



উত্তরবঙ্গ ক্ষেত্রীয় গ্রামীণ ব্যাংক
उत्तरबंग क्षेत्रीय ग्रामीण बैंक
UTTARBANGA KSHETRIYA GRAMIN BANK

শিববাড়ি রোড, কোচবিহার

(HEAD OFFICE)

Shib Bari Road, Coochbehar

A Govt. Owned Scheduled Bank Sponsored By Central Bank Of India

REQUEST FOR PROPOSALS

*FOR SUPPLY OF MAN POWER FOR CLEANING, MAINTAINENCE, HOUSEKEEPING
AND OTHER WORKS SIMILAR TO OFFICE ATTENDANTS IN BANK ON
OUTSOURCING BASIS FOR BRANCHES/OFFICES IN COOCHBEHAR, JALPAIGURI,
DARJEELING, ALIPURDUAR & KALIMPONG DISTRICTS, WEST BENGAL AND
EMPANNELMENT OF AUTHORISED SERVICE PROVIDER FOR SUPPLY OF
SECURITY GUARDS TO BANK IN FUTURE AND AS AND WHEN REQUIRED .*

(RFP No. HRD/48/671/2023-24/RFP dated 31/10/2023)

**UTTARBANGA KSHETRIYA GRAMIN BANK, Head Office: Shib Bari Road, Ward No.6,
Opposite N.N.Park, Coochbehar-736101**

The UTTARBANGA KSHETRIYA GRAMIN BANK in short UBKGB or UBKG Bank established on 7th March 1977 under the Provision of Section 3(2) of RRB Act 1976 [21 of 1976] is having its Head Office at Shibbari Road , Coochbehar (W B) and having 143 branches network in the Districts of Coochbehar, Jalpaiguri, Darjeeling, Alipurduar & Kalimpong. The bank is proposing to outsource the man power for cleaning, maintenance, Housekeeping and other works similar to that of Office Attendants for its branches/offices in the above districts by engaging Organizations/agencies (service provider) involved in providing these services To scheduled commercial Bank / Regional Rural Banks / reputed Financial institutions etc. (More particularly detailed under the eligibility criteria).

Requirement

Particulars	No. of persons required	Eligibility
Man power on outsourcing basis for cleaning, maintenance, Housekeeping and other works similar to that of Office Attendants for Branches and offices in the Districts of Coochbehar, Alipurduar, Jalpaiguri, Darjeeling and Kalimpong of Uttarbanga Kshetriya Gramin Bank.	151 (tentative)	Age between 18 and 55 years with minimum qualification as 8 th Standard pass and able to read and write. Experienced man power who is having similar work experience shall be preferred.
Security Guards on outsourcing basis for Head office or other offices or for securing assets under possession of Bank under SARFAESI or Court order etc.	(As an when required) Request is for empanelment of authorized service provider	For Eligibility of agency for empanelment as authorized service provider; security agency shall be registered with DGR (Directorate General Resettlement) Ministry of Defense, Govt. of India and Security guards should be deployed as and when required with giving preference to retired armed and paramilitary forces including retired Agneevs.

We request a comprehensive proposal (sealed tenders) from the Agency/firms/company for providing services as per the details furnished in this document.

- The intending agencies are requested to enquire about the working style of the bank and its geographical locations etc. before quoting to be familiar with the work and site condition.
- Bid should be submitted in 2 (two) separate sealed envelopes, one Technical Bid and another Financial Bid mentioning on top of the envelope 'Technical Bid' or 'Financial Bid'

duly superscripting the envelope with the reference number of this Tender. The Technical Bid should necessarily contain all details as per the eligibility and terms & conditions.

Envelope 1: This sealed envelope shall contain the application and Demand Draft of Tender fee and Earnest Money Deposit (EMD), covering letter and all other information about the bidder more particularly in specified format of Technical Bid (**Annexure II**) with all requisite forms /declaration / documents etc. more particularly listed under para '6' as "Documents comprising in technical bid "and shall be superscripted as "**Technical Bid**".

Envelope 2: This sealed envelope shall contain only the Financial bid in the specified format of Financial Bid (**Form no 3**) and super scribed as "**Financial bid**"

Both Technical & Financial bid in sealed covers shall be kept in one sealed cover and shall be superscripted as "RFP for outsource of manpower". The sealed cover shall be in the name of "The General Manager(HRD), UBKG Bank, Head Office, Shib Bari Road, Coochbehar – 736101 (WB) ". The Bid in Sealed cover should be dropped in the tender box placed in the Head office of UBKG Bank on or before the last date and time for submission.

Please note that any bid found other than the afore mentioned condition will be rejected summarily.

1. Disclaimer:

This invitation document is neither an agreement nor an offer and is only an invitation by Bank to the interested Agency / Companies / firm, rendering services of outsourcing of man powers to Banks and Financial institutions, for submission of Bids/proposals. The purpose of this RFP is to provide the agency / Firm / Company dealing in outsourcing of Manpower with data points, to assist them in formulation of their proposals. This document does not claim to contain all the information. Each agencies / firm / company may require. Each interested agencies / firm / companies should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability and completeness of the information in this RFP document. Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents and advisors 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 presumption or information (whether oral or written and whether express or implied), including forecasts, statements, estimates or projections contained in this RFP document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, 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 advisors.

This RFP is not an offer by UBKG Bank, Coochbehar, but an invitation to receive a response from Firms/Organizations/agencies. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of the Bank with the agency.

2. TERMS AND CONDITIONS:

(A) AUTHORISATION FORM:

The proposal / bid being submitted would be binding on the agency. As such, authorized personnel of the firm or organization must sign the BID. The designated person should be authorized by competent official of the organization having authority to do so. An undertaking letter duly signed by the designated personnel providing a bid commitment must accompany the proposal. The letter shall also indicate the complete name and designation of the designated personnel. Necessary resolutions / authorization as per constitution of the bidder in the formats as Form No 1 for company or Form no 2 for partnership firm (as the case may be), shall be enclosed. If bidder is a proprietorship firm then proprietor shall himself participate and sign all the bid documents. For all other bidder (society / trust etc.), resolution / authority letter according to constitution/ bye laws of the bidder shall be attached.

Proposals received without such Resolution / authorization letter/s will be summarily rejected.

(B) FOLLOWING INSTRUCTIONS MAY PLEASE BE TAKEN NOTE OF IN THIS CONNECTION.

(i) Tender Fee (Non Refundable): Tender fee will be not refundable amount of ₹ 2000 (Rupees Two Thousand only) by way of Banker's Cheque / demand drafts only. The demand draft shall be drawn in favor of "Uttarbanga Kshetriya Gramin Bank, Head Office, Coochbehar" Payable at Coochbehar. The tender without tender fee will be summarily rejected.

(ii) Earnest Deposit (EMD) / BID Security:

a. The agency shall furnish Earnest Money Deposit for an amount of Rs 1,00,000/- (Rupees one Lakhs only) as part of its bid security for participation in the form of a Bankers Cheque /Demand Draft in favor of UBKG Bank, Coochbehar and payable at Coochbehar (W B) .

The MSME Registered contractors / vendors are exempted from EMD. For claiming such exemption, Relevant Documents to be submitted with the application such as valid Micro and Small Enterprises (MSEs) certificate as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department.

b. For successful Agency's/ Bidder ; the EMD will be discharged and returned upon the Agency after signing the contract as per RFP terms and furnishing the Performance Security deposit for the sum equal to 10% of the monthly contract value .

c. EMD pertains to Unsuccessful Agency's / Bidders will be discharged or returned as promptly as possible, but not later than 30 days after the expiration of the period of bid validity.

- d. The EMD may be forfeited: If any agency / Bidder withdraws its bid during the period of bid validity or in case of a successful Agency / Bidder fails:
- i) To sign the contract within the stipulated time. or
 - ii) To comply with any terms of RFP or work order.

(C) Last Date:

The last date for submitting the proposals along with EMD is 21/11/2023 by 05.00 PM. Any proposal received after the due date and time will not be considered. The bids complete in all aspects should be dropped to RFP/Tender Box kept at Head Office , HRD department of UBG Bank , Coochbehar within the above- stipulated date.

Late Bids will not be entertained for any reason it is the sole responsibility of the bidder that he should ensure timely submission of the bid.

(D) IMPORTANT DATES FOR BIDDERS:

S. No.	Subject	Details
1.	RFP Ref. Number & Date	HRD/48/671/2023-24/RFP dated 31/10/2023
2.	Purpose	Selection of an agency / contractor for supplying of manpower on outsourcing basis.
3.	Date & Time for seeking clarification for RFP	Up to 10-11-2023, 5.00 pm
4.	Date by when Bank will respond to the clarifications sought by Bidders	Up to 14-11-2023, 5.00 pm
5.	Last Date & Time for Bidders to submit response to RFP	21-11-2023, 5.00 pm
6.	Date & time for opening of Technical Bid	22-11-2023, 4.00 pm

(E) SCHEDULE :

After evaluation of technical bids, the qualified tenderer/Bidders will be invited for opening of financial bid however, the bank reserves the right to reschedule the date of opening of the financial bid due to administrative exigencies and the same will be posted on the banks' website: www.ubkgb.org.

In case the date of opening of tender is declared a holiday, the tender will be opened on the next working day.

Request from tenderers to postpone or to change the date of opening of the tender due to any reason, whatsoever, will not be considered.

Bank Reserve the right to reject this invitation or offer in part or full or cancel the entire process at any stage without assigning reason for the same.

(F) Tender Documents :

A Softcopy of this Document may also be downloaded from the website of the Bank: www.ubkgb.org. Only the hardcopy of the proposal signed on all pages with the company /firm/agency seal will be considered as a valid proposal.

(G) Clarification and Amendment to the RFP

The Bidder may request clarifications on any clause of the RFP document to Manager, HRD, UBKGB. Any request for clarification must be sent through mail to (hrdho@rrbubkgb.in) by mentioning the relevant page number and clause number of the RFP strictly in the format given below-

S. No.	Page	Point/Section	Clarification point as stated in the tender document	Quarries / Clarifications	Explanation / Remarks, if any

The Bank will respond in writing or by standard electronic means and if necessary as per time lines mentioned in "Section D - Important Dates for Bidders".

At any time before the submission of Proposals, the Bank may amend the RFP by issuing an addendum and hosting it on Bank's website. The addendum will be binding on all the bidders.

(H) BID VALIDITY PERIOD : The bid submitted by the bidder will remain valid for acceptance for a period of 90 (Ninety) days from the date of opening of the tender. Bidder shall not be entitled during this period of Ninety days, without the consent in writing of UBKG BANK, COOCHBEHAR to revoke or cancel or modify their bid.

(I) Applicable Law: The contract shall be governed by laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.

3. Duties & Responsibilities of outsourced man power/ attendants:

Outsourced man powers / attendants will perform the duties as per the direction/instructions given by the in-charge. However, the duties mentioned hereunder are an illustrative:

- (i) He /she must wear the uniform during working hours and wear an ID card invariably.
- (ii) He/she shall reports 30 minutes before the office time. The duty hours of the manpower for Housekeeping and cleaning works will be generally from 09.30 hrs to 17.30 hrs.
- (iii) He/she shall verify all locks and keys are intact if anything abnormal is observed he / she must intimate the In-charge/ officer.

- (iv) Opening and safe keeping in-store/record room.
- (v) Maintaining Orderliness / Queues of customers visiting the Branches.
- (vi) His/her behavior shall always be cordial with customers and staff of the Bank.
- (vii) He/she shall not leave the Bank without the permission of the concerned authority.
- (viii) He/she shall not disclose or part with any information relating to the Customers / depositors to any third party.
- (ix) He/she shall be very punctual and show a high degree of integrity at all times.
- (x) Making arrangements for tea, coffee and arranging snacks etc. during the meeting and routinely to the officers and other official visitors / representatives.
- (xi) To prevent unauthorized entries.
- (xii) He / she shall be able to categorize the legitimate visitors without causing any embarrassment to them.
- (xiii) He/ She shall be responsible for housekeeping and over all cleansing of branch premises, assist the branch staff in routine works assigned to him. He / She should ensure that all instructions of the Branch Manager / officers are strictly followed and there is no lapse of any kind.

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

- i. Report to duty in Smart dress displaying Badges / Photo Identity Cards.
- ii. Always be regular and punctual and arrive at duty at least 30 minutes before the commencement of the respective duty.
- iii. Always be alert and perform their duties with honesty and sincerity.
- iv. Abstain from indulging in gossip, reading of newspaper/ magazines or any other activities out of duty while on duty.
- v. Do not chew pans / smoke cigarettes or Bidi and / or any other tobacco products, neither consume alcoholic drinks.
- vi. Do not be under influence of liquor while on duty.
- vii. Do not leave duty posts without completing their duties or without due substitution.
- viii. Always remember to report any untoward incident / misconduct or misbehavior of people to the competent authority immediately.
- ix. Behave properly to all the employees, branch customers and visitors of the Bank with due regard and civility and always render a helping hand.
- x. Persons who are having nature of criminal and antisocial behavior should not be deployed for duty.

5. ELIGIBILITY FOR TECHNICAL QUALIFICATION :

Bidder must fulfill following criteria :

- i) BIDDER MUST HAVE ALL REQUISITE PERMISSIONS AND LICENCES TO PROVIDE THE SERVICES OF ENGAGING MAN POWER FOR HOUSEKEEPING, CLEANING AND OTHER SPECIFIED WORKS.
- ii) BIDDER MUST HAVE EXPERIENCE OF SIMILAR WORKS WITH ONE PUBLIC SECTOR BANK OR TWO RRBS INCLUDING AT LEAST ONE CONTINUING EXPERIENCE WITH PUBLIC SECTOR BANK OR RRB.
- iii) Bidder should not be blacklisted by any Central / State Government / Public Undertaking / Institute on any account.
- iv) Agency should have covered all statutory obligations like ESI, EPF, Labor License, GST and PAN and they should provide copies of the same. Agency shall be registered with DGR (Directorate General Resettlement) Ministry of Defense, Govt of India.
- v) Agency should have work experience in multiple states including state of West Bengal.
- vi) The bidder must be an established, reputed and reliable service provider in the field of providing manpower Services and should have at least three years of experience in this field.
- vii) Experience of having successfully completed similar works during last 3 years ending last day of month previous to the one in which applications are invited. Should be either of the following :

Three similar completed works each costing not less than the amount equal to ₹ 3,00,000/- (Three lacs Only) per Month.

OR

Two similar completed works each costing not less than the amount equal to ₹ 4,00,000/- (Four lacs only) per Month.

OR

One similar completed work costing not less than the amount equal to ₹ 5,00,000/- (Five lacs Only) per Month.

- viii) The average turnover of the bidder should not be less than ₹ 10 Lakhs in the last three accounting / financial years (2020-21, 2021-22 & 2022-23).
- ix) The agency / Bidder shall be in profit.
- x) The bidder must have Labor License under contract Labor (Regulation and abolition) Act 1970 issued by Labor Department.
- xi) Bidder should be on the GEM portal and having valid supplier ID on GEM portal.

6. Documents comprising in technical bid :

- I. Original- Resolution / "Authorization letter" for authorized signatory should be attached (Form 1 or Form 2 or in specified format as per the constitution of the bidder). "Power of Attorney" in case a person other than the bidder has signed the tender documents .
- II. Form of application (Annexure I).
- III. Duly filled format of technical bid as per Annexure II.
- IV. Certificate of "BLACKLISTING & NON- BLACKLISTING "of bidder firm/company to be submitted (Annexure III).
- V. Bidder should furnish the client list showing the Name & address of the client, contract period the value of the contract , number of manpower supplied with details of Documentary proof / certificates etc. . (Annexure IV).
- VI. Annual Turn over statement (Annexure V)
- VII. Duly filled and signed undertaking . (Annexure VI).
- VIII. Registration Certificate under the relevant act as per constitution of the Bidder or a Proprietorship Firm.
- IX. Self-Attested copy of Partnership Deed / Memorandum of Association/ Articles of Association / bylaws as applicable shall be attached.
- X. Relevant certificate of experience should be attached with the technical bid.
- XI. Balance sheet (Preferably Audited / CA Certified) for the last three accounting/financial years (2020-21, 2021-22 & 2022-23) should be attached.
- XII. ITR for the FY 2020-21, 2021-22 & 2022-23.
- XIII. Self-attested photocopy of the valid EPF, ESI and License under Control Labour Act .
- XIV. Self-attested photocopy of the GSTIN and PAN Card .
- XV. Self-attested photocopy of the Labour License under contract labour Act 1970 issued by Labour Department.
- XVI. The technical bid should be accompanied with Banker's Cheque / Demand Draft of Earnest Money Deposit and tender fee.
- XVII. All the attached Bid document pages are sealed with stamp and duly signed .
- XVIII. Bidders Registration under the shops & establishment act (if required as per local rule and guidelines) shall be attached with the technical bid .
- XIX. MSME registration and other supporting documents if bidder is MSME and requested for waiver of EMD

7. Evaluation of technical bids/ Eligibility criteria and selection of Successful Bidder :

Technical evaluation of all bids will be done with respect to eligibility criteria as mentioned above in para no 5 and submission of listed documents as per para no 6 above . For Technical qualification , bidder must fulfill all eligibility criteria.

The Bidder/ bidders not qualifying above eligibility criteria will not be taken as eligible for financial evaluation and financial BID will not be opened .

The UBKG BANK, COOCHBEHAR shall communicate the technically qualified bidders about specified schedule date , time and place of opening of Financial Bids of technically qualified bidders . Due to administrative reasons, an extension of the period, if requested by the UBKG BANK, COOCHBEHAR in writing, the bidder shall accede to such request for extension and communicate their acceptance to the UBKGBANK, COOCHBEHAR in writing.

The Financial Bids of the Technically qualified Bids will be opened on specified date and Time and Bidders are advised be either present himself or through authorized representative . Authorized representative of Bidder must carry letter of authorization as per **FORM NO 4**.

In case of any extension of date and Time of opening of Financial Bids ; Bidders or their authorized representative are advised that they may present on the revised date and time of the opening of Financial Bids . Bidders should be noted that intimation through mail to specified mail id shall be treated as valid notice . Hence Bidders are advised to remain watchful to their specified mail for communication. Lowest Financial quote shall be treated as successful Bidder .

The nature of BID is as outsourcing of Man power and each state having notified minimum wages; therefore possibility of having equal Financial quotes of two or more Bids are not ruled out .

Therefore in case of multiple bidders quoting the same/equal and lowest quotes ; due weightage will be given to the technical specifications . As such Technically qualified with equal and lowest financial quotes shall be qualified through following evaluation and the Bidder scoring Higher score shall be awarded the status of successful Bidder .

S. No.	Parameters	Bidder A	Bidder B
1	No of Years of Operation (Points :3 for Three year , 4 for Four years and so on...)(Max point 10)		
2	Number of Scheduled commercial banks /RRBs where Bidder has provided the similar services (Points 1 for one , 2 for two and so on ...) (Max point 10)		
3	Number of continuing Bank/ RRB (Point 1 for one Bank , 2 for two and so on...) (Max point 5)		
4	Net worth of the Bidder (Lowest having score as 1 and another Bidders point will be in multiplication of lowest net worth . If lowest bidders net worth is 100 and another bidder having 250 than 1 st Bidder having 1 point whereas another bidder having 2.50 Bidder) (Max point 5)		
5	No of states where agency having experience (point 1 for one state point 2 for two states and so on ...) (Max point 5)		
6	Average annual turnover for last three years (Lowest having score as 1 and another Bidders point will be in multiplication of lowest average annual turnover . If lowest bidders average turnover is 100 lacs and another bidder having 250 lacs than		

	1st Bidder having 1 point whereas another bidder will score 2.50 point and similarly for other Bidders..) (Max point 5)		
TOTAL: (Max Point 40)			

The UBKG BANK, COOCHBEHAR reserves the right to award the contract or part thereof to **one or more bidders** whose rate may not necessarily be the lowest. The decision of the GENARAL MANAGER [HRD], UBKG BANK, COOCHBEHAR, in this regard shall be final and binding.

8. REJECTION OF RFP/BID:

Bank reserves the right to reject this invitation, offer in part or full, or cancel the entire process at any stage without assigning any reason.

- The authority inviting BID through RFP, at the bank's sole discretion shall reserve the right to reject or cancel consideration of any or all tenders .
- If the requisite Earnest Money Deposit in the manner does not support the tender provided therein.
- If the Bid is not duly signed, or not found proper or complete to the satisfaction of UBKG BANK, COOCHBEHAR in any of the requisite matters, particular(s) or formalities or for any reason(s) which shall not be disclosed to the bidders (s).
- If the bidder seeks changes in terms and conditions, specifications or time limits as envisaged in the contract.
- If the bid consists of unwarranted comments, conditions, deviations in the specification or any other omissions or commissions compared to documents.

9. PERFORMANCE SECURITY DEPOSIT :

Successful Bidder has to provide performance security deposit equivalent to 10% of the monthly value of the Bid in form of interest free deposit and valid for at least 60 days beyond the whole contract period within seven working days of being called upon to do so. In case of extension of contract the period of performance security deposit should be extended accordingly i.e at least 60 days beyond the extended expiry of contract .

10. SIGNING OF THE CONTRACT AGREEMENT:

The successful Bidder shall be required to enter into an Agreement with UBKG BANK, COOCHBEHAR within **10(Ten) working days** of receipt of work order. Such agreement must conform to all the terms and conditions of RFP and other such conditions in the tender offer as may be agreed upon by the GENARAL MANAGER [HRD], UBKG BANK, COOCHBEHAR.

The Performa of the Contract Agreement will be provided along with the work order, which is to be signed on the Non-Judicial Stamp paper of requisite value after receipt of the work

order.

The UBKG BANK, COOCHBEHAR reserves the right to cancel the agreement executed without any compensation whatsoever to the contractor any time before the award of the work. The action of UBKG BANK, COOCHBEHAR under this clause shall not construe the breach of contract.

11. FORFEITURE OF EMD :

Failure of the successful Agency to comply with the requirement of executing the Contract and submitting performance SECURITY DEPOSIT shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD , in which event the Bank may allow the contract to the next lowest evaluated BID or call for new bids.

The acceptance of the tender will be re- considered or revoked or cancelled at the discretion of UBKG BANK, COOCHBEHAR that will not amount to imposing of penalty.

Any attempt to negotiate directly or indirectly by tenderers with the authority to whom the tender is submitted or with the authority who is competent to accept the tender or endeavors to secure interest for actual or prospective tender or to influence by any means will disqualify the tender and same will be summarily rejected and action to black-list the tenderer can be taken by the competent authority.

No Employee worked in UBKG BANK, COOCHBEHAR is allowed to work as a contractor for two years of his retirement. This contract is liable to be cancelled if either the contractor or any of its employees records not found clean and observed any illegal acts in the part of bidder or its employees including not obtaining the requisite permission of Govt. of India as applicable before the submission of the tender.

Under the above circumstances, any security deposit, earnest money deposit and any other bills due for payment shall stand forfeited forthwith. Such contractor shall not claim any type of relief or remedy of whatever nature, from the UBKG BANK, COOCHBEHAR for their illegal act.

12. PERIOD OF CONTRACT :

The CONTRACT will be in force for One Year commencing from the date of execution of the agreement. The GENERAL MANAGER [HRD],UBKG BANK,COOCHBEHAR may extend the period of the contract for up to two more years from the date of its expiry on the same terms and conditions on the basis of annual review of performance. As such contract can be extended altogether up to maximum three years from the date of execution of contract agreement . Similarly, the GENERAL MANAGER [HRD], UBKG BANK, COOCHBEHAR can also reduce the period of the contract which shall be binding on the

contractor.

13. DEPLOYMENT OF OUTSOURCED MANPOWER AT BRANCHES & OFFICES OF UBKG BANK:

After execution of agreement manpower has to be deployed to the identified Branches & offices as per work order and strictly as per eligibility. It will be mandatory for the service provider to submit the region wise Biodatas of the proposed outsourced manpower's for Housekeeping and cleaning works duly noted and approved by the concerned Regional Managers after their verification and due diligence. Biodata shall be submitted in specified format with details such as Name, Fathers name, permanent address, present address, date of Birth, Educational qualification etc. with latest photograph and copy of Kyc documents as proof of address and identity. Agency /contractor has to coordinate with concern Regional Office of Uttarbanga Kshetriya Gramin Bank for verification of particulars and requisite due diligence for identified candidates and none of the man power will be deployed without due diligence by the concerned Regional office. The Manpower shall be deployed within 30 days from the execution of agreement or any other extended period as mutually agreed.

14. TERMINATION OF CONTRACT AND ITS REPORTING :

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

In the event of termination of agreement with the service provider for any reason, this shall be publicized to ensure that the customers do not continue to entertain the service provider/s. Any serious exceptions (like frequent client complaints, Instances of suspected fraudulent activities, non payments to man power) noticed by the bank official needs to be immediately escalated by the Branch Head to the Regional Manager / In charge HR Department.

If the termination is due to any irregularities like the following the same would be intimated to IBA by the respective Department head with a request to blacklist the vendor:

- Frauds committed by staff of Service Provider.
 - Leakage of information / data including Breach of confidentiality of client data.
 - Misuse of agreement.
- Consolidated details of termination of vendors shall be sent to IBA from the bank on a specified periodicity. Other routine terminations like mutual consent, completion of the project, better pricing etc. shall not be reported to IBA.

In case of any breach of security at service provider's end resulting in leakage of confidential customer related information, Bank shall notify Regulator immediately.

15. SUCCESSFUL BIDDERS / CONTRACTORS OBLIGATIONS:

- A.** The successful Bidder/ contractor is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

- B. The Agency/contractor shall ensure that its employees deployed at Uttarbanga Kshetriya Gramin Bank and its installation performs all duties assigned to him from time to time by bank and shall ensure to keep the branch premises, wash rooms, toilet seats etc. neat and clean.**
- C. The agency should ensure that the manpower for Housekeeping and cleaning works deployed by them carry out their duties with honesty, sincerity and devotion.**
- D.** The contractor shall be responsible for providing all statutory benefits to the personnel employed by him like EPF, ESI etc., as applicable. Contractor needs to deposit the attested copy of Challan/documentary proof of depositing ESI/EPF(employee & employer contribution, as applicable, if any) and service tax quarterly with the bill.
- E.** The manpower engaged by the contractor for executing jobs is purely the responsibility of the contractor and they will not have any claim/liability on the UBKG BANK, COOCHBEHAR. The contractor will intimate the local police station regarding the identity and permanent address of the persons employed . A copy of the acknowledgement received from the local police station should be submitted to HRD Deptt , Head office of Bank . Police verification is to be done by once in a year. Police verification of each outsourced manpower shall be submitted to the bank by the Agency in first 30 days.
- F.** For all intents and purposes, the contractor shall be the "Employer" within the meaning of different Labour Legislations/Acts in respect of outsourced manpower so employed and deployed in the branches and offices of UBKG Bank . The manpower deployed by the contractor in Branches and offices of Bank shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against Bank or its official .
- G. TAXES AND DUTIES:** Contractor shall pay all levies, fees, royalties, taxes and duties payable or arising from out of, Signature of the bidder with seal by virtue of or in connection with and/or incidental to the Contract or any of the obligations of the parties in terms of the Contract Documents and/or in respect of the works or operation(s) or any part thereof to be performed by the Contractor and the Contractor shall indemnify and keep indemnified the UBKG BANK,

COOCHBEHAR from and against the same or any default by the Contractor in the payment thereof.

H. INDEMNITIES: The Contractor shall at all times hold the UBKG BANK, COOCHBEHAR harmless and indemnify from against all actions, suits, proceedings, works, cost, damages, charges, claims and demands of every nature and description brought or procured against the UBKG BANK, COOCHBEHAR, its officers, and officials and forthwith upon demand and without protest or demur to pay to the Bank any and all losses and damages and cost and all costs incurred in endorsing this or any other indemnity or security which the UBKG BANK, COOCHBEHAR may now or at any time have relative to the work or the Contractor's obligations or in protecting or endorsing its right in any suit or other legal proceedings. Charges and expenses and liabilities resulting from or incidental or in connection with injury, disease or disablement to or death of any person(s), including employees of the Contractor or damage to property resulting from or arising out of or in any way connected with or incidental to the operations caused by the contract documents. In addition, the Contractor shall reimburse the UBKG BANK, COOCHBEHAR or pay to the UBKG BANK, COOCHBEHAR forthwith on demand without protest or demur all costs, charges and expenses and losses and damages otherwise incurred by it in consequence of any claims, demands and actions which may be brought against the UBKG BANK, COOCHBEHAR arising out of or incidental to or in connection with the operation covered by the contract.

I. INSOLVENCY OR DEATH OF CONTRACTOR

i) In the event of the Contractor being adjudged insolvent or going voluntarily into liquidation or having received order or other order under Insolvency act made against him or, in the name of a Company or, the passing of any resolution, or making of any order for winding up whether voluntarily or otherwise, or in the event of the Contractor failing to comply with any of the conditions herein specified, the GENERAL MANAGER [HRD], UBKG BANK, COOCHBEHAR shall have the power to terminate the contract without previous notice.

Contractor's heirs/representatives shall, without the consent in writing to the UBKG BANK, COOCHBEHAR, have the right to continue to perform the duties or engagements of the Contractor or under the contract in case of his death. In the event of the Contractor, with such consent aforesaid, transferring his business, and in the event of the Contractor

being a company and being wound up any time during the period of this contract for the purpose and with the object of transferring its business to any persons or a company, the Contractor shall make it one of the terms and stipulations of the contract for the transfer of his properties and business, that such other person or company, shall continue to perform the duties or engagements of the Contractor under this contract and be subject to his liabilities there under. Proof of Death and other relevant documents to this effect shall be submitted to the GENERAL MANAGER [HRD], UBKG BANK, COOCHBEHAR, in writing.

ii) Without prejudice to any of the rights or remedies under this contract, if the Contractor dies, the GENERAL MANAGER [HRD], UBKG BANK, COOCHBEHAR shall have the option of terminating the contract without compensation to the Contractor, which does not amount to a breach of the contract.

J. Subletting of Work: The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of Bank which will be at liberty to refuse if thinks fit. The tender is not transferable. One tenderer shall submit only one tender.

K. Terms of Payment:

The payment to the agency for the services rendered will be on monthly basis, after completion of the service, against valid bills supported by the documentary evidence in proof of the disbursement of wages, compliance under statutory regulations/ laws, attested and certified without any corrections, over-writing etc. attendance of duty (duly certified by concerned Officer-In-Charge of branch/office) etc.

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

The bills claiming for wages of each month shall be submitted to the Bank, on or before the 7th of the succeeding month after remitting the contributions towards EPF and ESI of the previous month. The wages of the personnel for each and every months of the contract period shall be payable by the Agency/ contractor on or before the 5th day of the succeeding month. To ensure the prompt disbursement of the monthly wages, the Agency shall pay the wages for the first month from their own source and after getting reimbursed from the Bank in respect of succeeding months. The Bank will pay the bill in the account opened by the agency for the purpose. Payment will be credited directly to the account of the Agency/ contractor and the agency/contractor shall maintain an account with UBKG Bank for this purpose or give details of account such as account name, account No, Bank name, Bank Branch, IFSC code etc., for account with other bank.

L. Arbitration:

All disputes and differences of any kind whatsoever arising out of or in connection with the work order / contract shall be within the jurisdiction of courts in Coochbehar or shall be referred to arbitration under Coochbehar Jurisdiction. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration has to be governed by the provisions of the Indian Arbitration Act. According to Article 119, Limitation Act, 1963, (as amended from time to time) the period of limitation for an application to set aside an award under the Arbitration Act, 1940 (as amended from time to time), begins to run from the 'date of service of the notice of the filing of the award'. The expression "date of notice" means not only a formal intimation but also an informal one. The notice can be given orally also. When a signed copy of the award is given to the party and his signature taken as a token of such receipt, this shall amount to a notice and the time for applying Article 119 (a), Limitation Act, 1963 would run from that date.

M. OTHER IMPORTANT TERMS AND CONDITION : An indicative list of terms and conditions to be adhered by service providers while engaging Man power for Housekeeping , cleaning and other works at Branches and offices of UBKG Bank.

- (i) The Bank will deduct the applicable Income Tax at source under section 194-C of the Income Tax Act, 1961, from the service provider as per the rule in force.
- (ii) The agency/ contractor shall be solely liable for payment of GST and all other taxes and levies as maybe subsequently imposed or enhanced.
- (iii) The cost of non-judicial stamp paper and other expenses including cost of legal vetting if any for preparing a Contract Agreement will be borne by the Contractor /agency.
- (iv) The agency/ Contractor shall seek Instructions from General Manager (HRD) of Bank or any other officer authorized by him/her for smooth implementation of the work order.
- (v) The agency/ Contractor shall be fully responsible for the act of all the outsourced manpower provided by them .
- (vi) The Bank /RBI/NABARD will have the liberty to inspect all relevant documents including receipts/ acknowledgements regarding details of payment made to the personnel deployed at various branches of Uttarbanga Kshetriya Gramin Bank. The agency shall provide numbers (UAN), ESI account numbers of all personnel employed by them within one month of executing agreement. No wages shall be payable in respect of manpower for Housekeeping and cleaning works in whose case documentary evidence as aforesaid is not submitted in time by the agency /contractor.
- (vii) All personnel deployed at the locations shall be mentally and physically sound and with exemplary conduct and moral rectitude.
- (viii) If performance of any of the manpower for Housekeeping and cleaning works deployed is

found unsatisfactory, he shall have to be withdrawn immediately from the place of duty on receipt of a communication to this effect from the Bank.

(ix) A complete list of manpower for Housekeeping and cleaning works, engaged by the agency for deployment in the Bank, shall be furnished by the agency along-with complete address and other antecedents/details of each individual including his next to kin, date of birth, Mobile Phone Number, EPF Account UAN, ESI A/c Number, Bank A/c No. etc.

(x) The agency/contractor shall submit monthly duty chart for manpower for Housekeeping and cleaning works to the bank at the beginning of each month. The agency/ contractor shall also submit the daily attendance sheet of manpower for Housekeeping and cleaning works for the month to the Bank. Failure to do so shall result in non-payment of the wages for the day(s) for which the attendance sheet is not furnished.

(xi) The agency shall not replace manpower for Housekeeping and cleaning works at random. This shall be done with the prior knowledge of the Bank and full particulars of the manpower for Housekeeping and cleaning works so deployed shall be given to the Bank and deployment after verification and approval by concerned Regional manager .

(xii) In case of any manpower for Housekeeping and cleaning works deployed under the contract is (are) absent, a penalty equal to double the wages of number of days absent shall be levied by the Bank and the same shall be deducted from the contractor's bills.

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

(xiv) The Bank shall arrange to provide list/ show pilferable items lying in open to the agency/contractor. Suitable record of the same shall be maintained duly signed by the Agency and Bank.

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

(xvi) The Agency/ contractor shall compensate the Bank in full for the loss sustained to the Bank on account of act of manpower for Housekeeping and cleaning works. The amount of loss to be compensated by the agency shall be determined by the Bank. It shall be binding on the agency/ contractor. The agency shall also be fully responsible for any loss of materials and property etc. of the Bank attributable to the negligence or failure of the manpower for Housekeeping and cleaning works in complying with the prescribed procedure. All losses thus suffered by the Bank shall be compensated in full by the agency. The decision of Bank in this regard shall be binding on the agency.

(xvii) The agency/ contractor shall arrange to ensure good behavior with all the staff of the Bank and as well as with the customers. They shall abstain from taking part in any staff Union/ Association activities. The manpower for Housekeeping and cleaning works shall not be permitted to wear any odd wrappers. The dress shall be simple and formal. Each person deployed by the agency shall wear a badge bearing his name. Anybody report for duty in improper uniform will not be taken for duty.

(xviii) The Bank shall not be liable to provide any residential accommodation to the manpower for Housekeeping and cleaning works. No cooking or lodging shall be allowed in the premises of the Bank.

- (xix) The manpower for Housekeeping and cleaning works shall be bound to observe all the instructions issued by the Bank concerning general discipline and behavior. In case, any person employed by the Agency is inefficient, quarrelsome, infirm and invalid or indulges in unlawful activity or the like, the Agency shall replace such person with a suitable substitute immediately.
- (xx) The agency/ contractor shall provide at his cost all statutory benefits to manpower for Housekeeping and cleaning works deployed by it at the Bank including but not limited to weekly off for 6 days work and off on national Holidays. The Bank will not entertain any liability whatsoever on this account. The agency shall comply with all statutory provisions as laid down under various Labour Laws/ Acts/ Rules in respect of Minimum Wages, Provident Funds, ESI, and Labour Legislation's. The agency shall comply with all legal requirements for obtaining license under the Contract Labour (R&A) Act, 1970 at its own cost. In case of any violation of Labour Laws by the Agency, there will not be any liability on the Bank and the agency shall be solely liable. The agency shall produce for inspection of the Bank/NABARD /RBI ,the payment of wages register and all other registers/records/books maintained by the agency under different labour statutes.
- (xxi) The rates should be inclusive of and in accordance with the provision of the minimum wages Act, Contract labour regulations and Abolition Act and other statutory provisions regarding Provident Fund, ESI, EPF, Service tax, GST, Bonus, Gratuity, Leave information etc., The rates should also be inclusive of the charges for weekly off. Whenever there is a revision in Minimum wages by the order of Government of India, the same shall be revised by the Bank and paid to the Agency at the rate of 'B' or 'C' class centre (whichever is applicable) on production of documents.
- (xxii) The manpower for Housekeeping and cleaning works deployed by the Agency/ contractor shall be the employee of the Agency/ contractor . There shall not be any employee- employer relationship between the manpower for Housekeeping and cleaning works and Bank. The agency shall bear all expenses in connection with the employment. The Bank shall not be responsible financially or otherwise for any injury to the manpower for Housekeeping and cleaning works in the course of performing their duties. The agency/ contractor shall obtain adequate insurance policy in respect of its employees engaging for the work, towards meeting the liability at compensation arising out of death etc.
- (xxiii) The agency / contractor shall not be permitted to transfer/assign his rights and obligations under the contract to any other agency or organization or agency.
- (xxiv) The duration of the contract shall be for a period of one year from the date of first deployment of man power if not renewed for further extension of time.
- (xxv) Bank shall have the absolute right to terminate the contract at any time without assigning any reason thereof, by giving to the agency/contractor for 30 days' notice about termination of contract.
- (xxvi) In case of failure of the agency / contractor to commence work or in the event of breach of any of the terms of the contract, the performance security deposit of the agency shall be forfeited. Any sum of money due to the Agency/contractor, including the security deposit refundable to him under the contract may be owe to the Bank. The Bank may after cancellation of the contract get the work done through any other agency for the remaining terms of the contract at the risk and cost of the agency.
- (xxvii) The agency will ensure that its all the manpower for Housekeeping and cleaning works reports 30 minutes before the office time. The duty hours of the manpower for Housekeeping and

cleaning works will be generally from 09.30 hrs to 17.30 hrs.

(xxviii) The agency / contractor shall maintain EPF and ESI contribution record for its workers at the respective Regional Office. EPF and ESI remittances in respect of personnel deployed at Bank should be made in this office and the individual wise details should be provided to the Bank every month. The bank will monitor such payments as per statutory obligations. The agency shall immediately on taking over, arrange to transfer the EPF accounts of the workers from the previous agency. This process shall be completed within one month.

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

(xxx) All the expenses incurred on the items like Raincoats, dress etc., if any, will also be borne by the contractor.

(xxxi) The Agency/ contractor should not accept/recover registration charges/fees, commission etc. from the aspirants/persons willing to work as manpower for Housekeeping and cleaning works at bank locations. If such incidence comes in notice of Bank or any complaint received, Bank shall take appropriate action as deemed suitable. In such case, agency shall also be liable to refund all payments made by the Bank along with interest at the rate of 12% per annum.

(xxxii) Lapse misdemeanor, intemperance etc. on the part of the manpower for Housekeeping and cleaning works will be viewed very seriously and the Agency will have to withdraw them from the branch when such instances, if any, are brought to notice. The Bank reserves right to impose penalty on the Agency for default. If any, in carrying out the duties.

(xxxiii) Any other lawful provision as may be deemed appropriate by Bank shall be incorporated in the arrangement. The same shall be binding on the agency.

This agreement shall be deemed to have been concluded in Coochbehar, West Bengal and all obligations hereunder shall be deemed to be located at Coochbehar and Court within Coochbehar, West Bengal will have Jurisdiction to the exclusion of other courts.

FORM No 1

(To be submitted if Bidder is a company) (On Tenderer Letter Head Pad)

Form of Board Resolution

(A common Board Resolution for the purpose of RFP can be submitted)

CERTIFIED TRUE COPY OF THE MEETING OF THE BOARD OF DIRECTORS OF [BIDDER] HELD ON
[] AT []

" Resolved that *+, and *+ , Directors/ Authorised person of [Bidder] , whose specimen signatures appear below, be and hereby are jointly and severally authorized to do all such acts, deeds and things as necessary or required in connection with or incidental to submission of our Bid and finalization of contract with Uttar Banga Kshetriya Gramin Bank ("Bank"), in response to the Request for proposal dated [insert] issued by the Bank on behalf of the Company, including but not limited to signing and submitting all applications, Bids and other documents and writings, participating in Bidders' and other conferences and providing information/ responses to the Bank, representing the Company in all matters in connection with or relating to or arising out of our Bid and the Bid process and is authorized to negotiate and conclude the contract .

Specimen Signature

Name : Designation :

(Director)

(Director)

Name : Designation :

Form No 2

**(To Be submitted if Bidder is a partnership firm should be signed by all the partners)
(On Tenderer Letter Head Pad)**

Form of Authorisation letter

(A authority letter by the all the partners for the purpose of RFP can be submitted)

We the partners of [Bidder] , do hereby authorises Mr ,whose specimen signatures appear below, be and hereby is authorized to do all such acts, deeds and things as necessary or required in connection with or incidental to submission of our Bid and finalization of our contract with Uttar Banga Kshetriya Gramin Bank ("Bank"), in response to the Request for proposal dated [insert] issued by the Bank. On behalf of the Firm , including but not limited to signing and submitting all applications, Bids and other documents and writings, participating in Bidders' and other conferences and providing information/ responses to the Bank, representing the firm in all matters in connection with or relating to or arising out of our Bid and the Bid process and is authorized to negotiate and conclude the contract .

Specimen Signature

Name : Designation :

(partner)

(partner)

Name : Designation :

Annexure-I

Form of Application (On Tenderer Letter Head Pad)

To,
The General Manager,
Uttarbanga Kshetriya Gramin Bank,
Head Office, Shib Bari Road,
Coochbehar - 736101

Sir/Madam,

REG: TENDER FOR PROVIDING MANPOWER SERVICES

1. I / we have read and understood the instructions and others terms and conditions furnished in the Website in respect of the captioned tender. I/we here by submit my application for captioned" I/We have filled the Financial Bid as per format provided in Tender document and have Quoted Administrative Charges above Zero percentage" of your office. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me/us in the accompanying sheets.
3. I clearly understand and agree that if any of the information furnished by me/us here under is found to be wrong or untrue or false or incorrect on incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the "Executing Agency" for the above project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with the UBKG Bank is liable to be terminated forthwith at the discretion for such termination.
4. I/we understand and agree that the decision of the General Manager, UBKGB in selection the Service Provider is final and binding to me/us.

Thanking You,
Yours Faithfully,

Signature of the Tenderer
Name:
Place:
Date :

Annexure -II
TECHNICAL BID

S No	Particulars	To be filled by the participant
1	Full Name of the Company /Organization/Agency	
2	Constitution (Registrations, deeds, bylaws to be submitted)	Proprietorship / partnership /Company
3	Complete Address	
	Telephone / Contact No	
	e-mail	
4	Details of Proprietor/Managing Partners/ Directors	
	<u>Name</u>	<u>address</u>
		<u>Mobile no</u>
		<u>Email</u>
5	Name and Address of the Contact Persons of the Firm Phone/Mobile Nos	
6	Year of Establishment of the Company/Firm (Enclose MOA/AOA) (Certificate of Registration &Renewal etc)	
7	INCOME TAX PAN/ TAN No (With date)	

8	Number & date of licenses issued under Contract Labour Act(Regulation& Abolition) Act 1970 ,if applicable) Certificate of registration and up-to-date Renewal certificates shall be enclosed.	
9	EPF NO with date ESI No with date	
10	GST No with the date(Copies of Certificates and renewals shall be enclosed)	
11	Registration detail with DGR, Ministry of defense , Govt of India , New Delhi	
12	Details of Tender Fee :DD No (Mention Number, Amount date and issued Bank)	
13	Details of EMD(Mention Number, Amount date and issued Bank)	
14	Supplier ID in GEM portal	
15	Details of experience in different states of country. Details of experience in the state of West Bengal .	
16	Main clients: (Public sector Bank/RRB/ other Bank / Financial Institutions) Mention number of persons provided and enclose copies of work orders & contract agreements and credentials	

17	Details of Continuing client (Bank/RRB) Provide documentary evidence as work order , copy of contract etc)	
18	Net worth of the Bidder (as per last audited Balance sheet)	2020-21: 2021-22: 2022-23:
19	Turnover, Profits earned during last 3 financial years. Attach- Audited Balance sheet, IT Returns	2020-21: 2021-22: 2022-23:
20	Details of Bank Account	Account No: Name of Bank: Branch: IFSC:
21	Any other information	

I/We confirm that provisions of the Minimum Wages Act will be complied with during the contract period. We confirm that no minors will be engaged as outsourced manpower by our firms/ company.

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

Signature of the Bidder with Seal

Annexure - III

CERTIFICATE OF BLACKLISTING & NON BLACKLISTING

(To be submitted on letter head of the company/ firm/ Agency)

I/We hereby certify that the above company/ firm/ Agency has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I / we also certify that company / firm/ Agency has supplied the items/ man power as per the specification/ eligibility given by the respective Institution and also abide all the terms & conditions stipulated in tender.

I we also certify that the information given in bid is true and correct in all aspects and in case at a later date it is found that any details provided are false and incorrect, than any contract given to my /our company /firm / agency or participation may be summarily terminated at any stage . The company / firm / Agency may be blacklisted and may initiate action against the bidder/ agency as per TENDER rules.

Date:	Name	:
Place:	Business Address	:
	Signature of Bidder	:
	Seal of the Bidder	:

Signature of the bidder with seal

Annexure - IV

Experience and Satisfactory Certificate

(On Tenderer Letter Head)

S.No (1)	Name of the Organization (Client)and Address (2)	Contract Period (3)		Annual value of the Contract (Amount in Lacs) (4)	Number of manpower supplied (5)	Details of supportive documents /certificates (along with office number and date) (6)
		From	To			

Date:	Name	:
Place:	Business Address	:
	Signature of Bidder	:
	Seal of the Bidder	:

Attested Copy of Performance Certificate/Work Order/Agreement must be attached with Annexure IV

Annexure – V

ANNUAL TURNOVER STATEMENT

(To be submitted on letter head of the company/ firm)

The Annual Turnover of _____ for the past three years are given below and certified that the statement is true and correct.

Sl.No.	Year	Turnover in Lakh (Rs.)
1.	2020-21	
2.	2021-22	
3.	2022-23	

Total Rs. (in figure) (Rupees in words)

Average Turnover Per Annum Rs. (in figures) (Rupees in words)

Date

Seal

Signature of the Tenderer Auditor

Chartered Accounts:

Name in Capital:

M.No.:

Annexure –VI

Undertaking

RFP No: HRD/48/671/2023-24/RFP dated 31/10/2023

----- Dated----- Period/Month: -----

I/We,, Of Company / Firm of
M/shereby certify that:

1. I/ We strictly followed all rules & regulations under the Contract Labour Act-1970 and Contract Labour (Regulation and Abolition) Central rule 1971 during the currency of tender.

2. I/We shall be personally held responsible for default of non-payment to labours/manpower engaged/provided to UBKG BANK, COOCHBEHAR for completion of work.

3. I/We ensured the strict compliance of various labour applicable provisions of these labour laws as :

- a) Workmen's Compensation Act 1923.
- b) Employees Provident Fund Act 1952.
- c) Maternity benefit Act 1961.
- d) Minimum wages Act 1948.
- e) Payment of Gratuity Act 1972.
- f) Equal Remuneration Act 1976.
- g) Any other applicable Act on Labour Regulation in force and amendments issued from time to time by Govt. agencies.

I/We further undertake to abide by the terms and conditions of the contract and any lapse/failure to maintain these provisions shall be my/our liability and the UBKG BANK, COOCHBEHAR shall be free from any liability on this account.

Authorized Signatory

FORM NO: 3**FINANCIAL BID****(To be enclosed in a separate sealed envelope)**

Financial Bid for the above-mentioned outsourcing Services for UBKG Bank, Coochbehar.

Sr. No.	Particulars	Quoted Prices for employing Housekeeping works per month/per housekeeper for 26 days, for AREA "B" Branches/Offices (Rs.)	Quoted Price for employing Housekeeping works per month/ per housekeeper for 26 days, for AREA "C" Branches/Offices (Rs.)
a)	Basic+V.D.A.		
b)	Employer State Insurance (ESI) @ applicable rate %		
c)	Employer Provident Fund (EPF) @ applicable rate % (including EPS & EDLI charges)		
d)	Any other Statutory Charges		
e)	Total (a to d)		
f)	Vendor's administrative /service charge @ (Please specify Rate in Rs and not in %)		
g)	Sub Total		
h)	GST		
i)	Total monthly charge per outsourced person (g+h)		

Total in words :

We abide by the terms and conditions of the bid.

Date

Signature & Seal of the Tenderer

Place

Name

NOTE : 1. Whenever there is a revision of minimum wages by the order of Government, the same shall be revised by the Bank and paid to agency on production of relevant documents if amount payable as per agreement is lower than the revised minimum wages.

2. Rates: Rate should be quoted in Indian Rupees (INR).

3. Where there is a difference between the rates in figures and words, rate mentioned in the words shall be taken as valid and correct rate. No other charges except the quoted amount will be payable by the bank for any reason whatsoever.

FORM NO : 4

**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING
(Must be submitted on or before the date of bid opening)**

To

The General Manager
UBKG Bank ,
Coochbehar

Sub: Authorization for attending bid opening on (date) in the Tender of

Following a person is authorized to attend the bid opening for the tender mentioned above on behalf of the Bidder.

Name of the Representative:

Specimen Signature of the representative:

Signature of the Bidder :

(Maximum one representative will be permitted to attend the bid opening. Permission for entry to the venue of bid opening may be refused in case of authorization as prescribed above is not received.)