

**TENDER DOCUMENT**

FOR

HOUSE KEEPING SERVICES CONTRACT 2022-23  
(Sweeping, Cleaning & Maintenance of Branches/Offices)

**TELANGANA GRAMEENA BANK**  
**HEAD OFFICE: HYDERABAD**

Signature of bidder with seal

Phone: 94910 41909

e-mail:cmper@tgbhyd.in

**TELANGANA GRAMEENA BANK  
HEAD OFFICE :: HYDERABAD  
PERSONNEL DEPARTMENT**

e-mail: cmper@tgbhyd.in

Phone: 94910 41909

RFP: HO-Per/01/TENDERS/housekeeping/2022-23

Date: 15.10.2022.

To  
All Eligible firms/Agencies

Dear Sir,

**Sub: Personnel required on Outsourcing basis for Sweeping,Cleaning & Maintenance functions at our Branches / Regional Offices / Head Office – .**

The Bank is a Regional Rural Bank has 427 branches network in erstwhile Hyderabad, Ranga Reddy, Karimnagar, Nizamabad and Adilabad Districts of Telangana State. Bank is proposing to outsource the **Sweeping, Cleaning and maintenance functions by engaging Organisations / agencies / firms / company/s / contractors /suppliers / bidders / vendors involved in providing personnel for these services** for its Branches and Offices in five erstwhile Districts of Telangana State, namely Adilabad, Karimnagar, Nizamabad, Ranga Reddy and Hyderabad Districts. Presently we have 427 branches & 8 Controlling Offices and every branch /Office needs minimum one person. The number of branches and offices may increase in future. We request comprehensive proposal (sealed tenders) from the **Agency/firms** for providing of services as per the details furnished in this document. The terms and conditions, format for technical bid and financial bid for providing the services is enclosed.

1. The intending agencies are requested to visit the site of work before quoting so as to be familiar with the work and site condition.
2. The filled in formats shall be submitted in sealed covers in the name of “The Chairman, Telangana Grameena Bank, Head Office, Nallakunta, Hyderabad -500 044”. The Technical bids and financial bids are to be submitted separately by mentioning the words “Technical bid” “Financial bid” on the respective covers specifically. Only those bids which satisfy the technical specifications will be considered. The last date for receipt of Sealed Quotations is **04.11.2022**.

**SCHEDULE**

START DATE	<b>15.10.2022</b>
PRE BID MEETING	<b>27.10.2022 at 3.00 P.M. at our Head Office, Nallakunta, Hyderabad.</b>
LAST DATE FOR ACCEPTANCE OF BIDS	<b>04.11.2022 till 3.00 pm.</b>
Last date for queries	Bidders intending to participate in the tender shall raise all their queries if any, for seeking clarification <b>on or before 17.00 hours on 27.10.2022</b> , facilitating providing clarifications in the <b>pre bid meeting on 27.10.2022</b> . The bidder seeking clarifications should invariably attend pre bid meeting scheduled on .
Technical bid opening date & Time & Place:	<b>At 4.30 P.M. on 04.11.2022</b> at our Head Office, Nallakunta, Hyderabad.
Financial bid opening date	After evaluation of technical bids, the date of opening of Financial bids will be informed to the technically qualified bidders.

3. “All the documents mentioned in point No.11 on page No.7-8 (Technical Specifications) of the Tender Document must be enclosed along with the Technical bid. Failure to enclose any of the documents, the Bank reserves right to reject the bid summarily.”
4. The technical bids & financial bids will be opened by the committee constituted by the Bank for this purpose. The committee’s decision to reject/accept bids will be final.
5. No personal enquiry will be entertained.

Yours faithfully,

**(SMT. K.P.SHOBHA RANI)**  
**GENERAL MANAGER-I**

**Encls:**

- 1) Checklist for Bidders
- 2) Terms and conditions
- 3) Bid Form
- 4) Bid Security Form
- 5) Letter of Authorisation to Bid
- 6) Proforma of Bidder’s Details
- 7) Proforma for No near relatives in Telangana Grameena Bank
- 8) Letter of Authorisation for attending Bid
- 9) Declaration of Non-tampering of Tender document
- 10) Declaration regarding Blacklisting/Non-Blacklisting of Firm
- 11) Undertaking
- 12) Technical Bid
- 13) Financial Bid

**SECTION - I**  
**CHECK LIST FOR BIDDERS**

Sl.No	Documents	Yes/No/(N/A)
1	BID FORM DATED -----	
2	BID SECURITY FORM WITH DD No. Amt. Date	
3	Whether all the Pages are sealed and signed & properly tagged with all documents?	
4	Whether Bidder's Profile is filled up	
5	Whether Self Attested copy of Registration of the firm is attached?	
6	Self Attested copy of Partnership Deed or Proprietorship deed / Memorandum of Association / Articles as applicable.	
7	Self Attested copy of latest Income Tax return.	
8	Self Attested copy of PAN card.	
9	Self Attested copy of GST Registration Certificate.	
10	Self Attested copy of EPF Registration Certificate.	
11	Self Attested copy of ESI Registration Certificate.	
12	Self Attested copy of Experience certificate (Minimum one year experience of similar nature of work during last three year from the date of NIT).	
13	Declaration regarding no relative working in TGB on Rs. 20/- Stamp Paper & notarized	
14	Letter of Authorization for attending tendering process, in original (if applicable)	
15	Declaration towards Non – Tampering of tender document.	
16	Declaration about Blacklisted/Non-Blacklisted company Rs. 20/- stamp paper & notarized	
17	Power of Attorney in original, in case tender document is signed by person other than tenderer or tendering company.	
18	Technical Bid	
19	Financial Bid	
20	Self Attested copy of License from under the Contract Labour (Regulation and Abolition Act) 1970	
21	The agency should have been in business for at least 3 years. Agency shall be in profits. Last 3 years balance sheets certified by Chartered Accountants shall be produced.	
22	Self Attested copy of experience certificate / certificates issued by the competent authority for the satisfactory work carried out in outsourcing work of Skilled/Semiskilled/Unskilled Manpower Services/House Keeping Services in PSUs/Nationalized Banks/RRBs/ Government Departments (Central/State) for similar nature of work of value of Rs20 lakhs at least during last three years from the date of Tender Notice.	

Signature of bidder with seal

**SECTION-II**  
**TERMS AND CONDITIONS**  
**PRE- REQUISITE:**

- The Agency should be able to roll out the required services faster.

**Disclaimer:**

This RFP is not an offer by Telangana Grameena Bank, but an invitation to receive response from Firms/Organisations/Agencies. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorised officers of Bank with the agency.

**AUTHORISATION FORM:**

The proposal/ bid being submitted would be binding on the agency. As such it is necessary that authorized personnel of the firm or organization sign the BID. The designated personnel should be authorized by a senior official of the organization having authority to do so. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel. Necessary resolutions/ authority available shall be enclosed. If proposals are submitted through the business partners etc., a separate "LETTER OF AUTHORISATION TO BID" on behalf of the main agency/s with a commitment to fulfill the terms of the RFP should be enclosed along with the technical bid. Proposals received without the authorisation letter/s will be summarily rejected.

**FOLLOWING INSTRUCTIONS MAY PLEASE BE TAKEN NOTE OF IN THIS CONNECTION.**

Bid Offer IN DUPLICATE shall be submitted. Technical Bid shall be submitted in one sealed cover and Price Bid shall be submitted in separate SEALED cover. Both these sealed covers shall be kept in one sealed cover and shall be super scribed as Tender for housekeeping (sweeping, cleaning and Maintenance) contract.

- 1). Both Technical & Price bid sealed covers shall be kept in one sealed cover and this cover shall be submitted to the Bank.
- 2). (EMD) BID SECURITY
  - A. The agency shall furnish, as part of its bid, a bid security for an amount of **50,000/-** (Rupees fifty thousand only) for participation in the form of Demand Draft in the format enclosed and valid up to **two years**. The Bid Security should be enclosed in original with the "Non-Price Bid/Technical Bid".
  - B. The successful Agency's Bid Security will be discharged and returned upon the Agency signing the contract & furnishing the Performance Security. Unsuccessful Agency's Bid Security will be discharged or returned as promptly as possible, but not later than 30 days after the expiration of the period of bid validity prescribed by the purchaser.
  - C. *The bid security may be forfeited:*
    - (i) If any agency withdraws its bid during the period of bid validity; or
    - (ii) In case of a successful Agency, if the Agency fails:
      - a) To sign the Contract within the stipulated time: or
      - b) Fails to comply with any of terms of RFP or work order
      - c) If the contractor, after accepting the tender fails to commence the work within the stipulated time or withdraws halfway before the expiry of contract period, the Bank shall have right to forfeit the deposit / bid security.

- 3) Bid should be submitted in 2 (two) separate sealed envelopes, one Financial Bid and other Technical Bid clearly mentioning on top of envelope 'Financial Bid' or 'Technical Bid', duly super-scribing the envelope with the reference number of this letter. Technical Bid will be opened first. If the offer is non-responsive, Financial Bid will be returned unopened. The Technical Bid should necessarily contain all details and terms & conditions, which may appear in the Financial Bid. All pages of the proposal should be numbered in the format "Page No. X / Total Pages Y" and counter signed by the authorised official.

**Envelope 1 :** This sealed envelope shall contain application and Earnest Money Deposit, covering letter and all other information pertaining to bidder and shall be superscribed as “Technical Bid”

**Envelope 2:** This sealed envelope shall contain only the price bid and super scribed as “Financial bid”.

**Both these envelops shall be kept in one envelope and shall be super scribed as Tender for Housekeeping (sweeping, cleaning and Maintenance) contract.**

***Please note that if any envelope is found to contain both technical and commercial offer together, that offer will be rejected summarily.***

- 4). Last Date:

The last date for submitting the proposals along with Bid Security is **04.11.2022 by 15.00 hours**. Any proposal received after the due date and time will not be considered. The bids complete in all aspects should be dropped in the Sealed Tender Box provided at our Head Office within the above stipulated date & Time.

- 5) The Bid should consist of the following documents:

5.1 Financial Bid in a separate cover.

5.2 Technical Bid consisting of all commercial terms, which may appear, in Price Bid and original Bid security (*copy of the Price Bid **without the prices** should be enclosed*).

5.3 Technical Specifications (Technical Details) are to be furnished item wise. Please furnish full details, ensuring strict conformity with the specifications in every respect, in order to avoid ambiguity. Relevant *Detailed information* shall be submitted for each item with the proposal.

- 6). The Bank may at its discretion increase/decrease the requirement up to 35% or split the order among agencies within the validity period of the bid. If the work order is split between agencies, the security deposit got split and may be submitted by the agency according to the % of share of work-order received from the Bank.

- 7). A Softcopy of this Document may also be downloaded from the website of the Bank [www.tgbhyd.in](http://www.tgbhyd.in). A Softcopy of the proposal (both Technical and financial) must be submitted along with the respective sealed bid/s for easy processing whereas only the hard copy of the proposal signed on all pages with company seal will be considered as a valid proposal.

- 8). Clarifications needed, if any may be sought from the bank immediately.

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

**10) Scope of work:**

**Services to be provided:**

**House keeping services.**

**a. Timing of Sweeper: 10.00 A.M. to 6.00 P.M.**

**b. Duties of Sweeper**

**Once in a day :**

1. Sweeping and moping the complete area in the premises occupied.
2. Dusting of tables, chairs and other Office furniture.
3. Brushing of carpets and vacuum cleaning of carpets
4. Watering of indoor/outdoor plants
5. Daily removal of waste material
6. Cleaning of water filters, flasks and glasses.
7. Cleaning of water coolers and refilling
8. Loading and unloading of materials
9. Any other work of such nature entrusted by the Branch/Office.
10. Cleaning of toilets with appropriate cleaning agents

**Once in a week:**

1. Cleaning of Fans, Tubelights, venetian blades etc.
2. Cleaning of glasses and laminated surfaces.
3. Cleaning of A/C air filters
4. Cob webbing for the complete area in the premises occupied.

**b. Duties of sweeper – cum – Office Boy**

In addition to the above, the Sweeper cum Office Boy has to perform the following duties also;

1. Simple binding of books and registers
2. Filing independently letters and other papers in receipt files as per indications marked there on.
3. Assisting in issuing stationery
4. Stacking under guidance old records in orderly manner and assisting in giving them out when required; and
5. Undertaking the whole process of sorting, arranging, numbering, tallying the total number of stitching the vouchers.
6. Despatch of outward post/local delivery
7. Any other work of such nature entrusted by the Branch/Office from time to time.

**11). TECHNICAL SPECIFICATIONS:**

- a) An agency / Organisation involved in providing these service shall be identified (**Societies are not eligible**).
- b) The agency should have been in business for at least 3 years. Agency shall be in profits. Last 3 years balance sheets certified by Chartered Accountants shall be produced.
- c) Applicant should furnish the client list showing the details of the work carried out which includes Name of the client, value of the work executed and period of work executed. Documentary proof is preferred.
- d) The agency should have effective infrastructure to provide the personnel required.
- e) The agency should have credible supervisory infrastructure and network.
- f) The agency should have registered with Registrar of Companies/Firms or letter of proprietorship.
- g) Agency should have income tax clearance/PAN No., GST No.
- h) Agency Registration under Shops & Establishment Act and certificate from ESI Corporation in validation.
- i) Certificate from EPF Organisation under EPF & Misc Provision act 1952 (latest).

- j) Should have registered with Govt under contract labour act 1970 in validation.
- k) Registration with appropriate authority for GST in validation.
- l) Produce the copies of previous work orders from clients for executing similar works.
- m) **Agency should have covered under all statutory obligations like ESI, EPF, Labour Licence, GST and PAN in validation.**
- n) The company/agency shall be enrolled with RLC/ALC (Central Government) under contract labour act, certificate shall be produced in validation.
- o) Bidder should have previous three financial years' income tax return certificate.
- p) Certificate of "No near relative" of the bidder firm/company be working/employed in Telangana Grameena Bank to be executed on Rs.20/- Stamp paper & Attested by Public Notary/Executive Magistrate by the bidder.
- q) Certificate of "BLACKLISTING & NON- BLACKLISTING "of bidder firm/company to be executed on Rs.20/- Stamp paper & attested by Public Notary/Executive Magistrate by the bidder.
- r) Declaration towards Non – tampering of tender document.
- s) Self Attested copy of Partnership Deed or proprietorship deed / Memorandum of Association / Articles as applicable.
- t) Bidders profile dully filled & signed.
- u) All the tender document pages are sealed and signed.
- v) Original "Power of Attorney" in case person other than the tenderer has signed the tender documents.
- w) **The agency should have provided at least 100 Persons at a time to a Bank/Financial Institution/Government Institution/reputed organisations for a period not less than 1year. Copies of work orders and contract agreements and invoices shall be produced as evidence.**
- x) **The agency shall have an Office/Branch in Hyderabad and an authorized representative of the agency shall be available all the working days and he should have working knowledge of Computers (MS Office, Excel) and representatives at the remaining district headquarters (Adilabad, Karimnagar, Mancherial, Jagtial and Nizamabad, Nirmal), or an assurance letter accepting to open the branch at Hyderabad and placing their representatives at other Headquarters.**

## 12). OTHER IMPORTANT TERMS AND CONDITIONS

### 1 CONTRACT FORM & SECURITY DEPOSIT:

- 1.1 Within Ten (10) days of receipt of the format of *Contract Form*, which will be sent along with the work order, the successful Agency shall sign and date the contract and return it to the Bank. The Proforma of the Contract Agreement will be provided along with the work order, which is to be signed on Rs.200/- value Non-Judicial Stamp paper after receipt of work order.
- 1.2 Within Ten (10) days of the receipt of work order from the Bank, the successful Agency shall furnish the *performance security for Rs.10,00,000/- (Rupees Ten lakhs only)* valid in the format prescribed. Performance security shall be for the contract period + 6 months.
- 1.3 Failure of the successful Agency to comply with the requirement of executing Contract and submitting SECURITY DEPOSIT shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the **Bank** may make the award to the next lowest evaluated agency or call for new bids.

### 2 TERMINATION FOR DEFAULT:

- 2.1 The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the agency, may terminate this Contract in whole or in part:



- 2.1.1 If the agency fails to provide sufficient services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank.
- 2.1.2 If the agency fails to perform any other obligation(s) under the Contract

### 3. SUPPLIER'S OBLIGATIONS:

- 3.1 The successful agency is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanours.
- 3.2 The successful agency will treat as confidential all data and information about the Bank, obtained in the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.
- 3.3 Other terms & conditions:
- a. Contract will be for a period of **two years**. Upon Satisfactory performance, the Bank may renew the contract for a further period of **one year** at the same rates and Terms & Conditions.
  - b. The agency's staff shall not misbehave with any of the Bank's staff members/customers and will not enter into any unlawful activities in the premises of the bank.
  - c. Bank staff/security staff will have the right to check/search or interrogate any of the agency's staff while entering/working/leaving the premises.
  - d. The agency shall issue identity cards to their workers on the agency's I/Cards. No person without this card shall be allowed any entry in to the Bank's premises.
  - e. The worker to be deployed at a Branch preferably from Service area and he should be well known of the operating area of the Branch. Experience if any shall be solicited. He shall be acceptable to the Branch Manager/Regional Manager/Chief Manager of the branch/RO/HO concerned. The Bank reserves the right to accept/reject the person deployed by the agency.
  - f. Agency quoted commission (administrative charges) shall be reasonable. Offering the outsourcing services at Zero commission by the agency shall be disqualified.
  - g. The period of contract shall be invariably informed in writing by the agency to their worker deputed to Branch.
  - h. EPF & ESI remittances for the outsourced personnel deployed at the Bank shall be remitted through a separate challan (exclusively to our Bank).
  - i. It is the obligation/responsibility of the agency to obtain attendance/duty certificates of its employees in time and to claim bill basing on the number of days worked. The agency is responsible for any delay in submission of bills to the Bank due to non-receipt of duty certificates and the consequences thereon in the statutory remittances i.e. Penalty etc are to be paid by the agency only.
  - j. All the workers shall attend the work in proper uniform with emblem/name of the firm embroidered, which shall be provided by the vendor at their cost.
  - k. The points mentioned in the scope of work will be done to the satisfaction of the Bank and in time.
  - l. The agency should have TIN No. GST No.etc as per Govt. Guidelines.**
  - m. The rate shall remain same throughout the contract period and no extra amount shall be paid in case Bank asks to carry any work related to specialized cleaning on any day.
  - n. There will be no increase in the rate during the contracted period. However, minimum wages may be increased as per GOI orders.
  - o. The agency has to ensure that minimum wages are being paid to the skilled and unskilled work force and he has to produce the requisite certificate of depositing the desired amount of deductions ie.PF/ESIC etc. as per labour act with appropriate authorities. The payment shall be released after production of these papers and certificates through e-

payment system of the Bank. Further, monthly payment shall be released only after receipt of PF & ESI counterfoil/letter showing deposited the requisite amount with respective competent authorities. Failure to comply with the Statutory payments by the Contractor, the Bank pays such amount on behalf of the Contractor, in which event the Bank shall have the right to deduct such amount from the monthly bills/EMD/Security Deposit.

- p. The contractor shall allow inspection of all the prescribed labour records to any of his manpower or to his agent at a convenient time and place after due notice is received or from the labour officer or any other person, authorized by the Central Government on his behalf. The contractor shall submit periodical return as may be specified from time to time.
- q. Agency/Service Provider to ensure that rates quoted by him fulfil the minimum wages criteria as fixed by the Govt. If the Bank feels that the rates quoted does not fulfil the minimum wages criteria clause, the bid shall be rejected out-rightly.
- r. Agency/Service Provider to ensure that the wages of their workforce engaged at our Bank is credited to their respective bank account.
- s. The Agency shall bear all the costs and consequences in respect of all charges, stamp duties etc. relating to the contract, documents etc. to be signed.
- t. The Agency shall pay a **security deposit for Rs.10,00,000/-** (Rupees Ten lakhs only) to the *Bank within 10 days of the receipt of work order and* prior to commencement of service under the contract. The Security Deposit may be in the form of Deposit with the Bank or in the form of Bank Guarantee from a Government Scheduled Bank. The **Bank** shall be entitled to adjust or appropriate or forfeit the said security deposit towards loss or damage caused by the Agency or his employees or the amount of value of shortage or breakage to any premises, equipments, appliances, items etc. entrusted to or caused to other assets of **Bank** by the Agency or his employees or any other liability of the Agency. The security deposit will be released after six months of termination /expiry of contract.
- u. In case, the agency assigns or sub-contracts this contract without written approval of the **Bank** or in case the performance of the Agency is found unsatisfactory in case of contravention by the agency of any of the terms & conditions contained herein and Schedules hereto, the **Bank** shall have the right to terminate the contract without giving any notice to the Agency. The Principal **Bank** shall be the sole authority to decide and judge the quality of service rendered by the Agency and his decision will be fully binding on the Agency.
- v. The Successful Agency shall execute an indemnity bond against the loss/damage sustained during the period of contract caused by the personnel outsourced by that particular Agency. The indemnity holds good and binds over the agency, if the information about the said loss/damage is unearthed even after the contract period.
- w. The contract shall be for a **period of two years** subject to **review after every three months. The Bank shall have the right / liberty to extend for one year on satisfactory performance of the Agency.**

**13.** In case the Contractor is unable to provide sufficient Manpower or the Services as agreed in the Contract, the Bank shall have right to make alternate arrangement and engage the Manpower or Services from outside. The contractor should further agree for deduction of amount so incurred towards such agreement /services due to his failure to supply.

**14. a.** The persons engaged by the contractor or its agents, sub-contractors shall not be the employees of the Bank and they should not claim any status. Further, they shall not claim any parity of wages with the bank employees. They shall not claim for absorption in the Bank as employees and

they shall continue and remain as Contractor's employees only. Any claims, damages or counter claim of such employees shall be met or defended by Contractor at its cost and risk.

b. The contractor undertakes that they would indemnify and keep the Bank indemnified against all losses, expenditure, claims, demands etc., of whatsoever nature suffered by the Bank on account of deficiency of service including their sub-contractor, if any, and make good for the loss caused to the Bank.

15. Presently some persons are working on outsourcing basis of the present vendor as casual labourers in our Bank branches/Controlling Offices. Hence, the same persons may be engaged by the successful bidder.

**16. Terms of Payment: The monthly wages to the outsourced personnel shall be paid by the vendor on monthly basis preferably on 1<sup>st</sup> of every succeeding month not later than 3<sup>rd</sup> of the succeeding month. Upon effecting the payment of wages, the vendor should raise a claim / invoice along with the proof of payment of the wages for reimbursement of the wages including the statutory payments such as PF, ESI, GST, etc. The bank will verify the credentials and make reimbursement including PF, ESI, GST, etc. to the vendor. The vendor shall furnish along with the invoice for reimbursement, the details of PF, ESI, GST, etc remitted for the previous month along with the certificate of remittance.** Payment will be made by the Bank against the acquaintance/invoice and on production of satisfactory evidences of EPF, ESI, payment of Bonus & other statutory remittances. Payment will be credited directly to the account of the Agency and the agency shall maintain account with our Bank for this purpose. All its provided workers shall maintain saving accounts with our Bank and the agency shall have to transfer the wages from their account to all workers accounts invariably.

16 A. The payment of Bonus as per the Payment of Bonus Act shall be paid according to the eligibility on or before 30<sup>th</sup> September every year.

17. In case of any workmen suffers any injury or meets with any accident/incident while performing duty, the liability under Workmen's Compensation Act or any other law shall be borne fully by the vendor and Bank shall not be liable for any claim for damage or compensation.

18. The Bank reserves the right to reject the lowest tender or any other tender or all the tenders and/ or to accept any tender either or in part without assigning any reason whatsoever and to cancel the bidding process at any time prior to award of contract without thereby causing any liability to the effected vendor or vendors or anybody else. The decision of the Bank in this regard shall be final and binding on all the participating vendors.

## **19. DISPUTE RESOLUTION**

1. Any and all disputes, difference, controversies and conflicts ("Disputes") whatsoever arising between the parties out of or in connection with the work order or the performance or non-performance of the rights and obligations set forth herein, or the breach, termination, invalidity or interpretation thereof shall be referred for arbitration in terms of the Arbitration and Conciliation Act, 1996 (Arbitration Act) or any amendments thereof. Prior to submitting the disputes to arbitration the parties shall make all endeavours to settle the dispute/s through mutual negotiation and discussions. In the event that the said dispute/s are not settled within 30 days of the arising thereof as evidenced through the first written communication from any party notifying the other regarding the disputes, the same shall finally be settled and determined by arbitration as above.
2. The place of arbitration shall be at Hyderabad and the language used in the arbitral proceedings shall be English. Arbitration shall be conducted by a mutually appointed sole arbitrator. If the Parties are unable to agree upon a sole Arbitrator, each Party shall appoint one arbitrator and the two arbitrators so appointed by the Parties shall appoint the third arbitrator, who shall be the Chairman of the Arbitral Tribunal.

3. The arbitral award shall be in writing and subject to the provisions of the Arbitration and Conciliation Act, 1996. The award of the arbitrator shall be final and conclusive and binding upon the Parties.
4. Pending the submission to arbitration and thereafter, till the Arbitrator or the Arbitral Tribunal renders the award or decision, the parties shall, except in the event of termination of this Agreement or in the event of any interim order/award is granted under the afore stated Act, continue to perform their obligations under this Agreement.

**Signature of bidder with seal**

**SECTION-III**  
**BID FORM**

Ref.No.....

Place: .....

Date: .....,2022

To  
The Chairman,  
Telangana Grameena Bank,  
Head Office, 2-1-520  
2<sup>nd</sup> Floor, Vijaya Sri Sai Celestia  
Street No.9, Nallakunta  
HYDERABAD (TS) 500 044.

Dear Sir,

*Having examined the Request for Proposal (RFP): -----, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the personnel for sweeping, cleaning & maintenance of your Branches/ Offices in conformity with the said RFP for the sum mentioned in the Price Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.*

We undertake, if our Bid is accepted, to provide personnel/labour in accordance with the Schedule specified.

If our bid is accepted, we will obtain the guarantee of a Nationalised Bank for a minimum of **Rs.10,00,000/- (Rupees Ten lakhs only)** for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this bid for a period of 180 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Commissions or gratuities, if any paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name & address of agent Amount & currency Purpose of commission or gratuity

\* (If none, state none)

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this ..... day of ..... 2022

(Signature)

(In the capacity of)

Duly Authorised to sign bid for & on behalf of (Name & Address of the Agency)

**SECTION-IV**  
**BID SECURITY FORM**

Whereas \_\_\_\_\_ called “the Agency”) has submitted its Bid dated \_\_\_\_2019 for the supply of \_\_\_\_\_(hereinafter called “the Bid”)

KNOW ALL PEOPLE by these presents that WE \_\_\_\_\_ of \_\_\_\_\_ having our Registered Office at \_\_\_\_\_ (hereinafter called “the Bank”) are bound to Telangana Grameena Bank, Personnel & HR Department, Head Office, HYDERABAD (hereinafter called “the Principal employer”) in the sum of \_\_\_\_\_ for which payment well and truly to be made to the said agency, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_2022.

THE CONDITIONS of this obligation are:

- 1 If the Agency withdraws its Bid during the period of bid validity specified by the Agency on the Bid Form; or
- 2 If the Agency, having been notified of the acceptance of its Bid by the Principal employer during the period of Bid validity.
- 3 Fails or refuses to execute the Contract Form if required; or  
Fails or refuses to furnish the Performance Security, in accordance with the terms of the Bid.

We undertake to pay the Principal employer up to the above amount upon receipt of its first written demand, without the Principal employer having to substantiate its demand, provided that in its demand the Principal employer will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including -----, 2022, and any demand in respect thereof should reach the Bank not later than the above date.

\_\_\_\_\_  
(Signature and Seal of Bank)

**SECTION-V**  
**LETTER OF AUTHORISATION TO BID**

No. ....

Dated:     /     /2022

The Chairman,  
Telangana Grameena Bank,  
Head Office, 2-1-520  
2<sup>nd</sup> Floor, Vijaya Sri Sai Celestia  
Street No.9, Nallakunta  
HYDERABAD (TS) 500 044.

Dear Sir,

Sub: Letter of Authorisation to bid for Telangana Grameena Bank's RFP floated for house keeping requirements.

*We, M/s ..... (Name and address of the Agency) hereby authorize ..... (Name and Address of Agents), our Business Partner/Authorised representative to submit a bid, and sign the contract on behalf of us for all the requirements by the bank as called for vide the bank's request for proposal reference no. .... Dated ....., 2022.*

Yours faithfully,

(NAME)

(Name of principal agency on whose behalf the proposal is submitted)

Note: *This letter of authority should be on the letterhead of the principal agency/agency/organization on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Agency in its bid.*

**SECTION – VI**  
**BIDDER'S DETAILS**

1. Name of Tendering Company/ Firm / Agency (Attach certificate of registration) :
2. Name of proprietor / Director of Company/Firm/agency :
3. Full Address of Reg. Office with Telephone No., FAX No. & E-Mail :
4. Full address of Operating/Branch Office with Telephone No., FAX No. & E-Mail :
5. PAN / GIR/TAN No (Attach Self Attested copy) :
6. GST Registration No. (Attach Self Attested copy) :
7. E.P.F. Registration No. (Attach Self Attested copy) :
8. E.S.I. Registration No (Attach Self Attested copy) :

9. Self Attested copy of experience certificate / certificates issued by the competent authority for the satisfactory work carried out in outsourcing work of Skilled/Semiskilled/Unskilled Manpower Services/House Keeping Services in PSUs/Nationalized Banks/RRBs/ Government Departments (Central/State) for similar nature of work of value of Rs.20 lakhs at least during last three years from the date of Tender Notice. The summary of that can be tabulated in the given format in chronological order:--

Sl. No	Details of client along with address, telephone and FAX numbers	Amount Contract (Rs. lacs)	Experience certificate for the period from and to	
			From	To

(If the space provided is insufficient, a separate sheet may be attached)

10. Additional information, if any (Attach separate sheet, if required)

Date:

Name:

Place:

Signature of authorized person

Seal:

Signature of bidder with seal



**SECTION-VII**

**PROFORMA FOR NO NEAR RELATIVE(S) OF THE CONTRACTOR WORKING IN  
TELANGANA GRAMEENA BANK**

**(To be executed on Rs.20/- Stamp paper & attested by Public Notary/Executive Magistrate by  
the bidder)**

I,           Shri..... S/O  
Shri.....  
R/o.....

hereby certify that none of my relative (s) as defined in the tender document is/are employed in **TELANGANA GRAMEENA BANK** as per definition as detailed below. In case at any stage, it is found that the information given by me is false/incorrect, TGB shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

Signature of the tenderer with seal\*

The near relative (s) means:

- a) Members of a Hindu Undivided family;
- b) They are husband and wife.
- c) The one is related to the other in manner as father, mother, son(s) & son's wife (daughter-in-law), Daughter (s) & daughter's husband (son-in-law), brother (s) and brother's wife and sister (s) & sister's husband (brother-in-law)

**In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, Certificate will be given by all the partners and in case of Limited Company, Certificate will be given by all the Directors of the company or company secretary on behalf of all directors). Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled** and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. The department will not pay any damages to the company or firm or the concerned person. The company or firm or the persons will also be debarred for further participation in the Bank.

Signature of the tenderer with seal\*

**SECTION VIII**  
**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING**

(Must be submitted to on or before date of bid opening)

To  
The General Manager-I,  
Telangana Grameena Bank,  
Head Office, 2-1-520  
2<sup>nd</sup> Floor, Vijaya Sri Sai Celestia  
Street No.9, Nallakunta  
HYDERABAD (TS) 500 044.

Sub: Authorisation for attending bid opening on \_\_\_\_\_ (date) in the  
Tender of \_\_\_\_\_

Following person is authorised to attend the bid opening for the tender mentioned above on behalf of  
\_\_\_\_\_ (Bidder).

Name of the Representative

Specimen Signature

1. \_\_\_\_\_

\_\_\_\_\_

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 authorisation as prescribed above is not received.)

Signature of bidder with seal

**SECTION IX**

**DECLARATION FOR NON TAMPERING OF TENDER DOCUMENT**

I / We /Proprietor/ Partner(s)/ Director(s) of M/s -----,  
hereby declare that I / We have not tampered the tender document issued vide TENDER NO. PER/01/  
HO-PERSONNEL/TENDERS/HOUSEKEEPING/2022 Date: **15.10.2022** which is downloaded from  
the website *www.tgbhyd.in*

Signature -----

Name -----

Name & address of the firm: -----

-----

-----

**SECTION X**

**DECLARATION REGARDING BLACKLISTING/ NON-BLACKLISTING  
FROM TAKING PART IN GOVT.TENDER BY TGB/GOVT. DEPT.**

**(To be executed on Rs.20/- Stamp paper & attested by Public Notary/Executive Magistrate by the bidder)**

I / We, Proprietor/ Partner(s)/ Director(s) of M/S. ----- hereby declare that the firm/company namely M/S.-----has not been black listed or debarred in the past by TGB or any other Government organization from taking part in Government tenders.

**Or**

I / We, Proprietor / Partner (s) / Director (s) of M/s. ----- hereby declare that the firm/company namely M/S.----- was black listed or debarred by TGB, or any other Government Department from taking part in Government tenders for a period of ----- years w.e.f.----- . The period is over on -----and now the firm/company is entitled to take part in Government tenders.

In case the above information is found false I/We are fully aware that the tender/ contract will be Rejected/Cancelled by The General Manager-I, and EMD/SD shall be forfeited. In addition to the above the Bank will not be responsible to pay the bills for any completed / partially completed work.

Signature -----

Name -----

Capacity in which as signed: -----

Name & address of the firm: -----

**Rubber Seal of the firm should be Affixed.**

Date:

Signature of Bidder with seal.

**SECTION XI**  
**Undertaking**

Work order No.-.....Dated.....

Invoice no : ----- Dated----- Period/Month: .....

I/We, ..... Of Company / Firm of M/s  
.....hereby certify that:

1. I/We strictly followed all rules & regulations under Contract Labour Act-1970 and Contract Labour (Regulation and Abolition) Central rule 1971 during currency of tender.
2. I/We shall be personally held responsible for default of non-payment to labours / manpower engaged/provided to TGB for completion of work.
3. I/We ensured the strict compliance of various labour provisions of these labour laws:

Contract Labour (Regulation and Abolition) Act,1970 and Central Rules 1971,  
Minimum Wages Act, 1948,  
Employees Compensation Act, 1923,  
Payment of Wages Act 1936,  
Payment of Bonus Act,  
Employees' Provident Funds & M.P. Act, 1952,  
Payment of Gratuity Act,  
Employees State Insurance Act,  
Personal Injuries (Compensation Insurance) Act 1963,  
Migrant Labour Act,  
Employers Liability Act 1938,  
Code on Wages, 2019,  
Industrial Disputes Act 1947,  
Industrial Employment (Standing Order) Act 1946,  
Shop and Commercial Establishment Act, as applicable,  
Any other applicable State/ Central laws.

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 personal liability and the TGB shall be free from any liability on this account.

Authorized Signatory

**(NOTE : TO BE ATTACHED WITH EACH CLAIM/BILLS BY CONTRCTOR)**

Signature of bidder with seal

**SECTION-XII**  
**TECHNICAL BID**

S No	Particulars	To be filled by the participant
1	Full Name of the Company / Organisation/Agency	
2	Constitution	Proprietorship / partnership /Company (Registrations, deeds, bylaws to be submitted)
3	Complete Address	
	Telephone No	
	Fax	
	e-mail	
4	Details of Proprietor Managing Partner Managing Director	<u>Name Address Mobile No. e-mail</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 )	
7	INCOME TAX PAN TAN No (With date)	
8	Total Number of workmen employed / on the roll of the company	Number: _____ We confirm that no minors are employed by our firms
9	Number & date of licence issued under Contract Labour Act (Regulation & Abolition) Act 1970,if applicable)	ALC/CLC (Central Govt). Certificate of registration and up to date Renewal certificates shall be enclosed.
10	Details of EMD	DD /BG (Mention Number, date, issued Bank )
11	EPF NO with date ESI No with date GST No with date  (Copies of Certificates and renewals shall be enclosed)	
12	Main clients: (Bank/ Financial Institutions) 1. 2. 3.	Address and responsible person of the client with cadre and mobile number

	Mention number of persons provided and enclose copies of work orders & contract agreements and credentials	
13	Turnover, Profits earned during last 3 financial years.( <i>without any change in the constitution</i> ) Attach Self-attested, documentary proof like Audited Balance sheet, IT Returns.	
14.	Address of the Office in Hyderabad . If not available, an assurance letter to open Office at Hyderabad	
15	For remaining terms and conditions enclose a separate sheet	

I/We confirm that provisions of Minimum Wages Act will be complied with during the contract period.

Verification: I 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 with Seal



**SECTION-XIII**  
**FINANCIAL BID**  
**(To be enclosed in separate sealed envelope)**

Financial Bid for outsourcing of the House Keeping Services for Telangana Grameena Bank. **Only the service charge is required to be quoted per month of minimum wages as notified by the chief Labour commissioner from time to time.**

- 1) Name of tendering Company / Firm / Agency:
  
- 2) Details of Earnest Money Deposit : Rs. \_\_\_\_\_
  
- 3) D.D. detail: (No. Date & Drawn on Bank):

Category	The minimum wage will be decided by the GENERAL MANAGER-I, TGB in reference to minimum wages notified by Chief Labour Commissioner (Central) from time to time.	<b>Supervision Service charge* to be paid to the contractor per month per person.</b>	
		*(Supervision Service charge include contractor profit/commission, administrative charges and all statutory liability on part of the contractor but exclude employer's contribution towards EPF/ESI etc and GST to be paid to appropriate body of the Government).	
House Keeping Services	<b>Not to be Quoted</b>	Rupees in figures (Rs.)	Rupees in words (Rs.) (excluding GST)

Note:-The **contractor is not required to quote the minimum wages**. The minimum wage amount will be decided by the GENERAL MANAGER-I, TGB in reference to minimum wages notified by Chief Labour Commissioner (Central) of Ministry of Labour & Employment from time to time. **The lowest bidder is to be evaluated on the basis of Supervision Service Charges and total composite cost to TGB for all categories.** The contractor will be required to pay **minimum wages to manpower personnel supplied to the TGB**. The contractor shall be responsible for providing all statutory benefits to the personnel employed by him like EPF, ESI, Bonus, etc, as applicable.

**NOTE:** Bids with Nil/Blank/N.A./Zero/Negative Service Charge mentioned above will be rejected out rightly without giving any reason whatsoever.

Date .....

Signature & Seal of the Tenderer

Place .....

Name .....

**TELANGANA GRAMEENA BANK  
HEAD OFFICE: HYDERABAD**

**TENDER DOCUMENT**

FOR

HOUSE KEEPING SERVICES CONTRACT 2022-23  
(Sweeping, Cleaning & Maintenance of Branches/Offices)

**PURCHASING COMMITTEE APPROVED THE ABOVE TENDER  
DOCUMENT**

CHIEF MANAGER (ACCTS)

CHIEF MANAGER (PLG)

CHIEF MANAGER (BOARD)

CHIEF MANAGER (IT)

CHIEF MANAGER (STY)  
**(CONVENOR)**

GENERAL MANAGER-I

GENERAL MANAGER-II