



অসম গ্ৰামীণ বিকাশ বেঙ্ক
ASSAM GRAMIN VIKASH BANK

(A joint undertaking of Govt. of India, Govt. of Assam & Punjab National Bank)

Head Office: ADAM'S PLAZA, Christianbasti Guwahati – 781005, Assam

Website:: www.agvbank.co.in, E-mail: agvbank@yahoo.co.in Phone: 0361-2346001

NOTICE INVITING TENDER FOR HOUSEKEEPING SERVICES

Sealed Tenders in 2 Bid system are invited by Assam Gramin Vikash Bank from reputed firm/agencies having adequate experience for providing **Housekeeping Services** at Bank's Head Office at Adam's Plaza, Christianbasti. G.S.Road, Guwahati- 781005 (Assam).

Interested and eligible parties are requested to submit their offers under 2 Bid System for Housekeeping Services. The sealed envelopes containing the Technical and Financial bids should be submitted together in another large sealed envelope superscribing "**TENDER FOR HOUSEKEEPING SERVICES AT ASSAM GRAMIN VIKASH BANK**" to the undermentioned address on or before 07-05-2024(4.00pm). The Tender document can be downloaded from Bank's website www.agvbank.co.in.

Assam Gramin Vikash Bank, Head Office
Adam's Plaza, Srimanta Sankardev Path (GS Road)
Christian Basti, Guwahati-781005

Date: 22.04.2024

Place: Guwahati

Sd/-

GENERAL MANAGER



অসম গ্ৰামীণ বিকাশ বেঙ্ক
ASSAM GRAMIN VIKASH BANK

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Head Office: G S Road, Christianbasti, Guwahati-781 005(Assam)

Phone No: 0361-2346001

web site : www.agvbank.co.in ; e-mail : agvbank@yahoo.co.in

SECTION - I

NOTICE OF INVITATION TO TENDER

Sealed Tenders are invited on behalf of Assam Gramin Vikash Bank, from reputed firm/agencies having adequate experience for providing Housekeeping Services at Bank's Head Office at Adam's Plaza, Christianbasti G.S.Road, Guwahati- 781005 (Assam)

- a) Name of work/ service : Housekeeping Services at Assam Gramin Vikash Bank Head Office premise.
- b) Earnest Money : Rs.10,000.00 by crossed Demand Draft/ Pay Order payable at Guwahati and drawn in favor of Assam Gramin Vikash Bank to be submitted with the Bid (Tender without earnest money in proper form will be rejected)
- c) Security Deposit to be submitted by Selected bidder : Rs 50,000/- in the form of the Bank's Term Deposit favouring Assam Gramin Vikash Bank. The Security Deposit will be refunded on expiry/termination of the contract after adjusting dues payable by the vendor to Bank if any.
- d) Issue of Tender Document : Available in Bank's website www.agvbank.co.in from 23-04-2024
- e) Time and date of Submission of tender : Upto 04.00 P.M. on 07-05-2024 (last date)
- f) Time and date of Opening of tender : At 4.00 P.M. on 08-05-2024
- g) Venue of Opening Tenders : Head Office
Assam Gramin Vikash Bank,
Adam's Plaza, Christianbasti, Guwahati - 781 005 Assam
- h) Tender to be addressed and submitted to : The General Manager
Assam Gramin Vikash Bank,
Head Office, Adam's Plaza, Christianbasti
Guwahati - 781 005, Assam
- i) Clarification, if any to be obtained from Bank : Planning & Development Department, Assam Gramin Vikash Bank, Head Office, Adams Plaza, Christianbasti, Guwahati-781005
- j) Validity of Tenders : 3 (three) calendar months from the last date of submission of Tender
- k) Liquidity Damages : As specified in the tender.
- l) Delay in submission: Delay in submission of any part arising due to postal or any other irregularities at any stage will not be considered. The Bank will not be responsible for any damage in transit in case of postal delivery / delivery through courier service.
- m) Tenders which do not fulfil the prescribed conditions or are incomplete in any respect are liable to be rejected.
- n) The acceptance of tender will rest with Assam Gramin Vikash Bank which does not bind itself to accept the lowest or any tender and reserves to itself the right to reject any or all the tenders received without assigning any reason/s thereof.
- o) In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same venue and time.
- p) Conditional Tenders will be summarily rejected.



General Manager
Assam Gramin Vikash Bank, Head Office
Adam's Plaza, Christianbasti, Guwahati

ASSAM GRAMIN VIKASH BANK

HEAD OFFICE

ADAM'S PLAZA, CHRISTANBASTI, GUWAHATI-781005, ASSAM

SECTION - II

**TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT
ASSAM GRAMIN VIKASH BANK, HEAD OFFICE**

TENDER NO. AGVB/P&D/229/01/Housekeeping /2024-25 dated 22-04-2024



TERMS AND CONDITIONS

TWO-BID TENDER

1. Introduction:

Assam Gramin Vikash Bank Head Office Christian Basti, GS Road, Guwahati proposes to outsource the Housekeeping Services for its Head Office premises to a professional agency having competence in this field.

2. Invitation of tender

Assam Gramin Vikash Bank invites tenders in **Two Bid format** for providing housekeeping services on Contract basis as per the details mentioned in this tender document.

2.1. Part - A (Techno-commercial bid): This part should contain all the required details and information except for the price quote and should be furnished in accordance with the format provided in this tender document.

2.2. Part - B (Price bid): This part should contain only the prices and should be furnished in accordance with the format provided in this tender document.

2.3. If the tenderer includes prices of any nature in Part-A (Techno-commercial) of the tender, such offers are liable for rejection without any notice to the tenderer. The **techno-commercial and price bids** should be sealed in separate and marked envelopes, before putting in a bigger envelope.

3. Eligible Bidders:

3.1. This Invitation of Bids is open to all bidders who meet the **Eligibility criteria** of the tender documents.

3.2. The Bidders shall bear all costs associated with the preparation and submission of their bids and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

It may please be noted that any clarifications required in this tender either technical or otherwise shall be clarified before submission of bid. Bidder shall not have any right to revise their bid after the due date & time of submission of bids.

Eligibility Criteria- The parties should be experienced and capable to handle Housekeeping Services on **manpower basis** by carrying out the work with necessary materials/equipment/machines.



4. Instruction to Tenderers

The following documents need to be submitted along with the Tender / Quotation: -

- (a) Complete Tender document duly filled in, signed and stamped by the authorized representative.
- (b) EMD of Rs 10,000/- in the form of DD in favour of **Assam Gramin Vikash Bank** payable at Guwahati.
- (c) Registration certificate of the firm for E.P.F., ESI/WCA and GST Registration Certificates.
- (d) Valid Trade License.
- (e) Copy of Memorandum of Association (in case of companies)/Partnership Deed(In case of partnership firms).
- (f) Copy of Tax Returned filed for last 3 years.
- (g) Certificate that the party have a minimum three years of experience of similar Housekeeping services at any Government/PSU /Semi Government Institution or reputed Organization.
- (h) **Experience Details:** List of similar contracts entered into by the bidder during the last 3 years (including orders in hand at present).
- (i) Audited balance sheet and profit & loss statement for the FY 2020-21, 2021-22 & 2022-23) showing the average annual turnover during last three financial years is not less than ₹ 20 Lac.
- (j) Performance certificate(s)/copies of work orders/contract agreement.
- (k) The bidder should not have ever been blacklisted by any State /Central Government Department/PSU/ Agency in the past for breach of general or specific conditions of contract, fraudulent, unethical or corrupt business practices. **Declaration of same on the Letter Head of Firm to be submitted.**
- (l) Declaration/Board resolution as to the Authorized signatory.

5. OTHER TERMS AND CONDITIONS

1. Successful tenderer(s) will be required to provide housekeeping services throughout the period of contract to the complete satisfaction of the organization leaving no room for complaints.
2. The Tenderers who have not visited AGVB Head Office, should visit it to have a detailed assessment of the scope of work before submitting the tender.
3. The tenderer should sign all the pages of the tender documents before submission in token of having read & accepted the terms & conditions
4. **AGVB is not bound to accept the lowest tender. AGVB reserves the right to choose any party whether it is lowest or otherwise at its sole discretion.**
5. **In case any bidder quote rate per month is found non-conformity to government standards, rules, act or law etc. and also found below the floor limit fixed by Bank through internal calculations such bid will be rejected.**
6. On scrutiny of the documents if it is found that the party has suppressed facts or given wrong information/documents, AGVB reserves the right to reject such tender at its sole discretion.
7. The tender is liable to be rejected in the event of the response of the past or present client, is not favorable as regards to the performance and services rendered to them.
8. The parties will have to provide police verification certificate for all the manpower deployed by them to provide the housekeeping services.
9. In case, any representative of the parties / companies wishes to attend tender opening meeting on its due date, the representative must bring an authorization letter with ID proof from the company failing which s/he will not be allowed to attend the meeting. However, only a single participation will be allowed from each party / company.
10. **The successful tender will have to make an agreement with AGVB on terms and conditions of the contract on a non-judicial stamp paper within 15 days, the cost of which will be borne by the contracting agency/firm/company.**



6. SCOPE OF WORK:

FOR HOUSEKEEPING SERVICES

The scope of work includes sweeping, cleaning, dusting, mopping (using modern equipment/gadgets), shifting, procuring and using cleaning materials, pesticides, supervising and general upkeep of:

- i. AGVB campus, consisting of buildings such as Working Halls/cabins, Chairman's Cabin, General Manager cabin, Conference hall, Store Rooms, Server Room, Canteen, corridors, passage, staircases, toilets, Service Branch etc.
- ii. The work includes removal of dust on the furniture, fixtures, books, office records, racks, equipment installed inside the buildings including using of necessary cleaning machines like vacuum cleaners etc.
- iii. Sweeping and moping of the floors, cleaning of the glass panels, emptying of dustbin etc., removing of the spider webs, nest using necessary tools, tackles, materials, equipment etc.
- iv. **Manpower Required: - 03 (Three) nos.**
- v. **Duty Time: 08 hours per person starting from 8.00AM or as per requirement and instruction of Bank.**
- vi. All sweepings along with the garbage bags, waste papers, thrown away obsolete items, garbage etc. shall be collected every day and shall be dumped at the place earmarked for the purpose and destroyed under the supervision of the Bank Official.
- vii. Daily cleaning of the toilets includes cleaning of sanitary and plumbing fixtures, viz. wash basin, urinal, sink, mirror, water cooler, water tank, bottle trap, flooring, dado, removing of the blockage from manhole, etc.
- viii. It is very clearly made out that adequate quantity of the tools, brooms, mops, buckets, brush, cotton cloth, cleaning powder/lotion, detergent, phenyl, liquid soap, naphthalene balls, room freshener, mosquito spray, necessary manual and electrical operated gadgets and all other material required for cleaning are available with the vendor.
- ix. All the staff deployed by the agency should come neatly in proper uniform on all working days.
- x. A log sheet, specifying daily reporting and relieving time shall be maintained for each person. The bidder should submit the duly filled in log sheet, signed by the controlling officer, along with the bill, on monthly basis.
- xi. The Agency shall issue ID Cards to the persons who will be deployed for the services.

7. RATES:

The rates quoted by the contractor per month shall include all expenses whatsoever that the contractor may be required to incur for providing the services. (GST Extra)

GST, as applicable will be reimbursed on production of proof of payment as per the Government Notifications as per the applicable rates as amended from time to time. TDS will be deducted as per norms.

8. PERIOD OF CONTRACT:

The contract, if awarded shall be initially valid for a period of one year from the date of agreement. The Bank reserves the right to extend the period of contract for a further period of up to two years (one year at a time) on terms mutually agreed upon.



9. TERMINATION OF THE CONTRACT:

- a) The contract may also be terminated at any time during its pendency at the sole discretion of Assam Gramin Vikash Bank by giving one month's notice to the contractor. The contractor may also discontinue the services by giving three months' notice in writing to Assam Gramin Vikash Bank.

If the contractor suspends the services without any notice to AGVB, the whole amount of security deposit shall be forfeited in addition to the loss incurred in making alternate arrangements during the shortfall in the notice period.

The contract shall stand terminated at the sole discretion of AGVB, in the event of filing any legal petition against AGVB by the contractor or any of its employees with regards to labour laws/rules or in case of any agitation/strike initiated by the contractor's employees.

- b) In case of failure on the part of the contractor to complete the work as per the scope of work defined, and/or failure to fulfill any of the terms and conditions of the agreement, the Security Deposit of the contractor shall be forfeited and remaining unexecuted work shall be got done through another contractor at the risk and cost of the contractor. All related cost incurred by Bank on this account shall be recovered from the dues payable under the agreement/tender document, or any other dues of the defaulting contractor.

10. SECURITY DEPOSIT:

The successful bidder shall be required to deposit an amount of Rupees fifty thousand (Rs. 50,000/-) in the form of Bank's Term Deposit favouring Assam Gramin Vikash Bank as security deposit. The security deposit shall remain with AGVB during the tenure of this contract and be released only after three months from the date of expiry or termination of the contract.

The whole amount of the Security Deposit will be liable to forfeiture in case of breach of any of the terms agreed upon by the contractor. The security deposit shall also be liable to appropriation against dues payable to Bank, under the agreement or damage or expenses that may be sustained by Bank, as a result of negligence or such acts and omissions on the part of the contractor or the persons deployed by him at AGVB.

11. EARNEST MONEY DEPOSIT:

The tenderers are required to submit an earnest money deposit of ₹ 10,000/- along with the completed tender in favour of **Assam Gramin Vikash Bank** in the form of demand draft from any scheduled bank. **The tenders received without EMD shall be rejected.**

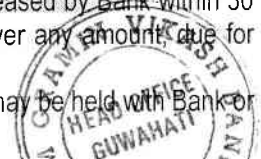
The EMD of unsuccessful tenderers shall be refunded only after actual award of the work or cancellation of the tender. However, no interest shall be paid on EMD.

The work shall commence within 5 days from the date from which the contract is awarded. In case the successful bidder fails to commence the work within the stipulated time, the **EMD shall be forfeited** in addition to seeking other legal remedy for any loss or suffering to Bank arising out of such failure of the contractor. The EMD will also be forfeited in case of failure to comply and abide by the terms and conditions of the tender document and withdrawal of the quotation. The EMD shall be refunded to the successful bidder without any interest thereon, upon the submission of the Security Deposit.

12. PAYMENT:

The contractor shall submit bills to the concerned officer every month along with required certificates as prescribed by Bank before 5th of following month for the work done in the preceding month. The payment shall be released by Bank within 30 days from the date of its verification and certification of the bills. Bank reserves its right to recover any amount due for whatsoever reason(s), from the bills submitted by the contractor or from the security deposit.

No Claim for interest shall be entertained by AGVB in respect of any payments or deposits which may be held with Bank or in respect to any delay on the part of Bank in making monthly payments or otherwise.



13. PENALTY:

In case the work is not done as laid down in the scope of work to the complete satisfaction of Bank or if the contractor fails to comply with any of the terms and conditions of the contract or if the contractor fails to keep sufficient stock of materials of approved brand/quality, Bank has the right to impose a penalty up to ₹ 1,000/-per day per lapse, depending upon the gravity of problem/issue.

14. INDEMNITY :

The contractor will indemnify AGVB from all claims, suits, inability & procedure which may be identified/initiated by the employees engaged by the contractor and shall keep Bank harmless from all such rules, procedure, liabilities. The contractor shall also indemnify Bank from all or any legal implication or consequences that may arise out of labour laws/rules and any consequence that may arise out of misconduct of any of his/her personnel. The decision of the Bank in this regard shall be final and binding. The selected firm/company is to execute necessary Indemnity Bond in this regard.

15. INCOME TAX & OTHER DEDUCTIONS:

Income tax and any other statutory deductions shall be made from the monthly bill as per the provisions.

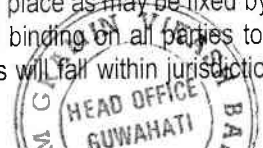
16. PROVIDENT FUND and ESIC:

The contractor shall strictly comply with the provisions of Employees Provident Fund Act and Employees State Insurance. The amount of EPF / ESI against the staff working for AGVB may be deposited separately and should not be mixed up with any other contract. It will be the sole responsibility of the contractor to insure his persons for insurance cover under ESIC of appropriate value as per the govt. guidelines and submit a copy of policy to Bank.

17. ARBITRATION:

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, herein before mentioned and as to the quality of service or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Chairman of Assam Gramin Vikash Bank or to the sole arbitration of some other person appointed by the Chairman willing to act as such arbitrator.

The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Chairman as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor. Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute. The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award. The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Agency shall be withheld on account of such proceedings. The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. In case of any unresolved dispute between the Agency and AGVB all litigations will fall within jurisdiction of Guwahati, Assam.



Format of Technical Bid

(To be given on tenderer's letter head)

The General Manager
Assam Gramin Vikash Bank
Head Office, Guwahati

Tender for Providing Housekeeping Services at the properties of Assam Gramin Vikash Bank located in Adam's Plaza, Christian Basti, Guwahati.

In response to the above and in full agreement with the terms and conditions as stipulated by Assam Gramin Vikash Bank:

- a. I/ We certify that before signing this bid, I/ We have read and fully understood all the terms and conditions and instructions laid down in tender document and undertake to abide by them.
- b. I/ We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by Govt of Assam / other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, Leave, Relieving charges, uniform, etc., also need to be paid as prescribed under various statutes, by me / us.
- c. The Earnest Money Deposit of Rs. _____ is given vide enclosed Demand Draft No. _____ dated _____ drawn on Assam Gramin Vikash Bank Guwahati.
- d. On receiving the award of contract, I/We will furnish a Security Deposit of Rs 50,000/- which shall be valid for the period of contract.
- e. I / We also understand that the Assam Gramin Vikash Bank has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and Bank's decision will be binding on me/us.
- f. I/ We have valid registration in respect of Employees Provident fund, Employees State Insurance, valid GST registration etc., copies of which are enclosed herewith. We also possess necessary Trade License and copy of the same is enclosed.
- g. I/ We agree and undertake, if our bid is successful and accepted, to provide the Housekeeping services in accordance with the requirement of the Bank.
- h. I/ We also understand that the security deposit, will be invoked in the event of failure on my/ our part to execute the agreement within the specified time or in case of breach attributable to me/ us of the terms and conditions, or failure on my/ our part to duly execute the work.

Authorized Signatory (Name & Seal)



Particulars of the tendering Company/Firm

(To be given on tenderer's letter head)

Annexure II

1.	Name of the Company/Firm	
2.	Type of Company whether, Proprietorship, Partnership etc.	
3.	Name and address of the Proprietor/ Partners/ Directors of the Company	
4.	Registration (firm, company etc.) / Registration Authority, Date Number etc.	
5.	Registered office address and telephone number & email address	
6.	Office address through which the work will be handled (together with email id of authorized official)	
7.	Experience in undertaking similar services to other organizations	____ Years
8.	Whether providing Security services to any of the Government/Semi-Government Undertaking/s and if so, furnish details	
9.	PAN No. (copy of PAN card issued by the Income Tax Department)	
10.	Annual Turnover of Last three years	
	2020-21	Rs.
	2021-22	Rs.
	2022-23	Rs.
11.	ESI Number	
12.	Licence number under Contract Labour (R&A) Act	
13.	Trade License Detail with Validity up to	



Note: List of documents to be furnished separately.

Date:

Signature of the applicant with Seal

(Financial bid)

(To be given on tenderer's letter head)

Tender for Providing Housekeeping Services at the properties of Assam Gramin Vikash Bank located in Adam's Plaza, Christian Basti, Guwahati.

Deployment of Housekeeping personnel:

In connection with the above and in full agreement with the terms and conditions as stipulated by you I/we state as under:

S.No	Description	No of Persons to be engaged	Monthly rate (in Rupees) GST Extra
1	Housekeeping Personnel	3	Rs..... (Rupees.....)
	Grand Total		

Note:

I /We have gone through the terms and conditions and am/are agreeable to them.

Authorised signatory

(With name and seal)

