sign and accept the Integrity Agreement, while submitting the tender/ bid, PNB shall have unqualified, absolute and unfettered right to disqualify the tenderer/ bidder and reject the tender/ bid in accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

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Pre-Contract Integrity Pact

Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 (Act no V of 1970) and having its Head Office at Plot no. 4, Sector 10, Dwarka, New Delhi 110075, hereinafter referred to as "The Principal", which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

And

M/s. _____ having its registered office at _____ hereinafter referred to as "The Bidder/ Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

Preamble

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 person.

(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 during any stage of bid process/ contract. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles

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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 the 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 cartelization 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 proposal and business details, including information contained or transmitted electronically.

d. The Bidder(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/ Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/ Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/ representative have to be in Indian Rupees only.

e. 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.

f. 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 per the procedure mentioned in the "Guidelines on Banning of business dealings".

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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 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/ Initial Security Deposit.

Section 5- Previous transgression

(1) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/ state government department 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 per the procedure mentioned in "Guidelines on Banning of business dealing".

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 the 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 Sub contractor, 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 the agreement.

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Shri Raj Kumar Singh, (I.R.S. Retd.) and Dr. Sarat Kumar Acharya, (Ex- CMD, NLC India Ltd) have been appointed as Independent External Monitors (IEMs) by our Bank. Their e-mail addresses are as under:

Sl.	Name of IEM	e-mail	Mob. No.
1.	Shri Raj Kumar Singh, (I.R.S. Retd.)	mrrajksingh@gmail.com	8141488880
2.	Dr. Sarat Kumar Acharya, (Ex- CMD, NLC India Ltd)	sarat777@rediffmail.com	9442118060

(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 and CEO, Punjab National 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 Bidder(s)/ Contractor(s). The Bidder(s)/ Contractor(s) 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-contractor.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(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 MD & CEO, Punjab National Bank and recues 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 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. The Monitor will submit a written report to the MD & CEO, Punjab National Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the MD& CEO, Punjab National Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the MD & CEO, PNB 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.

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(8) The word '**Monitor**' would include both singular and plural.

Section 09- Pact Duration

This Pact / Agreement begins when both parties (CO: East Delhi / CO: New Delhi and Contractor) 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 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 MD & CEO, PNB.

Section 10- Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".
- (2) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
- (3) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (4) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (5) 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.
- (6) Issues like warranty/ Guarantee etc. shall be outside the purview of IEMs.
- (7) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder/ Contractor)

(Office Seal)

(Office Seal)

Place.....

Date.....

Witness 1:

Witness 2:

(Name & Address)

(Name & Address)

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SCOPE OF WORK

Introduction

This document describes the Scope of Work for **Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and New Delhi**. The brief details of scopes of services are mentioned below:

- i. Sweeping of areas under occupancy of the Branch including entrance area outside the main door of the branch and collection of all waste material and its disposal as per law of the land and as per instructions of the Bank.
- ii. Wet moping of tiles, vitrified floors, staircases, elevators, floor, sidewalls and podium entrance areas including entrance area outside the main door of the branch. Floors shall be cleaned free of stain, dirt, mud, sand, footprints, liquid spills, and other litter without damaging. Deep cleaning of floors, wall tiles of entire premises with mechanical as well as manual means. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or water standing. Movable items shall be moved to clean underneath.
- iii. Deep cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges. Cleaning of mirrors, glass doors, glass windows, etc.
- iv. All glasses at entrance doors of the premises would be cleaned using damp and dry method. Deep cleaning of windows, door/ door frames, glass panes etc.
- v. Need based repairing and dry cleaning of curtains, blinds, carpets, sofa, chairs etc with mechanical as well as manual means. Spot clean carpets, sofa, chairs etc. whenever necessary to remove stains, using appropriate products, chemicals, etc.
- vi. Need based repair and deep cleaning of ceiling/ floor mounted / wall mounted/ table mounted / exhaust fans, light fittings and fixtures, electrical switch boards, sockets etc.
- vii. Dressing of loose electrical cables, replacement of fused light fittings, any minor electrical repair like setting right of loose sockets, plug points etc. (If any fittings, switch socket, fixtures are to be replaced by wireman / technician, the same shall be paid as per actuals.
- viii. Deep cleaning of cash cabin, grills, roof jail, counter top, partitions, paneling etc.
- ix. Deep cleaning of office furniture (table/ workstations, chairs, book cases, filing cabinets, almirahs and all type of fixtures of woods), telephones, computers, printers, other electronic & electrical equipment/ fixtures, stones etc. Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned. Removal of grease marks or fingerprints on glass counters and

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- partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.
- x. Cleaning of ATM/BNA Site
 - xi. Cleaning of lit / non-lit signages and checking of lit sign board working condition and repair of the same
 - xii. Any minor carpentry / plumbing works which can be attended in one day.
 - xiii. Removal of cobwebs in the lavatories and premises.

Note:

The General/Standard provisions of the contract shall be read in consonance with the Special Terms & Conditions and in case of any inconsistencies or contradictions between them, Special Terms & Conditions shall have precedence over the General/Standard provisions.

The Bidder shall physically acquaint himself with the site of work, with the housekeeping and other jobs as per the scope of work mentioned herein and also verify the approach roads, working space available etc. at the location, before submitting the quotation.

Housekeeping services as detailed hereunder are intended to be provided for the branches / offices and complete cleanliness and maintenance of the premises, in order to preserve human health and environmental quality:

- 1) High quality cleanliness standards shall be maintained in the premises through scheduled and need-based cleaning and maintenance of the office premises (as mentioned hereunder) including rooms, cabins, cubicles, lobbies, reception area, common areas, floors, walls, art-works, lifts, kitchen, corridors, passages, ceilings, terrace, grills, railings, doors, windows, glasses, mirrors, all furniture and storages, fixtures & fittings, including lights and fans etc., using mechanized cleaning methods, tools, equipment, cleaning agents, disinfectants, hygiene products etc.
- 2) However, the Service Provider shall be responsible to engage manpower as per requirement. The activities have to be carried out on Saturdays, Sundays or other holidays to avoid inconvenience to the users of the building. If required relievers have to be accounted for while calculating required manpower for bidding. Service Provider shall work in close co-ordination with the officials/Authorized Officer of PUNJAB NATIONAL BANK and modify working schedule, if required as per user's convenience. No claim whatsoever on this account shall be entertained. Apart from that, during special events, if required, additional service shall be provided by the Service Provider without any extra cost as per requirement of Bank.
- 3) Notwithstanding anything to the contrary, in the Scope of Work expressed or implied, the Service Provider shall remain at all times exclusively responsible for providing all materials, personnel, equipment etc. that are needed to ensure that contractual obligations are fulfilled.

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General Conditions of Contract

- 1. VULNERABLE BUILDING OCCUPANTS:** - To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use only low/no Volatile Organic Compound (VOC) cleaning products; they shall perform routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

- 2. ARBITRATION**
 - a) All disputes and differences of any kind whatsoever between the parties, arising out of or in connection with this Agreement or in the discharge of any obligation arising under this agreement (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator appointed by the bank after issue of at least 30 days' notice in writing to the other party clearly setting out there claim in the specific disputes.

 - b) The provisions of the Indian Arbitration and Conciliation Act, 1996, as may be amended from time to time, shall govern the arbitration. The venue of arbitration shall be New Delhi, INDIA. The award to the Arbitrator shall be final and binding on both the parties

 - c) The cost of arbitration shall be paid as provided in the arbitration decision. Notice of the demand for arbitration shall be filed in writing with the other party to this agreement.

- 3. EXCEPTED MATTERS FROM ARBITRATION:** - If the dispute of difference pertains to the under noted matters (called excepted matters) the decision and in writing of the Principal shall be final, conclusive and binding on the parties.
 - a) Instructions
 - b) Transactions with local authorities.
 - c) c) Proof of quality of materials.
 - d) Assigning or under letting of the contract or any part of the contract
 - e) Certificate as to the causes of delay on the part of the Service Provider and justifying extension of time.
 - f) Rectifying of defects pointed out during the defect liability period.
 - g) Notice to the Service Provider to the effect that he is not proceeding with due diligence.
 - h) Certificate that the Service Provider has abandoned the contract.
 - i) Notice of the determination of the contract by the Principal.

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- 4. FORCE MAJEURE:** - Both the parties to the agreement shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, acts of state, insurrection, civil commotion, riots, mobilizations, strikes, blockage, acts of God, Plague or other epidemics, natural calamities, including but not limited to fire, flood, droughts, earthquake; acts of government or public enemy, accidents and disruptions, explosions, breakdown of essential machinery, equipment, transportation delays or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations (Force Majeure Event). The affected party's obligation to perform the relevant obligations under this Agreement shall (during the continuation of the Force Majeure Event) be read and construed as an obligation to perform such obligations to the best level reasonably achievable in the circumstances.
- 5. TERMINATION OF CONTRACT:** - In the following circumstances/ events the contract will be terminated by the Bank: -
- i. If the Service Provider being a company goes into liquidation whether voluntary or compulsory.
 - ii. Being a firm, it gets dissolved.
 - iii. If the official assignee in insolvency or receiver of the Service Provider in insolvency, shall repudiate the contract.
 - iv. If receiver of the Service Provider's firm appointed by the court shall be unable to, within 14 days after notice to him requiring him to do so, to show to the reasonable satisfaction of the Bank that he is able to carrying out and fulfil the contract and if so required by the principal to give reasonable security therefore.
 - v. If the Service Provider:
 - a) Shall suffer execution to be issued
 - b) Shall suffer any payment under this contract to be attached by or on behalf of and of the creditors of the Service Provider
 - c) Shall assign, charge or encumber this contract or any payment due or which become due to the Service Provider hereunder
 - d) Shall neglect or fail to observe and perform all or any of the acts, matters of things by this contract, to be observed and performed by the Service Provider within three clear days after the notice shall have been given to the Service Provider in manner hereinafter mentioned requiring the Service Provider to observe or perform the same
 - e) Shall use improper materials or workmanship in carrying on the works
 - f) Shall in the opinion of the Principal not exercise such due diligence and make such due progress as would enable the work to be completed within due time agreed upon, and shall fail to proceed to the satisfaction of the Principal after three clear days' notice requiring the Service Provider so to do shall have been given to the Service Provider as hereinafter mentioned,
 - g) Shall abandon the contract then and in any of the said cases.
 - h) Any threat is perceived or observed on the security of Bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.

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No provision of this Agreement will be deemed waived, amended or modified by either Party unless such waiver, amendment or modification is in writing and signed by the Party against whom enforcement of the waiver, amendment or modification is sought. Any such amendment or modification will be binding with or without tender of consideration. A waiver by either of the Parties of any of the covenants, conditions or agreements to be performed by the other or any breach thereof will not be construed to be a waiver of any succeeding breach or of any other covenant, condition or agreement contained in this Agreement.

The Bank may notwithstanding previous waiver determine the contract by a notice in writing to the effect as hereinafter mentioned, but without thereby effecting the powers of the Bank & the obligations & liabilities of the Service Provider the whole of which shall continue in force as fully as if the contract, had not been so determined and as if the works subsequently executed had been executed by or on behalf of the contract (without thereby creating any trust in favour of the Service Provider).

Further the Bank:

- i. may enter upon and take possession of the work and all plants, tools, scaffoldings, sheds, machinery, steam and other power utensils and materials lying upon premises or the adjoining lands or roads and sell the same as his own property
- ii. may employ the same by means of his own servants and workmen in carrying on and completing the works
- iii. by engaging any other Service Providers or other persons or person to complete the works and the Service Provider shall not in any way interrupt or do any act, matter of thing to prevent or hinder such other Service Providers or other persons or persons employed for completing and finishing or using the materials and plants for the works.

When the works shall be completed, or as soon thereafter as conveniently may be, the Principal shall give notice in writing to the Service Provider to remove his surplus materials and plants, and should the Service Provider fail to do so within a period of 14 days after receipt of the notice by him, the Principal may sell the same by public auction and shall give credit to the Service Provider for the amount so released.

Any expenses or losses incurred by the principal in getting the works carried out by other Service Providers shall be adjusted against the amount payable to the Service Provider by way of selling his tools and plants, or due on account of work carried out by the Service Provider prior to engaging other Service Providers or against the Security Deposit.

6. GOVERNMENT AND LOCAL RULES: - The Service Provider shall confirm to the provisions of all local Bye-laws and acts relating to the work and to the regulations etc. of the Government and local authorities and of any company with whose system the structure is proposed to be connected. The Service Provider shall give all notices required by said act, rules, regulations and Bye- laws etc. and pay all fees payable to such authorities for execution of the work involved.

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The cost if any shall be deemed to have been included in his quoted rates, taking into account all liabilities for licenses etc. He shall indemnify the Bank against such liabilities and shall defend all actions arising from such claims or liabilities.

The Service Provider shall indemnify and hold the Bank harmless in full against any losses, costs or claims which may arise as a result of the negligence or willful misconduct of the Service Provider or its employees, agents, representatives managers or by breach of any of the terms and conditions, declarations, representations, undertakings and warranties contained in this Agreement on its part or its employees, agents and representatives.

- 7. TAXES AND DUTIES:** - The bidders must include in their quoted bid prices all duties, royalties, cesses, labour cess or any other taxes or local charges, as applicable including GST. TDS shall be deducted at source and the certificate in respect of TDS shall be issued by the Bank as per rule. Any variation in taxes and duties and/or imposing any new taxes and duties during currency of contract or extended period shall be borne by the bidder. No claim whatsoever on this account shall be entertained. Any variation in taxes and duties and/or imposing any new taxes and duties during currency of contract or extended period shall be borne by the bidder. No claim whatsoever on this account shall be entertained.
- 8. DISMISSAL OF WORKMEN OF SERVICE PROVIDER:** - The Service Provider shall at the request of the Bank immediately dismiss from works any person employed thereon by him who may in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of claim for compensation or damages against the Bank or any of their officers or employee.
- 9. ASSIGNMENT:** - The whole of the works included in the contract shall be executed by the Service Provider and the Service Provider shall not directly or indirectly transfer, assign or underlet the Contract or any part, share or interest therein nor, shall take a new partner without written consent of the Principal and no subletting shall relieve the Service Provider from the full and entire responsibility of the contract or from active superintendence of the work during their progress.
- 10. LABOUR RECORD:** - The Service Provider shall maintain relevant records and fulfil all conditions and requirements in accordance with the prevalent Labour Act and Rules made there under. Bank shall not be responsible for any violation by the Service Provider on the above-mentioned acts/ rules. Service Provider will be wholly/ solely responsible for any claim in the above referred subjects.
- 11. OTHER SAFETY MEASURES:** - All personnel of the Service Provider working within the site shall take adequate precautions to prevent danger from electrical equipment. No materials on any of the sites of work shall be so stacked or placed as to cause danger or inconvenience to any person or the public.

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12. PRINCIPAL TO PRINCIPAL RELATIONSHIP: - The relationship between the Bank and the Service Provider shall be on Principal to principal basis. Employees engaged by the Service Provider shall be deemed to be the employees of Service Provider only and the bank shall not be connected with the employment or the terms or conditions of engagement of such employees by the Service Provider in any way. Service Provider alone would comply with all statutory obligations and Labour Laws/regulations/Rules etc. in this regard. None of the provisions of the Agreement shall be deemed to constitute a partnership/joint venture between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither party hereto is the agent of the other nor their master-servant relationship between the parties. The relationship is on Principal to Principal basis only.

13. SEVERABILITY: - In the event any provision of this Agreement is held by a tribunal/ Court of competent jurisdiction to be contrary to the law, the remaining provisions of this Agreement will remain in full force and effect.

14. Non-Disclosure Clause: - Service Provider to ensure Non-disclosure of the vital information received from the Bank to any other party which may be detrimental to bank's interest. Service Provider will be liable to Bank for any loss suffered due to non-compliance of the clause.

15. PAYMENT TERMS:

- i. No advance payment will be paid.
- ii. Price mentioned in commercial bid will be inclusive of GST.
- iii. No escalation of price for services will be entertained later in any case and Payment will be made, as quoted by party.
- iv. The Service Provider shall make payment to the staff as per Minimum wages Act. The Service Provider shall also give effect to any statutory variation in the wages and shall not have any claim on Bank in any manner whatsoever in this regard.
- v. The Service Provider shall submit bills on monthly basis.
- vi. Income tax, work contract Tax / VAT and any other statutory deduction as applicable will be deducted at source from the Service Provider's bill and will be deposited with concerned office as per rules.
- vii. The Service Provider shall submit copy of service report and complaints report attended and rectified during billing period as per Annexure-6 signed and stamped by the Service Provider's Representative as well as Branch Personnel along with the bills to the Branch/ Office for payment.
- viii. Without prejudice to other rights and remedies available to Bank, Bank shall be entitled to earmark set-off or adjust any amounts due to PNB under any of the clauses of this agreement for delay, failure or non-performance of any condition, undertaking, and commitment or for breach of any terms of this agreement. This clause shall override all other clauses of this document and shall also survive the termination.

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Special Terms & Conditions:

- i) The Service Provider shall have **Standard Operating Procedures** for each broad Housekeeping activity, duly approved by PNB, which shall be strictly adhered to at all times.
- ii) Service Provider shall make necessary arrangements at his own cost to prevent any damage inside the building to the existing work in the course of carrying out the services. Service Provider shall make good any damage caused at his own risk and cost. The decision of PNB in this regard shall be final and binding on the Service Provider.
- iii) PNB Administration would be provided prior intimation before commencement of non-routine cleaning operations.
- iv) All the products and equipment used should be of superior quality.
- v) Service Provider should ensure the use of battery powered cleaning equipment that will help reduce building contaminants and minimize any negative impact to the environment.
- vi) Sweeping / cleaning / scrubbing / vacuum cleaning etc. shall be carried out with the machines. However, in exceptional cases, where cleaning is not possible with machines, manual cleaning will be permitted with the specific approval of Authorized Officer of PNB. Cost of running charges of machines i.e. fuel / petrol / battery / battery charges, shall be borne by the Service Provider and nothing extra would be payable.
- vii) All the machineries must be either new or in good working condition.
- viii) All the machines deployed in cleaning operations should be kept up to date in proper working condition by replacing worn out parts as and when required.
- ix) Consumables & Spare parts to be maintained for timely replacement along with the machines.
- x) The personnel of the Service Provider shall have to wear uniform during work.
- xi) A spot fine of **Rs.1000/-** per incident per day per station in the event of finding the Service Provider or its staff not following the schedule.
- xii) **QUALITY CONTROL**
 - a) Service Provider should have a system of maintaining quality control on the services/raw material used. Special care is to be given to maintain the office area clean & hygienic.
 - b) PNB will provide electricity etc. in its premises to the service provider for executing the contract. The Service Provider has to keep proper acknowledgement of the same, and Service Provider shall take care to use/maintain these items properly. Malfunctioning/misuse of any such facility shall not to be entertained as excuse for unsatisfactory services.
- xiii) **DEPLOYMENT OF STAFF**
 - a) Officer In-charge of Punjab National Bank may require a breakup of costing and any other relevant details from the bidder in case he is the lowest bidder, which has to be submitted before Letter of Intent is issued.
 - b) Deployment of personnel shall never be less than the required for achieving the target of completing the works as per scope of works, as mentioned above.
 - c) Minimum number of personnel required to be deployed (i.e. housekeeper) have to be physically deployed on work day basis and therefore any other personnel required to be deployed for taking care of Leave Reserve & Rest

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givers etc. have to be additionally provided by the Service Provider as per the Statutory norms or rules etc. as applicable.

- d) Personnel should be smartly/properly dressed in neat and clean uniforms having firm's logo. The uniforms and Personal Protective Equipment (i.e. Shoes, gloves etc) would be provided by the Service Providers.
- e) PUNJAB NATIONAL BANK reserves the right of surprise audit, Inspection, gap arrangement analysis at the site at any time with or without prior information to the Service Provider by self or third party. Based on the audit report, if any change or addition/deletion in the existing practices are found/required, it has to be implemented by the Service Provider **with immediate effect**. If this includes introduction of any chemical reagent or equipment which is not listed in the tender but required, then with prior approval from PUNJAB NATIONAL BANK, the same have to be procured & implemented and bills for which shall be paid by PUNJAB NATIONAL BANK on actual basis or as per the discretion of PUNJAB NATIONAL BANK.
- f) All statutory obligations are to be strictly adhered to, as per Govt. rules. Any negligence in this regard shall make the contract liable to be cancelled with immediate effect.
- g) All ESI & PF challans for the previous month have to be submitted along with the bills. Failure to do so shall be responded as no payment, without the possibility of part payment and absolutely no payment shall be made.

xiv) Management of Contract

This contract shall be awarded by PUNJAB NATIONAL BANK, for services of Monthly deep cleaning and allied maintenance of Bank's Branches/Offices under CO: East Delhi and CO: New Delhi. The contract shall be signed by the respective Circle Offices viz. CO: East Delhi and CO: New Delhi. Detailed services in the contract shall have the following components:

a) Management of Contract

Contract shall be monitored by Officer In-charge (GSAD), PNB, CO: New Delhi and CO: East Delhi or his/her Authorized Representative. Authorized Representative will check/see/monitor the fortnightly performance of the Service Provider with reference to the scope of work as well as monitor the qualitatively and quantitatively performance as per the terms of contract. The successful bidder, during the currency of the contract shall submit their bills for payment to the respective branch / offices. The status of the payments shall be monitored by CO: New Delhi and CO: East Delhi.

b) Records and Reports

- i. The Service Provider shall maintain all statutory registers, records, pay sheets etc. and shall be responsible for producing all records for inspection under different statutes by the concerned authorities/PNB. The Service Provider shall also comply with all labour laws as enacted by State Governments / Government of India.
- ii. The Service Provider shall submit its records as well as other relevant documents for checking to a duly authorized office of the PNB (CO: New Delhi and CO: East Delhi), through respective branch / office for

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inspection so as to determine whether or not the Service Provider is complying with the terms and conditions of this agreement and provisions of the laws that may be applicable.

- iii. All Records as per Contract Labour (Regulation & Abolition) Act, 1970.

c) Recoveries that will be made from service provider for non-compliance of Contractual provisions - Liquidated Damages

- i. In case of non-performance or poor service by the Service Provider, PNB may, at its discretion, recover Liquidated Damages (LD), not as penalty but as genuine pre-estimate of damages, upon recommendation of Authorized Representative (aforementioned).
- ii. Liquidated Damages shall be charged from the Service Provider in case of every 3 (three) written complaints for each Service Area from employees, in respect of non-performance or poor service, with approval of Officer In-charge (GSAD), PNB, CO: New Delhi and CO: East Delhi, to a maximum of 10% of the total monthly charges per branch / office.
- iii. If the Service Provider fails to disburse Minimum wages to his/her workmen by the prescribed date as notified, a penalty of 30% of the Total Manpower cost of the Service Provider, will be deducted from the dues payable to the Service Provider. This is without prejudice to any other option available before PNB under any of the terms and conditions of this agreement, as well as the provisions of the Contract Labour (R&A) Act, 1970.
- iv. In case of repeated complaints of unsatisfactory performance of contract, the entire security deposit may be forfeited by the bank and in addition the contract may be terminated by the bank.
- v. The Service Provider shall follow Standard Operating Procedures for each broad Housekeeping activity, duly approved by PNB, and which shall be strictly adhered to at all times.
- vi. All disputes will be subject to Delhi State Jurisdiction

xv) Mobilization

The Service Provider shall mobilize all his resources to start the Services to be rendered under this contract within 7 days of the Award of the Contract/ Letter of Intent or nearest weekend whichever is earlier. Payments will be made on monthly basis as per Tender Document. Service Provider should ensure that all necessary supporting documents in respect of the amounts claimed in the invoices are submitted along with the invoice. The Service Provider must have an office in India and they should submit the details of its Headquarters and the local office in Delhi/NCR along with telephone no., fax, e-mail ID etc, and the contact details of at least 2 nos, First Person Responsible (FPR), to facilitate contact throughout the entire duration of the contract.

Compliance of Laws

1. Service Provider shall be responsible for fulfilling the requirements of all statutory provisions of all labour laws, rules & regulations and notifications issued there-under from time to time whether from Central or state or local

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bodies, at own cost and risk, in respect of personnel employed by the Service Provider and will maintain necessary records as per statutory requirements. If due to any reason whatsoever PNB is made liable for any liabilities, it shall be payable by the Service Provider to PNB and also, such liabilities shall be recoverable by PNB from dues payable to the Service Provider and from security deposit of the Service Provider with PNB or by invoking the contract performance bank guarantee.

2. The Service Provider shall pay and meet all expenses, arising out of or as a consequence of, various provisions in the aforesaid Acts and statutes.
3. The Service Provider shall issue annual statement of PF statement to the workmen under intimation to PNB. A copy of the annual Statement of PF statement needs to be submitted to the PNB within the stipulated time limit as purported in the Act.
4. The Service Provider shall be solely responsible as regards salary / wages and service conditions and terms extended by the Service Provider to its employees/workmen and shall in that connection maintain requisite records and comply with all laws, enactments, rules, regulations and orders applicable to the Service Provider and its employees/workmen in general and in particular, laws, enactments, rules, regulations and orders dealing with employment of Contract Labour, payment of wages/Compensation Contributions under the ESIC Act, 1948, Safety regulations, regulations relating to employment of female work force, security requirements and such other rules and regulations as may be applicable at hereafter.
5. The wages paid by the Service Provider to its employees / workmen shall be fair, and in no case, be less than the wages prescribed under the Minimum Wages Act, with other relevant/applicable statutes, as prescribed by the State Govt. from time to time. In case of any increase in the minimum wages during the currency of the contract, it should be borne by the bidder.
6. The Service Provider shall be responsible for settlement of any claims/ dues, in case any of the Service Provider's employee/workman dies or sustains injury or damage or loss either to his/her person, or his/her property, in accordance with the provisions of applicable laws. The Service Provider shall have to take necessary and relevant insurance coverage for all its employees/workmen in this regard.
7. The Service Provider shall be responsible for payment of overtime to its workmen in case the workman works more than the prescribed hours as laid down under the relevant Central / State laws and Rules made thereunder.
8. All safety and labour laws enforced by statutory agencies as well as by PNB shall be applicable in the performance of this Contract, and the Service Provider shall abide by these laws.

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9. Service Provider shall take all measures which are necessary and/or proper to protect the personnel, work and facilities, and shall observe all reasonable safety rules and instructions.
10. Service Provider shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
11. The Service Provider shall apply, within 7 days from the date of award of the contract, to appropriate Labour Authority for Labour License to provide the services and shall submit the copy of the Labour Licenses along with the first bill.
12. The Service Provider shall not engage/employ persons below the age of 18 years and not above 45 years of age.
13. It shall be the duty of the party/bidder to acquaint his staff with all safety regulations as proposed by any statutory authorities.
14. The Contractor shall indemnify the Bank against any violation of safety laws, rules and regulations while carrying out maintenance as required by the contract.
15. All liabilities, owing to injury/death due to negligence or miscommunication or during discharging regular work of the staff of the party/bidder, will be to the party/bidder and what so ever the work, in any case Bank will not be responsible for any liabilities of injury/death etc. It's the duty of the contractor to guide the staff regarding safety measures.
16. The workmen shall execute the work as per IS code of practice of relevant equipment and follow the IE rules 1956. The contractor's staff has to follow the safety & procedures & practices. The contractor shall take all precautions to avoid accident and causes of accident. He must be careful regarding safety during working of his staff in the premises.
17. Safety precautions of portable electrical appliances: Precaution in handling portable electrical appliances are more significant under monsoon conditions, some likely situations are highlighted here for your attention and action to ensure that conditions and methods of usage conform to the safety of personnel and property.
18. Broken sockets/ pin plug/ loose connections: These conditions cause sparks which lead to fault conditions or electrical shock situations. Wires shall not be directly inserted into the sockets as the earth lead of the equipment inserted into the phase socket may give shock to the operator.

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19. Polarity of phase/ neutral and earth: certain appliances may give violent electrical shock during work if polarity conditions are not satisfied.
20. Joints in flexible cables: Usage of portable appliances is such that electrical and physical integrity of joint may be suddenly affected, leading to severe sparking and fire if combustible/ inflammable materials are present near the joint. Perhaps this may not be noticed by operator at all.
21. Appliance body grounding and system grounding: In absence of or ineffective appliance body grounding, operator may receive severe shock in case of phase to earth fault during usage. And also, all earth pins in sockets must have low impedance and mechanically firm earthing according to Indian Electricity Rule so that safety is assured to operator even under fault conditions.
22. Service Provider shall be responsible for maintaining all the statutory records and deposit the Govt. dues as per the norms specified. Further Service Provider to ensure obtaining Labour License under Sec.12 of Contract Labour (R&A) Act as well as other Certificates / Licenses / permission / Registration etc. within 30 days of mobilizing services.
23. Welfare Facilities to be provided by Service Provider to his staff:
 - Supply of drinking water.
 - Laundry/Washing facility.
 - First-aid-box – this should contain the prescribed materials.
 - Canteen/proper food facility during working duration.

LIST OF PREFERRED MAKE OF MATERIAL

The machines / tools / chemicals / reagents / material etc. should be used of standard quality normally required for housekeeping work which are ISI/ BIS Certified.

However, it is the responsibility of the contractors to ensure that the chemicals/ reagents/ materials banned by the Govt. of India should not be used.

**Monthly deep cleaning and allied maintenance of Bank's
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Annexure - 1

**LETTER SUBMITTING TENDER
(To be submitted in the letter head of the bidder)**

Asst. General Manager
HO, GSAD, Punjab National Bank
Plot No. 4, Sector-10, Dwarka, New Delhi-110075

Dear Sir,

**Reg: Monthly deep cleaning and allied maintenance of Bank's
Branches/Offices under CO: East Delhi and New Delhi**

1. Having read the full tender document for the execution of the above-named works, we offer to complete and maintain the whole of the said works in conformity with the tender document NIT/PNB/GSAD/DPBO/2022/01 ascertained in accordance with the said conditions of contract.
2. We undertake to complete and deliver the whole of the works comprised in the contract within the stipulated time stated in the tender.
3. We have independently considered the amount of liquidated damages mentioned in the tender hereto and agree that it represents a fair estimate of the loss likely to be suffered, by you in the event of the works not being completed in time.
4. We agree to abide by this tender for the period of 90 days from opening of Price Bid/Commercial Bid or extension there of as required by the Bank from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
5. We confirm that the period and rates as referred in the agreement or general conditions of contract are given or summarized in the tender, to which we give our consent and agree to abide by the same.
6. We understand that if our tender is accepted, we are to be jointly and severally responsible for the due performance of the contract.
7. We understand that you are not bound to accept the lowest or any tender you may receive and may reject all or any tender, accept or entrust the entire work to the Contractor without assigning any reason or giving any explanation whatsoever.
8. I/we have deposited Earnest Money **₹2,36,000.00 (Rupees Two Lakh Thirty-Six Thousand Only)** by demand draft which amount is not to bear any interest. I/we do hereby agree that this sum shall be forfeited by you in the event our tender is accepted and I/we fail to execute the contract when called upon to do so.

Dated this day of _____ 2022.

Signature _____ in the capacity of _____
duly authorized to sign tenders for _____ and on behalf of _____

(IN CAPITALS)

Tender submitted on _____ before _____ P.M.

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Annexure - 2

**LETTER OF TRANSMITTAL
(To be submitted on letter head of the Bidder)**

Asst. General Manager
HO, GSAD, Punjab National Bank
Plot No. 4, Sector-10, Dwarka, New Delhi-110075

Dear Sir,

**Reg: Monthly deep cleaning and allied maintenance of Bank's
Branches/Offices under CO: East Delhi and New Delhi**

Having examined the details given in Press advertisement and tender document No..... for the above work, I/we hereby submit the relevant information.

1. I/We here by certify that all the statement made and information supplied are true and correct.
2. I/We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
3. I/We submit the following certificates in support of our suitability, technical knowledge and capability for having successfully completed the following eligible similar works: -

S No	Name of the Work	Value of Work	Date of Completion	Certificate issued by

“Certify that the information given in the enclosed tender documents is correct. It is also certified that I/we shall be liable to be debarred, disqualified / cancellation of bid in case any information furnished by me/us found to be incorrect.”

Enclosures:

Date of submission

**SIGNATURE(S) OF APPLICANT(S)
Seal of applicant**

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Annexure - 3

BIDDER'S INFORMATION

1. Name
2. Constitution
3. Address
4. Names & Addresses of the Proprietor/Partners/Directors, as applicable
5. Name of Contact Person(s) with their Mobile Numbers
6. Office Telephone, Fax, e-mail
7. PAN No.
8. GST No.
9. Manpower Employed

**Monthly deep cleaning and allied maintenance of Bank's
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Annexure-4

Circle-Wise List of Branches / Offices

Sl.	Circle	Office Name	Address	Pin Code	Sol-Id
1	East Delhi	Delhi-Chandni Chowk	166 & 207 Fateh Puri, Chandni Chowk, Delhi	110006	000110
2	East Delhi	Delhi-Naya Bazar	4136 Naya Bazar (Near Thapar Building)	110006	000810
3	East Delhi	New Delhi-Karol Bagh	8/1 Ground Floor, Abdul Aziz Rd, Karolbagh, New Delhi	110005	001210
4	East Delhi	Delhi-Darya Ganj	4/5 Netaji Subhash Marg, Daryaganj, New Delhi	110002	001310
5	East Delhi	Delhi-Subzi Mandi	8780, Roshnara Road, Subzi Mandi, Delhi	110007	001410
6	East Delhi	Delhi-Chawri Bazar	3504-3509, Main Road, Chawri Bazar, Delhi	110006	001510
7	East Delhi	Sadar Bazar, Delhi	4891 Phoota Road, Bara Tooti Chowk Sadar Bazar, Delhi	110006	002110
8	East Delhi	New Delhi-Paharganj	1649, Main Bazar, Paharganj, New Delhi	110055	028210
9	East Delhi	New Delhi-Overseas Panchkuian Road	85-A, Rishyamook Bldg, Panchkuian Road, New Delhi	110001	050210
10	East Delhi	Delhi-Gandhi Nagar	7-Mahila Colony, Gandhi Nagar, Delhi	110031	008510
11	East Delhi	Delhi-Rajgarh Branch	B-15, Street No 2, Rajgarh Colony, Delhi	110031	042410
12	East Delhi	Delhi-Laxmi Nagar	C-1/A, Aruna Park Laxmi Nagar	110092	048810
13	East Delhi	Surajmal Vihar	CSC-1, DDA Market, CHBS Suraj Mal Vihar, Delhi	110092	076710
14	East Delhi	Delhi-Vasundhra Enclave	CSC DDA Market, Vasundhra Enclave, Delhi	110096	084410
15	East Delhi	Delhi-Vivek Vihar	D-216(Ground Floor), Vivek Vihar, Delhi, Delhi	110095	184910
16	East Delhi	Mayur Vihar Phase-I	Plt No C53 Shashi Grdn, Mayur Vihar, Phase 1, Delhi	110091	208410
17	East Delhi	Dilshad Garden	Plot No. 3, Aggarwal Chambers, DDA Commercial Centers, O & P Block, Dilshad Garden, New Delhi - 110095	110095	105910
18	East Delhi	Delhi-Ec Bhimrao Ambedkar College	F C-7 Loni Road Cross., Wazirabad Rd, Delhi	110053	519810
19	East Delhi	Delhi-Shahdara	678/1, Kabool Nagar, GT Road Shahdara, Delhi	110032	025510

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Branches/Offices under CO: East Delhi and New Delhi**

Sl.	Circle	Office Name	Address	Pin Code	Sol-Id
20	East Delhi	Delhi-Vishwas Nagar	8/95, Nehru Gali, Main Road, Vishwas Nagar	110032	172810
21	East Delhi	Burari-Delhi	Khasra No.876/2, Main, Sant Nagar, Burari, Delhi	110084	172910
22	East Delhi	Delhi-Kirorimal College	Kirorimal College, University of Delhi, Delhi	110007	515210
23	East Delhi	Chandni Chowk	137, Chandni Chowk, Delhi - 110006	110006	027420
24	East Delhi	Asafaliroad	2a/3 Asaf Ali Road, Near Delhi Stock Exchange, New Delhi - 110002	110002	027520
25	East Delhi	Timarpur	108, Banarsi Das Estate, Delhi, Pin-110007.	110007	032020
26	East Delhi	Shahzadabagh	19/149, Old Rohtak Road, Delhi, Pin-110035.	110035	081820
27	East Delhi	Gandhinagar	1x/2267, Main Road, Kailash Nagar, Gandhi Nagar, New Delhi, Pin-110031.	110031	096520
28	East Delhi	Laxminagar	A-16, Priyadarshini Vihar, Opp. Sai Mandir, Laxmi Nagar, Delhi-110092	110092	165220
29	East Delhi	Nandnagri (Leprosy Complex)	F-8, Dilshad Colony, Delhi, Pin-110095.	110095	116120
30	East Delhi	Delhi, Civil Lines	13, Alipur Road, Civil Lines	110048	011500
31	East Delhi	Delhi, Darya Ganj	4881/11 DMA House Ansari Road, Darya Ganj	110002	011700
32	East Delhi	Delhi, Bank Street	3338 Bank Street, Karolbagh	110005	011900
33	East Delhi	Delhi, Gurudwara Road	1249/1148/1496/1248, Gurudwara Road, Karol Bagh	110005	012000
34	East Delhi	Delhi, Kashmere Gate	2789, Lothian Road, Near Election Office, Kashmere Gate	110006	012100
35	East Delhi	Delhi, Khari Baoli	First Floor, Gali Batashe Wali, Kharibaoli	110006	012200
36	East Delhi	Delhi, Asaf Ali Road	1/8B, Raghu Shree Bldg, Asaf Ali Road, Ajmeri Gate	110002	012700
37	East Delhi	Delhi, Paharganj	PNB House, Plot No 1, Block No 2, D B Gupta Road, Paharganj	110055	013000
38	East Delhi	Delhi, Bara Hindu Rao	Plot No. 40-41, Bara Hindu Rao	110009	015500
39	East Delhi	Delhi, Gokhle Market	First Floor Premises No 19, Above Shop No 51-54, Gokhle Market	110006	061300
40	East Delhi	Delhi, Rohtak Road	59/1, New Rohtak Road, Near Liberty Cinema	110005	061900
41	East Delhi	Delhi, Chandni Chowk	Municipal No 11-449, Kucha Brij Nath, Chandni Chowk	110006	011300

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Sl.	Circle	Office Name	Address	Pin Code	Sol-Id
42	East Delhi	Delhi, Chawri Bazar	4018, First Floor Ward Iv, Raghuganj Chawri Bazar	110006	011400
43	East Delhi	Delhi, Gandhi Nagar	411, Plot No 86/22, Jheel Khuranja	110031	016100
44	East Delhi	Delhi, Krishan Nagar	F-2/3, Krishan Nagar	110051	064600
45	East Delhi	Delhi, Preet Vihar	F-90, Vikas Marg, Preet Vihar	110092	139900
46	East Delhi	Delhi, Patparganj	Plot No 214, Block-E Patparganj	110092	151800
47	East Delhi	Delhi, Trilok Puri	Block 4, Near Chand Cinema, Trilokpuri	110091	153800
48	East Delhi	Delhi, Shakarpur, Laxmi Nagar	L-142, 143, Main Market, Shakarpur Laxmi Nagar	110092	160300
49	East Delhi	Delhi, Kailash Nagar	9/56, Shahi Block, Kailash Nagar	110031	176500
50	East Delhi	Delhi, Madhuban	189, Ground Floor, Madhuban	110092	257200
51	East Delhi	Delhi, Radhey Puri	A-18/1/2, Radheypuri Extension, Main Jagatpuri Road	110051	305800
52	East Delhi	Delhi, Cghs Patparganj	Shop No 9,10,11 7 12, Csc-1, DDA Market, CGHS	110092	397900
53	East Delhi	Delhi, Anand Vihar	Office Number 1,4,5,7 & 8 Csc Pocket D Railway Board CHBS Anand Vihar	110092	398000
54	East Delhi	Delhi, Scope Tower, Laxmi Nagar	Ground Floor, North Tower, Scope Tower, Laxmi Nagar, Delhi	110092	420000
55	East Delhi	Delhi, Vivek Vihar	A-5, Vivek Vihar, Phase-Ii	110095	423500
56	East Delhi	Delhi, Mayur Vihar	Plot No 4, OCF Pocket-B, Institutional Area, Mayur Vihar, Phase-II	110091	440800
57	East Delhi	Mayur Vihar Ph.Iii, Delhi	Csc-Iii, B-1, DDA Market, Mayur Vihar, Ph-III, Delhi	110096	460600
58	East Delhi	Delhi, Ghazipur	Plot No.5, Anupam Plaza-Ii, DDA Shopping Complex, Ghazipur, Delhi	110096	483800
59	East Delhi	Delhi, Inland Container Depot, Patparganj	Inland Container Depot, Patparganj, Near Ghazipur Village, Patparganj, Delhi	110096	489500
60	East Delhi	Delhi, Mandawali	D 306/307, 1 st Floor, West Vinod Nagar, Mandawali Fazalpur	110092	602300
61	East Delhi	Delhi, Shahdara, Vishwas Nagar	3605, Street No.8, Vishwas Nagar, Shahdara, Delhi	110032	658500

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Sl.	Circle	Office Name	Address	Pin Code	Sol-Id
62	East Delhi	Delhi, Shahdara	1/235 Sri Ram Nagar G T Road Shahdara	110032	012500
63	East Delhi	Delhi, Yamuna Vihar	C-3/55, Yamuna Vihar	110053	225600
64	East Delhi	Delhi, Dilshad Garden	Plot No 6 Local Shopping Centre, B Block, Dilshad Garden	110095	392700
65	East Delhi	Delhi, Bhajanpura	Pandit Yad Ram Educational Society, D 565 Bhajanpura, Delhi	110053	456400
66	East Delhi	Delhi, Durga Puri Chowk	House No.642, Chanderlok, 100 Ft. Road, Main Durga Puri Chowk, Shahdra, Delhi	110093	487200
67	East Delhi	Mustfabad	Khasra No.343, B-140, Plot No.1, Main Road Mustafabad	110094	596600
68	East Delhi	Delhi, Ghonda Road	Khasra No 18,352 Rajput Mohalla Main Road, Gonda	110053	657400
69	East Delhi	Sonia Vihar	B-1750 Kh.No.338, Gali No 24 Pusta-1 Sonia Vihar Near Bhagat Ji Mandir Delhi 110094	110094	875800
70	East Delhi	Delhi, Sadar Bazar	Xiii/5777 To 5802, First Floor, Sadar Bazar	110006	012400
71	East Delhi	Delhi, Subzi Mandi	5126-Xii Harphool Singh Building, Roshanara Road Subzi Mandi	110006	012600
72	East Delhi	Delhi, Kamla Nagar	8-A, Kamla Nagar	110007	015400
73	East Delhi	Delhi, R.P.Bagh	D 1/1, R.P.Bagh	110007	061700
74	East Delhi	Delhi, Mall Road	Flat No 2,3 & 4 (South) On Ground Floor, Riviera Apartment, 45 Mall Road	110007	099100
75	East Delhi	Delhi, Shakti Nagar	1/9A, Roop Nagar, Opposite Pawha Hyundai Showroom, Shakti Nagar	110007	152600
76	East Delhi	Delhi, Burari	303/1, Burari	110009	105100
77	East Delhi	Delhi, Shastri Nagar	E-2/235, Shastri Nagar	110052	139800
78	East Delhi	New Delhi, Mukandpur (Mfb)	Khasra No 301/223, Amar Singh Market Main Road Mukundpur	110042	481000
79	East Delhi	Delhi, Patparganj, Patparganj Industrial Area (SME)	372, Patparganj Industrial Area, Patparganj, Delhi	110091	490400

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Sl.	Circle	Office Name	Address	Pin Code	Sol-Id
80	East Delhi	Delhi, Karawal Nagar	E-90 West Karawal Nagar, Main Pushta Road	110094	457900
81	East Delhi	Delhi, Shiv Vihar	C-7, Main Road, Johripur, Shiv Vihar	110094	490700
82	New Delhi	Lcb Delhi Dcm Building	8 th Floor, DCM Bldg., Barakhamba Road	110001	814300
83	New Delhi	New Delhi-Mahipalpur	K-59, Vasant Kunj Road, VPO - Mahipalpur, New Delhi	110037	002910
84	New Delhi	New Delhi-A Block Connaught Place	Ground Floor, Harsha Bhawan, E Block, Connaught Place, New Delhi 110001	110001	017910
85	New Delhi	New Delhi-Naraina	44, Community Centre, Phase-I, Naraina, New Delhi	110028	022210
86	New Delhi	New Delhi-Basant Lok	7, SCO, Basant Lok, Vasant Vihar, New Delhi	110057	040710
87	New Delhi	New Delhi-Minto Road	MSD Flat, Minto Road Complex, New Delhi	110002	092510
88	New Delhi	New Delhi-Tagore School May	Tagore School,18-MayaPuri Road, New Delhi	110064	521410
89	New Delhi	New Delhi-EC Vasant Vihar	Tagore International School, Vasant Vihar, New Delhi	110057	526010
90	New Delhi	New Delhi-Palam	Bldg.No.59, Vill & PS, Palam Nazafgarh Rd, New Delhi	110045	046410
91	New Delhi	New Delhi-Air Force Station Palam	Air Force Station, Palam, New Delhi	110010	089010
92	New Delhi	New Delhi-Sadh Nagar	RZF-110/1, Gali No.40, Sadh Nagar, Indra Park, New Delhi	110045	184410
93	New Delhi	Connaught Circus	J C Das Building, 90/8, Connaught Circus (Near Madras Hotel), New Delhi - 110001.	110001	027620
94	New Delhi	Delhi Oberoi Hotel	Hotel Oberoi Maidens, 7, Sham Nath Marge, Delhi, Pin-110054.	110003	027720
95	New Delhi	Tansenmarg	2, Tansen Marg, Delhi, Pin-110001.	110001	035920
96	New Delhi	President's Estate	President's Estate, Delhi, Pin-110004.	110004	053920
97	New Delhi	Delhi, Inder Puri	ER-14, Inderpuri	110012	306300
98	New Delhi	New Delhi Tropical Building	H-22, Tropical Building, Connaught Circus	110001	013300
99	New Delhi	New Delhi Parliament Street	5-Sansad Marg,	110001	015300
100	New Delhi	New Delhi Ece House	26-A, K G Marg, Connaught Place	110001	112000

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Sl.	Circle	Office Name	Address	Pin Code	Sol-Id
101	New Delhi	New Delhi Chanakyapuri	22, Sardar Patel Marg	110021	173600
102	New Delhi	New Delhi Conn.Circus N-46	N-46, Connaught Circus, New Delhi	110001	184600
103	New Delhi	New Delhi, Gymkhana Club	Gymkhana Club, Race Course Road, New Delhi	110011	614700
104	New Delhi	New Delhi, Maitreyi College	Maitreyi College, Babu Dham, Chankya Puri, New Delhi	110021	615000
105	New Delhi	New Delhi, National Sports Club of India	National Sports Club of India, Mathura Road, New Delhi	110002	615100
106	New Delhi	New Delhi Vinay Nagar	Shop No.187, Sarojini Nagar Market,	110023	015100
107	New Delhi	New Delhi R K Puram	Sector-4 Market, R.K. Puram	110022	016200
108	New Delhi	New Delhi Nanak Pura	H.No. 158, Vill. Mochi, Moti Bagh	110021	153700
109	New Delhi	New Delhi R K Puram Sewa Bhavan	Sewa Bhawan, R.K. Puram	110022	308300
110	New Delhi	Delhi, Delhi Cantt.	Gopinath Bazar, Delhi Cantt.	110010	011200
111	New Delhi	New Delhi Vasant Vihar	Plot No.5, Local Shopping Centre, D-Block	110057	153000
112	New Delhi	New Delhi, Nangal Dewat	Khasra No.104, M.R. Complex, Mahipalpur, Rangpuri, New Delhi	110037	308000
113	New Delhi	New Delhi New Custom House, IGI, New Delhi	New Custom House Bldg., IGI Airport,	110037	404700
114	New Delhi	New Delhi, Central Vehicle Depot, Delhi Cantt.	Central Vehicle Depot, Delhi Cantt, New Delhi	110010	486500
115	New Delhi	New Delhi, Dwarka Sector-22	URIVI Vikram National Centre, UVNAC Building, Plot No.PSP-1, Pocket Haf-1, Sector-22, Dwarka, New Delhi	110075	491300
116	New Delhi	New Delhi, Central Ordnance Depot	Central Ordnance Depot, Delhi Cantt., New Delhi	110010	614500
117	New Delhi	New Delhi, Terminal-3, IGI Airport	Terminal-3, Indira Gandhi International Airport, New Delhi	110037	614900
118	New Delhi	Delhi, Naraina	Naraina	110028	062700
119	New Delhi	New Delhi Mayapuri	Phase-1, Main Road Mayapuri Indt. Area	110064	184700

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Sl.	Circle	Office Name	Address	Pin Code	Sol-Id
120	New Delhi	Mansarovar Garden, New Delhi	F-15, Mansarovar Garden, New Delhi	110015	917700
121	New Delhi	Delhi, Tolstoy House (Lcb)	Tolstoy House, Tolstoy Marg, New Delhi	110001	216400
122	New Delhi	New Delhi, Spl. Mid Corporate	9-A, Connaught Place, New Delhi	110001	419600

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Annexure - 5

Undertaking

I/We confirm that I/we shall comply with the Minimum Wage Policy and abide by the terms and conditions for implementing the said policy in letter and spirit.

Date:

Place

Signature & seal of the Service Provider

**Monthly deep cleaning and allied maintenance of Bank's
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Annexure – 6

WORK COMPLETION CERTIFICATE

Name of Branch: -		Name of Circle: -	
WORK DATE: -			Tick / Cross
ITEM DESCRIPTION			
1	Sweeping of areas under occupancy of the Branch including entrance area outside the main door of the branch and collection of all waste material and its disposal as per law of the land and as per instructions of the Bank.		
2	Wet moping of tiles, vitrified floors, staircases, elevators, floor, sidewalls and podium entrance areas including entrance area outside the main door of the branch. Floors has been cleaned free of stain, dirt, mud, sand, footprints, liquid spills, and other litter without damaging. Movable items shall be moved to clean underneath		
3	Deep cleaning of floors, wall tiles of entire premises with mechanical as well as manual means.		
4	Deep cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces are free of grime, soap, mud and smudges.		
5	Cleaning of mirrors, glass doors, glass windows, window and window frames, door and door frames etc.		
6	Need based repairing and dry cleaning of curtains, blinds, carpets, sofa, chairs etc with mechanical as well as manual means.		
7	Spot cleaning carpets, sofa, chairs etc. whenever necessary to remove stains, using appropriate products, chemicals, etc.		
8	Need based repair and deep cleaning of ceiling/ floor mounted / wall mounted/ table mounted / exhaust fans, light fittings and fixtures, electrical switch boards, sockets etc.		
9	Dressing of loose electrical cables, replacement of fused light fittings, any minor electrical repair like setting right of loose sockets, plug points etc.		
10	Deep cleaning of cash cabin, grills, roof jail, counter top, partitions, paneling etc.		
11	Deep cleaning of office furniture (table/ workstations, chairs, book cases, filing cabinets, almirahs and all type of fixtures of woods), telephones, computers, printers, other electronic & electrical equipments/ fixtures, stones etc.		
12	Glass table tops, cabin doors, cabin partitions and glass accessories has been cleaned. Grease marks or fingerprints on glass counters and partitions has been removed.		
13	ATM/BNA Site has been cleaned		
14	Lit / non-lit signages have been cleaned and checked that lit sign board is in working condition (if not then repaired)		
15	Cobwebs in the lavatories and premises have been removed		
16	Any minor carpentry / plumbing works which can be attended in one day has been attended and completed.		

Service Provider's Representative

Branch Personnel

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Annexure: 7

ARTICLES OF AGREEMENT

This agreement is made at New Delhi on..... day of 2022 between Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and transfer of Undertaking Act) 1970 having its head office at Plot No.4, Sector 10, Dwarka New Delhi and its General Services Administration Division (Hereinafter referred to as —The Bank ") of the one part & (Herein after called "the tenderer") of the other part.

Whereas the Bank has floated tender documents inviting tenders from eligible firms /agencies/companies for the job of Housekeeping and allied services at PNB Head Office, Plot No 4, Sector 10, Dwarka New Delhi.

WHEREAS the Bank is desirous of executing work of Housekeeping and allied services at Head Office, Plot No 4, Sector 10, Dwarka New Delhi and has by letter of acceptance dated.....accepted a tender by the Contractor for Housekeeping and allied Services.

After discussion, the Bank and the bidder agree to enter into this agreement on the terms and condition set out hereunder:

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the said conditions of contract hereinafter referred to:
2. The following documents, terms and conditions contained therein shall form and construe as integral part and parcel of this agreement and be read as part and parcel of this agreement, viz.
 - a. Original tender document.
 - b. Relevant correspondence all letter/ correspondence forming parts of contract and referred to in acceptance letter.
 - c. Acceptance letter
 - d. Bill of quantities.
 - e. Other additional documents as required.
3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities of discrepancies the latest documents issued by the Bank shall prevail over the earlier documents.
4. In consideration of payment to be made by the Bank to the successful bidder as hereinafter mentioned, the successful bidder hereby covenants with the Bank to perform execute, complete and maintain the work in due respects and in conformity with the provision of the contract and tender documents.

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- 5. The Bank hereby covenants to pay the Bidder in consideration of the execution, completion of the work such sums as shall become payable hereunder at the time(s) and in the manner prescribed in the said conditions and price schedule of quantities / bill of quantities prescribed in the contract.

- 6. All disputes or differences whatsoever arising between the parties shall be settled amicably. If parties are not able to solve amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act 1996. Venue of arbitration shall be at Delhi.

SIGNED AND SEALED AND DELIVERED BY THE

Said
(Name)

Said
(Name)

on behalf of the Contractor

on behalf of the Bank

In the presence of

In the presence of

Name:

Name

Address:

Address:

This form is included in the tender documents only for the information of the bidders. Only the successful bidder will be in due course, required to complete the form.

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Commercial Bid

SI	Description	Unit	Quantity	Rate per Annum incl. GST (Rs.)	Amount incl GST (Rs.)
1	Monthly Deep Cleaning of one Branch/ Office (upto 1500 sqft) for 12 months Rate to be quoted per annum per branch	No. of Branches	27	To be submitted online only	To be submitted online only
2	Monthly Deep Cleaning of one Branch/ Office (Above 1500 sqft upto 2500 sqft) for 12 months Rate to be quoted per annum per branch	No. of Branches	45	To be submitted online only	To be submitted online only
3	Monthly Deep Cleaning of one Branch/ Office (Above 2500 sqft) for 12 months Rate to be quoted per annum per branch	No. of Branches	50	To be submitted online only	To be submitted online only
	Total		122		

(Rates are inclusive of GST)

Area of the Branch as decided by the Branch Manager will be final and binding on the contractor and no extra claim shall be entertained.