



मुंबई में केंद्रीय कार्यालय भवन और अन्य प्रशासनिक कार्यालय भवनों में
हाउसकीपिंग सेवाओं के लिए ठेकेदार की नियुक्ति के लिए
प्रस्ताव हेतु अनुरोध (आरएफपी)

REQUEST FOR PROPOSAL (RFP)
For
Appointment of contractor for Housekeeping
Services at Central office Building and other
Administrative office buildings in Mumbai

यूनियन बैंक ऑफ इंडिया, प्रापण विभाग ,
पहली मंजिल, 239, यूनियन बैंक भवन, विधान भवन मार्ग,
नरीमन पॉइंट, मुंबई - 400021
Union Bank of India, Procurement Department
1st floor, 239, Union Bank Bhawan, Vidhan Bhawan Marg,
Nariman Point, Mumbai - 400021
संपर्क Contact:02245653726 ईमेल Email:Procurement@unionbankofindia.bank.in

अस्वीकरण DISCLAIMER

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidders as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Union Bank of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

दाताओं के लिए सामान्य निर्देश (GENERAL INSTRUCTIONS TO BIDDERS)

The RFP Document can be downloaded from Government e-Marketplace (GeM) portal <https://www.gem.gov.in> and notification for the RFP can be downloaded from Bank's Website <http://www.unionbankofindia.bank.in>.

The Bids should be submitted by the Bidders online through Government e-Marketplace (GeM) portal <https://www.gem.gov.in>.

Any bids dropped in tender box or submitted in physical hard copy format or received through fax/e-mail/physical mail or any means other than the GeM portal **will not be received or opened and shall be summarily rejected.**

NOTE: Submission of any bid document through offline mode will not be accepted and bids should be submitted on or before last date & time of bid submission in GeM portal. Bidder has to upload scanned copy / proof of DD/BG and Integrity Pact(IP) along with bid and has to ensure delivery of hardcopy (EMD documents) to the Buyer within 5 days of Bid End date / Bid Opening date.

संक्षिप्ताक्षर Abbreviations

The long form of some abbreviations commonly used in the document is given below:

संक्षिप्ताक्षर Abbreviations	विवरण Description
AMC	Annual Maintenance Contract
Bank/UBI/Union Bank	Union Bank of India
BG	Bank Guarantee
KYE	Know Your Employee
NDA	Non-Disclosure Agreement
NPCI	National Payments Corporation of India
PBG	Performance Bank Guarantee
PSB	Public Sector Bank
PSU	Public Sector Undertaking
RBI	Reserve Bank of India
RFP	Request for Proposal
SLA	Service Level Agreement

बोली का विवरण Bid Details:

S N	Particulars	Remarks
1.	आरएफपी/दस्तावेज डाउनलोड जारी करने की प्रारंभ तिथि और समय Start Date & Time of issue of RFP/ Document Download	As per GeM Bid Document
2.	बोली-पूर्व बैठक Online Pre-bid meeting	As per GeM Bid Document-Those who wish to join Pre-bid meeting can e-mail at procurement@unionbankofindia.bank.in before last date and time for submission of query.
3.	प्रश्न प्रस्तुत करने की अंतिम तिथि और समय Last date and time for submission of query	15/09/2026 at 17:00 Hours (All communication regarding points/queries requiring clarifications shall be sought by e-mail to procurement@unionbankofindia.bank.in)
4.	बोली दस्तावेज जमा करने की अंतिम तिथि और समय Last date and time for submission of Bidding Document	As per GeM Bid Document
5.	तकनीकी बोली खोलने की तिथि और समय Date and Time of Technical Bid Opening	As per GeM Bid Document
6.	सफल तकनीकी बोलियों के साथ शॉर्टलिस्ट किए गए पात्र बोलीदाताओं द्वारा साइट विजिट Site Visit by shortlisted eligible Bidders with successful technical bids	Eligible shortlisted Bidders will be invited online for a presentation on the Technical Bid submission. The eligible shortlisted Bidders would be communicated the exact date of site visit through e-mail and they should remain prepared for a site visit within a short notice.
7.	ऑनलाइन माध्यम से आरएफपी खोलने का स्थान Place for Opening of RFP through Online	Union Bank of India, Procurement Department, 1st floor, 239, Union Bank Bhawan, Vidhan Bhawan Marg, Nariman Point, Mumbai - 400021
8.	प्रतिभूति जमा/ बयाना जमा धन राशि Security Deposit/Earnest Money Deposit (EMD)	Rs.30,00,000/- (Rupees Thirty lakhs only) in the form of DD favoring Union Bank of India, payable at Mumbai or Bank Guarantee (BG) of any scheduled commercial Bank other than Union Bank of India. EMD should be valid for 6 months from the last date of bid submission with a claim period of 45 days. Bidder has to upload scanned copy / proof of the DD/BG along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
9.	बैंक गारंटी कार्य निष्पादन Performance Bank Guarantee	The successful bidders should provide a Performance Bank Guarantee for 5% of TCO valid for 2 years within 15 days from the date of receipt of purchase order in the format as provided in Annexure I with a claim period of 1 year from the expiry date of PBG. The PBG should be of that of scheduled Commercial

		Bank, other than Union Bank of India. Fixed Deposits of our Bank is also acceptable as mode of payment of Performance Security.
10.	एमएसई या स्टार्ट-अप कंपनी के रूप में एनएसआईसी/उद्योग आधार के साथ पंजीकृत बोलीदाताओं के लिए ईएमडी छूट EMD Waiver for Bidders Registered with NSIC/Udyog Aadhaar as MSE or a Start-up Company	In case of bidders registered in relevant category with NSIC/Udyog Aadhaar as MSE or a Start-up Company, they are eligible for waiver of EMD. However, MSE bidders need to provide valid NSIC/MSE Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India. In addition, MSE bidders have to submit Annexure Q in physical form (Hard copy) duly signed by Chartered Accountant within 5 days of Bid End date / Bid Opening date.
11.	आरएफपी समन्वयक RFP Coordinator	Mr Ajeet Kumar, -Sr Manager Procurement Department.
12.	संचार पता Address for Communication	Union Bank of India, Procurement Department, 1st floor, 239, Union Bank Bhawan, Vidhan Bhawan Marg, Nariman Point, Mumbai - 400021
13.	बोली की वैधता Validity of Bids	180 days from the last date & time for submission of bid prescribed by the Bank
14.	संपर्क विवरण Contact details	Interested Bidders are requested to send the query on email to: procurement@unionbankofindia.bank.in , Telephone No-02245653726 containing below mentioned information, so that in case of any clarification same may be issued: Name of company, contact person, Mailing address with Pin Code, Telephone No., Mobile No., email address etc.

NOTE:

The dates mentioned above are tentative and the Bidder acknowledges that he/she cannot hold the Bank responsible for any revision in these dates. Eligible bidders may choose to be present through online mode at the time of opening of bids. The date and time for opening of Commercial Bid shall be communicated to eligible bidders on a subsequent date through GeM portal <https://www.gem.gov.in>.

Table of Contents

Sr. No	Contents	Page No.
1	Introduction	7
2	Integrity Pact(IP)	7
3	Objectives of the RFP	7
4	Definitions	7
5	Invitation to Tender Bids/RFP	8
6	Eligibility Criteria	9
7	Scope of Work	9
8	Additional conditions	17
9	Special Instructions to the tenderer	21
10	Cost of Bidding	24
11	Language of Bid	24
12	Instructions for Bid Submission	24
13	Performance Bank Guarantee (PBG)	34
14	Taxes and Duties	34
15	Rejection of Bid	35
16	Modification and/or withdrawal of Bid	36
17	Price Composition	36
18	Payment Terms	36
19	Penalty	37
20	Duration of Contract	37
21	RFP Response	37
22	Price Validity	37
23	Purchase order Cancellation	38
24	Liquidated Damages (LD)	38
25	Service Level Agreement	38
26	Data Privacy Compliance	39
27	Contract Period	39
28	Authorized Signatory	39
29	Confidentiality	39
30	Indemnity and Limitation of Liability	40
31	Non-Transferable Offer	41
32	Responsibility of Completeness	41
33	Audit	42
34	Force Majeure	42
35	Exit Clause	42
36	Termination of contract	43
37	Tender/Bid cancellation	44
38	Conflict of Interest	44
39	Arbitration	44
40	Dispute Resolution, Jurisdiction & Governing Law	45
41	Compliance Labour Laws	45
42	Insurance	47
43	Vendor's Obligation	47
44	Sexual Harassment	48

45	Inspection by the Bank	48
46	Corrupt or Fraudulent Practices	48
47	Submission of bids	49
	Annexure A - Letter of Acceptance	50
	Annexure B - Bidder's Profile Format	52
	Annexure C - Eligibility Criteria	55
	Annexure D - Compliance to RFP Terms & Conditions	58
	Annexure E - Commercial Bid Break Up	60
	Annexure F - Integrity Pact	65
	Annexure G- Know Your Employee (KYE)	70
	Annexure H- Declaration for Compliance	71
	Annexure I - Format of Performance Bank Guarantee	72
	Annexure J - Confidentiality / Non-Disclosure Agreement	75
	Annexure K- Bid Query Format	81
	Annexure L- Undertaking by Bidder	82
	Annexure M - Restriction on Procurement due to National Security	83
	Annexure N - Bid Security Declaration	84
	Annexure O - Bank Guarantee for EMD	85
	Annexure P - Letter for Refund of EMD	87
	Annexure Q- Certificate for waiver for MSE/Start ups	88
	Annexure R- Deed of Indemnity	89
	Annexure S- Declaration	93
	Annexure T- Performance Certificate	96
	Annexure U- Certificate	97

यूनियन बैंक ऑफ इंडिया Union Bank of India

1. परिचय Introduction

Union Bank of India, a Public Sector Bank has its Central Office (Registered Office) at 239, Vidhan Bhavan Marg, Union Bank Bhavan, Nariman Point, Mumbai - 400021, having Procurement Department at Central Office Mumbai. The Bank is a leading, innovative Scheduled commercial Bank, with a proactive approach to address the changing needs of the society. This has resulted in a wide gamut of products and services, made available to its valuable customers in catering to the smallest of their needs with 8600+ Branches including foreign branches, 22 Zonal Offices and 140 Regional Offices which are spread across various geographic locations. No of Branches/Offices/Regional Offices/Zonal Offices and other offices will increase over a period of time.

2. Integrity Pact (IP)

Venders/bidders/sellers, only those who commit themselves to the Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering this pact would be the preliminary qualification. Non-submission of IP along with technical bid will lead to rejection. IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as Annexure-F for strict compliance.

The following Independent External Monitors (IEMs) have been appointed by the Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

- a. Shri Jagdish Prasad Meena, IAS(Retd.) e-mail: meenajp@gmail.com
- b. Shri Arvinda Kumar, IPS (Retd.), e-mail: arvindak@gmail.com

Bidder needs to execute the Integrity Pact as per the format enclosed as Annexure-F forming a part of this RFP document on or before last date & time of bid submission. In case any party is having grievances in regard to the IP (Integrity Pact) of RFP, they can approach the above-mentioned IEMs.

3. आरएफपी का उद्देश्य Objectives of the RFP

Union Bank of India (hereinafter called as “Bank” or “the Bank”) is inviting proposals from experienced and eligible entities (hereinafter referred to as “Respondent” or “Bidder” or “Vendor”) for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai as per the technical/ functional specification given in this RFP document.

4. परिभाषाएँ Definitions

- 4.1. ‘Bank’ means unless excluded by and repugnant context or the meaning thereof, shall mean ‘Union Bank of India’, described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.

- 4.2. 'RFP' means this Request for Proposal prepared by Union Bank of India for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai.
- 4.3. 'Bidder/ Respondent/ Service Provider/ Vendor' means a Firm/ Company/ Consultant submitting the proposal in response to this RFP.
- 4.4. 'Contract' or 'Agreement' means the document in a format approved by the Bank, to be executed between the Bank and the selected/successful empanelled bidders as per the terms and conditions approved by the Bank.
- 4.5. 'Proposal' means that Technical and Commercial proposal including any supporting documents submitted by the bidder as per the formats prescribed in the RFP and in response to the RFP.
- 4.6. 'Assignment / Project' means the work to be performed by selected Agency pursuant to the Contract.
- 4.7. "Services" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of the Service provider covered under this RFP.
- 4.8. "The Contract Price/Project Cost" means the price payable to the Service provider under the Contract for the full and proper performance of its contractual obligations.
- 4.9. 'Successful Bidder' / 'Successful Vendor' / 'Contractor' means Bidder who is selected after tendering process for completion of project mentioned in this RFP.
- 4.10. Personnel/staff refers to all the people who are employed or working within an organization, company, or institution.
- 4.11. "Labour Laws" means all applicable laws relating to wages, industrial relations, contract labour, occupational safety, health and welfare, social security, provident fund, employee state insurance, gratuity, bonus, maternity benefit, employee compensation, inter-State migrant workers, working conditions, employment-related matters etc., including the Code on Wages, 2019, the Industrial Relations Code, 2020, the Occupational Safety, Health and Working Conditions Code, 2020, the Code on Social Security, 2020 and other relevant State enactments including amendments, the Rules, schemes, notifications, circulars, applicable Model/ Certified Standing Order etc. issued thereunder or to be issued during currency of the agreement.

5. निविदा बोलियाँ/आरएफपी आमंत्रित करना Invitation of Tender Bids/RFP

This bid is an invitation for bidder's responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the bid process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful bidder. However, until a formal contract is prepared and executed, this

offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the successful bidder.

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the bid document. Failure to furnish any information required by the bid document or to submit a bid not substantially responsive to the bid document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this bid.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

Consortium bidding is not permitted under this RFP.

6. पात्रता मानदंड Eligibility Criteria

Only those Bidders fulfilling the eligibility criteria should respond to the RFP. Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in Annexure C Eligibility Criteria attached to this document. The bidder would need to provide supporting documents as part of the eligibility proof. The technical bids of only those bidders who qualify in the eligibility criteria will be evaluated. Document/s in support of eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the eligibility criteria are liable to be rejected.

7. कार्य का दायरा Scope of Work

Engagement of 86 Housekeeping personnel for providing Maintenance & Housekeeping services at the Bank's Central Office Building and CO related Office Buildings in Mumbai.

1.1 Housekeeping & Cleaning Services:

- Daily sweeping, mopping, dusting, and cleaning of floors, cabins, workstations, corridors, staircases, lift lobbies, conference rooms, pantries, canteen common areas, toilets, and common areas.
- Regular cleaning and sanitization of all gents' and ladies' washrooms using approved disinfectants.
- Cleaning of furniture, fixtures, glass partitions, doors, windows, carpets, vinyl floors, and office equipment.
- Removal of cobwebs, stains, and marks from walls, ceilings, and floors.
- Daily collection, segregation, and disposal of biodegradable and non-biodegradable waste.
- Deployment of necessary housekeeping machinery such as vacuum cleaners, floor scrubbers, jet cleaning, and mopping machines without extra cost.

1.2 Consumables & Materials:

- Supply and replenishment of approved housekeeping consumables such as liquid hand wash, tissue papers, toilet rolls, air fresheners, urinal cubes, naphthalene balls, garbage bags, etc.

- Usage of approved brands of cleaning chemicals, tools, and equipment as specified by the Bank.

1.3 Plumber & Carpenter Services:

- Deployment of 2 Plumbers and 1 Carpenters for attending day to day carpentry and plumbing maintenance works at the Central Office building and CO related office buildings.
- Plumbing works to include attending leakages, blockages, sanitary fittings, water supply lines, and allied minor repairs.
- Carpentry works to include minor repairs, fittings, adjustments, and maintenance of furniture, doors, windows, fixtures, and partitions.
- Personnel to work as per Bank's requirements during working hours and on exigency basis.

1.4 Hostel Services (STC Powai):

- Round the clock housekeeping and caretaker services for hostel operations.
- Cleaning and upkeep of hostel rooms, common facilities, and allied areas.
- Assistance to trainees/guests including room readiness and complaint handling.

1.5 Periodic Cleaning:

- Weekly: Carpet vacuuming, washing of compound areas, and clearing of drainage chokes.
- Fortnightly: Cleaning of terraces, canopies, and external surfaces, wherever applicable.

Monthly: Internal and external glass cleaning including staircases and façade areas, as applicable.

Bank may ask for replacing one or more of the personnel of the Vendor, for any reason and the Vendor has to comply with such instructions.

i. Details of the washrooms:

SNO	Location	No of Washrooms
1	CO Building	70
2	DIT, Powai	61
3	Marol	8
4	Maker Tower	18
5	Mittal Chambers	9
6	Nariman Bhavan	2
7	MIDC	2
8	Andheri	10
9	Mafatlal Center	2
Total		182

ii. Details of Cleaning Materials to be used(Monthly):

SNo	Type of Material	Quantity	Unit
1	Hand Wash	850	ltr
2	Tissue Roll	700	roll

3	Tissue M fold	4800	box
4	R-6 Commode cleaner	75	ltr
5	R-3 Glass cleaner	25	ltr
6	R-2 Floor cleaner	85	ltr
7	R-1 Washroom cleaner	75	ltr
8	Phenyl	75	ltr
9	Urinal Mat	300	no
10	Urinal Naphthalene Balls	6	kg
11	Air Freshner Spray	75	no
12	Air Packet	300	no
13	Cleaning Material (Mop, Dusters, Brooms, Brush, Scrotch, Gloves, Wiper etc)		lump
14	Garbage Bag (Small)	400	Packet
15	Garbage Bag (Big)	100	bag

Details of Manpower for housekeeping works in Central Office Building and Bank's other Administrative Office buildings in Mumbai: Staff deployment was arranged through staggered shifts, with the first shift (7:00 AM to 3:00 PM) and the second shift (1:00 PM to 9:00 PM).

SNO	DEPARTMENT NAME	FLOOR	1st SHIFT	2nd SHIFT
1	Basement & Currency Chest	LGF	3	1
2	Surrounding Area	SA		
3	Ground Floor	GF		
4	Procurement	1	1	1
5	MCV		2	
6	Staff Canteen		3	
7	Treasury	4	1	1
8	MSME & DIT	5	1	
9	AGRI	6	1	
10	Strategy & Banking Research	7	1	1
11	Finance & Accounts	8	1	
12	SSD & CCD	9	1	
13	Compliance	10	1	1
14	HR		1	
15	HR		1	
16	Gold Loan Vertical	11	1	2
17	CCM	12	1	
18	Vigilance	14	1	
19	SAMV	15	1	1
20	LCV & Board Sec	16	1	
21	14th floor	ALL	2	
22	15th floor	ALL	1	-
23	16th floor	CO	1	
24	Ladies Washrooms	Morol	1	
25	Gents Washrooms	DIT	1	-
26	Supervisor	Hostel, Powai	4	-
27	Supervisor		2	1
28	Supervisor*		2	-
29	Earnest House 7th & 8th Floor, Nariman Point			
30	World Trade Centre, 2nd Floor, Cuffe Parade			
31				

32	Mercantile House GF+1st Floor, Reay Road	0	-
33	Dept of Information Technology, Powai	8	-
34	Staff Training Centre including Hostel Bldg*	7	-
35	Mittal Chambers 1st, 2nd & 6th floor, Nariman Point	3	1
36	Nariman Bhavan, 4th Floor, Nariman Point	1	-
37	Makers Tower, 8th floor, F-Wing, Cuffe Parade	2	1
38	Makers Tower, 14th floor, F-Wing, Cuffe Parade	2	
39	Makers Tower, 7th floor, F-Wing, Cuffe Parade	2	
40	Marol, Andheri	5	-
41	Mafatlal, 6th floor	4	-
42	ACoE, Andheri (E)	3	1
43	Plumber (CO & near by CO)	1	-
44	Plumber (DIT, Morol & Andheri)	1	-
45	Carpenter	1	-
Total		74	12
		86	

* Manpower allocated at Hostel, Powai (4 supervisor) and Staff Training Centre including Hostel Bldg. (7 Housekeeping staff) will be distributed in 3 shifts for round the clock for housekeeping and caretaker services for hostel operations.

BRIEF DESCRIPTION OF PROPERTY FOR HOUSEKEEPING PURPOSE:

Total built up area under scope of work: 440165 sft. approx.

- Central Office** : Complete Central Office building at Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai 400 021 having Area of 144777 sft. consisting of Basement + Ground + upper 15 floors.
- Earnest House Building (7th & 8th Floor Only)**: Only 7th & 8th Floor at Earnest House building, 194, NCPA Marg, Nariman Point, Mumbai having area each 7820 Sq Ft.
- WTC Building (2nd Floor Only)**: Only 2nd Floor at World Trade Centre building, The Arcade, Tower-4, East Wing, Cuffe Parade, Colaba, Mumbai having area of 11155 Sq Ft.
- DIT/STC, Powai**: The Bank has constructed 2 buildings -DIT & STC at 1/1/A, Adi Shankaracharya Marg, Opp. Powai Lake, Andheri (East), Powai, Mumbai- 400072 with following configuration.
Administrative Building : Basement + Ground + 8 storied totally admeasuring 150963 sq.ft. (including **STC Powai Hostel Building**: Ground + 2 floors totally admeasuring 16648 sft.)
- Makers Tower [7th floor (office no 71,73), 8th floor (office no 82,83), & 14th floor (office no 141)] F-Wing, Cuffe Parade - 24985 sft**
- Mittal Chambers (1st, 2nd & 6th floor), Nariman Point-12196 sft**
- Nariman Bhavan, 4th floor, Nariman Point-4565 sft**
- Mafatlal Center, 6th Floor, Nariman Point, Mumbai-15645 sft.**
- Marol, Andheri , Mumbai- 66380 sft,**
- ACoE, Andheri (E), Mumbai-1679 sft.**

The contractor is supposed to provide qualified and experienced personnel for the housekeeping work, to discharge following functions:

Daily basis works+

- Cleaning the immediate periphery of the building and utility rooms of the building.

- Sweeping and moping of the Main Entrance lift lobby, walls, boards, lifts four times **daily** (before 9.30 AM, at 12.30 PM, at 3.30 PM & at 6 PM)
- Sweeping and moping of guard's cabins, basement cabins, compound and basement area as applicable once in a day.
- Sweeping and moping of main staircase & fire escape staircase, passages and all other office areas.
- Sweeping and moping of all floors (Including ground floor, basement, Currency Chest Branch in the basement daily in the morning before 9.30 a.m.
- Sweeping and moping of all executives' cabins including glass panels of doors/windows daily before 9.00 a.m.
- Cleaning of all (gents & ladies) toilets, with approved quality of detergents and disinfectants minimum four times, one before commencement of office hours (10 a.m.), once before lunch hours (12 p.m.), one after lunch time (3 p.m.), and one in the evening (5 p.m.).
- Cleaning of Pantry and Toilets along with toilet fixtures such as urinal, washbasins, W.C., mirror, lights, doors, dustbins, buckets, mugs in the toilet etc. Removing of cobwebs from ceilings, scrubbing of all walls and floor in the toilet thoroughly in the morning and thereafter every hour a check should be maintained to keep the toilet clean and dry. Soap containers fitted in the toilets should be filled every day with any branded liquid soap like Dettol, Lifebuoy etc.
- Removing choke-up of urine blocks from toilets.
- Cleaning of wall tiles, pots, partitions, windows etc.
- Daily cleaning of tables, chairs, partitions, window, glasses, sofas, wooden racks, steel cabinets etc. on all the floors and executive cabins.
- Cleaning of carpets & vinyl floor daily.
- Removing cobwebs daily.
- Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside and outside on a regular basis.
- Cleaning of kitchen area of 2nd floor & 16th floor canteen.
- Cleaning of all the furniture's in the building on daily basis.
- Floor mopping, table/window/glass cleaning on daily basis with necessary detergent and cleaning material.
- Staff Canteen of 2nd floor hand wash area in Central Office must be cleaned and floor mopping to be done continuously during Lunch hours i.e. 12 noon to 3 pm. Two dedicated persons should be available during that time on 2nd floor attending to floor mopping services and cleaning of kitchen area of the canteen.
- Cleaning surfaces of computers, key-boards, fax machines, printers and photo-copiers with the appropriate cleaner.
- The Agency shall provide the following toiletries on regular basis as per consumption in the toilets/ washrooms of buildings (Central Office & Associate offices) and hostel in Powai:
 - i. Liquid Soap including the container
 - ii. Paper Napkins/Towels
 - iii. Naphthalene Balls
 - iv. Air Fresheners in wash basins and Toilets
 - v. Toilet Paper Rolls
- Air fresheners to be used on each floor of buildings (Central Office & Associate offices) after the cleaning work on daily basis.

- Dusting of all other furniture
- All the cleaning and sweeping shall be done by human efforts or by use of machines or both on daily basis except in cases where specifically provided otherwise.
- Disposal of waste/garbage/stationery on daily basis to garbage bin. The garbage should be disposed of outside the bank's premises on daily basis and under no circumstances the garbage/waste materials should be kept in the bank's premises at Central Office, Associate Offices as well as DIT/STC, Powai.
- The agency will ensure collection and segregation of biodegradable and non-biodegradable garbage and arrange for disposal of garbage at such specified place daily. Accumulation of garbage/waste in premises will not be acceptable.
- Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises, Dining places, pantry, etc. for easy collection and disposal; so that the dust bins are maintained neat & clean.
- Cleaning of compound area of the buildings (Central Office & Associate offices) minimum twice a day, one before office hours, at 9 a.m., and second at 2.30 p.m.
- Any other work related to above.
- The contractor should deploy resources i.e. manpower and machinery for attending to the works. The arrangement of cleaning should be such that each floor to have separate dedicated work hand which should not be shared with other floor. There shall be adequate provision of spare work hand to fill the gap due to absentees.
- The entire operation of first cleaning before commencement of office hours shall be completed between 7 am to 10.00 a.m. on daily basis and housekeeping staff mentioned as per floor plan in first and second shift till 9 p.m. will be available for normal cleaning purpose. All the operation of cleaning shall be supervised by qualified supervisor who must have passed graduate level.
- Services of the engaged housekeeper labors will be utilized for the complete 8 hours duty. They may be transferred from one administrative office to another, in case of need during their working hours.

Weekly basis works:

- Weekly washing down of compound area and compound wall with detergents.
- Checking & removing of all choke-up drainage system once in a week and whenever required.
- Shampoo Cleaning of all Carpets, Sofas, Chairs on 14th, 15th & 16th floors using standard quality of shampoo meant for shampooing.
- Cleaning of carpets on all other floors once in a week with vacuum cleaner for effective cleaning

Fortnightly basis works:

- Sweeping and cleaning of terraces and canopy once in a fortnight.
- Cleaning of aluminum panel fixed around the building up to 2nd floor.

Monthly basis works:

- Cleaning the internal and external glass surface of CO and DIT/STC building once in a month
- Cleaning Staircase internal and external glass surface once in a month.

APPROVED BRAND OF MATERIAL TO BE USED

S. No.	Description of material	Specification & Brand/make of material
--------	-------------------------	--

1	Air Freshener	Odonil/Equivalent
2	Naphthalene Balls	Trishul/Homacol
3	Urinal Cubes	Trishul/Homacol
4	Flush/Toilet Cleaner	Harpic/Equivalent
5	Phynile for surface/floor cleaning	Trishul/Clenzo/Sunny
6	Stain /Glass Cleaner	Collin/Equivalent
7	Toilet Paper Roller	Sandal/Amway
8	Liquid Soap or Hand Wash	Homacol/Dettol/equivalent
9	Floor/Surface Cleaner	Vim/Nirma/Lizol
10	Room Freshener	Odonil/Equivalent
11	Paper Napkin for Toilet	Standard Quality
12	R-6 Toilet Cleaner	Saini Fresh/equivalent
13	Acid	ISI Standard Quality
14	HIT	ISI Standard Quality
15	Garbage Bag - 30"x50" capacity & small capacity	ISI Standard Quality
16	M-1 , M-5, M-6	ISI Standard Quality
17	Scotch Bright	ISI Standard Quality
18	White Phenyl Golli	ISI Standard Quality
19	Tissue Papers(M-Fold)	ISI Standard Quality
20	Dranex Powder	ISI Standard Quality
21	Duster	ISI Standard Quality
22	Wet Mop, Clip Mop & Mop Refile	ISI Standard Quality
23	Safety Belt	ISI Standard Quality
24	Hand Gloves	ISI Standard Quality

Note: In addition to the above, any other cleaning material required for housekeeping works, only ISI Branded shall be used with the approval of the Bank.

Execution of work at Central Office Building and Associate Office Buildings except DIT/STC

Powai:

The work of housekeepers shall be monitored by the Qualified Supervisor (minimum graduate) and therefore contractor shall depute skilled workmen for the same. The works to start by 7.00 am and to be completed before commencement of office hours. Our office normally starts functioning by 10.00 am. The day's sweeping and cleaning work shall be completed latest by 10.00 am on all working days. Arrangement will have to be made for urgent/emergency work during the day. Housekeepers will remain engaged in the cleaning work for the 8 hours duty.

Execution of work at Department of Information Technology (DIT) and Staff Training Centre (STC), Powai.

The work of housekeepers shall be monitored by the Supervisors. The works to start by 7.00 am and to be completed before commencement of office hours. Our office normally starts functioning by 10.00 am. The day's sweeping and cleaning work shall be completed latest by 10.00 am. Arrangement will have to be made for urgent/emergency work during the day. **Housekeepers shall be provided on all working days but in hostel building the services shall be on all days including holidays.** For hostel building, the work of the housekeepers will be decided as per the training schedule. Housekeepers will remain engaged in the cleaning work for the 8 hours duty. A supervisor shall monitor the work of housekeepers.

- a) Caretaker / Supervisors shall be available in each 8 hour shift in hostel building.** The Admin building to have supervisor during day shift. The caretaker/supervisor shall be qualified graduate / HSC passed having knowledge of English and maintaining the records / registers properly. The caretaker/Supervisor shall have experience in hospitality industries of minimum 3 years reckoned from the date of release of Notice Inviting Tender(NIT). The Bank official will interview the person for selection.

Hostel Building

- a) Apart from above mentioned, the agency will have to provide round the clock services of caretaker/Supervisor for receiving the guests / accommodating in the rooms, providing services as required by the trainees, reporting to administrative officer, keeping up to date record of room occupancy, discharging duties functions as directed by the Bank officials and to monitor the work of sweeping/cleaning staff.
- b) It is mandatory that the Housekeepers, caretaker and supervisor should be in uniform with ID Cards provide by the contractor. The contractor shall provide at least 2 sets of new uniform per year (with Company's name badge) including Uniform, Shoes, Seasonal Outfit, Apron, Hand gloves and periodical Training, etc. to all Its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account.

Whenever a new supervisor is sent for duty it should be informed to the Officer, SSD Deptt, Camp Powai & Central Office, Nariman Point in advance and such a change should be smooth so that services are not affected adversely.

General Maintenance Services at Hostel Building

- a) The Agency shall provide house keeping and maintenance services in the Hostel including managing the reception, check-in and check-out formalities, cleanliness, upkeep and maintenance of hostel rooms, maintenance of gym/prayer room, terrace and common open area of the hostel including all allied services to the guests.
- b) The Agency is required to provide assistance services round the clock on at three shift basis to all the guests/participants. The services include carrying the bags/baggage of the guests/participants from Gate/Reception/Administrative building to the allotted room and at the time of checking in/out, without any payment.
- c) The Agency shall ensure the provision of water and other items required to be provided in the hostel rooms and as and when requested by the guests.
- d) The Agency shall keep a Complaint/Suggestion Book at Reception to record complaints/suggestions on services rendered by the Agency and such complaints shall be taken note of and acted upon immediately, All Complaints made by the Guests/visitors must be brought to the notice of bank along with details of actions taken.
- e) The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the guest(s).
- f) The linens are to be changed as and when requested by the guest(s) or at alternate dates. Required linen shall be provided by bank and will be maintained by the Agency.
- g) The Agency shall ensure the following toiletries/items daily in the toilet/hostel Room of each Guest/Participant(s) as prescribed below. Required number of such items will be provided by bank.
 - Soap and Shampoo Sachets
 - Mosquito Repellent of approved quality and Mosquito bat
 - Towels
 - Water Mugs and glass tumblers which are hygienically cleaned and wrapped,
 - The Agency shall maintain the recreation facilities provided by Staff Training Centre and also issue and receive back the sports items/articles such as TT balls, rackets, shuttle cocks, etc. to the guests/participants.

General Details:

1. The contractor shall maintain a key register and ensure control over keys and opening of hostel rooms.
2. All cleaning material such as phenyl, disinfectants, deodorants, odonil, room fresheners, insecticides like finit, hit, air-freshener round, dettol, hand wash, liquid soap, sani cubes, squeeze, Vim powder, naphthalene balls, round brush and necessary tools for cleaning and maintenance shall be provided and arranged by the contractor at his own cost of approved brand of the material mentioned in the tender/RFP. The Agency shall arrange to procure the

consumable items/materials of best quality for providing housekeeping, upkeep and maintenance services as approved by Bank.

3. Contractor should indicate the requirement of material on weekly/fortnightly/monthly basis along with the brands of material to be used as per table below and submit details of materials supplied accordingly.
4. The prospective bidders shall note that for Central Office Building and DIT & STC including Hostel Building in Powai, the housekeeping service agency is required to maintain the cleanliness of immediate periphery of the buildings i.e. internal as well as external cleanliness while for other associate offices at WTC, and Earnest House, only internal cleanliness of office area is to be maintained by the housekeeping service agency.
5. All cleaning tools as indicated below shall be arranged by the contractor at his own cost. Submission of details of requirement of tools on monthly basis is compulsory without which offer will be rejected.
 - Hard brush, Soft brush
 - Soft / Hard duster
 - Wet and Dry Mops/Steel Scrubber
 - Multi Wash
 - Dry mop kit
 - Glass cleaner/wiper
 - WC cleaner
6. The contractor should deploy following machinery at site for housekeeping work:
 - Vacuum Cleaner
 - Small Size Mopping Machine
 - Floor Scrubber machine
 - High Pressure Water Jet machine
 - Steam Jet Cleaners
 - Compact Scrubber Driers
 - Scrubber Driers Heavy Duty
 - Single Disc Scrubber

Above machineries are just indicative and Contractor can deploy additional equipment, if found necessary for effecting cleaning of the office premises. The contractor shall not claim any extra amount for the same.

8. Additional conditions:

1. The employees and the workers of the Contractor shall be carrying out the duties as assigned without indulging in any other activities. The movement of workers/employees shall be restricted to the area of work and he/she should not visit any other floors/offices. If found such worker/employee shall be removed from the site immediately. Further any staff of the contractor found to be misbehaving, not functioning properly, shall be removed immediately. The performance of work done by the contractor will be reviewed by the Bank on daily basis and if the work is not found satisfactory, it will have to be improved. In case the performance of the contractor remains unsatisfactory for a period of 7 days in a month, the bank may terminate the contract by giving 30 days notice.
2. The successful Contractor shall provide uniform and Identity Cards to all its deployed personnel. Whenever any staff is replaced it should be duly informed to the Officer in-charge at site in advance and such a change should not affect the services rendered at site.
3. The wages to workers shall be strictly as per Central Government or state Government whichever is higher and conforming to circular/wage revisions issued by Labour Department. The wages will be revised at an interval of 6 months as per circular issued by Dy Chief /Chief Labour Commissioner, Ministry of Labour & Employment, Govt. of India or Maharashtra State Labour Laws whichever is higher. Any difference in wages to workers as per revised wage revision circular will be reimbursed to the contractor by the bank as per actual.

4. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates / registrations / license under various applicable laws including labour laws applicable for the state of Maharashtra. The Contractor shall ensure that none of his employees are paid salary / wages which are less than the prescribed amount under the relevant laws enacted by the Government of India or by the State Government or any other Statutory Authority or under any law, for the category of workers employed by them from time to time. The Bidder should comply with various provisions of the Labour Laws.
5. The Contractor shall ensure submission of compliance reports executing satisfactory services for housekeeping of common area, toilets, pantry, office area such as mopping, cleaning, putting all the consumable items in place as per contract terms to GM SSD.
6. The Contractor shall ensure attending all the housekeeping issues pointed out by the respective users/department/staff at the earliest. Upon completing the housekeeping works, the contractor shall provide log sheets for the same.
7. The contractor shall maintain register/records as mentioned in RFP/Tender Document.
8. The Contractor shall ensure maintaining inventory of consumable items and submitting monthly report along with bill.
9. The Contractor is required to take all the possible action to achieve 100% efficiency in the services in totality strictly in terms of contract and maintaining the desired quality as per above terms specified by the Bank in the tender.
10. Requirement of No. of staff and labour deployment in terms of the Labour Laws shall be accounted for by the vendor while submitting their bid, considering and factoring the task it has to perform under the contract. Hence, at any point of time, no such deficiency should be observed.
11. Should any new areas of work transpire which Bank considers are not envisaged as being part of this tender, the prices for the new scope of work shall be mutually agreed between the Bank and Service Contractor based on actual rate analysis on established norms. In the event of non-Agreement of the rates, the Bank reserves the right to get the same executed through any other agency so appointed for.
12. The Bank will provide free of charge Office space and other office infrastructure for facilitating housekeeping Service Contractor for rendering their services. One telephone with internal dialing facility will be provided in the office exclusively for official purpose.
13. The Bank will make all payments to the housekeeping Service Contractor for the satisfactory services rendered on monthly basis in accordance to the relevant clause of conditions of contract.
14. Penalty- In case of non performance of above duties/any defective work observed, deviation from approved brand of material, the penalty to the extent of 10% of the monthly bill claimed by the contractor. In case of non-performance of the duty/any defective works observed, the penalty of `2,000/- per instance/per item will be levied.
15. The contractor should provide indemnity bond for any loss to the bank and execution of an agreement on their count. Subject to acceptance of the above, Agreement shall be executed.
16. The Services Contractor or any of their employees / officers / staffs / personnel / representatives / agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staffs / representatives / personnel / agents.
17. After the award of the contract, if the selected bidder does not perform satisfactorily, the Bank reserves the right to get the contract work done by another party of its choice. In this

event, the selected bidder is bound to make the additional expenditure, which the Bank may have to incur for the selection of another Service Contractor.

18. The bidder or contractor shall not sell, lease, assign, or otherwise transfer the contract, either wholly or partially, or any rights arising from it, without the prior written consent of the Bank. Any such attempted transfer without such consent shall be null and void.
19. If, at any stage during the execution of the housekeeping services, it is observed that the Successful Bidder is not performing the services with due diligence and care, is significantly lagging behind the prescribed schedule, or fails to improve performance despite instructions from the Bank in accordance with the contract terms and conditions, the Bank reserves the right to terminate the contract by giving one month's advance notice. In such an event, the Successful Bidder shall be liable to compensate the Bank for any additional costs incurred in completing the remaining services through an alternative agency and shall not in any manner hinder or obstruct such arrangement. Upon completion of the entire work, payment to the Successful Bidder shall be made only for the actual services satisfactorily rendered, at the agreed rates, after adjusting any applicable claims or damages. Further, in the event of such termination, the security deposit retained by the Bank shall stand forfeited.
20. Although the contract period is for two years, the contract will be initially for a period of 12 months, which may be further extended for further period of one year at the discretion of the Bank upon satisfactory service being provided by the vendor. The contract can be terminated by either party by giving one month's notice. However, the Successful bidder undertakes to continue to discharge his duties and obligations, until a new agency is engaged by the Bank.
21. The Successful Bidder will have to bring cleaning materials, chemicals and equipment, required for cleaning in advance for each month at his own cost at the site and keep it in their safe custody. The chemical /material to be used must be eco-friendly & biodegradable manufactured by reputed firms as indicated in the tender above. In case, it is observed the cleaning material used is of inferior quality or insufficient in quantity, the Bank shall reserve the right to purchase the same itself and deduct the cost thereof out of the monthly bill payable to the Successful Bidder.
22. Contract will be awarded to the vendor, sum of whose rates quoted in Commercial/Price/Financial Bid will be lowest considering combined total quoted amount for all the 2 years subject to condition that the vendor fulfills all the RFP terms and conditions and complying all statutory requirements and the technical bid of such vendor being found in order.

In case equal rates are quoted by more than one vendors, the L1 will be arrived at and contract shall be awarded to the vendor obtaining highest marks on the points mentioned in the technical criteria.

23. The contractor shall not disclose directly or indirectly any information, materials and details of infrastructures /facilities /equipment etc of Union Bank of India which may come to the possession or knowledge of the contractor during the course of discharging contractual obligations in connection with the agreement, to any third party and shall all times hold the same in strict confidence. The contractor shall treat the details of the contract as private and confidential , except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The contractor shall not publish, permit to be published , or disclose any particulars of the works in any trade or or elsewhere without prior written permission from the Bank. The Contractor may be required to execute an Confidentiality/ Non- Disclosure Agreement in this regard.
24. There will be daily/periodic supervision by designated in-house supervisors, attendance verification and periodic performance reviews. In addition, a daily washroom cleaning chart need to be maintained and signed by the housekeeping staff and verified by the supervisor. The Bank shall retain the Right to audit, inspect records and conduct periodic or surprise

checks of services, manpower deployment, and compliance by the outsourced agency, as deemed necessary.

25. Monthly Bill Payment: The contractor will submit bills on monthly basis after making payment of wages to the contract workers along with the following documents duly signed by the contractor:

1. Photocopies of Employments Cards (ID Cards) of contract workers (To be submitted at the time of SLA and as and when a worker is replaced).
2. Photocopies of ESIC Cards of contract workers (To be submitted at the time of SLA and as and when a worker is replaced).
3. Form A,B,C,D with company seal and signature
4. Challan copy of EPF and ESIC deposited for the last month. (It should be deposited by 15th of each month)
5. Receipt of Profession Tax and GST paid to the Govt for the last month (It should be deposited with 15 days)
6. Bank account statement (Salary credited to the Contract workers).
7. Summary sheet for salary credited to the Contract workers (Housekeeper and Supervisors).
8. Wage slip & EPF statement of contract workers to be provided by the contractor on monthly basis.

It is to be noted that necessary amount towards TDS /other taxes etc. as per Central Govt./State Govt./Statutory Authorities shall be deducted from the monthly bills claimed by the contractor.

9. SPECIAL INSTRUCTIONS TO THE TENDERER

- a) Inspection of sites: The tenderer may visit and examine the site and satisfy as to the nature and correct dimensions of work and facilities for obtaining material and shall obtain generally his own information on all matters affecting the execution of work. No extra charge made in consequence of any misunderstanding or incorrect information on any of these points on the ground of insufficient description will be allowed. All expenses incurred by the tenderer in connection with obtaining information for submitting this tender including his visit to site and efforts in compiling the tender shall be borne by the tenderer and no claims for reimbursement thereof shall be entertained.
- b) Safety Regulations: The contractor shall take all the necessary precautions while working and to safeguard adjacent property, Bank's property, Bank's employees, housekeepers / supervisors / caretakers, traffic persons etc.
- c) Compliance to local laws: The contractor shall conform to the provisions of any Act of the Legislature relating to the work and to the Regulation of By Laws of any authority. He shall also obtain the permission of the Municipality or any other Authorities if required under the existing rules.
- d) Vouchers / bills: Contractor shall upon the request of the Bank furnish bills, invoices, accounts, receipts and other vouchers for all materials brought on site to prove that the material purchased are as per the specification mentioned in the tender.
- e) Assigning the work: The contractor shall not directly or indirectly assign the work to any other party without written permission from the bank.
- f) Distribution of work: The Bank reserve the right to distribute the work for which quotations have been called, among more than one Bidders, if deemed necessary. No claim in this respect shall be considered and the contractor agrees to cooperate with other agencies appointed by the bank.
- g) Third party damage: The contractor shall be responsible for all injury to persons, animals, building, building structure, any damage to road, streets, footpaths and shall rectify the same from his own cost.

- h) Insurance cover: All the workers of the contractor as well as his sub-contractor, if any, must be properly and adequately covered by an Insurance Policy as required under the Labour Laws or any other Law in force for the time being. The contractor at his own expenses shall arrange to effect and maintain insurance policy in the joint name of the Bank and the contractor against this risk indemnifying the Bank from all the liabilities arising out of such events. Insurance Policy will be retained by the Bank in original until completion of the work. In case of delay, contractor shall arrange to extend insurance policy till work is completed.
- i) Protection of material and work: The contractor shall be responsible for storing and watching his own material/machinery/tools/equipment/accessories etc. and protecting the work at his own cost. The contractor and his worker will be allowed to use lift. However, no paint drums or heavy bag of cement / paint will be allowed to be taken into the lift. Any damage / spoiling of lift / floor / dado caused during such act will have to be made good by the contractor at his own expenditure.
- j) Conditional tenders: Conditional tenders are liable to be rejected.
- k) Incomplete quotation: Incomplete quotations shall be summarily rejected.
- l) Supervision: The contractor is required to have on site during all working hours a competent supervisor (acceptable to Bank) who will be responsible for the conduct of worker and who has authority to receive and act on such instructions issued by the Architect / Engineer of Bank.
- m) All work shall be carried out in a workman-like manner to the entire satisfaction of the Bank. All the workers shall wear proper uniform whenever in premises and on the work.
- n) Contractor shall follow all rules / regulations in force and should possess the license for employing labour and also follow all safety measures, labour by laws and shall be responsible for any lapse.
- o) Safety: The contractor shall carry out the entire work in a workman like manner having full regard for the safety of the men working at site. All safe practices shall be strictly adhered to by the workmen of the contractor like wearing helmets, safety belts when working at heights, gloves when handling sharp objects and reinforcement, eye shields during welding, safety shoes, etc. The contractor shall protect sides of openings in floor slabs, edges of slabs, stairs, stairwells etc. with barricades, warning signs / lights and educate all his workmen regarding following safe working practices. He shall provide first aid boxes at site. In spite of following safe methods, in case of any unfortunate accident, the contractor shall indemnify the employer against any expenses or claims towards treatment or compensation.
- p) Nuisance: The contractor shall not, at any time, cause or permit any person to create a nuisance at the site or undertake any activity that may result in unnecessary disturbance or inconvenience to the Employer, neighboring property owners, tenants, occupants, or the general public.
- q) The contractor will be paid on monthly basis for the services during the preceding month for which he shall submit the bill for the agreed amount latest by 7th of the following month, together with all required relevant documents in proof of payment of wages/ benefits.
- r) The personnel deployed by the contractor shall be of good conduct, character and health. They should be in proper uniform and identity cards whenever they are in the premises of the Bank. The contractor is bound to remove any of the person employed by him and arrange for replacement of removed person as and when advised to do so by the Bank.
- s) The contractor shall be solely responsible for the integrity of the personnel deployed. If any of the contractor's staff is found misbehaving with any of the employees of the Bank or participant, the contractor shall terminate the services of such person forthwith.
- t) The Bank shall not be responsible for any injury or loss of life occurring during the performance of duties in the premises to any personnel deployed by the contractor. Any compensation or expenditure towards treatment for such injury or loss of life

shall be borne by the contractor.

- u) No residential accommodation would be provided by the Bank to the contractor and / or to the persons engaged by him.
- v) The contractor and his personnel shall cooperate with the security agencies deployed in the campus and shall be thoroughly checked every time they enter/leave the premises by the security personnel at the main gate.
- w) The selected vendor will have to enter into contract agreement and will have to provide Deed of Indemnity in favour of the Bank.
- x) Transfer of Tender Documents: Transfer of tender documents purchased by one intending tenderer to another is not permissible.
- y) The selected vendor will abide by all rules and regulations and directions issued from time to time by statutory authority particularly Asst. Labour Commissioner (Central), Authorities controlling EPF & ESIC.
- z) Amount quoted under Price Bid must comply the mandatory requirement of payment of current applicable minimum wages (Basic + VDA) to different category of workers as per the applicable Labour Laws. The rate quoted shall be inclusive of wages to the contract workers(not below the minimum wages), bonus, Employees Provident Fund(EPF), ESIC, Maharashtra Labour Fund, cost for providing at least two sets of uniform, other facilities conforming to the labour laws/statutory compliance, all kind of taxes, duties, charges, wages, conveyance, cleaning material/machinery cost etc. excluding GST which will be paid on actual as per prevailing rates.
- aa) The Contractor will have to produce the Register of Wages or the Register of Wages-cum-Muster Roll of the preceding month along with the bill to be submitted on the 3rd day of every calendar month for verification, to the nominated official of the Bank. The contractor shall ensure that payment credited directly into bank accounts of his employees through every month regularly. Also, contractor will also have to produce evidence of having remitted PF & ESI amount of each worker with the concerned authorities every month along with the bills.
- bb) The material to be used shall be of approved make as specified in the bid document. One month material in advance should always be in stock of the contractor within our premises.
- cc) Other terms & compliance-
 - i. Employment Cards to be provided with in week time from the date of purchase Order.
 - ii. ESIC Cards to be provided with in week time from the date of purchase Order.
 - iii. Monthly wages to be paid to contract workers on or before 7th of the each month.
 - iv. The payment of wages to the employees employed by the contractor is disbursed to his employees by the contractor himself or his nominee and sign the payment register in token of having disbursed the salary in his presence by the contractor.
 - v. No advance should be paid by the principal employer to the contractors employees directly.
 - vi. Unauthorized deductions (other than ESIC,EPF and Profession Tax) from the wages of Contract workers is not allowed, if found or any complaint received against the contractor , the amount will be recovered from the Bills.
 - vii. No additional contract workers will be engaged without approval of competent authority of Bank.
 - viii. If wages are increased by the Government, contractor should pay the difference amount by the next month. Payment of Minimum wages by the contractor as per notification issued by the Government authority.
 - ix. Contract workers should not be remove or engaged without approval of competent authority from bank .
 - x. Police verification of all the contract workers is mandatory.
 - xi. Two sets of uniform per year will be provided by the Contractor to its personnel at its own cost.

- xii. Branded Cleaning Material, Tissue Papers and Toilets Papers should be provided by the Contractor for all the approved Location/Sites (bank will not pay any cost for the same).
- xiii. Inspection Register / Book (Any Govt Authority/ Inspector) is maintained by the contractor.
- xiv. Details/ Forms on - Nomination & Declaration form for New joiners, Contribution Cards and Annual statement of contribution , return on contract workers are leaving from services.

10. बोली लगाने की लागत Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid and the bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding and selection process.

All costs and expenses [whether in terms of time or material or money] incurred by the Bidder in any way associated with the development, preparation, and submission of responses, including but not limited to presentations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Bidder.

11. बोली की भाषा Language of Bid

The language of the bid response and any communication with the Bank must be in written English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

12. बोली जमा करने के लिए निर्देश Instructions for Bid Submission

12.1. बोली हेतु प्रतिभूति/ईएमडी (प्रतिदेय) Bid Security /EMD (Refundable)

- a) The bidder should deposit bid security of Rs.30,00,000/- (Rupees Thirty Lakh only) in the form of DD favoring Union Bank of India, payable at Mumbai or Bank Guarantee (BG) of any scheduled commercial Bank other than Union Bank of India or payment online in an acceptable form, safeguarding the purchaser's interest in all respects. Any bid not accompanied by the requisite bid security shall be rejected as non-responsive.
- b) EMD should be valid for 6 months from the last date of bid submission with a claim period of 45 days. Bidder has to upload scanned copy / proof of the DD/BG along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date. IFSC Code for issuance of EMD is UBIN0580767(In the name of Union Bank of India Procurement Department).
- c) In case of bidders registered with NSIC/Udyog Aadhaar as MSE or a Start-up Company, they are eligible for waiver of EMD. However, MSE bidders need to provide valid NSIC/MSE Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Department

for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India. Bidders claiming for MSE/Start-up benefits should register with GeM portal and waiving of EMD will be extended as per GeM terms.

- d) Other terms & conditions relating to Bid security is as under:
1. No interest will be payable on the Bid Security amount.
 2. Unsuccessful Bidders' Bid security will be returned after completion of tender process. Unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning of the bid security amount as per Annexure P.
- e) Bid Security will be forfeited in the following cases:
- i) If a bidder withdraws its bid during the period of bid validity; or
 - ii) If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract.
 - iii) In case of a successful Bidder, if the Bidder fails:
 - a) To execute Contract within the stipulated time or
 - b) To furnish Performance Bank Guarantee as mentioned in Performance Bank Guarantee herein.
 - iv) The successful Bidders Bid security will be discharged upon the Bidder signing the Contract Agreement and against submission of performance bank guarantee (other than Union Bank of India) with the claim period of 60 days as per the format mentioned in Annexure I, for 5% of TCO, valid for 1 year.

12.2. बोली की प्रतिभूति हेतु घोषणा Bid Security Declaration

The Bidder should submit an undertaking in lieu of Bid security deposit as per Annexure - N bid security declaration.

12.3. बोली की वैधता की अवधि Period of Validity of Bids

Bids should remain valid for the period of at least 180 days from the last date for submission of bid prescribed by the Bank. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by the bank in case of need. The price quoted in Final Commercial Offer will be valid for at least 180 days from the date of offer.

12.4. बोली दस्तावेजों में संशोधन Amendment of Bidding Documents

Prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website. No individual communication would be made in this respect.

12.5. बोली हेतु प्राधिकार Authorization to Bid

The proposal/ bid being submitted would be binding on the Bidder. As such, it is

necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.

- a. All pages of the bid shall be initialed by the person or persons signing the bid.
- b. Bid form shall be signed in full & official seal affixed.
- c. Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
- d. All such initials shall be supported by a rubber stamp impression of the Bidder's firm.

12.6. द्विस्तरीय बोली Two-part Bid

The Bid should be submitted online at the Government portal <https://gem.gov.in> by the Bidder. It should comprise the following components:

- i. Technical bid - Part I: "Technical Bid for RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai".
- ii. Commercial bid - Part II: "Commercial bid for RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai".
- iii. Any bid document not conforming to any one of the above terms will be rejected.
- iv. In the first stage, Technical bids of bidders who have submitted Bid Security/EMD will be evaluated. Those bidders satisfying the eligibility criteria and the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short listed for evaluation of commercial bid. The Bank will open Part II (Commercial Bid) only for those bidders who have qualified in Technical Bid. Bidder has to upload scanned copy / proof of the DD/BG along with technical bid and has to ensure delivery of hardcopy to the Bank within 5 days of Bid End date / Bid Opening date.
- v. After evaluation of commercial bids, the H1 bidder will be shortlisted using QCBS method through GeM portal.
- vi. H1 bidder should submit the price break-up as per the [Annexure E](#) in the company's letter head within 24 hours.

12.7. तकनीकी बोली Technical Bid

- i. The Technical Bid for qualification stage should be complete in all respects and contain all information asked for in this document. Price information should not be submitted along with technical bids, if submitted along with technical bid, offer shall be rejected as nonresponsive.
- ii. The bidder should deposit bid security of Rs.30,00,000/- (Rupees Thirty Lakh only) in the form of a demand draft favoring Union Bank of India, payable at

Mumbai or Bank Guarantee issued from Scheduled Commercial Bank other than Union Bank of India.

- iii. The following documents for qualification stage are to be submitted online at the GeM Portal <https://gem.gov.in>:

[Annexure A](#) - Letter of Acceptance
[Annexure B](#) - Bidder's Profile Format
[Annexure C](#) - Eligibility Criteria
[Annexure D](#) - Compliance to RFP Terms & Conditions
[Annexure F](#) - Integrity Pact
[Annexure G](#) - Know Your Employee (KYE)
[Annexure H](#) - Declaration for Compliance
[Annexure J](#) - Confidentiality / Non-Disclosure Agreement
[Annexure L](#) - Undertaking by Bidder
[Annexure M](#) - Restriction on Procurement due to National Security
[Annexure N](#) - Bid Security Declaration
[Annexure Q](#) - Certificate for waiver for MSE/Start Up
[Annexure R](#) - Deed of Indemnity
[Annexure S](#) - Declaration
 Annexure-T- Performance Certificate(s)
 Annexure U - Certificate

- iv. The Bid (RFP and Corrigendum if any) should be signed by the authorized signatory of the bidder. An Authority Letter accompanied with a Resolution to that effect or a Power of Attorney to that effect shall be submitted by the bidders and should be uploaded online on portal along with technical bid. It should also indicate the complete name and designation of the designated personnel.
- v. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the bidder.
- vi. All the annexure should be submitted in letter head of bidder duly signed with seal of the company. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor.
- vii. Signed & Sealed copy of all the pages of RFP and corrigendum if any, to be submitted along with the technical bid.
- viii. The bidder should ensure that all the annexure should be submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- ix. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.

- x. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- xi. The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in Union Bank of India in stipulated time i.e. Implementation etc.
- xii. The Bank reserves the right to modify any terms, conditions or specifications of RFP before date of submission of bids. Bidder has to submit bid documents as per the changes/modifications while submitting the bid. Notification of amendments/corrigendum will be made available on the Bank's website (www.unionbankofindia.bank.in) and GeM portal and will be binding on all bidders and no separate communication will be issued. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of bids. No post bid clarification of the bidder shall be entertained.

12.8. व्यवसायिक बोली Commercial Offer

The commercial offer should not contradict the Technical offer in any way and should include the cost of all the items offered. The suggested directive for Commercial offer is as follows:

- i. The Indicative Commercial Bid - Part II should be submitted online at the GeM portal by way of entering the values in the format provided at the site. This must contain all prices in Indian rupees (INR).
- ii. The vendors should not offer any options or any conditional offers to the Bank while giving the price information. The offer should strictly be in conformity with the items as specified by the Bank. Any deviations may lead to disqualification of the bid.

12.9. आरएफपी स्पष्टीकरण RFP Clarifications

Queries / clarifications will not be entertained over the phone. All queries and clarifications must be sought in writing or sent to procurement@unionbankofindia.bank.in, with subject "RFP For Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai " as per Annexure K - Bid Query Format as per the date given in the schedule of events of this RFP document.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from Bank. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit Bank's website for clarifications and other communications. It may be noted that no query of any bidder shall be entertained / received after the mentioned date.

Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by the Bank exclusively through the issue of an Addendum/Corrigendum on Bank's website www.unionbankofindia.bank.in and on GeM portal.

12.10. आरएफपी/निविदा का खुलना OPENING OF THE RFP/TENDER

- i. Tender opening shall happen as per the details provided in "Important Dates & Details" in online or offline presence of officer authorized by Union Bank of India, in the presence of such of those bidders or their representatives who may be present at the time of opening.
- ii. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the proposal.
- iii. Initial bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive. If proposals:
 - a) Are not submitted in as specified in the RFP document
 - b) Received without the Letter of Authorization (Power of Attorney)
 - c) Are found with suppression of details
 - d) Submitted with incomplete information, subjective, conditional offers and partial offers
 - e) Submitted without the documents requested in the checklist
 - f) Have non-compliance of any of the clauses stipulated in the RFP
 - g) With lesser validity period
- iv. All responsive & eligible bids will be considered for further processing. Union Bank of India will prepare a list of responsive bidders who comply with all the terms & conditions of the RFP.
- v. Consortiums are not allowed for this engagement. The bidding entity has to be a single entity duly registered under the applicable laws of the country.

12.11. तकनीकी बोली का मूल्यांकन *Technical Bid Evaluation*

Checking of eligibility for Technical Evaluation

- I. Union Bank of India will constitute a proposal evaluation committee comprising of the Bank's officials to evaluate the responses of the bidders. The proposal evaluation committee constituted by Union Bank of India shall evaluate the responses to the RFP and all supporting documents / documentary evidence. The decision of the proposal evaluation committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the committee. The proposal evaluation committee reserves the right to reject any or all proposals on the basis of any deviations. Each of the responses shall be evaluated as per eligibility criteria and requirements specified in this RFP.
- II. The Bank will scrutinize the proposal and will determine whether the technical specifications along with documents have been furnished as per the Bid document.
- III. Each of the eligibility criteria mentioned in this RFP is mandatory. In case the

bidder does not meet any one of the conditions, the bidder will be disqualified.

IV. Bidders would be informed of their qualification/disqualification based on the eligibility check. The unopened Commercial bid will be returned to the respective disqualified bidders.

V. Agencies meeting the eligibility criteria would be shortlisted for technical evaluation.

Technical Evaluation

All the eligible bidders shall undergo “Technical Evaluation”. Technical Evaluation consists of 2 parts-

- | | |
|-----------------------|----------|
| a) Scoring Pattern: - | 70 marks |
| b) Site Inspection: - | 30 marks |

Stage I: Technical Evaluation- Scoring

Scoring pattern [part of technical evaluation]: Documentary evidence of scoring parameters must be submitted with other documents on GeM.

(i)	Area of Housekeeping Works completed (as on 31.03.2026), in Govt. Offices / PSUs/PSBs/MNCs/Corporate/Reputed hospitals /Airports /Hotels) by providing cleaning manpower for housekeeping work during the last 5 years	Max. 10 Marks
	(a) Area of House Keeping works up to 300000 sq. ft.	3 Marks
	(b) Area of House Keeping works above 300000 sq. ft. to 500000 sq. ft.	5 Marks
	(c) Area of House Keeping works above 500000 sq. ft. to 750000 sq. ft.	7 Marks
	(d) Area of House Keeping works above 750000 sq. ft.	10 Marks
(ii)	Number of Years in Operation as on 31.03.2026	Max. 5 Marks
	(a) 5 years and up to 7 years	2 Marks
	(b) Above 7 years and up to 10 years	3 Marks
	(c) Above 10 years and up to 15 years	4 Marks
	(d) Above 15 years	5 Marks
(iii)	Manpower on Payroll	Max. 10 Marks
	(a) More than 258 and up to 500	3 Marks
	(b) More than 500 and up to 1000	5 Marks
	(c) More than 1000 and up to 2000	7 Marks
	(d) More than 2000	10 Marks
(iv)	Should have earned average Net Operating Profit during the last Financial Years	Max. 5 Marks
	(a) Up to Rs.10 lacs	2 Marks
	(b) More than Rs.10 lacs to up to Rs.25 lacs	3 Marks
	(c) More than Rs.25 lacs to up to Rs.50 lacs	4 Marks
	(d) More than Rs.50 lacs	5 Marks
(v)	Should have executed housekeeping services in Govt. organizations, PSUs, PSBs, Corporate establishments, Reputed Hospitals, Airports, Hotels, Institutes	Max. 10 Marks
	(a) Up to 5	3 Marks
	(b) More than 5 and up to 7	5 Marks
	(c) More than 7 and up to 10	7 Marks
	(d) More than 10	10 Marks
(vi)	Annual Value of Single Largest Project completed in last 5 years	Max. 15 Marks

	(a)	More than Rs.500 lacs and up to Rs.750 lacs	3 Marks
	(b)	More than Rs.750 lacs and up to Rs.1000 lacs	7 Marks
	(c)	More than Rs.1000 lacs and up to Rs.2000 lacs	10 Marks
	(d)	More than Rs.2000 lacs	15 Marks
(vii)		Performance Certificates from the Banks, Financial Institutions, Central & State Govt. Departments /Organisations, PSUs, MNCs	Max. 15 Marks
	(a)	If satisfactory performance certificates are submitted from more than five different employers, 2 marks shall be awarded for each certificate	15 Marks
	(b)	If satisfactory performance certificates are submitted from up to five different employers, 2 marks shall be awarded for each certificate	10 Marks
	(c)	If satisfactory performance certificates are submitted from up to three different employers, 2 marks shall be awarded for each certificate	6 Marks

Stage II: Technical Evaluation- Site Inspection

Site inspections will be conducted only for those bidders who score 49 marks or above(out of 70) in the scoring mentioned above.

Following parameters will be verified by the bank's official during site inspection of the bidders:

S. No.	Parameters	Max Marks
1.	Present facilitator resources available in Mumbai	0 to 4 Marks
2.	Facilitator onboarding policy of the bidder	0 to 4 Marks
3.	Quality of work undertaken /cleanliness maintained at site	0 to 4 Marks
4.	Mechanization adopted in housekeeping works at sites	0 to 4 Marks
5.	Training and skill development facilities available	0 to 4 Marks
6.	Multi Locational handling capability	0 to 4 Marks
7.	Compliance with labour Laws	0 to 6 Marks
Total Marks		0 to 30Marks

- During site inspection, confidential report of the respective bidder will be obtained from the employer/client. If the confidential report does not read satisfactory report of the bidder or any negative feedback (viz unsatisfactory services, non-compliance of labour laws/ scope of work, misbehavior of the engaged housekeepers/supervisors etc) of the bidder is given by the employer, the bidder will be declared disqualified.
- If non-compliance of any of the above-mentioned parameters is observed by the Visiting Officials/Inspection Team of the Bank during visits of the sites chosen for inspection, the bidders will be declared disqualified. No request for re-inspection, change of referred sites by the bidders will be accepted.

Details of works on hand: It is compulsory to furnish following information failing which application will be rejected summarily. Please give name & contact nos. of reporting officers as under:-

Sr. No.	Name of Client & Site address	No. of housekeeping workers and supervisors engaged	Area of the site / building	Contract period	Value of Contract Rs.	name & contact No. of the concerned officials of the Client

Copies of work orders for all the above works, performance certificate issued by valued clients must be enclosed. Please mandatorily mention **name & contact No. of the concerned officials of the Client.**

Details of qualifying works executed:

The intending bidders have to submit details of qualifying works (any 2 running works in Mumbai/Thane/Navi Mumbai) to be considered for site inspection/confidential report from the clients as under:-

Qualifying Works No-1

Name of Client & Address	:	
Scope of works	:	
Work order No./Agreement No.	:	
Duration of works executed	:	
Estimated Cost	:	
Actual Cost	:	
Area under Housekeeping works	:	
Completion Certificate No./ Performance Certificate No.	:	

Qualifying Works No-2 (Alternate works):

Name of Client & Address	:	
Scope of works	:	
Work order No./Agreement No.	:	
Duration of works executed	:	
Estimated Cost	:	
Actual Cost	:	

Area under Housekeeping works	:	
Completion Certificate No./ Performance Certificate No.	:	

Note:

- (1) It is be noted that either of the above two qualifying works shall be considered for technical evaluation criteria (site inspection/confidential report).
- (2) A copy of the documents pertaining to the above details shall be submitted by the contractor along with Technical Bid.
- (3) The date and time of the Site Inspection will be intimated to the eligible bidders separately.
- (4) Marks (out of 100) scored in the Scoring pattern and Site Inspection will be considered as the technical score of the agency.
- (5) Minimum score for a bidder to be eligible for commercial bid opening is 70% score in technical evaluation.

12.12. तकनीकी मूल्यांकन से संबंधित अन्य दिशानिर्देश Other Guidelines related to Technical Evaluation

- I. During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests seeking explanation through GeM portal within 3 days or any such extended time frame indicated in the portal, if the bidder does not comply or respond by the date, their bid will be liable to be rejected. It is the responsibility of bidder to monitor the GeM portal every now and then in order to ascertain any exceptions are raised or clarifications are sought by bank post last date of bid submission. No separate intimation will be made by bank to the participated bidders for responding to the clarification sought.
- II. Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.
- III. The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. Wherever necessary, observations on such 'minor' issues (as mentioned above) Bank may convey to the bidder, asking them to respond by a specified date also mentioning therein that, if the bidder does not respond by the specified date, their bid will be liable to be rejected.
- IV. The Bank shall follow all the guidelines/notifications for public procurement.

12.13 व्यवसायिक बोली का मूल्यांकन Commercial Bid Evaluation

- i. Only those bidders who qualify during technical evaluation will be eligible for participating in the Commercial Bid. Commercial Bids of Firms securing less than 70 marks in the technical evaluation will not be considered for Commercial evaluation.
- ii. The final decision on the Bidder will be taken by Union Bank of India. Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any Bidder in the final shortlist.

Technical-Commercial Evaluation Process

- I. Only those bidders who qualify during technical evaluation will be eligible for participating in the Commercial Bid. Commercial Bids of Firms securing less than 70 marks in the technical evaluation will not be considered for Commercial evaluation. The final selection will be based upon the score obtained by the bidders in the **Techno-Commercial Evaluation**.
- II. In respect of all the qualified bidders, in whose case, the commercial bid has been opened, a combined techno-commercial evaluation will be done by the Bank as per the procedure governed by GeM Portal.
- III. A “Combined Score” will be arrived at, considering both marks scored through technical bid evaluation and the commercial scores with a weightage of 70% for financial and 30% for technical as per GeM terms.
- IV. Then combined score is arrived at by adding Technical Score and Commercial Score. The successful bidder will be the one who has the highest Combined Score (H1).
- iii. In case of a tie in the price quoted by the bidders, the bidder with the higher technical score will be selected.
- iv. In the event of tie in score in both Technical stage and Financial stage process, the bidder having higher/better marks in the following parameter in the order of preference will be given choice over others-
 - a. Should have executed Housekeeping Services in Govt offices /PSUs/MNCs/Corporate/Reputed hospitals / Airports /Hotels by providing cleaning manpower for housekeeping work during last 5 years (ending on 31.03.2026).
 - b. Should have successfully executed housekeeping services in, Government organizations, PSUs, MNCs, corporate establishments, reputed hospitals, airports, hotels,institutes.
 - c. Should have earned average net profit during the last three financial(FY 2022-23, 2023-24 & 2024-25)

12.14 ऑनलाइन बोली-पूर्व बैठक Online Pre-bid Meeting

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank will hold a pre-bid meeting on the date & time as indicated in the GeM bid document. Only authorized representative of bidder (maximum two) will be allowed to attend the online Pre-bid meeting. Interested bidders are required to send email requesting the invite to the email address mentioned in this RFP one day prior to the date of pre-bid meeting along with details including name, organization, designation, Mobile number, etc. with subject as “RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai”. URL for joining the online Prebid meeting will be sent separately to those requested invites.

Non- attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

Any modification of the RFP, which may become necessary as a result of the Pre- bid Meeting, shall be made public by the Bank exclusively through the issue of Corrigendum on Bank's

website www.unionbankofindia.bank.in and government GeM portal www.gem.gov.in.

12.15 अनुबंध प्रदान करना Awarding of Contract

- i. Upon completion of the techno-commercial evaluation of bids, the Bank shall determine the H1 bidder based on the combined Technical and Commercial scores, weighted in the ratio of 30:70 respectively. The contract shall be awarded to the bidder securing the H1 rank.
- ii. However, the Bank shall be under no obligation to accept any bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those incomplete offers without assigning any reason whatsoever.
- iii. The Bank reserves the right to make any changes in the terms and conditions of tender. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of tender.

13. बैंक गारंटी निष्पादन (पीबीजी) Performance Bank Guarantee (PBG)

The successful bidders should provide a Performance Bank Guarantee for 5% of TCO valid for 2 year within 30 days from the date of receipt of purchase order in the format as provided in Annexure I with a claim period of 1 year from the expiry date of PBG and such other extended period as the Bank may decide for due performance of the project obligations. Fixed Deposits of our Bank is also acceptable as mode of payment of Performance Security. The PBG should be of that of scheduled Commercial Bank, other than Union Bank of India. PBG should be submitted to the Procurement Dept. IFSC Code for issuance of PBG is UBIN0580767 (In the name of Union Bank of India, Procurement Department). The Contractor shall replenish the Performance Security if any partial payment is made therefrom.

In the event of non - performance of obligation or failure to meet terms of this tender the Bank shall be entitled to invoke the performance guarantee without giving notice or right of demur to the successful bidders. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful bidders should be included in the remaining amount of the contract value.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

If the Performance bank guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the successful bidders, will be forfeited.

14. कर और शुल्क Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all

applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

Bidder will be entirely responsible for all applicable taxes, duties, levies, charges, license fees etc., in connection with RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai at site including all travelling and other expenses. Payment of all taxes i.e. GST (CGST/SGST /IGST) will be made at actual, on production of suitable evidence of payment by the Bidder.

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall affect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

15. बोली की अस्वीकृति Rejection of Bid

The Bid is liable to be rejected if:

- i. The document does not bear signature of authorized person in each page and duly stamp.
- ii. It is received other than online mode.
- iii. It is received after expiry of the due date and time stipulated for Bid submission.
- iv. Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP) are liable for rejection by the Bank.
- v. It is evasive or contains incorrect information.
- vi. Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. will be a disqualification.
- vii. Bidder should comply with all the points mentioned in the scope of work. Noncompliance of any point will lead to rejection of the bid.
- viii. Price information should not be submitted along with technical bids, if submitted along with technical bid, offer shall be rejected as nonresponsive.

16. बोली का संशोधन और वापसी Modification and Withdrawals of Bid

- i. The bidder may modify its bid's submission anytime by logging in to the website <https://gem.gov.in> and uploading the documents again till final submission at last date and time of bid submission.
- ii. No bid can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of bids.
- iii. No bid shall be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by bidder in the submitted bid. In the event of withdrawal of the bid by bidders, the bidder is liable to be suspended from participation in any future tenders of the Bank for 2 years.

17. मूल्य संरचना Price Composition

- I. The commercial bid should be quoted as per the GeM format and break up should be given as per the commercial bid break up format attached as annexure E to this bid.
- II. The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees.
- III. The Total cost should be inclusive of all other charges but exclusive of GST (CGST/SGST/IGST) which will be paid at actual at the time of invoicing.
- IV. Bidder has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.

18. भुगतान की शर्तें Payment Terms

- i. The Successful bidder will be paid on Monthly Basis for the services rendered during the preceding months for which bill is submitted for the agreed amount latest by 7th of the following month along with the attendance sheet of the employees engaged duly verified from Bank's Officer along with the claimed amount, challan of EPF & ESI submitted to statutory authorities.
- ii. All persons employed by the Successful bidder for carrying out the work would be deemed to be Successful bidder employee for all purpose and the successful bidder shall make regular and full payment to his employees. No liability / responsibility whatsoever on account of persons engages by the Successful bidder is attributable to Bank.
- iii. The Successful bidder shall be fully and exclusively liable for payment of Minimum Wages as per notification issued by Central Govt time to time and EPF & ESI, Leaves etc. The Bank shall not have any liabilities towards non-compliance of any of the laws by the successful bidder. Any employee of successful bidder will not be treated as Bank's employee.
- iv. No advance payment will be released against purchase order.

- v. Payment shall be released on submission of necessary proof and documents like original Invoices.
- vi. TDS on payments will be deducted as applicable.
- vii. All the payments will be made to vendor electronically in Indian Rupees only.
- viii. Bank will pay invoices within 30 days from the date of receipt of physical invoice by the Bank, except for those portions of any invoice that the Bank disputes in good faith and in writing. No penalty /Interest will be paid for the delayed payment.
- ix. Vendor has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.
- x. Prices payable to the vendor as stated in the Contract shall be firm and not subject to any changes at any circumstances during the contract period

19. दंड Penalty

In case of non performance of above duties/any defective work observed, deviation from approved brand of material, the penalty to the extent of 10% of the monthly bill claimed by the contractor. In case of non-performance of the duty/any defective works observed, the penalty of ` 2,000/- per instance/per item will be levied.

20. परियोजना कार्यान्वयन अवधि Duration of Contract

Contract Duration is of 2 years subject to annual review of performance by the Bank.

21. आरएफपी प्रतिक्रिया RFP Response

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

22. कीमत की वैधता Price Validity

Prices payable for RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai to the successful bidders as stated in the Contract shall be firm and not subject to any changes at any circumstances.

23. क्रय आदेश रद्दीकरण Purchase order Cancellation

If the bidder fails to complete the project within the stipulated time schedule or the extended date communicated by the Bank, it would be considered as a breach of contract. Bank reserves the right to cancel the entire contract in all such cases of breach of contract by giving 15 days' notice.

The Bank reserves its right to cancel the order in the event of delay in the project completion and serious discrepancy in project completed.

In addition to the cancellation of tender, the bidder is liable to be suspended from participation in any future tenders of the Bank for 2 years.

24. परिनिर्धारित हर्जाना Liquidated Damages (LD)

- I. Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the monthly invoice value will be charged for delay in the completion of project beyond the specified delivery period subject to a maximum of 5% of monthly invoice value (including all taxes). Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company or by invoking the Performance Bank Guarantee to the extent of such liquidated damages.
- II. However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.
- III. Bank will deduct the amount of liquidated damages from the payment due of the same project from the Successful bidder.
- IV. Any such recovery or liquidated damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.
- V. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.

25. सेवा स्तरीय करार Service Level Agreement

- a. Bank expects that the bidder shall be bound by the Service Levels described in this document.
- b. The bidder shall have to enter into "Service Levels Agreement" with Bank covering all terms and conditions of this tender while providing the service support and onsite support.
- c. Bidder has to guarantee completion of service as per specifications mentioned in the scope of work under this tender and should be ready to execute service level agreement for the same.

- d. A penalty will be imposed on successful bidder if service is not completed as per specifications and within TAT mentioned in this RFP.
- e. Any penalty due during the contract period will be recovered from payments / Performance Bank Guarantee (PBG).
- f. Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.
- g. RBI/Regulatory authority may inspect facilities of successful bidder 2 years beyond the contract period.
- h. The overall Penalty including LD during contract period will be to a maximum of 10% of the total annual contract value of order.
- i. The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet the delivery dates/time, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the successful bidder's performance.

26. डेटा गोपनीयता अनुपालन Data Privacy Compliance

Bidder must ensure strict compliance with all relevant data privacy and security/laws/rules/regulation include Digital Personal Data Protection Act 2023 in all handling and reporting.

27. अनुबंध अवधि Contract Period

Bank will enter into a contract with the successful bidder which shall be effective from the date of signing of SLA/contract for the period 2 years with annual review of performance by the Bank.

'Service Level Agreement' to be signed between Bank and the Successful bidder/vendor/Service Provider following the completion of selection process and will continue until end of the contract period or terminated whichever is earlier.

28. प्राधिकृत हस्ताक्षरकर्ता Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with the BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by the BANK.

29. गोपनीयता Confidentiality

The bidder must undertake that they shall hold in trust any Information received by them,

under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- a. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by the BANK;
- b. To only make copies as specifically authorized by the prior written consent of the Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- c. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- d. To treat all Information as Confidential Information.
- e. The Selected Bidder shall be required to sign a Non-Disclosure Agreement with Bank as per prescribed format provided in [Annexure J](#) within seven days of issuing the order/letter of intent.
- f. The Bidder shall be liable to indemnify and hold harmless the Purchaser Bank from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of any breach of Confidentiality clause.
- g. The Confidentiality obligations of this Clause shall survive the expiration, cancellation or termination of this Contract / Agreement.
- h. The bidder shall ensure that its employees, advisers, potential financing sources and vendors, sub-contractors etc., who have access to the information are subject to obligations to maintain the confidentiality of the disclosed information, no less restrictive than those of the Non-Disclosure Agreement.

30. क्षतिपूर्ति और दायित्व की सीमा Indemnity and Limitation of Liability

Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including advocates' and counsels' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- i. Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RFP; and/or an act or omission of the Bidder and/or its employees, agents, sub- contractors in performance of the obligations under this RFP; and/or claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank; and/or
- ii. Claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub- contractors under the Labour Laws
- iii. Breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP; and/or

- iv. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
 - a. Breach of confidentiality obligations of the Bidder contained in this RFP; and/or
 - b. Negligence or gross misconduct or fraud attributable to the Bidder or its employees or sub-contractors; and/or
 - c. Loss of the Bank's data due to Bidder provided facility; and/or
 - d. Any deficiency in the services of the bidder; and/or
 - e. Violation of any applicable laws by the successful bidder, its agents, employees, representatives etc.
- v. The successful bidder shall protect and save the Bank against all claims, losses, damages, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trade- marks, copyrights etc. by the successful bidder and/or its employee / agents.
- vi. In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued, Bank has the right to recover the amounts due to it under this provision from any amount payable to the bidder in consequence of this RFP.
- vii. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP. Bidder shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that may arise against the Bank in pursuance of the Deliverables and Services delivered or provided under this RFP by the bidder.

31. अहस्तांतरणीय प्रस्ताव Non-Transferable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has submitted the bid will be eligible for participation in the evaluation process.

32. पूर्णता की जिम्मेदारी Responsibility for Completeness

Any service, which might not have been specifically mentioned in this tender but, are necessary for completion of the project, shall be provided as per the time schedule for smooth and efficient completion of project under Indian conditions.

The bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to the Bank.

33. लेखा-परीक्षण Audit

The Bidder shall at all times whenever required furnish all information, records, data stored in whatsoever form to internal, external, Bank appointed and statutory/RBI inspecting auditors and extend full cooperation in carrying out of such inspection. The Bidder will also undertake to co-operate with the RBI to carry out its supervisory functions and objectives and will furnish all records and other information as RBI may call for to carry out inspection and/or other functions. The Bidder is required to facilitate the same at no additional cost and shall provide uninterrupted access to the documents required by the auditors. Further the Bidder has to ensure rectification of all the irregularities thus pointed out by the auditor within a given time frame.

The bidder has to ensure compliance of Information Security according to policy of the Bank and mitigate the risk, if any, within the stipulated time without any additional cost to Bank.

In line of above, the selected bidder shall ensure that all regulatory, Statutory, Local Administration requirements are adhered to subsequently while undertaking deliverable and services over the period of contract without any additional cost to Bank.

34. अपरिहार्य घटना Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics,
- Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,
- Terrorist attacks, public unrest in work area;

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Bank shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

35. निकास खंड Exit Clause

The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

- a. Failure of the successful bidders to accept the contract and furnish the Performance Bank Guarantee equivalent to 5% of the project cost within 7 days from the date of issuance /acceptance of letter of Intent/Purchase Order.
- b. Delay in delivery beyond the specified period.
- c. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.

In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder. Bank reserves right to exit at any time after giving notice period of 30 days during the contract period.

36. संविदा की समाप्ति Termination of Contract

If the Termination is on account of failure of the successful bidder(s) to perform the obligations under this RFP or the contract, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the successful vendor(s). Additionally, the Bank shall have the right to blacklist the vendor(s) and/or bar such vendor(s) from participating in future tenders of the Bank for a period of 2 years. The Bank will be entitled to terminate this contract without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following:

- i. The selected bidder commits a breach of any of the terms and conditions of the bid including breach of any of the scope/ condition of the services as defined herein or Purchase Order or Service level agreement.
- ii. The Successful bidders goes into liquidation voluntarily or otherwise.
- iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- iv. If contract not signed within 10 days from date of offer by Bank or the progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving 10 days' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- v. If deductions on account of liquidated damages exceeds more than 10% of total annual contract value.
- vi. Non-satisfactory performance of the selected bidder during completion of project.
- vii. An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
- viii. Failure to integrate/implement the service as per the requirements of the Bank as stated in this RFP.
- ix. Bank shall serve the cure-cum-termination notice to the bidder at least 7 days prior, of its intention to terminate services. If the performance is not cured to the satisfaction of bank within 7 days, termination will be effected.
- x. Material discrepancies in the Deliverables and Services noted in the implementation of the service. Bank reserves the right to procure the same or similar services from alternate sources at the risk, cost and responsibility of the selected bidder.
- xi. Selected bidder or its sub-contractors are found to be indulging in frauds.
- xii. The bank suffers a reputation loss on account of any activity of successful bidders penalty is levied by regulatory authority.

37. निविदा/बोली रद्दीकरण Tender/BID Cancellation

The Bank reserves the right to cancel the Tender/BID at any time without assigning any reasons whatsoever.

38. हितों का टकराव Conflict of Interest

Bank requires that bidder provide professional, objective, and impartial advice and at all times hold Bank's interest paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from Bank.

Bidder have an obligation to disclose any situation of actual or potential conflict in assignment/job, activities and relationships that impacts their capacity to serve the best interest of Bank, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if Bank comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment.

Without limitation on the generality of the foregoing, the selected consultant, and any of their affiliates and member firms, shall be considered to have a conflict of interest (and shall not be engaged under any of the circumstances) as set forth below:

- a. **Conflicting assignment/job:** The consultant (including its personnel) or any of its affiliates and member firms shall not be hired for any assignment/job that, by its nature, may be in conflict with another assignment/job of consultancy to be executed for the same and/or for another employer.
- b. **Conflicting relationships:** The consultant (including its personnel) having a business or family relationship with a member of Bank's staff who is directly or indirectly involved in any part of (i) the preparation of the terms of reference of the assignment/job, (ii) the selection process for such assignment/job, or (iii) supervision of the contract, may not be awarded a contract, unless the conflict stemming from such a relationship has been resolved in a manner acceptable to UBI throughout the selection process and the execution of the contract.

39. मध्यस्थता Arbitration

Decision of the Bank shall be final and binding on any matter connected with the work. The matter of any dispute shall be decided after mutual discussions based on the terms and conditions of this contract. However, if the matter can not be resolved then the same shall be referred to a respected, qualified person in the field agreed to both the parties. If the same is still not resolved, such disputes and differences arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration shall be governed by the provisions of Indian Arbitration and Conciliation Act 1996. All arbitration proceedings shall be at Mumbai, Maharashtra State, India only and the language of the

arbitration shall be English.

40. विवाद समाधान अधिकार क्षेत्र और शासी कानून Dispute Resolution, Jurisdiction & Governing Law

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only. Law of India will be applicable for dispute resolution.

41. श्रम कानूनों का अनुपालन Compliance of Labour Laws

i. Contractor's Undertaking :

The Contractor shall irrevocably undertake and confirm that it shall, at all times during the currency of the Contract, fully comply with the Labour Laws and that in the event of any default, claim, liability or statutory obligation arising in relation to personnel engaged by it for performance of the Contract, it shall be solely responsible therefor and shall indemnify and keep indemnified the Bank, including in its capacity as Principal Employer, against all consequences, costs and liabilities arising therefrom.

ii. Labour Laws compliance:

- a. The Contractor shall, at its sole cost and responsibility, obtain, keep valid and renew all registrations, licences and approvals etc. and shall fully comply in all respects, to the extent applicable, with the Labour Laws for the time being in force. The Contractor shall maintain all the requisite registers, documentation, ensure safety gears, welfare amenities as well as health, safety and dignity of the workers. The Contractor shall further be solely and exclusively responsible for all persons engaged, employed or deployed by it, whether directly or indirectly, in connection with the Contract and shall ensure, without limitation, issuance of appointment letters / written contracts of employment, identity cards, maintenance of records including service records, timely payment of wages and other lawful dues through bank transfer or electronic modes, deposit of provident fund, ESI and other statutory contributions, including parity of benefits etc., as required under the Labour Laws.
- b. The Contractor shall be solely and exclusively responsible, as employer of its personnel, for all personnel engaged or deployed by it for all legal, financial and statutory obligations relating to such personnel, including payment of the applicable wages, statutory dues, bonus, gratuity, other employment related benefits, social security contributions and compensation payable in respect of persons engaged, employed or deployed by it in connection with the Contract, whether directly or through permitted subcontractors, and shall maintain at all times adequate funding, provisioning and/or insurance arrangements, as may be required under applicable law, for discharge of such liabilities.
- c. The Contractor shall ensure strict compliance so as to fully protect the Bank from any exposure arising from non-payment or short payment of wages, non-deposit of statutory contributions, or failure to provide welfare, health or safety facilities. Bank

will reimburse the payment upon submission and satisfactory scrutiny of relevant documentary proofs of such compliance, including wage sheets, proof of wage disbursement, statutory challans, returns, licences, registrations and other records as may be insisted by the Bank, and the Bank shall have the right to verify, inspect and audit the same, either directly or through its authorised representatives. The Books/ Registers/ Records required to be maintained under the Labour Laws shall be preserved for 12 months after the date of last entry made in these books and shall be made available for inspection by the Bank or Labour Welfare Officer or any Welfare Officer or any other Officer authorized by the Ministry in its behalf.

- d. If the Contractor fails to pay wages or statutory dues or commits any default which may expose the Bank to any liability under the applicable labour laws, the Bank shall, without prejudice to its other rights, be entitled to make such payment or ensure such compliance directly and recover the entire amount, together with incidental costs, from any sums due to the Contractor or by invoking the performance security or as a debt payable by the Contractor. Any such default shall constitute a material breach of contract and shall entitle the Bank to withhold payments including future payments, direct rectification within a stipulated period, suspend work, invoke security and / or terminate the contract, in whole or in part, without prejudice to any other rights available in law or contract. The Contractor shall indemnify and keep indemnified the Bank, its officers and employees against all claims, losses, damages, penalties, proceedings, costs and expenses arising out of or in connection with any breach of labour law obligations by the Contractor or its personnel.
- e. The Bank shall, for operational, vigilance, security, confidentiality or any other reasons, have the right to regulate and control deployment of the Contractor's personnel at its premises, including requiring vetting, restricting access and directing transfer, rotation, replacement or withdrawal of any personnel from any site. The Contractor shall promptly comply with such directions, at its own cost and without disruption of services, by providing suitable substitute personnel. It is clarified that this is only a deployment right of the Bank and shall not create any employer-employee relationship between the Bank and the Contractor's personnel; the Contractor shall remain solely responsible for their engagement, classification, wages, gratuity, statutory dues and all other legal obligations. Such deployment control shall also not prejudice any statutory right of the Contractor's personnel under applicable law.
- f. It is reiterated that no personnel deployed by the Contractor shall have any claim of employment, absorption, regularisation or other service benefit against the Bank and the Contractor shall ensure that all letters of engagement / appointment and all deployment-related records clearly reflect the contractor-employee relationship and not any employer-employee relationship with the Bank. Duly acknowledged copies of such letters in respect of each of the personnel engaged by the Contractor shall be submitted to the Bank.

42. बीमा Insurance

The successful bidder will submit workmen compensation policy covering accidents, thefts, fire, or any other incidents covering the cost of work and submit the same to Bank within one month of accepting the work order.

43. विक्रेता का दायित्व Vendor's Obligation

- a. The Contractor is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees and will be accountable for both.
- b. The Contractor shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors etc. which is outside the scope of power vested or instructions issued by the Bank. Contractor shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the work order to be issued for this RFP.
- c. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of bidder shall be paid by successful bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of its employee, agents, contractors, and subcontractors. The Contractor shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. However, the bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.
- d. The Contractor is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors on the part of its personnel.
- e. Information Security Awareness and User responsibilities training will be provided to all its employees working on behalf of the Contractor.
- f. The Contractor will treat as confidential all data and information about Union Bank of India, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of Union Bank.

44. यौन उत्पीड़न Sexual Harassment

The contractor shall be solely responsible for full compliance with the provision of The Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal) Act, 2013.

- i) In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.
- ii) Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee/s of the contractor shall be taken cognizance of by the Bank.
- iii) The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment/violence by the employee of the contractor is proved.
- iv) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

45. बैंक द्वारा निरीक्षण Inspection by the Bank

- i) The Bank shall have the right to inspect at all times any tools, instruments, equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections.
- ii) The bank shall have right to condemn any or all tools, instruments, equipment's or work which does not confirm to the specifications.
- iii) The contractor shall be responsible for any damage caused by its workers at the site by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, the Bank shall be at the liberty to get the same done from any other agency at the Contractor's cost, risk, responsibility and consequences.

46. भ्रष्ट या कपटपूर्ण आचरण Corrupt or Fraudulent Practices:

The Bank as well as Bidder shall observe the highest standard of ethics during the execution of such contracts.

- i. **“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in the contract execution.
- ii. **“Fraudulent practice”** means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the detriment of Bank and includes collusive practice among tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- iii. **“Collusive practice”** means a scheme or arrangement between two or more tenderer, with or without the knowledge of the bank, designed to establish tender prices at artificial, non-competitive level; and,
- iv. **“Coercive practice”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.

- v. The Bank will reject a Bid for award if it determines that the Bidder recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- vi. The bank will declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

47. **बोलियां जमा करना** Submission of Bids

The bidders have to submit bid through Online. All documents as per requirement of RFP must be uploaded on the site <https://gem.gov.in>. Bids will be opened online at the following address as per the scheduled date and time.

To

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.
Telephone No-02245653726

Bank may, at its discretion, extend this deadline for submission of bids by releasing corrigendum to this tender document.

Annexure A - Letter of Acceptance

(Letter to the bank on the bidder's letterhead)

To,

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

Sub: RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for **RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai**, detailed in your above referred in RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information are enclosed.

We agree to undertake the project, if allotted by you, as per the scope of work.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

The deviation, if any, has been given in the [Annexure H](#) - Declaration of Compliance attached.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be responsible for the due performance of the contract.
- You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
- Bidder means the bidder who is decided and declared so after examination of commercial bids.

Dated at _____ this _____ day of _____ 2026

Yours faithfully,

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)
Date:

Annexure B - Bidder's Profile Format

1.	Name of the firm	:	
	Corporate/Registered Office Address	:	
	Branch Office Address	:	
	Telephone No. Office Residence	: :	
	Mobile	:	
	E-Mail	:	
2.a)	Whether proprietary/partnership/ Pvt. Ltd./ Public Ltd. (certificate of registration/partnership deed/Article & Memorandum of Association to be enclosed)	:	
b)	Name of the Proprietor, Partners, Directors	:	I) II) III)
c)	Year of establishment (Enclose certificate of registration for proof)	:	
3.	Registration with Tax Authorities	:	
	i) Income-tax (PAN) No.	:	
	ii) GST No.	:	
	iii) EPF Regn. No.	:	
	iv) ESI Regn. No.	:	
	v) Registration no. under Contract Labour Act of Maharashtra State	:	
	vi) Registration under Maharashtra Shops & Establishments Act, 1948	:	
	vii) Reg. No. issued by MSME/NSIC/Any other body specified by Ministry of MSME (if any)	:	

(A copy of address proof for Corp Office/Registered Office/Branch Office located in Mumbai/Thane/Navi Mumbai area and certificates of registration with relevant authorities are to be enclosed. All these certificates shall be valid on the date of opening of tender.)

4. Names of the Bankers with address & telephone numbers:
I)

II)

5. Furnish copies of audited balance-Sheet and Profit & Loss A/C. for the last 3 years i.e. FY 2022-23, FY 2023-24, FY 2024-25) : Enclosed / Not enclosed
(Exemption for auditing the balance sheet will be considered as per latest Income Tax

Rule.)

6. Empanelment / Registration with Govt. / Public Sector / Banks (certificates of Registration/Empanelment to be enclosed.

Name of the Organization	Year since empaneled

7. Give details if at present involved in litigation in similar type of contracts:

Sr. No.	Name of AMC works	Name of Employer	Nature of work	Work order dated	Date of completion of work	Value Rs.

8. Details of civil suit/arbitration/labour suit, if any, that arose :
during execution of contract in the past 10 years.

9. Name & relation, if any, with the staff :
member of Union Bank of India.

10. Details of work executed during the last 5 years:

Type of work	Work executed for (name of the Institution / Body)	Nature of work (in brief)	Location	Value Rs.	Duration of work with dt Commence / completion	If work left incomplete or terminated (give reasons)

Note: Copies of work orders along with Xerox copies of relevant TDS certificate, satisfactory completion certificate/performance certificate obtained from the client shall be enclosed. Please note without the copies of certificates, your application is liable to be rejected.

12. LIST OF NAME/S OF PROPRIETOR / PARTNERS & EMPLOYEES

Name and Father/Husband Name	Qualifications	Experience	Particulars of work done	Employed in your firm since	Value of work done

14. Turnover/Profit in last 3 FY years:**(Rs. In Lac)**

Sr. No.	Year	Turnover	W/w Turnover from Housekeeping	Net Profit
1	2022-23			
2	2023-24			
3	2024-25			

Copies of Audited Balance Sheet, Income-tax returns / assessment orders for each year to be enclosed

15. Please enclose copies of following documents:

- a. Last return filed with EPF Department : Yes/No
- b. Last return filed with ESI Department : Yes/No
- c. Last return filed with Labour Commissioner (Central/State) Department : Yes/No

Note: Copies of latest challan/return of EFP/ESIC with employees details are to be enclosed mandatorily failing which the bids are liable to be rejected.

16. Details about programs and tie-up for giving training to workers during the year. Please mention the name of institute and contact no. of persons to obtain information about your company. In case, you do not have such system of imparting training to workers, please clearly mention the same.

17. Details of ongoing litigations / cases filed with Labour Commissioner / EPF/ESI Authorities etc.:

Dated this..... Day of 2026

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Annexure C - Eligibility Criteria

S. No	Eligibility Criteria	Documents to be submitted
1.	The Bidder must be an Indian firm / company/ LLP/ organization registered under applicable Act in India and must be in business of Housekeeping in Govt offices/Offices of PSUs/MNCs/Corporate/Reputed hospitals / Airports /Hotels for last 5 years from FY 2021-26.	-In case of Proprietorship concerns, Copy of Shop License /Registration and the GST Registration certificate. -In case of firms, Copy of the firm registration Certificate and GST Registration. -In case of LLP/ company, Copy of Certificate of Incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates. A self-certified statement on bidder's letterhead detailing client name, nature of AMC work, contract period, and location, demonstrating minimum five (05) years' relevant experience along with proof of experience like work order/completion certificate.
2.	Must have Corporate /Registered/Branch Office in Mumbai Metropolitan Region(MMR).	A copy of address proof - Latest electricity bill / property tax receipt / Registered lease deed / rent agreement for the office premises/Ownership document of the premises.
3	Must be registered with: a)Income-tax (PAN) No. b)GST No. c)EPF Regn. No. d)ESI Regn. No. e)Registered under Contract Labour Act for Maharashtra State f)Registration under Maharashtra Shops & Establishments Act, 1948	Certificate of registration
4.	Should have deployed minimum 200 workforce in Mumbai Metropolitan Region (MMR) on payroll basis in running contract	EPF/ESIC Challan, salary slip of employees along with work order of running contract
5	The bidder must have successfully executed Similar Completed Works during the last five (05) years ending on 31.03.2026, meeting any one of the following criteria: Three (03) Similar Completed Works, each having an Annual Contract Value of not less than Rs. 250.00 lakhs, or Two (02) Similar Completed Works, each having an Annual Contract Value of not less than Rs. 325.00 lakhs, or One (01) Similar Completed Work having an Annual Contract Value of not less than Rs. 500.00 lakhs. Note:“Similar Completed Work” under this clause shall mean successful completion of Housekeeping services in Govt offices/high rise buildings of PSUs/MNCs/Corporate/Reputed	The Bidder shall submit Performance Certificate(s) as per Annexure T, issued on the letterhead of the client organisation and signed by an official not below the rank of [Manager / Scale II or equivalent], along with copies of Work Orders / Agreements. Certificates issued by sub-contractors, intermediaries, or the bidder's own group entities shall not be considered. Conditions: 1. Performance rating in the certificate(s) should be “Satisfactory” or above. 2. Ongoing contracts shall be considered only if a minimum of [12] months of continuous service has

	hospitals / Airports /Hotels.	been completed as on the date of this RFP. 3. The Bank reserves the right to independently verify the certificates with the issuing organisation, and any misrepresentation shall render the bid liable for rejection and the bidder liable for debarment as per the Bank's policy. 4. Experience of the bidder entity alone shall be counted; experience of directors / partners in their individual capacity or of sister concerns shall not be reckoned.
6	Out of the above works scheduled in para-5, at least ONE work equivalent to minimum of Rs 500 lakhs shall be compulsorily with Govt/PSUs/MNCs/Corporate/ Reputed hospitals / Airports /Hotels/Institutes.	The bidders shall submit work orders/ completion certificates/ performance certificates/employer's certificates of the client clearly mentioning the area of the site where the bidder is satisfactory rendered repair and maintenance work such as Plumbing, Electrical, carpentry, Gardening and General Cleaning.
7	Should have average annual turnover of Rs.10.00 crs & above during last 3 years (FY 2022-23, 2023-24 & 2024-25) doing housekeeping work only duly audited/certified by CA.	The bidders shall note that turnover/receipts of works other than Housekeeping Services will not be considered. Contractor is required to furnish a CA Certificate in this regard.
8	Should have positive operating profit during each of the last three financial(FY 2022-23, 2023-24 & 2024-25)	The bidders shall enclose copy of audited Balance Sheet including profit/loss account/CA certificate for FY 2022-23, 2023-24 & 2024-25 and ITR for Assessment Year 2023-24 ,2024-25 & 2025-26. CA certificate for operating profit is required in this regard.
8	Bank solvency certificate of a Nationalized Bank/ Scheduled Commercial Bank for amount minimum of Rs.185.00 lacs and should not be older than 6 month from the last date of submission of RFP/ tender.	Solvency Certificate
9	The Bidder should not have been black listed at any time by the Central / State Governments/ PSUs/PSBs. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSUs/PSBs, the name of the company or organization must have been removed from the said list as on date of submission of the RFP, otherwise it will not be considered.	An undertaking to this effect must be submitted in their letter head. (Undertaking on Company's letter Head signed by authorized signatory to be submitted).
10	Should have constituted a Sexual Harassment Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	Self-Declaration on your letter head

11	The bidder must have complied with all applicable Labour Laws, like timely salary payment , remittance of Provident Fund (PF) contributions for workers/labourers and others such obligatory compliances, during the preceding three years ending financial year 2026.	A self-declaration on the bidder's letterhead certifying compliance with applicable Labour Laws shall be submitted, together with a statement and supporting documents evidencing the timely deposit of salary and Provident Fund (PF) contributions in respect of workers/labourers.
12	The bidder/related subsidiary firm should not have had any housekeeping/facility management contract with Union Bank of India terminated for default or poor performance during the preceding three years. Further, during the last three years from the date of publication of RFP, the bidder/ related subsidiary firm should not have been subjected to performance-related punitive action by Union Bank of India, such as termination, banning, blacklisting or repeated penalties for material breach of contractual obligations, including persistent failure to maintain prescribed housekeeping standards, SLA/TAT or manpower requirements, resulting in penalties exceeding 10% of the annual contract value or penalties imposed for three or more consecutive months under the same contract.	Self-Declaration on your letter head

Note:

- Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
- Vendor must comply with the above-mentioned criteria. Non-compliance to any of the criteria can entail rejection of the offer. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.
- The participating bidders are required to submit unambiguous documentary evidences, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.
- Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

Place:**Date:****Authorized Signatory:****Name & Designation:****Business Address & email id:**

Annexure D - Compliance to RFP Terms & Conditions

S. No.	Clause Details	Bidder's Compliance (Yes/No)
1	Introduction	
2	Integrity Pact	
3	Objectives of the RFP	
4	Definitions	
5	Invitation to Tender Bids/RFP	
6	Eligibility Criteria	
7	Scope of Work	
8	Additional conditions	
9	Special Instructions to the tenderer	
10	Cost of Bidding	
11	Language of Bid	
12	Instructions for Bid Submission	
13	Performance Bank Guarantee (PBG)	
14	Taxes and Duties	
15	Rejection of Bid	
16	Modification and/or withdrawal of Bid	
17	Price Composition	
18	Payment Terms	
19	Penalty	
20	Duration of Contract	
21	RFP Response	
22	Price Validity	
23	Purchase order Cancellation	
24	Liquidated Damages (LD)	
25	Service Level Agreement	
26	Data Privacy Compliance	
27	Contract Period	
28	Authorized Signatory	
29	Confidentiality	
30	Indemnity and Limitation of Liability	
31	Non-Transferable Offer	
32	Responsibility of Completeness	
33	Audit	
34	Force Majeure	
35	Exit Clause	
36	Termination of contract	

S. No.	Clause Details	Bidder's Compliance (Yes/No)
37	Tender/Bid cancellation	
38	Conflict of Interest	
39	Arbitration	
40	Dispute Resolution, Jurisdiction & Governing Law	
41	Compliance Labour Laws	
42	Insurance	
43	Vendor's Obligation	
44	Sexual Harassment	
45	Inspection by the Bank	
46	Corrupt or Fraudulent Practices	
47	Submission of bids	

Place:

Date:

Authorized Signatory:

Name & Designation:

Business Address & email id:

Annexure E - Commercial Bid Break Up

PRICE BID
(To be submitted in sealed envelope)

TENDER FOR HOUSEKEEPING SERVICES AT BANK'S VARIOUS ADMINISTRATIVE OFFICES IN MUMBAI:

1. Bank' Central Office Building, 239, Vidhan Bhawan Marg Nariman Point, Mumbai(Basement + Ground + upper 15 floors).
2. 7th & 8th floor of Earnest House, 194, NCPA Marg, Nariman Point, Mumbai
3. 2nd floor of World Trade Centre, The Arcade, Tower-4, East Wing, Cuffe Parade, Colaba, Mumbai
4. Dept of Information Technology (DIT), 1/1/A, Adi Shankaracharya Marg, Opp. Powai Lake, Andheri (East), Powai, Mumbai 400072
5. Staff Training Centre (STC) including Hostel Building, 1/1/A, Adi Shankaracharya Marg, Opp. Powai Lake, Andheri (East), Powai, Mumbai 400072
6. Makers Tower [7th floor (office no 71,73), 8th floor (office no 82,83), & 14th floor (office no 141)] F-Wing, Cuffe Parade
7. Mittal Chambers (1st, 2nd, 6th floor), Nariman point
8. Nariman Bhavan, 4th floor, Nariman Point
9. Mafatlal Center, 6th Floor, Nariman Point, Mumbai.
10. 2nd floor, Union Bank of India Building, Military Road, Marol, Andheri East, Mumbai-400059
11. ACoE, Mahal Industrial Estate, Mahakali Caves road, Andheri East, Mumbai-400090

NAME AND ADDRESS OF THE CONTRACTING AGENCY

Contact Phone / Mobile no. : _____

E-mail ID : _____

PRICE BID

(to be submitted on letter head of the contractor in sealed envelope)

TENDER FOR HOUSEKEEPING SERVICES FOR CENTRAL OFFICE BUILDING AND OTHER ADMINISTRATIVE OFFICES IN MUMBAI FOR TWO YEARS AS PER THE TERMS AND CONDITION MENTIONED IN THE RFP.

To,
Dy. General Manager,
Procurement Dept.,
1ST Floor, Central Office,
239 Vidhan Bhavan Marg,
Mumbai 400 021

Dear Sir,

We have gone through the details of terms / conditions and nature of services to be provided. We have visited the site and got all necessary details. Accordingly, our charges for maintenance and upkeep of the Bank's various administrative offices as mentioned above would be as per the following tables:

Sl.No	Category	Total Man-power	Amount quoted per manpower per month ('`)*	Total Charges for Manpower/Material/Service Charges per month `
A	B	C	D	E = (C X D)
(I)	Rate/ amount for 1st year of contract			
1	House Keeper- (Unskilled)	75		
2	Caretaker/Supervisor-(Skilled)**	11		
3	Cleaning Materials/Machinery Charges/ uniform etc per month (Minimum cost of Rs 3,74,875/- per month)			
4	Sub Total			
5	Management Fee or cost per month (Minimum of 3.85% on Sl.no 4)			
6	Grand Total charges of Sl. No. 4 & 5 per month excluding GST			
7	Add : GST on Sl. No. 6			
8	Grand Total per month including GST (6 + 7)			
9	Grand Total of first year including GST(12*sl. No. 8)			
(II)	Rate/Amount quoted for 2nd Year of contract:			

Sl.No	Category	Total Man-power	Amount quoted per manpower per month (₹)*	Total Charges for Manpower/Material/Service Charges per month`
A	B	C	D	E = (C X D)
1	House Keeper- (Unskilled)	75		
2	Caretaker/Supervisor-(Skilled)**	11		
3	Cleaning Materials/Machinery Charges/ uniform etc per month (Minimum cost of Rs 3,74,875/- per month)			
4	Sub Total			
5	Management Fee or cost per month (Minimum of 3.85% on Sl.no 4)			
6	Grand Total charges of Sl. No. 4 & 5 per month excluding GST			
7	Add : GST on Sl. No. 6			
8	Grand Total per month including GST (6 + 7)			
9	Grand Total of first year including GST(12*sl. No. 8)			

Final amount quoted in GeM portal & Tender amount for discovery of L1 Bidder is Grand Total of first year & second year including GST.

Total quoted amount(1st+2ndyear) in words
Rs. _____ only.

*Amount quoted per manpower per month should comply the current minimum wages (Basic + VDA), EFP, ESI, Bonus and other facilities as applicable for the different category of workers as per Minimum Wages Act issued time to time by Dy. Labour Commissioner (Central/State) and provision of Labour Laws/Relevant Acts etc.

** Caretakers and Supervisors will be considered as skilled workmen. Any relievers and leave reserve for deploying the personnel should be included in the rate for such personnel and would not be separately payable.

- Bidders shall note that quoted tender amount shall be same in both GeM Portal and Price Breakup sheet (as per price bid format strictly) duly signed & stamped. Or else, bid will be disqualified.
- The rates quoted are based on current minimum wages (Basic + VDA) as applicable for the different category of workers as per Minimum Wages Act issued time to time by Dy. Labour Commissioner (Central/Maharashtra). The amount quoted above is inclusive of all kind of taxes, duties, charges, wages, conveyance, cleaning material/machinery cost etc. excluding GST which will be paid on actual as per prevailing rates.

- iii. While quoting the rates for housekeeping work, we have kept in mind that in case minimum wages issued time to time by Dy. Labour Commissioner (Central/Maharashtra whichever is higher) are revised upward/downward, the bank will reimburse/recover actual difference based on actual workers deployed at the site and thus have quoted comparative rates.
- iv. The bidders shall submit details for rate analysis for wage amount quoted (for each year of AMC) for housekeepers, caretakers/supervisors in price bid. The necessary format for the same is as under:-

(I) RATE ANALYSIS FOR WAGES FOR WORKMEN- 1ST YEAR OF CONTRACT:

S. No.	Particulars	Housekeepers (Unskilled)	Caretakers/Supervisors (Skilled)
		Wage Rate(in Rs)	Wage Rate(in Rs.)
1	Basic		
2	V.D.A		
3	Total of Basic+V.D.A		
4	EPF		
5	EDLI		
6	ESIC		
7	Bonus		
8	Allowance for Gratuity		
9	Total Minimum Wages per day quoted by the bidder (3 to 8)		
10	Total Min. Wages per month(considering 26 working days)= (9)x 26		

(II) RATE ANALYSIS FOR WAGES FOR WORKMEN- 2ND YEAR OF CONTRACT:

S. No.	Particulars	Housekeepers (Unskilled)	Caretakers/Supervisors (Skilled)
		Wage Rate(in Rs)	Wage Rate(in Rs.)
1	Basic		
2	V.D.A		
3	Total of Basic+V.D.A		

4	EPF		
5	EDLI		
6	ESIC		
7	Bonus		
8	Allowance for Gratuity		
9	Total Minimum Wages per day quoted by the bidder (3 to 8)		
10	Total Min. Wages per month(considering 26 working days)= (9)x 26		

Cost Arrived for cleaning materials (Monthly)-

SNo	Type of Material	Minimum Quantity	Unit	Unit Price	Total Price
1	Hand Wash	850	ltr		
2	Tissue Roll	700	roll		
3	Tissue M fold	4800	box		
4	R-6 Commode cleaner	75	ltr		
5	R-3 Glass cleaner	25	ltr		
6	R-2 Floor cleaner	85	ltr		
7	R-1 Washroom cleaner	75	ltr		
8	Phenyl	75	ltr		
9	Urinal Mat	300	no		
10	Urinal Naphthalene Balls	6	kg		
11	Air Freshner Spray	75	no		
12	Air Packet	300	no		
13	Cleaning Material (Mop, Dusters, Brooms, Brush, Scotch, Gloves, Wiper etc)		lump		
14	Garbage Bag (Small)	400	Packet		
15	Garbage Bag (Big)	100	bag		
Total					

SIGNATURE OF THE CONTRACTOR

NAME OF THE COMPANY:

DATE:

SEAL:

Annexure F-Integrity Pact

INTEGRITY PACT

Between

Union Bank of India having its registered office at Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai, India -400 021 hereinafter referred to as “The Principal,” and
_____ hereinafter referred to as “The Bidder/ Contractor.”

Preamble

The Principal intends to award contract/s for _____, under laid down organizational procedures, The Principal values full compliance with all relevant laws of the land, rules, regulations, economical use of resources, and fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

To achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the abovementioned principles.

Section 1 - Commitments of the Principal

1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

- a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal shall treat all Bidder(s) with equity and reason during the tender process. The Principal shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in the tender process or the contract execution.
- c. The Principal shall exclude from the process all known persons having conflict of interest.

2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition shall initiate disciplinary proceedings.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

1) The Bidder(s)/ Contractor(s) commits themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commits themselves to observe the following principles during participation in the tender process and the contract execution.

a. The Bidder(s)/ Contractor(s) shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which they are not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or the execution of the contract.

- b. The Bidder(s)/ Contractor(s) shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation of the Competition Act, 2002 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the tender process.
- c. The Bidder(s)/ Contractor(s) shall not commit any offence under the relevant IPC/PC Act; further, the Bidder(s)/ Contractor(s) shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details, as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers,” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed on Annex hereto.
- e. The Bidder(s)/ Contractor(s) shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
- f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision.
- 2) The Bidder(s)/ Contractor(s) shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from the tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per laid down procedure to debar the Bidder(s)/Contractor(s) from participating in the future procurement processes of the Union of India.

Section 4 - Compensation for Damages

- 1) If the Principal has disqualified the Bidder(s) from the tender process before the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent

to Earnest Money Deposit/ Bid Security.

2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

2) If the Bidder makes an incorrect statement on this subject, the Principal shall act like para 2) of Section 4 above.

Section 6 - Equal treatment of all Bidders / Contractors / Subcontractors

In the case of Sub-contracting, the Principal Contractor shall take responsibility for adopting the Integrity Pact by the Sub-contractor.

- a. The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
- b. The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of the conduct of a Bidder, Contractor, or Subcontractor, or of an employee or a representative or an allied firm of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1) The Principal shall appoint competent and credible Independent External Monitor(s) for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review, independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2) The Monitor is not subject to instructions by the parties' representatives and performs their functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for them to treat the information and documents of the Bidders/Contractors as confidential. They report to the Management of the Principal.

3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction, all Project documentation of the Principal, including that provided by the Contractor. Upon their request and demonstration of a valid interest, the Contractor shall also grant the Monitor unrestricted and unconditional access to their project documentation. The same applies to Sub- contractors.

4) The Monitor is under contractual obligation to treat the information and documents of the

Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and 'Absence of Conflict of Interest.' In case of any conflict of interest arising later, the IEM shall inform the Management of the Principal and recuse themselves from that case.

- 5) The Principal shall provide the Monitor with sufficient information about all meetings among the parties related to the Project, provided such meetings could impact the contractual relations between the Principal and the Contractor. The parties offer the Monitor the option to participate in such meetings.
- 6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall inform the Management of the Principal and request the Management to discontinue or take corrective action or other relevant action. The Monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- 7) The Monitor shall submit a written report to the Management of the Principal, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 8) If the Monitor has reported to the Management of the Principal a substantiated suspicion of an offence under the relevant IPC/ PC Act, and the Management of the Principal has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 9) The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged / determined by the Management of the Principal.

Section 10 - Other provisions

- 1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the place from where the Tender/ Contract is issued.
- 2) Changes, supplements, and termination notices must be submitted in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement according to their original intentions.
- 5) Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.
- 6) In the event of any contradiction between the Integrity Pact and its Annex, the Clause in

the Integrity Pact shall prevail.

(For & On behalf of the Principal)

(For and on behalf of Bidder/ Contractor)

(Office Seal)

(Office Seal)

Place.....Date

Witness 1: _____

Witness 1: _____

(Name & Address)

Annexure G - Know Your Employee (KYE)

(To be submitted by all bidders on their letter head)

To

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the resource (both on-site and off-site) deployed/to be deployed on Bank's project for _____ (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.
2. We further undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.
3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc) to Bank before deploying officials in Bank premises for _____ (Name of the RFP)."

Signature of Competent Authority with company seal _____

Name of Competent Authority _____

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorized Representative _____

Designation of Authorized Representative _____

Signature of Authorized Representative _____

Verified above signature

Signature of Competent Authority _____

Date _____

Annexure H - Declaration for Compliance

All Terms and Conditions including scope of work except technical specifications

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Name

Date

Seal of company:

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Signature:

Name

Date

Seal of company:

(If left blank it will be construed that there is no deviation from the specifications given above)

Annexure I - Format of Performance Bank Guarantee

(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than ` 500/-).
3. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Union Bank of India.
4. This Bank Guarantee should be furnished within 30 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
5. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

To

Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

In consideration of Union Bank of India, CO, Procurement Department, 1st Floor, Near Vidhan Bhawan, Nariman Point Mumbai-400021, placing an order for delivery & installation of & on _____ having registered office at _____ (hereinafter called the vendor) as per the purchase contract entered into by the vendor vide purchase contract no _____ dated _____ (hereinafter called the said contract), we _____ (Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at _____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the vendor as to the **RFP for Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai** as per the said contract entered into by the vendor with you.

If the said vendor fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid will you unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until _____ ,

whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the vendor and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the vendor and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the vendor or any other forbearance act or omission on your part or any indulgence by you to the vendor or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the vendor, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e. _____(Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

- I) Our liability under this bank guarantee shall not exceed ` (Rupees Only)
- II) This bank guarantee shall be valid up to _____.
- III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____ 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

Annexure J - Confidentiality / Non-Disclosure Agreement

This CONFIDENTIALITY AGREEMENT (the “Agreement”) entered into on this _ day of 2026, and shall be deemed to have become in full force and effect from (the “Effective Date”).

BY and between M/s. _____ a company incorporated under the provisions of the Companies Act, _____ in force in India, having its registered office at _____ (hereinafter referred to as “-----” or “Vendor” which expression shall, unless it be repugnant or contrary to the context or meaning thereof, mean and include its, successors and permitted assigns) of the ONE PART

AND

Union Bank of India, a corresponding new bank constituted under section 3 of Banking Companies (Acquisition & Transfer of Undertakings) Act 1970 having its Head office at Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021 (hereinafter referred to as “Union Bank” or “Bank” which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and permitted assigns), of the OTHER PART:

----- and the Bank shall hereinafter jointly be referred to as “Parties” and individually as a “Party”.

In this Agreement, “Affiliate” means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where “Control” means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

WHEREAS:-

- i. Vendor inter-alia is engaged in the business of audit.
- ii. Union Bank has agreed to disclose, transmit, receive, and/or exchange certain “confidential information” to cover the business transaction between parties for the provision of services related to _____ (“the Purpose”) as more particularly described in Purchase Order no _____, issued by Union Bank in favor of M/s. -----.

NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement “Confidential Information” means all information belonging to a Party that is or has been disclosed to one Party (the “Receiving Party”) by the other Party (the “Disclosing Party”) in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties.

Notwithstanding the foregoing, “Confidential Information” shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. Confidentiality:

2.1 Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality hereunder the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.

- I. disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, partners, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose aforesaid; or
- II. use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which it is disclosed; or
- III. disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or
- IV. use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

2.2 The Receiving Party also agrees and accepts that it may endeavor:

- I. use at least the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential information of like importance and such degree of care shall be at least that which is reasonably calculated to prevent such inadvertent disclosure;
- II. keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;

- III. limit access to such Confidential Information to those of its (including its Affiliates") directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information in the manner prescribed in this Agreement; and
- IV. upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. Return or destruction:

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the disclosing party: i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such party's possession or under its custody and control; ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the other party; iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any member of their group or their projects from any computer, word processor or other device in its possession or under its custody and control.

4. Permitted disclosure:

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

5. Ownership of Information:

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

6. No Representation:

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

7. Remedies and Relief:

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.

8. No Assignment

This Agreement shall not be assigned by the successful bidders, by operation of law or otherwise, without the prior written consent of Bank. This Agreement shall inure to the benefit of and will be binding upon the parties' respective successors and permitted assigns.

9. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

10. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

11. Notices

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

12. Term

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years beyond contract period. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

13. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Mumbai.

14. Indemnity

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.

15. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

16. Headings

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

17. Review of Contract and performance

Bank shall have the right of periodical /yearly review of the performance of the successful bidders with regard to upgradation of processors, memory and storage space and maintenance support under the contract which would be basis of continuation or termination of the same. Bank shall also have the right to review, either itself or through another agency as it may deem fit, the financial and operating performance of the bidder in order to assess the ability of the bidder to continue to meet its outsourcing/contractual obligations.

18. Proprietary Rights:

The entire work product mentioned in this RFP shall be the sole and exclusive property of the Bank. The successful bidders hereby-irrevocably grants, assigns, transfers to the Bank all rights, title and interest of any kind, in and to the work product produced under RFP contract. All information processed, stored, or transmitted by successful bidders belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. Any information considered sensitive by the bank must be protected by the successful bidders from unauthorized disclosure, modification or access. The bank's decision will be final.

The successful bidders will ensure strict compliance of all labour laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and the Bank will not be liable for any such persons/personnel of successful bidders and shall not be liable for any levies / penalties etc. that may be imposed by the authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between the bank and the successful bidders /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

19. Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED REPRESENTATIVES ON THIS _____ DAY OF _____ 2019

Signed and delivered by

M/s _____

Signed by:

Name

Title

in the presence of

Signed and delivered by

Union Bank of India

Signed by:

Name

Title

in the presence of

Annexure K - Bid Query Format

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the pre-bid queries will be entertained in this Microsoft Excel format by e-mail):

Queries will not be accepted in any other format other than Microsoft Excel.

Sl No	Clause no	Page no	Clause	Query	Bank Response

Place:

Date:

Name & Designation:

Business Address:

Annexure L - Undertaking by Bidder

Place:
Date:

To:
The General Manager,
Union Bank of India,
1st floor, Procurement Dept, Central office
Near Vidhan Bhawan Nariman Point,
Mumbai 400021

Undertaking (To be submitted by all Bidders' on their letter head)

We _____(bidder name), hereby undertake that-

- As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.
- We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date

Annexure M - Restriction on Procurement due to National Security

(This Certificate should be submitted on the letterhead of the bidder as well as the OEM / Manufacturer duly signed by an authorized signatory)

Date:

To,
The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

Ref.: RFP No.: _____ Dated: _____

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or if, from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. A copy of the Registration Certificate is attached.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Annexure N - Bid Security Declaration

(This annexure should be submitted by all bidders who are claiming waiving off of EMD)

To

Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sir,

Subject: Request for Proposal (RFP) for the Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai

We _____ (bidder name), hereby undertake that we are liable to be suspended from participation in any future tenders of the Bank for 2 years from the date of submission of Bid in case of any of the following:

1. If the bid submitted by us is withdrawn/modified during the period of bid validity.
2. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract.
3. In case of we becoming successful bidder and if:
 - a) we fail to execute Contract within the stipulated time.
 - b) we fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.

Yours faithfully,

Date:

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)

Annexure O - Bank Guarantee for EMD

Date:

To

Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

Dear Sirs,

M/s _____ having their registered office at _____ (hereinafter called the 'Bidder') wish to respond to the Request for Proposal (RFP) for the Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai, self and other associated Bidders and submit the proposal for the same as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs. 1 lakh as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. Withdraws its bid during bid validity period
2. Refuses to honor indicative commercial bid. Bank reserves the right to place order onto Bidder based on indicative prices quoted by them.
3. Refuses to honor the reverse auction price quoted by them.
4. Declared L-1 Bidder based on Reverse Auction event and fails to submit the cost breakup within reasonable time (say 3 days).
5. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein

We undertake to pay immediately on demand, to Union Bank of India, the said an amount of Rs 1 lakh without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Union Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed an amount of Rs1 lakh.
- 2) This Bank guarantee will be valid up to _____; and a claim period of one month thereafter and
- 3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.
- 4) At the end of expiry of the validity period, unless an action to enforce the claim under this guarantee is initiated before the court or Tribunal on or before 12 months after the expiry of the validity period, all your rights under this Bank guarantee shall stand extinguished and we shall be relieved and discharged from all our liabilities and obligations under this Bank Guarantee irrespective of return of original Bank Guarantee.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this
_____ day of _____ at _____.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

Annexure P - Letter for Refund of EMD

LETTER FOR REFUND OF EMD (To be submitted by the unsuccessful bidders)

Date :

The General Manager,
Union Bank of India,
CO, Procurement Department,
1st Floor Near Vidhan Bhawan
Nariman Point Mumbai - 400021.

We _____(Company Name) had participated in the RFP for the Appointment of contractor for Housekeeping Services at Central office Building and other administrative office buildings in Mumbai and we are an unsuccessful bidder.

Kindly refund the EMD submitted for participation. Details of EMD submitted are as follows

Sr. No	Bidder Name	BG / DD Number	Drawn on (Bank Name)	Amount(Rs)

Bank details to which the money needs to be credited via NEFT are as follows

1. Name of the Bank with Branch
2. Account Type
3. Account Title
4. Account Number
5. IFSC Code

Sign

Name of the signatory

Designation

Company Seal.

Annexure Q

Certificate for Waiver for MSE/NSIC Firms/Companies/Start-ups (on Letter head of Chartered Accountant)

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____, having registered office at _____ has made an investment of Rs. _____/- in _____, as per Audited Balance Sheet as on 31.03.2024. Further we certify that the Company is classified under Micro and Small Enterprise (MSE) as per MSME Act 2006 and subsequent government notifications.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant

Firm/Company Name

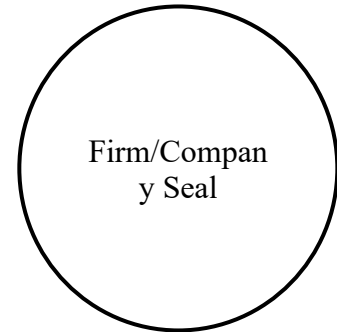
Signature

Name

Reg. No.

VID No.

-----XXXXX-----



Firm/Company
Seal

Annexure R - DEED OF INDEMNITY

DEED OF INDEMNITY This Deed of Indemnity executed at Mumbai on the _____ day of _____ by _____ (hereinafter referred to as “the Obligor” which expression shall unless it be repugnant to the context, subject or meaning thereof, shall be deemed to mean and include successors and permitted assigns);

IN FAVOUR OF

UNION BANK OF INDIA, a banking company established under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 having its Head office at 239, Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai-400021 (hereinafter referred to as “Union Bank ” which expression shall, unless it be repugnant to the subject or context or meaning thereof, be deemed to mean and include its successors and assigns)

WHEREAS Union Bank vide its Tender No [] dated [] had invited Bids from the eligible Bidders for Annual Maintenance Contract for providing Housekeeping Services at Bank’s Central Office building and Other Administrative Offices in Mumbai located at 7th & 8th floor of Earnest House, 2nd Floor of World Trade Centre, Cuffe Parade, Ground & 1st Floor of Mercantile House, Reay Road, Department of Information Technology (DIT) , Staff Training Centre (STC) including Hostel Building, Powai, Makers Tower, 8th Floor, F- Wing, Cuffe Parade, Mittal Chambers (1st, 2nd, 6th floor) , Nariman Bhavan(4th Floor, Nariman Point), Naman Centre(10th floor, BKC, Mumbai, Mittal Chambers (1st floor, Nariman Point), Bank’s Premises at Kala Nagar(Bandra East) and Bank’s Premises at MIDC(Andheri East).

WHEREAS

(1) The Obligor has

(a) offered to Union Bank the service(s) as stated under Scope of Work of Tender;

(b) represented and warranted that it has all permissions, consents, approvals and license from all authorities, both regulatory / statutory and non-regulatory, for executing the services as stated in the Contract dated...../Tender;

(c) represented and warranted that the aforesaid services offered to Union Bank do not violate any provisions of the applicable laws, regulations or guidelines. In case there is any violation of any law, rules or regulation, which is capable of being remedied the same will be got remedied immediately during the implementation, maintenance and contract period to the satisfaction of Union Bank;

(d) represented and warranted that they are authorised and legally eligible and otherwise entitled and competent to enter into such Contract with Union Bank;

(2) Union Bank, relying and based on the aforesaid representations and warranties of the Obligor, has agreed to avail the services from the Obligor on the terms and conditions contained in its Contract dated _____ (**the Contract**) with the Obligor;

(3) One of the conditions of the aforesaid Contract/Tender is that the Obligor is required to furnish an indemnity in favour of Union Bank indemnifying the latter against any loss, damages or claims arising out of any violations of the applicable laws, regulations, guidelines during the execution and rendering/delivery of service(s) to Union Bank and/or due to breach of terms and conditions of the Contract by the Obligor and/or on account of misconduct, omission or negligence or otherwise by the Obligor.

(4) In pursuance thereof, the Obligor has agreed to furnish an indemnity in the form and manner and to the satisfaction of Union Bank as hereinafter appearing;

NOW THIS DEED WITNESSETH AS UNDER: -

The words and expressions not specifically defined shall have the same meanings as are respectively assigned to them in the Tender/the Contract.

In consideration of Union Bank having agreed to award the Contract to the Obligor, the Obligor hereby unconditionally, absolutely and irrevocably agree and undertake that: -

(1) the Obligor shall, at all times hereinafter, save and keep harmless and indemnified Union Bank, including its respective directors, officers, employees, agents and representatives and keep them indemnified from and against any claim, costs, charges, damages, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the Contract and any loss or damage caused from and against all suits and other actions that may be instituted taken or preferred against Union Bank by whomsoever and all losses, damages, costs, charges and expenses that Union Bank may incur by reason of any claim made by any claimant for any reason

whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws and also from the environmental damages, if any, which may occur or result from the terms of the Contract.

(2) The Obligor further agrees and undertakes that the Obligor shall, ensure that all the permissions, authorisations, consents and licenses are obtained and renewed from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, rules, regulations, guidelines, orders framed or issued by any appropriate authorities.

(3) If any additional approval, consent or permission is required by the Obligor to execute and perform the Contract during the currency of the Contract, it shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.

(4) The obligations of the Obligor herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Contract or other agreement, or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of Union Bank or Obligor or any other circumstance whatsoever which might otherwise constitute a discharge or defence of an indemnifier.

(5) The obligations of the Obligor under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release or prejudice the Obligor from any of the indemnified obligations under this indemnity or prejudice or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it or to Union Bank).

(6) This indemnity shall survive the Contract.

(7) Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the Contract and/or as stated above.

(8) This indemnity and other non-contractual obligations arising out of this indemnity, shall be governed by, and construed in accordance with, the laws of India. The Obligor irrevocably and unconditionally agrees that any legal action, suit or proceedings arising out of or relating to this indemnity may be brought in the Courts/Tribunals at **Mumbai**. Final judgment against the Obligor in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by suit on the judgment, a certified copy of which shall be conclusive evidence of the judgment, or in any other manner provided by law. By the execution of this indemnity, the Obligor irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.

(9) Union Bank may assign or transfer all or any part of its interest herein to any other person.

Obligor shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of Union Bank.

IN WITNESS WHEREOF the Obligor has signed these presents on the day, month and year first above written.

Signed and Delivered on behalf of)

_____)

by the hand of _____,)

_____, the authorised official) of the Obligor

Annexure-S

DECLARATION

I / We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.

I / We, authorized representative of _____being Indian Company/ Proprietary Concern/ Partnership Firm, registered under _____, bearing registration number do hereby solemnly affirm and state as under:-

I / We certify that, I/ We have read and understood the terms and conditions of the Tender document including all the Annexures.

I / We unconditionally accept the General Terms and Conditions and confirm that all the Annexures are duly executed by us. I / We state that the Bank will consider my /our application on the basis of the statement made by me/ us in this Undertaking.

I / We agree to keep my/ our Application open for acceptance for a period of Six Calendar Months after the last date of receipt of the Application for technical bid and I / We further agree not to revoke my / our Application at any time during the said period of Six Calendar months.

I / We being one of the Applicants, confirm that I / We are not black listed/ debarred from Trade by Central/ State Government Department/ PSUs. I / We further affirm that no advisory/ directives/ warnings have been issued by Government Authority or any Organisation during last five Financial Years and no litigation is pending nor any State or by any Courts of Law have penalized me/ us for violation of any rules.

I/ We undertake, at all times during the currency of the Contract, to fully comply with the Labour Laws and that in the event of any default, claim, liability or statutory obligation arising in relation to personnel engaged by it for performance of the Contract, I/we shall be solely responsible therefor and shall indemnify and keep indemnified the Bank, including in its capacity as Principal Employer, against all consequences, costs and liabilities arising therefrom.

I / We undertake that, it is my/ our responsibility to ensure that being the employer in relation to persons engaged by me/ us to provide the services/ activities under this Tender as well as to make the payment of monthly wages/ salaries, which in any case shall not be less than the minimum wages prescribed under the Labour Laws and as notified/ revised by Chief Labour Commissioner (Central), Ministry of Labour and Employment, Government of India or as fixed by Labour Department, Government of Maharashtra or any other statutory local authority, whichever is applicable and payment of compensation for overtime/ weekly off/ National Holiday/ or 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, New Labour Codes introduced from November 21, 2025 as applicable and as amended from time to time and or any other rules framed there under from time to time by the Central or State Government and/ or any other act or authority constituted by or under any law, for the

category of persons deployed by me/ us.

I / We will obtain relevant certification from Labour Department (if applicable) for providing Housekeeping Services at Union bank of India, Mumbai within stipulated time.

I/We will comply with the provisions of the below mentioned Acts in regard to the workers engaged by us for performance of the services.

- New Labour Codes (following four consolidated laws) :
 - a. Code on Wages, 2019
 - b. Industrial Relations Code, 2020
 - c. Code on Social Security, 2020
 - d. Occupational Safety, Health and Working conditions code, 2020 (OSH Code)
- Any other Act or Legislation which may govern the nature of Contract

I / We hereby state that my / our Application be evaluated for considering its responsiveness only if I / We have submitted my/ our Application in consonance and in compliance to the terms relating to the submission of the Application as enumerated in the Application Notice Document.

I / We do, _____ hereby state and declare that I / We whose name and signature/s is / are given / appended herein below representing the Entrepreneurial Establishment whose Stamp / Seal is also affixed herein below have not filled in this Application under any other name or under the name of any other Entrepreneurial Establishment otherwise nor I / We are in any way related or concerned with the Entrepreneurial Establishment or any other Entrepreneurs who have filled in the Application.

I / We _____ have filled in the Application and submitted my / our Application with the full knowledge of the liabilities and therefore I / We shall not raise any objection or dispute in any manner relating to any action taken, Blacklisting etc., for giving any information, which is found to be incorrect and against the instructions given in the Application/ Notice for Selection.

I / We further state that the information sought by Union bank of India, in these documents are true and correct and any information if found to be incorrect, shall make the contract liable to be repudiated. Further, I / We accept that in such cases, Earnest Money Deposit and /or Security Deposit will be forfeited.

I / We hereby state, declare and undertake that on being declared as Successful in the Financial Bid, I / We shall provide the Housekeeping and Office Upkeep Services in consonance and in compliance with the Terms and Conditions and commence services as per the Terms and Conditions, as accepted above, within 10 (Ten) days from the date of receipt of your notification of award

I / We agree that the decision of Union Bank of India in selection of contractors will be final and binding to me / us.

All the information furnished by me hereunder is correct to the best of my knowledge and belief.

I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.

Place :

SIGNATURE

Date :

NAME & DESIGNATION

SEAL OF ORGANISATION

Annexure-T

PERFORMANCE CERTIFICATE

*(To be issued on the letterhead of the Bank / Financial Institution / Central or State Govt.
Department / Organisation / PSU / MNC)*

Ref. No.: _____

Date: _____

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s [Name of the Vendor/Agency], having its registered office at [Address], has been engaged by [Name of the issuing Organisation], [Office/Branch Address], for providing [Maintenance / Housekeeping / Upkeep Services] of office buildings and residential complexes at our premises, as per details below:

1. Name & Address of Premises covered: _____
2. Nature of Services provided [e.g., housekeeping, civil/electrical maintenance, upkeep of residential complex]: _____
3. Approximate Area / No. of Buildings covered: _____
4. Contract Period: From [DD.MM.YYYY] to [DD.MM.YYYY]
5. Annual Contract Value (₹): _____
6. No. of Personnel deployed (if applicable): _____
7. Whether contract completed / ongoing: [Completed / Ongoing]

Performance Assessment:

The overall performance of the vendor during the above period, in terms of quality of service, timeliness, deployment of manpower, compliance with statutory obligations (EPF / ESIC / Minimum Wages), and responsiveness, has been found to be [Excellent / Very Good / Good / Satisfactory/Unsatisfactory].

There were no adverse remarks / penalties / termination on account of non-performance during the contract period. *(Strike out if not applicable)*

This certificate is issued at the request of the vendor for submission towards their business requirements / participation in tenders, without any financial liability on the part of this organisation.

For [Name of Issuing Organisation]

(Signature)

Name: _____

Designation: [Not below the rank of _____ / Authorised Signatory]

Office Seal & Contact No.: _____ Email: _____

Annexure-U

CERTIFICATE
(On bidder's Letter Head)

I hereby certify that I have studied scope of work and all the terms and conditions of the tender document, understood the same and hereby accept the same and signing this document as an authorized signatory in the capacity of Proprietor/Partner/Director.

Date : _____ Signature & seal of the firm: _____

Place : _____ Name & Designation: _____

Phone No. _____ E-Mail: _____

Note: A copy of Power of Attorney/Board Resolution/any other documents for authorization letter from the company for signing the tender document/RFP as applicable shall be submitted along with this certificate.