



**TENDER DOCUMENTS**

**For Providing**

**House Keeping Services on Contractual Basis**

**At**

**Central Bank Officer's Training College,  
HOSTEL & COLLEGE**

**DD 13-18, Sector 1, Salt Lake,**

**Kolkata-700064**

**Phone: 033-23218552**

**E-mail: [priotcktrg@centralbank.co.in](mailto:priotcktrg@centralbank.co.in)**

**Tender No. CBOTCK/HK/2025-26/01**

**Date: 08.05.2025**

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**Ph: 033 – 23218552**

**DD Block, Plot No 13-18, Sector I, Salt Lake, Kolkata-  
700064**

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## **NOTICE INVITING TENDER**

Principal, CBOTC, Kolkata invites sealed Tenders from reputed and experienced service providers, for providing Housekeeping Services at Central Bank Officers' Training College, DD Block ,Plot no 13-18,Sector –I, Salt Lake, Kolkata -700064 (here in after referred to as CBOTC Kolkata or CBOTCK Hostel and College).

Central Bank Officers' Training College, Kolkata is one of the three Training Colleges of Central Bank of India which has been established towards promoting professionalism through training to its Officers. The training College is spread over an area admeasuring approximately 59000 sq. ft. and is located at Plot no 13-18, Sector–I, Salt Lake, Kolkata -700064. The Training College has the required facilities towards residential training for about 80 resident participants. Generally training programmes run for 44 weeks in a year and occupancy on an average remains 60 to 70 % or more as there are day scholars & at times occupancy gets influenced by factors beyond control. Other than the above, special short duration/day long non-residential training workshop of 1 to 2 days are held on periodic/ as and when basis throughout the year. However it is difficult to predict total number of participants coming to CBOTCK in a particular year, yet the additional non-residential workshops do add to the revenue.

The tenders are invited in the prescribed format under a SCORING SYSTEM from the Housekeeping/cleaning service provider agencies possessing valid Registration & Licence under Labour Department, Central/WB Govt./other State Governments. and rules framed there under & other relevant statutes including the ESI Act 1948 and EPF Act 1952, Contract labour (Regulation & Abolition) Act, 1970 for providing Housekeeping and cleaning at CBOTC, Kolkata (Hostel and college/administrative block) for a period of two years which may be renewed on the same terms and conditions for a maximum period of one term of one year.

The final selection of the contractor is dependent upon marks awarded under detailed evaluation criteria which include quoted Prices as well. However before a contractor makes himself/herself/themselves eligible to be taken in for the purpose of evaluation, it has to clear the screening process which is essentially technical in nature mentioned under [Annexure 1](#). After screening as per the qualifications enumerated in the section eligibility criteria [Annexure 1](#), the eligible bidders shall be evaluated on certain predefined parameters mentioned in [Annexure 2](#). Tenderers/Bidders not found qualified as per the eligibility criteria as stated in [Annexure 1](#), shall be rejected. The Price Bids, of only qualified tenderers after technical screening, shall be opened in presence of attending tenderers or their authorised representative and a detailed evaluation process would be undertaken. The evaluation criteria essentially are aimed at assigning weights to various factors besides price-value quote, which go into success of any business.

The awarding of marks shall be undertaken as per the criteria mentioned in [Annexure 2](#) and the contract shall be awarded to the contractor who scores the highest marks out of a total of 100 marks.

The Tender Document can be obtained between 11:00 AM to 5:00 PM from **8<sup>th</sup> May 2025 to 29<sup>th</sup> May 2025** from the Principal CBOTC, Kolkata. A non-refundable demand draft of ₹. **2,000/- (Rupees Two Thousand only)** drawn on any scheduled bank in favour of “Central Bank Officers’ Training College, Kolkata”, payable at Kolkata has to be deposited for purchasing the Tender Document.

The Tender Document can also be downloaded from the website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) under the link TENDERS. In case, the tender document is downloaded, the tender fee of ₹. 2,000/- (non-refundable) should be paid through a separate demand draft drawn on any scheduled Bank favouring “Central Bank Officers’ Training College, Kolkata” payable at Kolkata which must be deposited on or before the pre-bid conference. Pre Bid Conference is, aimed at clarifying doubts, if any, and is not mandatory for the Bidders to attend. The Bidders who fail to deposit the tender fees will not be allowed to participate in the pre-bid conference. A Bidder who does not attend the pre-bid conference will have to deposit the tender fee along with the Part I of the Application, if not already deposited. The Tenders for which Tender Fee is not paid will not be entertained.

Each tender must be accompanied with Earnest Money Deposit (EMD) in the form of ***Demand draft for ₹. 50,000/- (₹. Fifty Thousand only)*** drawn on any scheduled bank in favour of “Central Bank Officers’ Training College, Kolkata” payable at Kolkata. No other form of payment will be accepted for submission of EMD. The said demand draft towards EMD must be attached with the Application Form Part 1. At the back of the demand draft, the name and cell phone no. of the tenderer should be clearly written with the caption “EMD for Bidding for Housekeeping Services at Central Bank Officers’ Training College, Kolkata”. Tenders submitted without EMD shall not be evaluated and shall be rejected outright.

The tender containing separate sealed envelopes (marked “Part-I Technical Details” & “Part-II Price Details” respectively) should be submitted in a third sealed envelope marked on top “Tender for Providing housekeeping services on Contractual Basis at Central Bank Officers’ Training College, Kolkata” with the name, address, telephone number and email id of the Tenderer at the bottom of the cover on the left side. The complete sealed tender addressed to the Principal, Central Bank Officers’ Training College, Plot no 13-18, DD Block, Sector –I , Salt Lake, Kolkata -700064 should be dropped in the locked tender box available in the Office of CBOTC, Kolkata till 5:00 pm on **30 May 2025**. Sealed tender documents will also be accepted by speed post. CBOTC, Kolkata shall not be responsible if the tenders are delivered elsewhere or are not delivered on time due to postal or any other delays. It is reiterated that tenders received after the stipulated date & time will not be accepted / considered.

Tenders are not transferable under any circumstances.

All information with regard to any modification/amendment/extension of dates etc. in respect of this tender, till the tender process is completed, will be uploaded on the website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

Important information for tenderers:-

1	Issue of the Tender document	8 <sup>th</sup> May 2025
2	Tender document Fee (non-refundable)	₹.2,000/- (₹. Two thousand only)
3	Date of Pre-bid Conference***	27 May 2025
4	Last Date & time of submission of Tender	30 May 2025 (5.00 PM)
5	Date & Time of opening of Application Forms Part 1	4 <sup>TH</sup> June 2025
6	Date & Time of opening of Application Form part 2, containing Price Quote	Will be intimated to those bidders who otherwise qualify under screening criteria (as explained under Annx 2)
7	Earnest Money Deposit (EMD)	Through Demand draft of ₹.50,000/-(₹. Fifty Thousand only)
8	Point of Contact.	SP Mishra, 9425896166

\*\*\* All Bidders who have deposited the required Tender fee can attend the Pre Bid Meeting to seek clarifications about the Tender in order to rule out any gaps in interpretation of the Terms and Conditions, for better comprehension, for clarification of doubts etc. Any subsequent plea in this regard will not be entertained. CBOTC, Kolkata reserves the right to reject, at any stage, any or all of the tenders in part or in full without assigning any reason(s) whatsoever.

Further, CBOTC Kolkata shall be mentioned hereinafter as CBOTCK and Central Bank of India shall be mentioned as Bank in this document.

Principal  
CBOTC, Kolkata

## ANNEXURE 1

### SCREENING CRITERIA FOR BIDS

In order to be considered for final evaluation, a Tenderer must fulfil following criteria, which are mandatory in nature –

1. The tenderer or the applicant for the tender must be a registered entity [Public Limited/Private Limited/ Partnership Firm/Sole Proprietor] and should be located within India. Documentary evidence to be enclosed.
2. The Tenderer must have the experience of at least three (3) financial years out of the last five (5) years for providing Housekeeping Services to Training Colleges/Institutes of RBI/SBI/LIC etc. or of a Navratna PSU, or of an MNC; Educational Institutes in the league of NIFT/ IIT/ IIM etc. at Administrative Academy, at Central/State Government/Autonomous Institute of repute;
3. The Tenderer should possess valid Provident Fund Registration Number under EPF Act 1952 with PF Department. Documentary evidence to be enclosed.
4. The Tenderer should possess valid ESI Registration Number under ESI Act 1948 with ESI Authorities and a valid and subsisting licence as per the Contract Labour (Regulation & Abolition) Act, 1970, Documentary evidence to be enclosed.
5. The Tenderer should possess requisite permission/license to provide Housekeeping Services from the concerned Department of Central/State/Municipal Authorities/any other Authority and comply with the provisions of Food Safety and Standards Act 2006 and Rules framed there under. Documentary evidence to be enclosed.
6. The Tenderer should have achieved minimum average annual sales/turnover/receipt for housekeeping works of ₹. 25 lakhs in the last three years, i.e. FY 2021-22, 2022-23 & 2023-24. Audited Balance Sheet, Audited Profit & Loss statement and VAT return copies to be enclosed (wherever applicable).
7. The Tenders (directly or indirectly) from any Contractor whose earlier services have been terminated/blacklisted by Central Bank of India authorities earlier shall not be entertained. Declaration to be enclosed.
8. The Tenders from bidders who were earlier rejected on technical grounds by CBOTCK on account of fake supporting documents etc. shall not be entertained. Declaration to be enclosed. If on a later stage it is found that information regarding above has been suppressed, contract shall be liable to be cancelled.
9. The Tenders from Firms /Organisations that have been blacklisted / prosecuted by any

Department(s)/Statutory Bodies/ LIC of India/ Banks/ any other organisation listed above in point no 2 anywhere in India or by any Court of Law, shall not be entertained. Declaration to the same effect to be enclosed. If on a later stage it is found that information regarding above has been suppressed, contract shall be liable to be cancelled.

10. The tenderer should enclose an affidavit as specified in appropriate clauses of this tender document.
11. The applicant must produce relevant documentary evidence along with the Application Form Part 1(See [Annexure 8A](#)).
12. Non-disclosure of relevant information or furnishing incorrect information / documents will result in disqualification of the Application Form Part 1.
13. Where the relevant documents as mentioned in [Annexure 8A](#) are “applied for”, the Bidder has to compulsorily submit proof of the “application submitted” to CBOTCK authorities along with the Application Form Part 1. The relevant documents have to be submitted on or before 30.05.2025\_ by 5:00 pm. Bids for which documents are not submitted by this date and time may not be processed further and any extension in date of submission of documents will be decided by Principal, CBOTC, Kolkata whose decision will be final and binding.
14. The applicant must not have been prosecuted or suffered any penalty of violation of any labour laws by any Labour Authority/Competent Court. Declaration to this effect to be enclosed.
15. The applicant must have complied with all labour laws and obtained, before submission of tender, all licenses/approvals/permissions from all statutory authorities including Municipal/Labour/PF/Income Tax/Sales Tax/Commercial Tax/ESI departments, to carry on the business of housekeeping work. Declaration to be enclosed.
16. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his Application Form Part 1.
17. The applicant should not be a sub-contractor to any other entity or person nor should have at any time sub-let the contract awarded to the applicant to any other person. The applicant should not have formed or be a part of any cartel at any time for processing any contract including the present tender. **An Affidavit to this effect has to be submitted at the time of submitting the bids.**
18. Conditional tenders will not be accepted /considered.

ANNEXURE 2

**EVALUATION PROCESS**  
**(AWARDING OF MARKS TO BIDDERS WHO SATISFY MANDATORY CRITERIA OF ELIGIBILITY)**

<p>1 mark for the experience of housekeeping services for at least three (3) years at RBI/SBI/LIC etc. or at a Navratna PSU, or at an MNC; Educational Institutes in the league of NIFT/IIT/IIM etc. at Administrative Academy; at Central/State Government/Autonomous Institute of repute; or of running a successful restaurant at a prominent public place. For every additional year , 2 marks shall be added</p>	<p>Max 15 marks</p>
<p>5 marks for an annual average turnover of ₹. 5 lacs for last three (3) years. Additional 1 mark for each increase of ₹. 1 lac of such average turnover</p>	<p>Max 20 marks</p>
<p>If Supervisor (to be deployed) is Diploma holder in Hotel/Hospitality/Housekeeping Management then 5 marks. 2 additional marks for each additional staff (to be deployed) thus trained</p>	<p>Max 20 marks</p>
<p>The lowest bidder and bidders whose quotation is within 10 % of the lowest bidder shall be awarded the highest possible score of 35. Scores of bidders having quotations between 11 % to 20 % higher than the lowest shall be reduced by 1 mark. Every such increase in quotations in the band of 10 % shall attract a reduction of 1 mark per band. However if a bidder quoting 50 % higher than the lowest bidder shall get a score of 0 (zero). In case a price quote of a bidder is felt to be unrealistically low by the Scoring/Evaluation Committee, it shall have right to seek explanation given by the bidder on the same before proceeding further in the evaluation process. This may affect the timeline declared in this document. In case the explanation given by the bidder is found to be unsatisfactory by the Scoring/Evaluation Committee, such bid may be summarily rejected.</p>	<p>Max 35 marks</p>
<p>Onsite assessment on the following four main parameters viz. Neatness, Hygiene, Service Quality, Quality of materials being used ( 2.5 marks each )</p>	<p>Max 10 marks</p>

**INSTRUCTIONS TO THE TENDERERS**

(The Tenderer/Bidder must go through the complete Tender Document including Terms and Conditions and Annexures thereto and his/her/their responsibilities and obligations there under)

1. The CBOTCK presently has two blocks, viz. Hostel block and College Block. Before tendering, the tenderer should visit the site where intended services are to be provided, on or before the Pre-Bid Meeting date and satisfy himself/ themselves as to the conditions prevalent at the site. No claim on this account will be entertained by CBOTCK under any circumstances subsequently.
2. Each Bidder shall submit only one tender.
3. All the information as required in the tender document shall be filled up in the relevant part and no column should be left unfilled. An incomplete tender and/or tender document submitted without the tender fee and Earnest Money Deposit (EMD) may not be considered.
4. The envelope which contains Application Part 1 must be of good quality paper, strong and sufficiently big in size and must have all the essential documents including the necessary Demand Draft(s) drawn on any Scheduled Bank in favour of “Central Bank Officers’ Training College, Kolkata”, payable at Kolkata. The indicative list of the documents to be provided with the Application Form Part 1 is mentioned in [Annexure 9](#) (Checklist for documents). The Tenderer must provide all the documents as per [Annexure 9](#) (Checklist for documents), failing which his tender may not be considered.
5. The Application Form Part 2 envelope must be of good quality paper, strong and sufficiently appropriate in size, sealed with wax ,thereafter the wax sealing be covered by transparent tape and should consist of only the Application Form Part 2 of tender document showing interalia, the rate quoted for the services.
6. The tender containing separate sealed envelopes (marked “Part-I technical details” and “Part-II Price Details” respectively) should be submitted in a third sealed envelope marked on top “Tender for Providing Housekeeping Services on Contractual Basis at Central Bank Officers Training College, Kolkata” (Hostel and college/administrative block) with the name, address, e-mail id and telephone/mobile number of the tenderer at the bottom of the cover on the left side. The complete sealed tender addressed to Principal, Central Bank Officers’ Training College, Plot no 13-18, DD Block, Sector –I , Salt Lake, Kolkata -700064, should be dropped in the locked tender box available in the Office of CBOTC Kolkata till 5:00 PM on 30.05.2025. Sealed tender documents will also be accepted by speed post. CBOTC Kolkata shall not be responsible if the tenders are delivered elsewhere or are not delivered on time due to postal delays or any other delays. It is reiterated that tenders received after the stipulated date and time will not be accepted.
7. Care should be taken to fill up the tender legibly, clearly and in CAPITAL letters.
8. Any overwriting / corrections / contradictions / tampering shall not be entertained.
9. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will result in disqualification.

10. Tenderer signing the Tender must clearly specify whether he is signing as sole proprietor /partner / power of attorney holder or as Director/Secretary/Manager etc., as the case may be. In any case he should enclose the letter of authority for signing this tender document (other than sole proprietor).
11. Initially the contract shall be awarded for **two years**, which may be extended on the basis of satisfactory services to the satisfaction of CBOTCK, for the third year on the original terms and conditions.
12. CBOTCK may, at its discretion, amend/modify the tender and/or extend the deadline for submission of tenders at any time prior to the last date of submission of tenders. CBOTCK may for whatsoever reason, whether at its own initiative or as a consequence of Pre-Bid conference, may modify the tender documents by amendment and information thereof will be uploaded on Central Bank of India's website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) and shall be deemed to be a part of the original tender. All relevant information with regard to the development/status in respect of this tender, till the entire process is completed, will be uploaded on the Bank's website.

The Contractor shall not employ any person below the age of 18 years. The Contractor shall indemnify the CBOTCK & its representative(s) from and against all claims and penalties which may be suffered by CBOTCK, by any reason of any default on the part of the Contractor to observe and/or in the performance of the provisions of Child Labour (Prohibition & Regulation) Act, 1986 OR any re-enactment or modification of the same.

13. The envelopes containing Technical parameters ( Application Form Part-I) shall be opened on **4<sup>th</sup> June 2025 at around 3.30 PM** in the Central Bank Officers' Training College, DD 13-18, Sector-1, Salt Lake, Kolkata in the presence of the Tenderer or their authorised representative(s) (holding an authority letter) who wish to be present. Part-II of the Application Form containing price quotes of only those Tenderers, whose Application containing technical parameters( Part 1 ) gets qualified as above, will be opened at a later date and time to be informed by CBOTCK. The Tender Opening Committee of CBOTCK shall open the properly sealed tenders only. Unsealed or improperly sealed tenders are liable to be rejected. Conditional Bids shall not be considered under any circumstances.
14. In case the last date of receipt/opening of tender happens to be a holiday the same shall be extended to the following working day. The time and venue will remain the same.
15. If the Tenderer withdraws/amends/derogates the tender in any respect during this period of validity of the offer i.e. the period till the execution of the contract, the EMD is liable to be forfeited. Incomplete, conditional tenders and fax/e-mail/telegraphic tenders are liable to be rejected. The bidders, who qualify on technical parameters on the basis of the documents and information furnished as per the criteria laid down in the Tender will be shortlisted for opening of part 2 of the Application Form.
16. In order to satisfy itself about the nature and quality of the services rendered by the Tenderer, CBOTCK may depute its Officer(s) or authorised representative(s) to visit the institute/establishments mentioned by the Bidder (as per **Annexure 8 A- Tendering**

Agency's Profile). Besides, CBOTCK may also arrange for verification of any document/testimonial submitted by the Bidder in support & compliance of screening criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to CBOTCK, so that necessary verification is completed within 5 days of being called for. In case the bidder fails to cooperate or where, after verification, it is revealed that bidder does not meet the criteria as laid down in the Tender document, the bid will be rejected, bids will not be processed further and EMD will be forfeited.

17. The Price Quotes (Part-II) of only those tenderers whose Technical parameters (Part-I) have made them eligible for shortlisting by CBOTCK will be opened, further processed and evaluated. CBOTCK will upload the shortlisted contractors on our website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in).
18. CBOTCK will award the contract to the successful evaluated bidder who scores the highest marks as mentioned in "NOTICE INVITING TENDER" for Housekeeping Services as per the terms and conditions incorporated in this tender document.
19. All the Application Forms containing Price Quote (Part-II) of Tenderers whose Technical part of the Application Form (Part-I) have been opened, will be sealed in one envelope by Tender Opening Committee and will be kept in safe custody, till the date of opening of the same.
20. CBOTCK will inform the highest scorer, by letter sent through Courier/Registered Post/E-mail, along with a draft contract for the above services. This draft contract shall prescribe the Package and bifurcated rates for Housekeeping Services.
21. Security Deposit required for the above contract is **₹. 2,00,000/- (₹. Two Lakh only)**. Hence, the selected bidder (Highest Scorer) will be required to deposit additional amount of over and above the EMD in the form of a demand draft drawn on any scheduled bank in favour of "Central Bank officers' Training College, Kolkata", payable at Kolkata,
22. Selected Bidder should submit the contract agreement with CBOTCK, Kolkata, duly executed on a non-judicial stamp paper of the extant stamp duty at Kolkata, as per the draft conditions, within 15 days (maximum) of receipt of intimation as above. Any delay in signing the contract/submission of Security Deposit will attract a penalty of ₹. 1,000/- per day. Failure to sign and submit the contract/submission of Security Deposit within 21 days of intimation as above may result in the forfeiture of EMD and cancellation of selection as being the highest scorer and the contract will then be offered to the second highest scorer. In case of failure of second highest scorer, same process will be followed for next highest scorer and so on. However CBOTCK at its discretion may cancel the tender and the decision of Principal CBOTCK will be final and binding upon the concerned.
23. The Security Deposit will be refunded to the contractor within 60 days after completion of the contract period (including the extended period of contract, if any) subject to:
  - (i) Satisfactory performance of the Contractual obligations.

- (ii) Any deduction due on account of Contractor's obligation under the contract and subject to such deductions as may be necessary for meeting CBOTCK's claim against the Contractor.
- (iii) Deduction of any liability/damages incurred by CBOTCK, on behalf of the Contractor in the discharge of his/her obligations under this contract.
- (iv) This Security Deposit will not bear any interest of whatsoever kind.

25. The selected bidder (highest scorer) shall be required to start the services in accordance with the time schedule as specified in the work order issued by CBOTCK, after finalization of the Contract. In case the services are not started on the stipulated date as indicated in the work order, CBOTCK reserves the right to cancel the work order and forfeit the EMD and/or the Security Deposit and offer the contract to the next highest scoring tenderer.

26. The Tenderer is required to sign each and every page of Application Form containing whether Technical parameters or Price Quote of the tender.

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### **SCOPE OF SERVICE**

#### **Area of Hostel:**

The area of the hostel building consist of ground floor having canteen and kitchen plus 3 floors with 44 rooms with attached bath, hostel common rooms , gym, corridors, stairs, roof, in 4th floor Principal and faculty residences and 2 Transit rooms in the Officer's quarters along with the common stair case therein.

#### **Area of College/Administrative Block:**

The area of the College Block consists of ground floor and First floor only.

Ground floor is having, Conference Hall, 2 Hall Classrooms (1 CBOTC's, 1 CLD's), 6 Offices(Principal Office, Admin Office, CLD Office, CLD Comp Lab, SSB, Guest faculty room, 4 Washrooms (Ladies & Gents separate), 3 Store room/electric room, Corridor & Passage

First floor is having 4 Classrooms, 1 Computer Lab, 8 Offices (6 faculty rooms,1 UPS, 1 IT Officer), 1 Library, 2 Wash Rooms(Ladies & Gents separate), Corridor & Passage & two set of stair case for Ground floor to First Floor.

### **SCOPE OF WORK IN HOSTEL BUILDING:**

#### **Housekeeping :**

- I. Filling drinking water in jugs in all the rooms.
- II. Making of the beds of the trainees i.e Spreading the bed sheets, quilts/blankets, bed covers , inserting pillow covers; Beds shall be made only after the Trainees occupy the room, handling of Mosquito nets etc.
- III. Changing of the bed sheets ,bed spreads ,pillow covers , etc Once in 3 days or after conclusion of training whichever is earlier and periodically at the commencement and conclusion of each programme;
- IV. The bed sheets, bed spreads, pillow covers ,bed covers shall be got washed by the contractor only from the washer man approved by the Training College and the charges thereof shall be paid by the Bank at the rates decided from time to time;
- V. The total stock of bed covers bed sheets, bed spreads, pillow covers, blankets, mosquito nets, window curtains etc. handed over in bulk against acknowledgement of the contractor shall be under the custody of the contractor and contractor shall take general care of these items. While torn/worn out bed sheets, pillow covers etc. shall be replaced with new ones by the Training College, any loss due to any other reason would be recovered from the contractor. Marking as CBOTCK in indelible ink should be got done by the contractor on all the bed sheets ,bed spreads , covers, pillow covers etc as per instruction of CBOTCK.

## **Cleaning and maintenance:**

### **Daily services**

1. Removal of waste material from open areas/lawns and Gardens, etc.
2. Dusting of furniture, cup-boards telephone instruments and doors, windows, all such articles dust free during the morning time.
3. Cleaning /mopping of the floor of rooms/corridors/stairs/ roofs etc. (entire area of hostel including 4<sup>th</sup> floor, transit rooms and common stair case).
4. Reception/up keep of hostel/store/gym, etc.as required.

### **Weekly services**

5. Washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
6. Removal of cobwebs, dusts, termites, insects, pests etc. windows sponging and cleaning.
7. Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
8. Cleaning of dustbins and buckets with detergents.
9. Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
10. Acid cleaning of sanitary wares.
11. Polishing and oiling of door closures, door handles and other brass fittings with silvo /Brasso /Lubricants .Dusting and cleaning of Murals, Sceneries, photo-frames ,idols ,etc.
12. Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
13. Cleaning of Roofs of Hostel Building.

**SCOPE OF WORK IN COLLEGE BUILDING/ADMINISTRATIVE BLOCK:**

The House keeping shall be responsible for performance of under noted duties:-

SL NO	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY	DUTY TIMING
1	<p><b>Ground Floor's:</b>                      1 Conference Hall,                      2 Hall Classrooms(1 CBOTC, 1 CLD),                      6 Offices(Principal Office, Admin Office, CLD Office, CLD Comp Lab, SSB, Guest faculty room,                      4 Washrooms (Ladies &amp; Gents separate),                      3 Store room/electric room                      Corridor &amp; Passage</p> <p><b>First Floor's:-</b>                      4 Classrooms                      1 Computer Lab                      8 Offices(6 faculty rooms,1 UPS, 1 IT Officer)                      1 Library</p>	Dusting, Sweeping, Mopping, Cleaning and wiping of floors, furniture, fixtures, partitions, walls, ceiling, curtains, venation blinds, removal of Wastes from dustbin and keeping it properly as directed, Removal of Cob-webs, dusting and wiping the windows and their glass pane, doors and polishing their handles, Cleaning of Telephone Instruments, Fax Machines, Computers, spraying disinfectant, Room Freshener, Cleaning all drains/sewage pipes including removing blockages in drain/sewage pipes, removal of garbage and waste papers on daily basis from the premises.	Daily	First Shift (02 Workers) Between 0800 Hrs to 1600Hrs  Second Shift (02 Workers) 1000 Hrs to 1800 Hrs
2	2 Wash Rooms(Ladies & Gents separate) Corridors, Passage & two set of stair case for Ground floor to First Floor.	Washing and Scrubbing the floor of the entire office premises with soap water and drying it by using the machines/tools for floor polishing/ cleaning.	Weekly on Saturdays	
3	<p><b>Ground Floor's:</b>                      4 Washrooms (Ladies &amp; Gents separate),</p> <p><b>First Floor's:-</b>                      2 Wash Rooms(Ladies &amp; Gents separate)</p>	Dusting, Sweeping, Mopping, Cleaning, Polishing, Wiping and Removal of Cow-webs, wastes, dusting and wiping windows, glass pain, China Clay Sanitary Fittings, Mirrors and doors, Polishing door handles, metal sanitary fittings, washing and cleaning and wiping the wall tiles and floor with Soap / Harpic / Colin / Acid and providing Urinal Phenyl Cubes and Liquid Soap as per requirement.	Daily	
4		Washing and Scrubbing the floor of Bathrooms, Removal of Wastes, Cleaning of China Clay Sanitary Fittings, Metal Sanitary Fittings	Weekly on Saturdays	

		etc. With soap water / Harpic / Colin / Acid etc. And drying it.	
5	All Furniture, Fixtures, Fittings and Office equipments, curtains, venation blinds, telephone, fax and computers etc.	Dusting, Cleaning and Wiping Fans, telephone, fax machines, computers, geysers, exhaust fans, room heaters, air-conditioners, furniture, fixtures and fittings and polishing of fittings.	Weekly
6	Corridors, Passage and Common Areas of all floors and entrance of College	Sweeping, Cleaning, Wiping and Drying.	Every two Hour
7	Entire Roof Top of College	Sweeping, Cleaning and Mopping, Removal of Waste material and Washing.	Once a Week
8	Water Cooler, Carpets, Sofa Sets, Fabric Chairs etc. of CBOTC	Dusting and Cleaning of, Water Cooler, Hot Case etc. Dry Cleaning of Carpets, Sofa Sets, Chairs etc. By using dry-cleaning machine/tools.	Once in Two Weeks.
9	Maintenance and Cleaning of Water Tanks	Cleaning of Overhead and Underground (storage) Water Tanks is to be done once in a quarter.	Quarterly Basis.

Note:

- (1) In addition to the above jobs, the College may assign any work with relation to housekeeping of the office premises/rearrangement of Classrooms not mentioned specifically in the above table.
- (2) Frequency and timing of the work can be altered at the discretion of the College looking into the needs and quantity of work.

**SCOPE OF WORK & SYSTEM OF PAYMENT OF BILLS**

Scope of Work: The contract shall cover following aspects of the services for Central Bank Officers' Training College, Kolkata

1. The charges for specialized housekeeping services shall be on monthly basis subject to production of bills, vouchers up to the satisfaction of the CBOTC, Kolkata.
2. The contractor shall obtain necessary license, permit, consent, sanction etc., as may be required or called for from/by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
3. The Contractor shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the state, central government or any local body or authority. The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc.as may be required by the Officers Training College from time to time.
4. The Contractor shall keep bank/ CBOTC indemnified against all the claims and liabilities.
5. The Contractor shall provide summer and winter uniforms, shoe, etc. to his staff engaged for the above services, as per CBOTCs specification at his own cost and expenses and all the staff will wear the same in clean condition while on duty.
6. The Contractors employees will be allowed entry in to the specified areas of the premises of the CBOTC with the specific permission of the Principal or any other officer authorized in this behalf with valid photo identity card issued by the Contractor and displayed prominently.
7. The Contractor and all his employees shall at all times during the continuance of the agreement, obey and observe all the directions and instructions which may be given by the CBOTC concerning any aspect of house-keeping services.
8. In case the contractor or any of his employees fails to fulfil his/their obligations for any day or for any number of days to the satisfaction of the CBOTC for any reason whatsoever, the contractor shall pay by way of liquidated damages, a sum to be decided by the CBOTC per day for the entire numbers of such days and the CBOTC shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the contractor.
9. The CBOTC shall pay on monthly basis or as may be agreed upon between the parties from time to time for the services that may be rendered by the contractor on performing the services to its fullest satisfaction.
10. The agreement shall be deemed to have come in to force only for a period of **two years** and it may be renewed for one term of one year on same terms and conditions.

11. The Contractor shall not assign or sub-contract of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, the CBOTC reserves the right to terminate this agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages and other charges / cost to the CBOTC from amount payable to him or otherwise.
12. The Principal of CBOTC shall be the sole authority to decide and judge the quality of the service rendered by the Contractor and all other matters and his decision shall be final and binding.
13. The Contractor shall maintain good standard of services as indicated. The performance of the contractor will be reviewed on monthly basis and in case the services are not found up to the mark the contract will be terminated even before the expiry of contract period by giving **three months' notice**.
14. The Contractor will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, stocks, books, periodicals, vehicles lying in CBOTC premises etc. The cost of missing items / shortages of stocks / materials etc. will be deducted from the monthly payments / any others sum / deposit due to the contractors.
15. The Contractor shall pay security deposit of ₹. **2,00,000.00 (₹. Two Lakh only)** or a performance guarantee for a similar amount in lieu thereof from a bank acceptable to the CBOTC prior to commencement of service under this agreement. The CBOTC shall be entitled to adjust or appropriate the said security deposit or the proceeds of guarantee towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage to the equipment and any other items entrusted to or caused to other assets of the CBOTC by the Contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the CBOTC shall not carry any interest.
16. The annual maintenance charges of the equipment/gadgets etc. owned by the Bank will be borne by the CBOTC. However, the Contractor will be responsible for its proper upkeep and regular maintenance.
17. The Contractor will pay salary, allowance, compensation etc. to his employees as per rule and relevant labour laws at his end and the Bank will not be responsible for payment of anything to the employees of the Contractor.
18. a) The Bank reserves the right to terminate this agreement / contract at any time by giving three months' notice in writing.  
b) The Bank shall not be liable / responsible for any incident / occurrence / injury / damage caused to the person / deployed by the Contractor for rendering services as per this agreement.  
c) The Contractor shall indemnify the Bank for any incident / occurrence / injury damage / loss etc., caused to the employees of the Bank / CBOTC / Participants / Faculties etc., due to negligence on the part of the contractor or his employees / persons / agents etc.

Work involved and cost to be borne by Bidders/Tenderers cost involved to maintain all types of equipment for dry- cleaning of sofa sets/carpets, chairs and cleaning of floors like Dry-cleaning

equipment, floor polishing equipment and other equipment for giving prompt and efficient housekeeping services before quoting rates in the Financial Bid

The Contractor has to ensure proper cleanliness of all bath-rooms, proper functioning of sanitary fittings and cleanliness of all waste/sewage pipe-lines and ensure that there is no blockage. (4.13) The Contractor has to keep clean towels in executive dining, bathroom and in the bathrooms of Principal room & Vice-Principal room on daily basis. To maintain the Complaint Register for any problem reported by employees/officers and ensure that the complaint is attended immediately

1. All personnel employed by the contractor shall be medically fit for handling food & certified for fitness before employment at CBOTCK.
2. The rates quoted in part 2 of the Application Form are inclusive of all overheads and taxes such as GST/Sales Tax/VAT or any other tax levied by the Govt. etc. However, actual GST if applicable will be dealt with the provisions mentioned in point number 3 of Annexure 7 (General Terms and conditions) of this document.
3. All statutory deductions such as TDS, Surcharge, Education cess, Higher education cess etc. will be deducted from the total bill amount as applicable from time to time.
4. He shall at all times keep and maintain all these articles provided by CBOTCK in a clean, neat, hygienic and tidy order and condition, which will be inspected by authorised official (s) of CBOTCK. CBOTCK shall not be responsible in any way for the loss and/ or damage caused whatsoever to any of the aforesaid articles.
5. The contractor shall provide adequate number of competent and well- trained staff (as per Annexure 14 – Deployment of Resident Managers & Workers) for cleaning, serving etc. to provide uninterrupted service at all times. Under no circumstances there should be less persons (as per Annexure 16 – Deployment of Resident Managers& Workers) available for providing service at the prescribed hours, one of whom will serve as the Manager. A penalty of ₹.100/- per day will be charged per person in case the number of persons present falls short of the required number. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them and will also be responsible for the payment of their wages/dues including statutory dues and other facilities if any. The serving staffs are to be identified separately by their uniform and not to be allotted sundry duties elsewhere in the premises.
6. The contractor's workers should have proof of identity in the form of identity cards, uniform, etc. The contractor shall provide one type of uniform (clothes) to his Manager, second type to his other workers. All those employed by the contractor shall wear their respective, clean uniforms throughout, while they remain in CBOTCK campus.
7. The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the trainees or through the authorised official(s) of CBOTCK. The contractor shall maintain a complaint register to be submitted for checking by the administrative office daily.

8. The contractor shall obtain at his own expense all licenses and permissions which may be required for providing the services and pay all the taxes, dues and penalties hereinafter becoming payable to the Government, Municipality or any other local body by reason of his conducting business at all the business units including CBOTC Kolkata.
9. CBOTCK expects best practises and highest standard from the Contractor for every services provided by it.
10. The selected Bidder will have to provide all declarations necessary to comply with statutory provisions.
11. The Contractor shall not exhibit own signboard or advertisement within or outside the said CBOTCK premises.
12. The Workers/staff of the contractor, whether permanent employees of the contractor or his contract labourers, shall have no presumptive right of absorption in the services of CBOTCK/Bank. The contractor has to give an undertaking for having explained and documented this aspect in the contract/service agreement with his employees.
13. CBOTCK may allow select staff of Contractor, at its own discretion, only males, engaged for the purpose of this Tender to stay in the hostel premises to facilitate smooth running of college canteen and is no way to be perceived as contractual obligation on part of CBOTCK.
- 14. Nothing herein contained shall purport or operate to declare, assign, limit or extinguish whether present or in future in favour of the Contractor any right, title interest whether vested or contingent in the CBOTCK Premises those vests with the CBOTCK.**
- 15. In the matter of appointment of the required employees for the purpose of assisting the Contractor, the Contractor shall not appoint any child prohibited by statute, to be so appointed.**
16. The Contractor shall keep the college, its officers and employees, its properties, safe and harmless and indemnify from and against all losses, suits, damages, cost charges, claims and demands whatsoever including claims under the Employees Compensation Act, 1923. The Contractor shall become liable to pay for the reason or in consequence of any injury to any person or persons or to any property either belonging to the college or any third party, on account of lapses on part of employees of the contractor, whether resulting directly through any accident or otherwise to life or property while performing the contractual job at CBOTCK or when carrying out any repairs or other work pertaining to its contract viz. repair in kitchen or using electrical appliances in dining hall, coffee corner etc. within the CBOTCK Premises. Such damage, injury or loss to life or property shall be made good and/or as the case may be shall be paid immediately by the Contractor to the college.
17. Upon breach by the Contractor of any of the terms and conditions governing the Scope of the Tender and/or upon the Contractor failing to comply with the directions/orders issued/ passed by the local authorities such as municipality/college, of the WB State Government, the Union Government and/or any other Authorities or upon the Contractor failing to comply with the requisitions issued by the college and/or if in the opinion of the college, the Contractor is not performing the housekeeping activities in a satisfactory manner and/or if the Contractor is adjudicated insolvent and/or fails to make any arrangement with his creditors and/or if any attachment or execution is levied on any of the property of the contractor, the Scope of the Tender shall be liable to be terminated.

18. The Contractor shall at all times indemnify and keep indemnified CBOTCK, against any such claims, damages on account of injury, disability, death of any of its workers caused during the employment of such worker/s with the Contractor while providing the services to CBOTCK, which may be made by any party whatsoever including government agencies, under the Employees Compensation Act 1923 or any other Acts or any other Statutory modifications thereof. The contractor is required to give an undertaking to the CBOTCK that all its employees are covered by appropriate insurance cover – either with group or individual life cover, accident cover etc.
19. The Contractor shall at all times indemnify and keep indemnified the CBOTCK, against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at CBOTCK's premises or before and after that.
20. Nothing in this tender shall be deemed to create any partnership, joint venture, agency between CBOTCK and the Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Contractor is an independent contractor and not an employee, agent, associate or authorized representative of CBOTCK or Bank and the Contractor undertakes that it shall not undertake any obligation or liability in the name of or on behalf of CBOTCK / Bank whatsoever.
- 21. Nothing herein contained shall be construed to create any tenancy in contractor's favour, of any of the college's premises, properties or belongings and the college may of its own motion, upon the termination of the contract, re-enter and retake and resume and retain absolute possession of the College's belongings, both movable and immovable in case it has been allowed to be used by the contractor during the period of its contract.**
22. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed/engaged by the Contractor for rendering the services, are employees of CBOTCK or engaged by CBOTCK. The Contractor shall be deploying workers who shall be in sole employment of the Contractor and Contractor shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall CBOTCK be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination]. In case any liability falls on CBOTCK for any reason, the Contractor shall keep CBOTCK indemnified against the same. In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to its workers mentioning that the workers are employees of the Contractor and not that of CBOTCK / Bank. Also he will give an undertaking to the Bank for having done so.
23. The Contractor & the workers deployed by him at the CBOTCK Premises shall maintain confidentiality of any information in their possession during their working at CBOTCK & thereafter.
24. The Contractor shall allow CBOTCK, its management, auditors, regulators, the opportunity of inspecting, examining, auditing and/or taking copies of the records with the Contractor.
25. The Contractor shall wholly and solely be liable for all disputes and liabilities in respect of the

workers deployed by him to CBOTCK under this contract and/or for any purchases, the sample of which is taken by the Govt. Authorities or otherwise for any dispute under the Laws of the land, in any Court of law.

26. The contractor is not entitled to assign or transfer howsoever the benefit or burden of the performance of contract to any other person or firm.
- 27. Any failure or omission on the part of the CBOTCK at any time to exercise any of its rights under the terms of the contract, shall never be construed as "waiver" and shall in no way impair or affect the validity of the terms and the rights of the College to enforce its right at any time subsequently, with retrospective effect wherever found necessary.**
28. The contractor shall indemnify CBOTCK for any loss or damage caused to its premises, properties and belongings either wilfully or otherwise or for erosion of reputation suffered by the College on account of negligence, wrongful or questionable conduct of the contractor or his staff, whether indulged intentionally or otherwise.
29. CBOTCK reserves the right to ask the contractor to remove and replace any worker/s for their failure to give quality service or any misconduct of serious nature and the contractor shall be bound to replace the staff member/s concerned within a week from the date of such communication.
30. In all matters relating to or incidental to this Agreement, if there arises any doubt or dispute or disagreement the decision of the Principal, CBOTCK shall be final and binding on the contractor.
31. The contractor shall arrange and pay for policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which are used by the Contractor during the course of the housekeeping services.
32. The contractor shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of the contract, and keep the College informed.
33. Medical check-up of Supervisor/Manager and all the workers will have to be done before their initial deployment in CBOTCK. The medical examination (tests) shall be as specified by CBOTCK and conducted by any one of the following reputed laboratories at Kolkata: Suraksha, Upasna or any other such reputed laboratory and fees will be borne by the Contractor, and medical reports with Photo Identity proof will be submitted to CBOTCK before signing of the contract (as per Annexure 16 –Deployment of Resident Manager & Workers). No worker will be deployed by the Contractor in CBOTCK who are found to be suffering from any infectious and/or contagious disease(s).
34. Subsequent medical check-up of all the workers deployed will have to be done on yearly intervals or as and when advised by CBOTCK. The medical examination (tests) shall be as specified by CBOTCK and conducted by any one of the following reputed laboratories at Kolkata:Lal Pathology, Kothari Diagnostics, SRL or any other such reputed laboratory and fees will be borne by CBOTCK. However, if any worker leaves before a period of 6 months from the

last medical examination then the cost of medical examination for the substitute worker before the next medical examination is to be borne by the Contractor.

35. Before any worker/s and/or staff member/s of the Contractor is replaced or newly deployed, the medical examination along with the photo id as specified by CBOTCK, as per Annexure 16 and conducted by any one of the following reputed laboratories at Kolkata: Suraksha, Upasna, or any other such reputed laboratory will be arranged and done by the Contractor, and their medical report along with photo id will be submitted to CBOTCK.

ANNEXURE 6

**BILLING PROCESS AND DOCUMENTS REQUIRED**

Requirement	Timeline	Information Required	Support Documents
<p>Bill for Charges ; Bill should contain details of account number of the Contractor in which payment is to be made</p>	<p>To be raised monthly</p>	<p>Following information is required in the bill -                      a. Bill No/date clearly Written                      b. Billing Rate                      e. GST Regn. number [no GST will be payable in case the invoice does not bear the GST tax number]                      f. PAN                      g. Any other information prescribed by CBOTCK.</p>	<p>a. Photocopy of the Muster Roll (attendance register to be maintained by the Contractor) of staff of the last/concerned week duly endorsed by the Contractor.                      b. Wages receipt sheet of The last week on the format prescribed under the relevant statutes.                      c. Photocopy of challan of previous month in respect of EPF and ESI duly deposited with the appropriate authority (Employers and Employees contribution) along with list of the Resident Manager and Workers bearing PF/ESI number, their individual amount of EPF/ESI deposited (Employers and Employees share). The challan should not include the EPF/ESI contribution of the other firms of the contractor. This clause is applicable once a month, for the first week of every month.                      e. Any other document as required by CBOTCK</p>

## **Annexure 7**

### **TERMS AND CONDITIONS OF THE HOUSKEEPING AND MAINTENANCE CONTRACT**

#### **Area of premises:**

The area of the hostel building consist of ground floor having canteen and kitchen plus 3 floors with 44 rooms with attached bath, hostel common rooms , gym, corridors, stairs, roof, in 4<sup>th</sup> floor Principal and faculty residences and 2 Transit rooms in the Officer's quarters along with the common stair case therein.

The service provider shall be responsible for performance of under noted duties as well for which charges may be quoted separately under head viz, Housekeeping and maintenance.

#### **HOUSEKEEPING :**

- a) Filling drinking water in jugs in all the rooms.
- b) Making of the beds of the trainees i.e. Spreading the bed sheets, quilts/blankets, bed covers, inserting pillow covers; Beds shall be made only after the Trainees occupy the room, handling of Mosquito nets etc.
- c) Changing of the bed sheets, bed spreads, pillow covers, etc. Once in 3 days or after conclusion of training whichever is earlier and periodically at the commencement and conclusion of each programme;
- d) The bed sheets, bed spreads, pillow covers ,bed covers shall be got washed by the contractor only from the washer man approved by the Training College and the charges thereof shall be paid by the Bank at the rates decided from time to time;
- e) The total stock of bed covers bed sheets, bed spreads, pillow covers, blankets, mosquito nets, window curtains etc. handed over in bulk against acknowledgement of the contractor shall be under the custody of the contractor and contractor shall take general care of these items. While torn/worn out bed sheets, pillow covers etc. shall be replaced with new ones by the Training College, any loss due to any other reason would be recovered from the contractor. Marking as CBOTCK in indelible ink should be got done by the contractor on all the bed sheets ,bed spreads , covers, pillow covers etc as per instruction of CBOTCK.

#### **CLEANING AND MAINTENANCE :**

##### **DAILY SERVICES**

- a) Removal of waste material from open areas/lawns and Gardens, etc.
- b) Dusting of furniture, cup-boards telephone instruments and doors, windows, all such articles dust free during the morning time.
- c) Cleaning /mopping of the floor of rooms/corridors/stairs/ roofs etc. (entire area of hostel including 4<sup>th</sup> floor, transit rooms and common stair case).
- d) Reception/up keep of hostel/store/gym, etc.as required.

## **WEEKLY SERVICES**

- a. Washing and scrubbing of floor area with detergents,dust removing chemicals and polishing of the floor areas, etc.
- b. Removal of cobwebs, dusts, termites, insects, pests etc .windows sponging and cleaning.
- c. Keeping ceiling and table/pedestal fans,airconditioning grills dust free.
- d. Cleaning of dustbins and buckets with detergents.
- e. Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
- f. Acid cleaning of sanitary wares.
- g. Polishing and oiling of doorclosures,door handles ,and other brass fittings with silvo /Brasso /Lubricants .Dusting and cleaning of Murals,Sceneries ,photo-frames ,idols ,etc.
- h. Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
- i. Cleaning of Roofs of Hostel Building.

## **General Terms & Conditions**

1. The charges for specialized housekeeping services shall be on monthly basis subject to production of bills, vouchers up to the satisfaction of the CBOTC, Kolkata.
2. The contractor shall obtain necessary license, permit, consent, sanction etc., as may be required or called for from/by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
3. The Contractor shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the state, central government or any local body or authority. The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc.as may be required by the Officers Training College from time to time.
4. The Contractor shall keep bank/ CBOTC indemnified against all the claims and liabilities.
5. The Contractor shall provide summer and winter uniforms, shoe, etc. to his staff engaged for the above services, as per CBOTCs specification at his own cost and expenses and all the staff will wear the same in clean condition while on duty.
6. The Contractors employees will be allowed entry in to the specified areas of the premises of the CBOTC with the specific permission of the Principal or any other officer authorized in this behalf with valid photo identity card issued by the Contractor and displayed prominently.
7. The Contractor and all his employees shall at all times during the continuance of the agreement, obey and observe all the directions and instructions which may be given by the CBOTC concerning any aspect of house-keeping services.
8. In case the contractor or any of his employees fails to fulfil his/their obligations for any day or for any number of days to the satisfaction of the CBOTC for any reason whatsoever, the contractor shall pay by way of liquidated damages, a sum to be decided by the CBOTC per day for the entire numbers of such days and the CBOTC shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the contractor.

9. The CBOTC shall pay on monthly basis or as may be agreed upon between the parties from time to time for the services that may be rendered by the contractor on performing the services to its fullest satisfaction.
10. The agreement shall be deemed to have come in to force only for a period of **two years** and it may be renewed for one term of one year on same terms and conditions.
11. The Contractor shall not assigns or sub-contract of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, the CBOTC reserves the right to terminate this agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages and other charges / cost to the CBOTC from amount payable to him or otherwise.
12. The Principal of CBOTC shall be the sole authority to decide and judge the quality of the service rendered by the Contractor and all other matters and his decision shall be final and binding.
13. The Contractor shall maintain good standard of services as indicated. The performance of the contractor will be reviewed on monthly basis and in case the services are not found up to the mark the contract will be terminated even before the expiry of contract period by giving **three month's notice**.
14. The Contractor will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, stocks, books, periodicals, vehicles lying in CBOTC premises etc. The cost of missing items / shortages of stocks / materials etc. will be deducted from the monthly payments / any others sum / deposit due to the contractors.
15. The Contractor shall pay security deposit of ₹.2,00,000/- (₹.Two Lakh Only) or a performance guarantee for a similar amount in lieu thereof from a bank acceptable to the CBOTC prior to commencement of service under this agreement. The CBOTC shall be entitled to adjust or appropriate the said security deposit or the proceeds of guarantee towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage to the equipment and any other items entrusted to or caused to other assets of the CBOTC by the Contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the CBOTC shall not carry any interest.
16. The annual maintenance charges of the equipment/gadgets etc. owned by the Bank will be borne by the CBOTC. However, the Contractor will be responsible for its proper upkeep and regular maintenance.
17. The Contractor will pay salary, allowance, compensation etc. to his employees as per rule at his end and the Bank will not be responsible for payment of anything to the employees of the Contractor.
18. a) The Bank reserves the right to terminate this agreement / contract at any time by giving three months' notice in writing.
  - b) The Bank shall not be liable / responsible for any incident / occurrence / injury / damage caused to the person / deployed by the Contractor for rendering services as per this agreement.
  - c) The Contractor shall indemnify the Bank for any incident /occurrence / injury damage / loss etc., caused to the employees of the Bank / CBOTC /Participants / Faculties etc., due to negligence on the part of the contractor or his employees / persons / agents etc.

ANNEXURE 8

Affix duly attested PP size recent photograph of the authorised representative of the prospective bidder.

**APPLICATION FORM CONTAINING TECHNICAL PARAMETERS**

**(PART 1)**

Sr #	Particulars	Details to be filled in
1	Name of the Contractor/ Company/ Firm	
2	Constitution (Company/Partnership/Proprietorship)	
3	Permanent Address with Telephone Number & Email ID	
4	Address of the unit in Kolkata or outside of Kolkata with PIN, Telephone Number & Email ID	
5	Name of the Contact Person with Telephone, Mobile Number & Email ID	
6	Name of the Sole Proprietor/Partners/Directors along with their technical qualifications	
7	Year of Commencement of Present Business	
8	PAN/TAN Number	
9	Postal Address for Correspondence	
10	Details of Registration with labour Dept/ Municipal Corporation (Central/State) Date & Number	
11	Contract Labour (R & A) Act License No	
12	Registration under Shops & Establishment Act (enclose photocopy)	
13	GST Registration No (enclose photocopies of above)	

14	Sales Tax Registration No (enclose photocopies of above)							
15	EPF Registration No (enclose photocopies of above)							
16	ESI Registration No (enclose photocopies of above)							
17	Whether any Civil Suit/ Litigation arisen in the contracts executed during the last 3 years/ being executed. If yes, please furnish the name of the work, employer and brief details of litigation							
18	Enclose Experience Certificate from Previous & present clients							
19	Details of Demand Draft of Rs 50,000/- Name of Bank, Date & DD No							
20	From	To	Name of the Firm/Organisation/ Person for whom Housekeeping contracts were undertaken	Type of Contract	Hostel capacity of the Firm/Organisation/Person for whom Housekeeping contracts were undertaken	Value of Contract & other details	Contact Details of Firm/Organisation/Person for whom Housekeeping contracts were undertaken	Number of workers employed at the firm/Organisation/Person for whom Housekeeping contracts were undertaken
Column number 20 pertains to past experience details. Please use additional sheet for required space.								
21	From	To	Name of the Firm/Organisation/Person for whom Housekeeping contracts	Type of Contract	Hostel capacity of the Firm/Organisation/Person for whom Housekeeping contracts	Value of Contract & other details	Contact Details of Firm/Organisation/Person for whom Housekeeping contracts were	Number of workers employed at the firm/Organisation/Person for whom Housekeeping



- c) I agree for the representative of the CBOTCK/Bank to visit my office /place of present contract. I shall facilitate the said visit.
- d) I have read the terms of contract, scope of work, scoring system and its role in the award of the contract and other annexures enclosed herewith and I agree to the terms and will execute the agreement in case I am awarded the contract.
- e)The Price Quote, given in separate sealed cover, is part of this tender. The rate quoted per person per day will be included in the score sheet by the Bank for deciding the award of the contract.

Date :

Signed by the Authorised Signatory with seal

Place:

ANNEXURE 8-B

**APPLICATION FORM FOR PRICE BID**  
**(PART – 2)**

01	Name of the Firm / Company			
02	Rate quoted	Rs.	[Rupees	]
	House Keeping & Maintenance monthly charges of college and hostel block			

**DATE:**

**AUTHORISED SIGNATORY**

## ANNEXURE-9

### CHECKLIST FOR DOCUMENTS TO BE PLACED ALONG WITH PART 1 OF APPLICATION FORM, CONTAINING TECHNICAL PARAMETERS

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1. Certificate of Incorporation, Partnership Deed, Articles & Memorandum of Association, whichever is applicable.
2. Certificate of Registration with Professional Tax Office, Central Govt.
3. Certificate of Registration under State Govt. General Sales Tax Act.
4. Certificate of Registration under Service Tax Act.
5. Certificate of Registration under Shops & Establishment Act.
6. Certificate of Registration with the Office of the Regional Provident Fund Commissioner.
7. Certificate of Registration with Employees' State Insurance Corporation.
8. Valid registration certificate/license with Labour Department under Contract Labour (Regulation & Abolition) Act, 1970 as amended from time to time, till date.
9. License for providing Housekeeping Services from concerned department of Central/State/Municipal Authorities/ any other Authority and compliance with the provisions of Food Safety and Standards Act 2006 and Rules framed there under copy of PAN card.
10. An affidavit as per the provisions contained in clause 17 of Annexure 1- SCREENING CRITERIA FOR BIDS.
11. Financial Statements (P & L and Balance Sheet) as per clause 2 of SCREENING CRITERIA FOR BIDS.
12. Income Tax Assessment copies as per clause 6 of SCREENING CRITERIA FOR BIDS.
13. Performance Certificate from previous & present clients as per clause 2 of SCREENING CRITERIA FOR BIDS.
14. List of works in hand indicating description of work, contract value, date of award, number of personnel and equipment deployed. Supporting documents from the organization to be enclosed.
15. Earnest Money Deposit of Rs. 50,0000.00 (Rupees Fifty Thousand Only) by way of Banker's Demand Draft in favour of "Central Bank Officers' Training College, Kolkata" payable at Kolkata.
16. A correctly stamped Letter of Indemnity (other than NO DUES CERTIFICATE as enumerated in Annexure 13) by the contractor containing provisions enumerated in clause 13 of Annexure 3, clause 38,44,55,57,58,61 & 67 of Annexure 7, and clauses 6 & 49 (c) of Annexure 9.
17. An undertaking by the contractor containing provisions of clause 51 of Annexure 7.
18. Letter of Authority for signing the Bid (if applicable).

Note: The above list is indicative and not exhaustive. For full list refer to the Tender Document.

**COMPLIANCE REPORT**

To  
The Principal,  
Central Bank Officers’ Training College,  
DD Block,Plot no 13-18, Sector –I, Salt Lake  
KOLKATA – 700064 (WB)

**Sub: Tender for “Providing Housekeeping Services on Contractual basis at CBOTC, Kolkata”**

Dear Sir/Madam,

I/We certify that I/We have read the terms and conditions of the tender. I/We undertake that it is my/our responsibility to ensure that being the employer in relation to persons engaged/deployed by me/us to provide the services/activities under this tender as well as to make the payment of weekly/monthly wages, which in any case shall not be less than the minimum wages prescribed under the Minimum Wages Act, 1948 as notified/revised by Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India or as fixed by Labour Department, WB Government, whichever is applicable and Payment of compensation for Overtime/weekly off/National holiday/Any other holiday as applicable and amended from time to time.

I/We will also comply with the requirements of various statutes, relevant to this contract, such as Contract Labour (Regulation and Abolition) Act, 1970, Contract Labour (R & A) Rules, 1971, EPF Act,1952, ESI Act (1948) The Industrial Dispute Act 1947 The Equal Remuneration Act 1976 Employees Compensation Act 1923 (Workmen’s Compensation Act 1923) , The Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Child Labour (Prohibition & Regulation) Act, 1986 as applicable and as amended from time to time and or any other Rules framed there under or provisions of any other relevant act to discharge the obligation arising out of the contract, from time to time by the Central or State Government and or any authority constituted by or under any law, for the category of persons deployed by me/us.

I/We possess requisite permission/license for providing housekeeping services from concerned department of Central/State/Municipal Authorities/any other authority. I/We also possess License under Contract labour (R & A) Act, 1970 to provide Services at CBOTC, Kolkata.

Certified that I/We have read the tender document containing Notice Inviting Tender, Screening Criteria for Bids, Instructions to Tenderer, General Terms and Conditions, Scope of work and all Annexures attached to and forming a part of tender document. I/We have understood the contents of complete tender document (Technical aspects, Price Bid as well as Scoring System, its Parameters and Weightages for Final awarding of Contract).

I/We undertake to abide by the terms and conditions as laid down in the tender document and the Annexures as stated above in case the work order is allotted to me/us.

Place: .....

Signature of Tenderer: .....

Date: .....

Name & Address of the Tenderers: .....

**NO DUES CERTIFICATE**

(To be submitted when the contract is cancelled/Terminated/Completed for refund of Security amount)

IN THE FORM OF AN AFFIDAVIT IN FAVOUR OF CENTRAL BANK OFFICERS' TRAINING COLLEGE, KOLKATA

(On Non Judicial Stamp Paper duly notarized as applicable)

This affidavit executed on \_\_\_\_\_ at Kolkata by/on behalf of \_\_\_\_\_ (Name and address of the Housekeeping Contractor) favouring Central bank Officers' Training College, Kolkata (Herein referred to as the Principal) having their office at DD Block ,Plot no 13-18, Sector –I , Salt Lake, Kolkata -700064 witnesseth as follows:

1. The Contractor had been working for the Principal, CBOTC, at Kolkata for Providing Housekeeping Services.
2. The Contractor had made a Security deposit/submitted and unconditional Bank Guarantee (strike off whichever is not applicable) of Rs \_\_\_\_\_ only for providing Housekeeping Services.
3. The Contract for providing Housekeeping Services on contractual basis has been completed by me on \_\_\_\_\_ or the contract has been Terminated / Cancelled by the Principal/Contractor w. e. f. \_\_\_\_\_.
4. We have paid all dues of the workers engaged in aforesaid Housekeeping Services and have also paid all the bills of the materials purchased from various contractors/suppliers for the purpose of the mentioned services.
5. The Contractor having satisfied the Principal that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the Principal and on the request of the Contractor the Principal has agreed to refund the aforesaid Security deposit/ Security Deposit Guarantee of Rs. 2,00,000.00 (Rupees Two Lacs Only).
6. Now in the above premises and in consideration thereof Contractor agrees and undertakes as follows:
  - A) In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Housekeeping Services as provided to CBOTC, Kolkata or in the event of any damage, breakage or any other injury to the property of the Principal caused by the Contractor or his workers, the Contractor shall, on being required by the Principal, pay and make good all those dues or damages forthwith.

B) In the event of delay or failure to pay or make good any amount in the above connection which the Principal has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above, the Contractor \_\_\_\_\_(Name of the Contractor) hereby undertakes to indemnify the Principal against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature.

7. We hereby confirm that we have complied with our all statutory duties and obligations as mentioned in the Tender, Agreement as well as various statutes as applicable to the Contract labour.
8. We also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.

In witness whereof the Contractor has signed this deed of indemnity at the place and date above mentioned in presence of following witness:

Witness:

1. Signature:

Name:

Address:

2. Signature

: Name:

Address:

Signature of the Contractor  
With Seal

ANNEXURE – 12

**(AFFIDAVIT ON STAMP PAPER REGARDING NON- BLACKLISTING / PROSECUTION& NOT A PART OF ANY CARTEL AT ANY TIME INCLUDING THIS TENDERING PROCESS)**

(On Non Judicial Stamp Paper of Rs. 50/-, Duly Notarised)

Date:\_\_\_\_\_

I hereby depose that neither me nor our Organization \_\_\_\_\_ including our Partners/ Shareholders / Directors were ever blacklisted / prosecuted by any Organization / departments / statutory body (ies) in any State or by any Courts of Law or penalized for violation of any rules.

I also depose that I am not participating in this tender process as a Sub Contractor, nor shall Sub Contract this tender if awarded. I have not formed any cartel at any time for processing of any contract including the present tender.

I hereby affirm that this affidavit is true to the best of my knowledge based on firm records and no information is hidden there from

(Tenderer)

Witness 1:

Witness 2:

**STANDARD OF SERVICE**

1. The Contractor must ensure compliance of the provisions of Rules and Regulations of Central Govt /WB Govt./Local Municipal Authorities and other statutory requirements as relevant to running housekeeping services. In case any penalty is imposed by the Central Govt./WB Govt./Local Municipal Authorities then it shall be the responsibility of the Contractor to bear the same and any fine/penalty/legal expenses incurred by CBOTCK on this count shall be recoverable from the Contractor's bill and/or Security deposit.
2. The Contractor shall ensure that the allotted area are well maintained and properly cleaned for absolute hygiene and shall not permit litter of garbage/refuse etc. anywhere including the washbasin, lavatories and open space.
3. The Contractor shall be responsible for disposal of garbage, waste etc. to a proper dumping ground as prescribed/permitted by Local Municipal Authorities, at his cost and resources.
4. The Contractor shall maintain a register of complaints and suggestions in the dining area displayed prominently, where the trainees/guests/authorized officials of CBOTCK can register their complaints/views. The Contractor will put their own comments/observations on the entries made in the register regarding follow up action taken on complaints and produce the register to designated officer of CBOTCK on a daily basis for verification. CBOTCK shall obtain objective feedback from participants.
5. The soap containers in the hand wash area should have sufficient liquid soap of standard make and should have neat and clean towels for every meal.
6. Cleaning material should be of good quality.
7. If the standard of Services as mentioned above or elsewhere in the tender document are not maintained to the satisfaction of CBOTCK authorities, appropriate penalty of Rs.100/- per person employed per day will be imposed and amount thereof will be deducted from the Contractor's bill and/or Security deposit.

**DEPLOYMENT OF RESIDENT MANAGER AND WORKERS**

The contractor shall provide adequate number of competent and well- trained staff as per indicative description here below for to provide uninterrupted service at all times. **Under no circumstances there should be less than 6 persons available for providing the service at the prescribed hours, one of which will serve as the Resident Manager.** It will be the responsibility of the Contractor to arrange for substitutes in the case of absence of any of his Staff. A penalty of Rs.100/- per day will be charged per person in case the number of persons present falls short of contracted strength.

The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them and will also be responsible for the payment of their wages/dues and other facilities if any.

NOTES:

2. The Contractor will pay wages to the employees according to their category – Unskilled, Skilled, Semi-Skilled and Highly Skilled.
3. The Resident Manager and other workers to be deployed should have above qualifications and adequate experience. The Resident Manager should have working knowledge of English and Hindi and other workers should have working knowledge of Hindi.
4. The Resident Manager and other workers deployed by the Contractor should be healthy, free from any communicable / infectious disease(s), medically fit for handling food and certified for fitness before employment. Please refer SCOPE OF WORK ( **Annexure 7** ) which is a part of the CONTRACT. The tests to be carried out are -
  - (i) Haemogram with ESR
  - (ii) Chest X-Ray
  - (iii) Stool Examination
  - (iv) Urine – Routine Microscopic
5. Resident Manager shall oversee all the affairs housekeeping and cleaning.
6. The Contractor shall ensure that the working hours of the Resident Manager and workers are regulated in such a manner that total number of working hours per worker in a day do not exceed as stipulated under the Minimum Wages Act 1948 and other Labour Laws in force including rules framed there under.
7. On receipt of work the Contractor will supply a list of names with the bio-data duly certified along with photograph of all the persons to be deployed under this contract at CBOTCK. In case of replacement of workers/Resident Manager, his certified Bio data with photo ID should be immediately submitted to CBOTCK.
8. CBOTCK reserves the right to expel any worker of the Contractor who is found guilty of misconduct / under performance.

**UNIFORM FOR THE SUPERVISOR& WORKERS**

The Contractor will arrange to provide winter and summer uniform (2 sets each) along with shoes & other wearable items like Skull Cap, Hand Gloves, Head Scarf etc. to Resident Manager and other Workers ( wherever applicable ) within 15 days of award of work at his own cost. The Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by their workers. The uniform must have provision of Name Badge, which must be prominently placed on the uniform.

The Contractor shall be responsible for providing new uniform and shoes and other wearable items mentioned in the above paragraph, if the same are damaged by his workers before its replacement is due. The cost of such replacement will also be borne by the Contractor. The Contractor shall be responsible for washing/ironing/maintenance/pre-mature replacement of the Uniform and expense thereof shall be borne by Contractor. Accordingly, provision thereof may be kept while quoting the rates in the Application Form Part 2.

**FORMAT OF LETTER OF INDEMNITY**  
**Indemnity Bond**

To,

The Principal  
Central Bank Officer's Training College  
DD Block ,Plot no 13-18,Sector –I , Salt Lake, Kolkata -700064 (W.B.)

Dear Sir/ Madam

I/We, (name of the service provider), hereinafter called the Contractor, aged \_\_\_ years, residing / having office at (address of the service provider) hereby certify that this bond of indemnity being executed on ..... at Kolkata by / on behalf of (name and address of the service provider) favoring Central Bank of India Officer's Training College , Kolkata (herein after referred to as CBOTCK) . The Contractor hereby undertake to indemnify CBOTCK for / against the following:

1. The Contractor shall not employ any person below age of 18 yrs. The Contractor shall indemnify the CBOTCK & its representative(s) from and against all claims and penalties which may be suffered by CBOTCK by any reason of any default on the part of the Contractor to observe and /or in the performance of the provisions of Child Labour ( Prohibition & Regulation ) Act, 1986 OR any re - enactment or modification of the same .
2. The Contractor shall keep the college , its Officers and employees , its properties safe and harmless and indemnify from and against all losses , suits , damages , cost charges , claims and demands whatsoever including claims under the Employees Compensation Act, 1923 . The Contractor shall become liable to pay for the reason or in consequence to any injury to any person / property either belonging to the college or any third party , on account of lapse on the part of employees of the Contractor , whether resulting directly through any accident or otherwise to life or property while performing the obligation at CBOTCK or when carrying out any repairs or other work pertaining to its contract viz. repair in kitchen or using electrical appliances in dining hall , coffee corner within the CBOTCK premises . Such damage, injury /loss to life or property shall be made good and /or as the case may be shall be paid immediately by the Contractor to the college.
3. Any such claims, damage on account of injury, disability, death of any of its workers caused during the employment of such worker/s with the Contractor while providing services to the CBOTCK which may be made by any party whatsoever including government agencies, under the Employees Compensation Act, 1923 or any other Acts or statutory modifications thereof. The Contractor undertakes that all its employees are covered by appropriate insurance cover – either individually or with group.
4. Any third party claim for any injury, damage to person or property of the third party for any acts of commission or omission of its employees/ personnel, before, during or after the hours of providing services at CBOTCK premises.
5. The Contractor undertakes that the persons deployed / engaged by the Contractor for rendering services are in no way employees of CBOTCK. Under no circumstances CBOTCK shall be liable for

any payment or claim / compensation to its employees. The Contractor shall keep CBOTCK indemnified against any liability for the above.

6. Any loss / damage caused to CBOTCK's premises , properties and belongings either willfully or otherwise or any harm to reputation suffered by the College on account of negligence , wrongful or questionable conduct of the Contractor or his/her staff , whether indulged intentionally or otherwise .
7. All compliance of municipal or other regulations relating to preparation and sale of food , obtaining of relevant licenses / permits , any other statutory requirements for running of the said canteen at CBOTCK .
8. Indemnity against the Contractor's market creditors, its corporate and personal taxes as applicable and to hold CBOTCK harmless for any liability in this connection.

In witness whereof/we have hereunto set my/our respective hand at ..... on..... Day of .....20...

**Witness**

1. Signature:

Name:

Address:

2. Signature:

Name:

Address: