



**On-Line Tender (e-NIT)
for**

Selection / Engagement Agency for House Keeping Service Contract for providing housekeeping services, cleaning work and other maintenance work at various branches (including onsite ATMS)/Offices of the bank spread in geographical area of Rest Of India (Excluding Regions of UT Jammu & Kashmir, & UT of Ladakh).

**e-NIT Ref.No.JKB/E&ED/Engagement-Housekeeping-ROI/2026-1707
Dated: 17-04-2026**

**Issued by:
J&K Bank Ltd.
Business Support Division,
Corporate Headquarters,
M. A. Road Srinagar, 190 001 J&K**

DISCLAIMER

The information contained in this RFP document or information provided subsequently to the bidder(s) or applicants whether verbally or in documentary form, by or on behalf of J&K Bank, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions, subject to which such information is provided.

This RFP document is not an agreement and is neither an offer nor an invitation to offer by J&K Bank. This RFP is to invite proposals from applicants who are qualified to submit the bids ("Bidders"). The purpose of this RFP is to provide the Bidder(s) with information and to assist them in formulation of their proposals (Bids). This RFP does not claim to contain all the information, which each Bidder may require. Each Bidder should, at its own costs without any right to claim reimbursement, conduct its own investigations, analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever felt necessary obtain independent advice. J&K Bank 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. J&K Bank may in its absolute discretion, but without being under any obligation to do so and without prejudice to its rights, update, amend or supplement the information in this RFP.

The information contained in this RFP document is selective and is subject to update, expansion, revision and amendment. J&K Bank does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP document or to correct any inaccuracies if any therein, which may become apparent. J&K Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders or can be accessed in website of J&K Bank. Any information contained in this RFP document will be superseded by any later written information on the same subject made available/accessible to Bidder(s) by J&K Bank.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. J&K Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, J&K Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

TABLE OF CONTENTS

Sl. No.	Particulars	Page No.
01	NIT- Important Dates &Events	04
02	Scope & other Requirements	06
03	Minimum Eligibility Criteria	13
04	Bid Preparation & Submission	14
05	Bid opening & Evaluation	18
06	Award of Contract and Payment	19
07	Machinery	20
08	Other Terms & Conditions	20
09	Termination of Contract	25
10	Dispute Resolution (Arbitration)	25
11	Safety Measures	26
12	Force Majeure	26
13	Integrity Pact	26
14	Definitions	27
15	Annexures (A,B,C,D,E,F,G,H,I,J,K)	28

**Tender Document for providing Housekeeping and cleaning services at various branches
(including onsite ATMs)/offices.**

The Jammu & Kashmir Bank invites e-tenders under 'Two Bid System' for Housekeeping Services at various branches (including onsite ATMs)/offices of the bank spread in geographical area of All Regions (Excluding regions of UT J&K & UT Ladakh) as per the following schedule.

e-NIT Ref. No.	JKB/E&ED/Engagement-Housekeeping-ROI/2026-1707 Dated: 17-04-2026
Department Name	Business Support Division, Corporate Headquarters, M.A.Road Srinagar 190 001 J&K
Scope of Work	Housekeeping Services at various Branches (including onsite ATMs)/Offices of the bank spread in all regions of India (Excluding Regions of UT Jammu & Kashmir, & UT of Ladakh).
Tender Details	Housekeeping Services at various Branches (including onsite ATMs)/Offices of the bank spread in all regions of India (Excluding Regions of UT Jammu & Kashmir, & UT of Ladakh).
Contact details of issuing Department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP)	1. Mr. Mujeeb Shah(Senior Manager) e-mail: mujeeb.manzoor@jkbmail.com Mobile No: 7298853219 2. Mr. Haseeb Un Nazir(Manager) e-mail: Haseeb.nazir@jkbmail.com Mobile No: 9906611053 Business Support Division, Corporate Headquarters, M.A. Road, Srinagar 190 001
Bid Document Availability including changes/amendments, if any to be issued	NIT can be downloaded from and submitted on Bank's e-Tendering Services Provider's Portal https://jkbank.abcpocure.com from April 20 , 2026 16.00 Hrs. to May 11, 2026 17.00 Hrs.
Last Date for Pre-Bid Queries & submission Mode	Up to April 27,2026 17.00 Hrs. on-line through the prescribed e-portal https://jkbank.abcpocure.com
Pre-bid Queries Response date	All communications regarding points / Queries requiring clarifications shall be given online on May 05, 2026 on-line through the prescribed e-Tendering Portal
Last Date of Submission of RFP Bid	May 11, 2026 17.00 Hrs.

Date and Time for Eligibility/ Technical Bid Opening	To be notified separately
Validity Of Price Bid	180 days from last date of submission of bid
Submission Mode of Technical & Commercial BIDs	On Line through the prescribed e-Tendering Portal https://jkbank.abcpocure.com
Tender Processing Fee (Non- Refundable)	Rs.2500/- (Rupees Two Thousand five Only) to be deposited to below detailed A/c through NEFT / RTGS/ Bank Transfer only : Account Name: Tender Fee/ Cost Account 16-digit Account No : 9931530300000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K – 190001 UTR Number & Date / Tran No. & Date may be uploaded on e-Tendering Portal as Proof
Earnest Money Deposit (EMD) (Refundable)	₹ 20,00,000/- (INR Twenty Lakhs Only) To be deposited to below detailed A/c through NEFT / RTGS/ Bank Transfer only: Account Name: Earnest Money Deposit (EMD) 16-digit Account No : 9931070690000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K – 190001 UTR Number & Date / Tran No. & Date may be uploaded on e-Tendering Portal as Proof of the EMD EMD in the form of CDR/Bank Guarantee (BG) favoring General Manager (BSD) J&K Bank of the Nationalized / Commercial Banks can also be accepted
Security Deposit	The successful bidder has to deposit an amount as Security deposit worked @ 5% of gross value of the contract.
Eligibility & Technical Criteria	As per Tender Document
Updating/Amendments/Corrigendum	All the Corrigendum will be uploaded on online tender portal https://jkbank.abcpocure.com only
For e-Tender related Queries	Service Provider:

M/s. E-procurement Technologies Limited (Auction Tiger) , B-705, Wall Street- II, Opp. Orient Club, Ellis Bridge, Near Gujarat College, Ahmedabad- 380006, Gujarat <u>Help Desk:</u>	
Sr. No	Name
1	Sandhya Vekariya – 6352631968
2	Suraj Gupta – 6352632310
3	Ijlalaeahmad Pathan – 6352631902
4	Imran Sodagar - 9328931942

1. Scope and other Requirements

a) The Bidder/Tenderer shall be required to provide the Housekeeping Services on ‘Contract Basis’ for a period of **Two (2) years (further extendable upto one more year subject to approval & sole discretion of competent authority of the Bank)**, from the date of commencement of work. However, the Bank shall review the performance of the Contractor after every **Six Months**. The rates in respect of Company Cost/Service Charges shall remain fixed during the Contract Period and no revision in rates will be permitted.

b) **Nature of work:** Mechanized cleaning, vacuum sweeping, spray/manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / ornamental & decorative wooden flooring including all floors and wooden furniture of high value, crystal glass doors / panes, modern electric gadgets, electric fixtures, lifts, windows, window panes, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins etc. and exterior cleaning, polishing of glasses and metallic engravings, logos, sign names, signages, signboards & pathways etc. and sanitisation wherever required, pest and rodent control measures plus such other repairs required to keep the premises in the excellent condition, maintenance of parks / lawns /gardens / pathways / other indoor & outdoor facilities, of the bank etc., Garbage removal and facade cleaning etc. The work also includes engaging the services of personnel for other incidental work such as shifting/movement of furniture/fixture, equipment, etc. within and outside the bank’s premises, attending pantry work, dish washing etc. Scope of cleaning works is more specifically mentioned hereinafter.

c) The Bidder/Tenderer shall be required to provide housekeeping services at the below-mentioned premises of the bank:

All Regions (Except UT of J&K & UT of Ladakh)

Sl. No.	Location Description	Apprx. no. of premises
01	Branches	140
02	Office Premises	12-15
03	Bank Guest Houses	03
Total Janitors Required (Apprx.)		250
Total Supervisors Required (Apprx.)		06
Zonal/Area Managers (Apprx.)		02

Zonal/Area Manager shall be responsible for planning, organizing, and monitoring of the overall operation of the housekeeping function of the bank in accordance with scope and terms & conditions of the contract. The Contractor shall ensure the proper supervision of the duties of his housekeeping staff through Zonal Managers and Supervisors.

The requirements of housekeeping manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Bank.

- d) Full details of locations to be covered in all regions of India (Except regions of UT J&K & UT of Ladakh) are attached as **Annexure A**. The Bidders/Tenderers are advised, in their own interest, to visit some/all the premises to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers for giving prompt and efficient housekeeping services before quoting rates in the Financial Bid.
- e) All the cleaning material e.g. brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Polish, towels etc. for cleaning, sweeping, scrubbing, washing etc. will be arranged and provided by the bank itself.
- f) Further, It will be the responsibility of the Contractor to store the materials for housekeeping properly in the space provided by the Bank. The security of such material will be the sole responsibility of the Contractors. The Contractor will maintain record of usage of all the material on daily basis and get it verified from the Bank's employee deputed/authorized by bank on daily basis.
- g) All the equipments/tools/machines for polishing/scrubbing/cleaning of floors, dry- cleaning of chairs/carpets/sofa sets etc. and tools/equipments required for carrying out the housekeeping and sanitary maintenance works shall be supplied and maintained by the Contractor at site and the rates quoted should include the cleaning job, maintenance of equipments/machines for housekeeping.
- h) The Contractor has to ensure proper cleanliness of all bath-rooms, proper functioning of sanitary fittings and cleanliness of all waste/sewage pipe-lines and ensure that there is no blockage, leakage etc. Also the Contractor has to keep clean towels in the bathrooms of the premises on daily basis.
- i) It will be the responsibility of the Contractor to switch on and off lights, fans, AC, TV, etc. as may be prescribed and as required for day-to-day functioning.
- j) Preparation of Check-list of all the work to be done under the Contract on daily basis, get it verified/checked from the authorized employee/officer of the bank (twice daily - Morning

Session and After Lunch Session) and to submit the report to the designated officer for information on daily basis by 10.30 AM and 2.30 PM while maintaining a copy with themselves for record and verification.

- k) Cleaning of Onsite ATMs shall be included with the cleaning of branches of the Bank. ATMs to be serviced on daily basis.
- l) The service provider is required to provide experienced personnel to discharge following functions:

I) DAILY CLEANING

SWEEP CLEAN:

- Sweep and clean all floor areas.
- Damp moping of tiles, vitrified floors, staircases, elevators/ lifts, floors, side walls and podium entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills and other debris.
- Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency may be higher. When completed the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue or any evidence of dirt remaining or standing water after sweeping all vitrified floors.
- Sweep and clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.

DRY CLEANING/VACCUING:

- Vacuuming all carpet runners and carpet protectors so that they are free of dirt, mud, etc.
- Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area should be free of all litter, lint, loose soil and debris.
- Any chairs, trash, receptacles and easily movable items shall be moved to clean underneath and then replaced in the original position.

WASHROOM CLEANING (to be carried out on hourly basis):

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non abrasive cleaners and disinfectants.
- All surfaces shall be free of grime, soap, mud and smudges.
- Cleaning of mirrors, glass windows, glass doors etc.
- Putting of towels, toilet paper and liquid soap dispenser with liquid soap solution (approved by the bank).

TRASH REMOVAL:

- Emptying all waste paper baskets from all floors and washing or wiping them clean with damp cloth, replacing plastic waste paper basket lining and returning items where they were located.
- All waste from waste paper baskets will be collected and deposited in the buildings waste container or as directed by the Bank.
- Dry and wet garbage would be segregated and dumped into designated area.
- Dumping & disposal of municipal & other wastes to be carried shall be sole concern of agency.

GLASS SURFACE CLEANING:

- All glasses at the entrance/ exit doors of the premises would be cleaned using damp and dry method.
- Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.
- Removal of grease marks or finger prints on glass counters and partitions. This cleaning is done using all-purpose cleaner and lint free cloth or paper towels as provided by the bank.

SPOT CARPET CLEANING:

- Spot clean carpets whenever necessary to remove spots/stains using appropriate products, chemicals etc. as provided by the bank.
- Sanitisation wherever required or as directed by bank.

DAMP AND DRY CLEANING:

- Wipe clean all white boards of meeting rooms, conference rooms, work stations etc.
- Wipe clean all table tops of workstations, cubical and other furniture and fixtures.

Please note that the house keeping staff should wear disposable gloves and cover mouth while doing their tasks. These gloves/covers should be changed on a daily basis.

II) WEEKLY CLEANING

DEEP CLEANING:

- Stairways, surrounding common area, terraces, generator rooms, basements, car parking, etc.
- Ceiling, Walls, Partitions, Iron grills etc.
- Toilets and washrooms.

WINDOW GLASS CLEANING:

- Interior and exterior glasses will be cleaned on both sides, throughout the Bank's building.
- Dusting windows, sills and blinds.

SANITIZING:

- Office desk paper bins would be cleaned and sanitized.
- All washrooms dustbins would be thoroughly cleaned and sanitized.
- All telephone instruments would be sanitized using disinfectants/ bio-products.
- Waste bins from pantry/canteen areas would also be thoroughly cleaned and sanitized with disinfectants / bio-products.
- Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant.

POLISHING:

- All the door/window handles/knobs, Taps, mixers, steel/chrome sanitary items, other brass fittings and items/statues, planters etc. are required to be polished and kept in shining condition by using good quality polishing agents.

III) FORTNIGHTLY CLEANING

DUSTING AND WIPING:

- Dusting and wiping light fixtures, sign boards, signage, nameplates, etc. When completed, these shall be free from dirt, grim, dust and marks.

- Applying metal polishes to accessories or door/window handles, hand railings, lift walls etc. where applicable.

SCRUBBING:

- Scrubbing of all floor areas with scrubbing machines arranged by contractor.

IV) EXTERNAL FACADE

- The service provider shall undertake cleaning of the glasses and glass panes from the exterior (the glasses/glass panes of the ground floor/basements etc. on daily basis) by using spider-man method once in three months. It will be the responsibility of the service provider to ensure that the necessary insurance cover is obtained well in advance and produce to the Bank before commencement of the cleaning work. It will also be necessary to obtain security clearance from the Zonal Security Officer of the Bank.

V) PEST CONTROL, TERMITE & RODENT TREATMENT

- The pest control of offices, drainage swath process for eradication of cockroaches, moths, spiders, fleas, houseflies, mosquitoes, etc. will be taken care once in a month.
- Special high quality Rodent Treatment will have to be undertaken by the contractor on an ongoing basis and quarterly basis to protect the highly sensitive electronic machines/equipments, computers, wires, servers and other equipments that have been installed/ located in the premises, from rodents/band coat, as also to prevent rodents in the false ceiling areas. The Contractor shall guarantee that after carrying out the high quality Rodent Treatment, no damage would be caused to the Bank's equipment. In the event any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses.

All the above mentioned scope of works are indicative and not exhaustive. Bank reserves the right to add/delete any work under the scope of work. The Contractor shall maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises. Supervisors/managers of the service provider should visit different premises from time to time to ensure that each floor/toilets etc. remain clean and ready for use round the clock.

PERIODICITY CHART OF HOUSEKEEPING SERVICES

1	Mechanized vacuum cleaning, sweeping & mopping open space within the compound (The Contractor has to keep the scrubbing machines & heavy duty vacuum cleaners available at CHQ and Zonal offices all the time)	Once in a day
2	Sweeping and mopping staircases	Once in a day
3	Cleaning of open terraces, roof, road/basement	Once in a day
4	Dusting of furniture/wall paneling	Once in a day
5	Cleaning of planters, etc	Once in a day
6	Clearing of inside sewerage	Once in a day
7	Cleaning & Washing of dustbins with detergent	Once in a day
8	Providing blue eco-friendly cubes in all urinals (bio-block)	Once in a day
9	Putting fragrance bars in all toilets	As and when required
10	Spray of air freshener in all cabins and hall/ working area	As and when required
11	Carpet, curtains, blinds and windscreen cleaning including removing of stains, brushing with soft brooms, removing stains with approved quality stain remover as provided	Once in a day
12	Cleaning of toilets, sinks, wash basins, urinal basins by using eco-friendly bio-products cleansing material using bio-blocks for gents toilets.	Twice in a day
13	Disposal of rubbish	Twice in a day, before 9.00 am and at 5.30 pm in presence of Security Staff.
14	Sweeping and mopping lobbies & corridors/ reception/ lifts/ pantries/ kitchen	Twice in a day
15	Vacuum cleaning of carpets/ curtains/ venetian blinds/ sofa sets/ chair cushions/ seats etc.under deep cleaning module. (The Contractor has to get scrubbing machine and vacuum cleaner at site, when required at his cost)	Once in a week

16	Cleaning of telephones with approved quality cleansing material and perfuming telephone instruments with the help of experienced personnel	Once in a week
17	Cleaning of computers, printers, fax machines, photocopiers, key boards etc. with approved quality cleaning materials with the help of experienced personnel	Once in a week
18	Cleaning of buckets/mugs with detergent	Once in a week
19	Cleaning of toilet walls skirting/tiles of walls with eco-friendly bio-product multi-purpose cleansing material and bio-blocks for toilets, only of reputed brands	Once in a week
20	Cleaning of balcony	Once in a week
21	Cleaning of window panes/door panes/wall paneling	Once in a fortnight
22	Cleaning/sweeping of floors of office premises, pantries, exposed areas as well as back-sides, corners and below the furniture items/removing cabinets/ almirahs etc. with water/cleanzo/chemicals/detergents/brushes/ brooms/ clothes/ rugs/dusters/vacuum cleaners, disposal of rubbish as per cleaning materials provided and direction.	Once in a fortnight
23	Removing cobwebs with vacuum cleaner, dusters, brushes etc.	Once in a fortnight
24	Removal of bushes, Shrubs etc.	Once in a fortnight
25	Cleaning of fans/switch boards/wall/tube lights/ wall hangings etc.	Once in a month
26	Cleaning/dusting of ceilings, covered beams, removing cobwebs, sort dust with dusters, vacuum cleaners, brushes all of approved quality as per directions at monthly intervals with Eco-friendly bio products cleansing materials of reputed brands.	Once in a month
27	Grinding, rubbing, polishing of Kota stone flooring in compound	Once in a three month
28	Shifting of loose furniture from one floor to other floors (i.e. tables, chairs, storage units, cup boards, computer peripherals, electrical items, files etc.)	As per requirement
29	Inspection of all false ceiling and re-fixing the panels in position. The panels which cannot be fitted(damaged) shall be removed and replaced with new panels(cost of new panels will be paid separately)	Day to Day basis
30	Spray of Insecticides, mosquitoes and Rodents repellents (eco-friendly)	Daily in the evening
31	Refilling of hand wash material in all toilets of the premises of the bank as described in the area and scope of work of the tender document	Daily or as and when required
32	Dry cleaning of Sofas, Executive chairs and Officers/Staff/Visitors chairs with good quality materials	As an when required
33	Pest Control Treatment	Monthly

34	Anti-termite treatment on floors of the premises described in the area score of work of the tender document.	Quarterly
----	--	-----------

Maintenance of Housekeeping Checklists

The successful bidder shall ensure proper housekeeping and sanitation standards in all Bank branches/offices covered under the contract. The agency shall maintain a Daily Housekeeping Checklist at each location detailing the cleaning and maintenance activities carried out by the deployed housekeeping staff.

1. The checklist shall include, but not be limited to, activities such as:
 - a. Sweeping and mopping of floors
 - b. Dusting of furniture, fixtures, and equipment
 - c. Cleaning and sanitation of washrooms
 - d. Waste collection and disposal
 - e. Cleaning of glass surfaces and common areas
 - f. Pantry cleaning and upkeep (where applicable)
2. The checklist shall be duly filled and signed daily by the housekeeping staff deployed at the premises and shall be verified and countersigned periodically by the Branch Manager/Office Incharge or any authorised official of the Bank.
3. The housekeeping agency shall ensure that the checklist is kept at the respective branch/office for inspection by Bank officials at any time.
4. The Bank reserves the right to review the housekeeping checklists during inspections and seek necessary improvements wherever required.
5. Non-maintenance, improper maintenance, or falsification of housekeeping checklists shall be treated as non-compliance of contractual obligations and may attract penalty or other action as per the terms and conditions of the contract.
6. The agency may also be required to submit copies of the maintained checklists along with the monthly bill/invoice for verification, if so directed by the Bank

CHECKLIST ANNEXURES AT END OF DOCUMENT

Note:

The periodicity/frequencies for cleaning mentioned above are minimum required. However, the premises is to be maintained dust and stain free at all times.

2. Minimum Eligibility Criteria

- a) The Bidder shall have a minimum average annual turnover related to housekeeping services of **₹5.00 Cr (Rupees five Crores only)** for **Housekeeping Services only** (Gross Receipt towards Housekeeping services) during the last three financial years i.e., 2022-23, 2023-24 & 2024-25. Proof of which shall be submitted by way of Audited Annual Accounts/Balance Sheet along with the Technical Bid.
- b) The Bidder/Tenderer should have a **minimum experience of Seven (07) years** as on 31/12/2025 in the field of p

providing Housekeeping Services on Contract Basis. Attach self-attested photo- copy of proof alongwith the relevant work completion certificates.

c) The Bidder shall have experience of successful execution of similar works in Government / Public Sector Undertakings (PSUs)/Private Banks/other corporate houses as given below, in last seven years reckoned from the last date of submission of Bids. **The satisfactory completion reports (from concerned departments) alongwith the year of execution & total project cost be mentioned clearly.**

- Three similar works, each of value not less than ₹4.00 crores, or
- Two similar works, each of value not less than ₹5.00 crores, or
- One similar work of ₹8.00 crores.

Sucessful completion reports of one of the following (from concerned departments) alongwith the year of execution & total project cost be mentioned clearly the following:

S.No	No of housekeeping staff	No of projects
1.	200 workers	In a single project
2.	125 workers	Two projects-each with 200 workers
3.	100 workers	In three projects-each with 100 workers

In support of the above, certificate indicating value and duration for successful completion shall be submitted along with the Technical Bid.

d) The Bidder shall be registered under Contract Labour (Regulation and Abolition) Act, 1970 and Shops and Establishments Act. The Bidder shall have valid labour license under the Act. The copy of the registration certificate, labour license and/or any other relevant statutory certificate shall be submitted along with the Technical Bid.

e) The employees to be deployed by the Bidder shall be covered under ESI and EPF. Copies of ESI and EPF Registration certificates issued to the company shall be submitted. The proof of ESI and EPF subscription for the last two years shall also be submitted along with the Technical Bid.

f) The Bidder shall have valid PAN and GST registration number. Copies of each shall be submitted along with the Technical Bid.

g) The Bidder shall have a copy each of Income Tax returns filed for the three Financial Years viz. 2022-23, 2023-24 & 2024-25. These copies shall be submitted along with the Technical Bid.

h) The Bidder should furnish a current Bank Solvency Certificate from a scheduled bank for any **amount of not less than Rs.3.00 crores.**

i) The Bidder should not have been black-listed by any Government organization (enclose declaration on company's letter head).

j) The Bidder should be a profit making enterprise for the last three financial years (enclose declaration on company's letter head).

k) The bidder should preferably have one of the offices located in Kashmir.

3. BID PREPARATION & SUBMISSION

a) BIDDING PROCESS

- The Bidder shall submit the bids electronically, through the e-procurement portal (<http://eauction.auctiontiger.net>). Any document submitted through any other means will not be considered as part of the Bid except for the Originals as asked for in this tender.
- This tender shall follow a two-stage Bidding process. The Bid shall be submitted in two parts, Technical Bid and Price Bid.
- In the first stage, only Technical Bid will be opened online and evaluated.
- The Bid shall be considered responsive provided it meets all the requirements under this Bid document.
- Under the second stage, the Price Bid of only those Bidders, whose Bids are found responsive, will be opened. Date of opening of Price Bid would be notified separately.
- The lowest bidder will be decided by online reverse auction if required, conducted through Bank's e-portal. The date of reverse auction will be intimated later to the eligible bidder.

b) INSTRUCTIONS FOR ONLINE BIDDING PROCESS

- The bidders are required to submit soft copies of their bids electronically on the Banks e-procurement Portal.
- More information useful for submitting online bids on the Portal may be obtained at: <https://jkbank.abcprocure.com>.

c) PREPARATION OF BIDS

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- **Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.**
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats.

d) SUBMISSION OF BIDS

- Bidder should log into the website well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be solely responsible for any delay due to other issues.
- The bidder has to upload the required bid documents one by one as indicated in the tender document.
- Bidder should prepare the BID SECURITY as per the instructions specified in the tender document. The original Bid Security shall be submitted by the date & time of Bid Opening as specified in the tender document. Otherwise the uploaded bid will be rejected.
- Upon the successful and timely submission of bids (i.e after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

e) ASSISTANCE TO BIDDERS

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the contact persons indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to e-Portal in general may be directed to the Portal Helpdesk contact persons as indicated in the tender document.

f) BIDDING DOCUMENT

- The Bidder is expected to examine all instructions, forms, terms & conditions and prequalification requirements in the bidding documents. Failure to furnish any information required in the bid shall be treated as non-responsive and may result in the rejection of the bid.
- Bank may ask for any document during the process of evaluation of bids which has to be provided by bidder for evaluation with out delay or laxity.

g) BID VALIDITY PERIOD

- The bid shall remain valid for a period of at least 180 days from the last date of submission of bids.

h) TECHNICAL BID

- The Technical Bid shall be complete in all respects and contain all information asked for in this document. Technical Bid shall comprise of the following documents:
 - ✓ Scanned copy of the Bid Security.
 - ✓ Signed & scanned copy of audited annual accounts and balance sheet for three financial years viz 2022-23, 2023-24 & 2024-25.
 - ✓ Signed & scanned copy of experience certificate in the field of providing Housekeeping Services (as detailed in minimum eligibility criteria).
 - ✓ Signed & scanned copy of completion certificate of similar contract(s) executed (as detailed in minimum eligibility criteria).
 - ✓ Signed & scanned copy of registration of ESI and EPF, and also proof of ESI & EPF subscription for the last two years.
 - ✓ Signed & scanned copy of Current Labour License, Registration Certificate or any other statutory certificate.
 - ✓ Signed & scanned copy of PAN and GST registration no.
 - ✓ Signed & scanned copy of Income Tax returns for the three financial years viz 2022-23, 2023-24 & 2024-25.
 - ✓ Signed & scanned copy of the Power of Attorney from the Bidder in respect of Authorized Signatory for the Bid.
 - ✓ Signed & scanned copy of **Annexure-B** - Pre-Qualification Document.

- ✓ Signed & scanned copy of **Annexure-C**- Bidder Information.
- ✓ Signed & scanned copy of **Annexure-D** - Details of EMD, Turnover and Work Experience.
- ✓ Declaration regarding minimum wages to be paid by the Contractor to Contract Labours- as per **Annexure G**.
- ✓ Signed & scanned copy of tender document.
- The following documents shall be submitted, in original, by the Bidder by the date & time of Bid Opening:
 - ✓ Bid Security (in case of Bank Guarantee)
 - ✓ POA from the Bidder in respect of Authorized Signatory for the Bid.

i) BID SECURITY

- Each bid shall be accompanied with a **Bid Security of ₹20.00 Lakhs (Rupees twenty Lakhs Only)** in the form CDR/ Bank Guarantee in the name of General Manager BSD J&K Bank from any Nationalized/Scheduled bank valid for at least 45 (Forty Five) Days beyond the validity period of the bid, i.e., Bid validity period plus 45 (Forty Five) Days, in the format given at the **Annexure-F** - Format of Bid Security or Bank transfer/NEFT/RTGS vide bank details given above.
- If the Bid Security is found not in conformity with the requirements mentioned in the tender document, the bid shall be rejected.
- No interest shall be payable on the Bid Security.
- **The Bid Security shall be forfeited if the bidder withdraws its bid after the last date of submission of the bids, any hiding/ mis-representation of facts, refuses to accept Letter of Award, fails to sign the Contract within the stipulated time, tampering / modification of the Price Bid Template in any manner, involvement of the Bidder in any Corrupt, Collusive, Coercive or Fraudulent Practices.**
- The Bid Security of unsuccessful Bidders shall be returned upon the successful Bidder's signing the Contract, but, barring any unforeseen circumstances, not later than 30 days of the award of contract.
- EMD and Tender cost is exempted for the agencies registered under NSIC / MSME. Those vendors registered with NSIC/MSME having valid exemption certificate have to upload the MSME certificate clearly indicating the exemption claimed by the vendor. MSME registrations will be considered valid only if the vendor bidding for a particular work has registered for the particular trade.
- The validity of MSME registration should not have been lapsed at the time of submission of tender. If bidder fulfills the above conditions, EMD & tender cost will be exempted. The MSME Vendor in case does not take up the work after becoming L-1, Bank has right to complaint to the Govt. to black list the firm and finally debar from participating in further works and also inform IBA about the same.

j) PRICE BID

- The Price Bid shall be complete in all respects and contain all information asked for in this document.
- The company cost/ service charges quoted shall be only in terms of percentage of basic wages (as defined in annexure E).
- The Company costs/service charges shall be quoted on monthly basis.
- The bidder shall quote the monthly charges for each categories of worker.

- The company cost/service charges quoted by the Bidder shall be firm. No price escalation will be allowed except for the increase in the minimum wages as notified by the Government and other Govt. applicable taxes (GST).
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided at **Annexure E** and no other format is acceptable.
- The company cost quoted shall include profit, lump sum payment towards the cost such as Insurance, bonus, personal protective equipment, shoes, uniform, required tools, mobile charges, etc including all items mentioned in this RFP document (as per Annexure E). It will be the sole responsibility of the bidder to bid, after considering all the expenses, costs and statutory dues towards workers, suppliers or any third party, including government authorities.
- The bidders are required to submit price bid related to service only. Other parameters are prefixed.

k) AMENDMENT OF BIDDING DOCUMENTS

- At any time prior to the deadline of submission of the bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by way of Amendments/Addendum/Corrigendum, if any, shall be notified through e-Portal. Prospective Bidders are advised to visit bank website <http://www.jkbank.com> and bank's e-Portal <https://jkbank.abcpocure.com> for any corrigendum /addendum/ amendment. In order to provide prospective Bidders reasonable time to take the amendment into account for preparing their bid, the Bank may, at its discretion, extend the date & time of the submission of bids.

l) MODIFICATION OF BIDS BY BIDDERS

- A Bidder may modify its bid on the e-procurement portal till the last date & time of the submission of Bid.
- Modification of the Bid sent through any other means shall not be considered by the Bank.
- The e-Procurement system will not allow any late submission of bids after due date and time as per server system.

4. BID OPENING & EVALUATION

a) OPENING OF BIDS

- The Bank shall open the bids as per electronic bid opening procedures specified in e-Procurement Portal of the bank at the date and time specified. Bidders can also view the bid opening by logging on to the e-procurement system. Specific bid opening procedures are laid down at <http://jkbank.abcpocure.com> . **Price Bids of only those Bidders shall be opened who qualify the Pre-Qualification/Technical Bid.**
- In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on the next working day.

b) PRELIMINARY EXAMINATION OF TECHNICAL BID

- The Bank will examine the bids to determine their completeness in all respect as per the requirements of this Bid Document.
- The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

c) EVALUATION OF TECHNICAL & PRICE BID

- The Bank shall evaluate the Technical Bid based on the documents submitted as indicated in this Bid Document and shortlist the bidding agencies on that basis only.
- Financial bids of only those bidders, who qualify the Pre-Qualification shall be opened.
- **The lowest bidder will be decided by online reverse auction (if required), conducted through Bank's e-portal. The date of reverse auction will be intimated later to the eligible bidder.**
- Bank reserves the right to reject the bid under any of the following circumstances:
 - ✓ Bid is incomplete and/or not accompanied with all required documents as mentioned in this Bid Document.
 - ✓ Bid is without valid Bid Security.
 - ✓ Bid is not in conformity with the terms and conditions stipulated in this Bid Document.
 - ✓ Bid is conditional.
 - ✓ Bid having Conflict of Interest.
- **Bank in its own discretion shall have the right to reject any or all Bids, if the quoted rates are not aligned to the prevailing market /Government notified rates.**
- **If a Bidder quotes 'Nil' charges/ consideration, the bid shall be treated as non-responsive and will not be considered.**

5. AWARD OF CONTRACT AND PAYMENT

a) L-1 BIDDER

- On completion of evaluation process i.e. shortlisting of firms on the basis of Pre-qualification & reverse auction (if required) conducted after that, the Bidder who has quoted the lowest price will be L1.
- **In an eventuality of all or two or more than two vendors quoting the same service charge rate, the contract will be awarded to top scorer in Evaluation Matrix (Annexure K). Top scorer will be considered L1.**
- **In the event of bidders having equal score in the Evaluation Matrix also, lowest bidder (L1) will be decided on the basis of highest Turnover. High turnover (Average turnover for last 3 years) shall be considered L1.**

b) LETTER OF AWARD (LoA)

- The L-1 bidder will be considered for issuing Letter of Award (LoA).
- The acceptance of the LoA shall be submitted within 7 (Seven) working days from issue of LoA, failing which the Purchaser reserves the right to cancel the LoA.
- The work has to be commenced immediately after award of the contract in favour of the successful bidder. If the Contractor delays the commencement of the work for more than

15 days after award of the contract or such exceeded time as may be intimated to the successful bidder, the Bank will be at liberty to cancel the award of contract without giving any notice. Failure to commence the contract within the above period will lead to forfeiture of the EMD amount.

c) PERFORMANCE SECURITY

- The successful bidder has to deposit an amount as Security deposit worked @ **5% of gross** quoted value of the contract and same shall be in the form of CDR/Bank Guarantee.
- The security deposit shall not bear any interest.
- Performance Security shall remain valid upto 60 days after the expiry of the contract period.
- If the firm fails to provide satisfactory performance, the Purchaser shall be at liberty to terminate the contract and withhold the Performance Security or the balance payment of the firm, apart from being entitled to take any other action that it deems fit.

d) SIGNING OF CONTRACT

- The successful bidder shall be required to enter into a contract with Bank within Fifteen Days (15) working days from issue of the Letter of Award.
- The successful bidder will be required to execute the contract agreement on a non- judicial stamp paper.
- The agreement shall be executed as per the banks prescribed format within fifteen days from the date he has been advised to do so, failing which his tender will be rejected and EMD will be forfeited. The Contractor shall bear all costs and expenses in respect of all charges, stamp duties etc. of the agreement. All the terms and conditions will also form a part of the agreement. Bank reserves the right to add/delete any other clauses in the agreement.

e) SUB-CONTRACTING

- The supplier shall not assign/sub lease, in whole or in part, its obligations to perform under the contract, to other firm.

f) TERMS OF PAYMENT

- No mobilization or any other advance payment shall be made.
- The Contractor has to submit the bill in triplicate, along with supporting documents (like attendance sheet, wage register, etc.) that the firm has made payment to the workers, in the first week of the next month for release of payment for the previous month.
- The Bank shall deduct proportionate amount for each day of absence of the worker(s) while making payment to the bidder each month, in case no substitute in place of the absentee is provided.
- The Contractor will prepare bill for each month for the workers deployed based upon the per day rate worked out based upon the monthly quoted rate and working days in the month.
- Taxes as per the government notified rates shall be deducted at source.

6. MACHINERY

All cleaning materials such as phenyl, acid, disinfectants, deodorants, odonil, spray, detergents, room fresheners , insecticides, Air-Fresheners Stick, Air-freshener round, liquid Hand wash, soap, Sani Cubes, Squeeze, naphthalene balls, necessary tools for

cleaning materials and maintenance shall be provided and arranged by the bank. However, all machinery required for housekeeping, deep cleaning, brushing, polishing, damp & dry cleaning, carpet cleaning, & other necessary works shall be provided by company at their own cost & labour. The number & type of machinery required for overall cleaning work may vary as per need or as demanded by the bank.

Minimum required list of machines to be deployed/used:

01	Scrubber Driers walk behind-Heavy Duty
02	Compact Scrubber Driers
03	Single Disc Scrubber
04	Wet & Dry Vacuum Cleaners
05	High Pressure Water Jet Machine
06	Steam Jet Cleaners
07	Back Pack Vacuum Cleaner
08	Upholstery sofa/chair vacuum cleaner-Wet & Dry
09	Air Blower Heavy Duty
10	Fog Machine (Mosquito fogging smoker machine)
11	Road Sweeper
12	Any other machine required for housekeeping

7. OTHER TERMS & CONDITIONS

- a) Language of the Bid shall be in English Only.
- b) Bidders shall mention the name of the contact person and complete address of the Bidder in the covering letter.
- c) The Bank at its sole discretion may seek additional information or seek clarification from the bidder at the time of technical evaluation and failure to provide the information/documents by the bidder without reasonable cause shall entitle the Bank to treat the bid as "Non-responsive".
- d) The workers engaged in providing requisite services to the bank shall be the employees of the Contractor Firm and will take their remuneration/wages from the Contractor Firm. They will have no claim of whatsoever nature including monetary claims or any other claim or benefits from the Bank.
- e) That successful bidder shall furnish full particulars of the workers under the contract including details like Name, Father's Name / Guardian's name, Age, Photograph, Permanent & Postal Address, etc., and they will also ensure the verification of antecedents of such workers from Police, and also ensure that they possess the requisite academic/technical qualifications and experience for rendering the requisite services to the Bank.
- f) The bidder shall be responsible for compliance of all the applicable laws and obligations arising from the action of providing the requisite services to the Bank.
- g) The Supervisor will maintain an attendance register in which the arrival and departure time of the workers shall be entered daily and the same shall be countersigned by the

authorized officer assigned by the bank. The Supervisor will supervise the assigned work of the workers daily and submit the daily inspection report to the officer authorized by the Bank.

h) Every worker so appointed by the contractor shall attend the office in a uniform displaying his name plate on the front pocket of his shirt. The worker so employed by the contractor shall not roam around the corridors/premises and shall undertake and complete his work promptly and retire to the designated resting rooms along with all the cleaning equipment including brooms etc.

i) Any liability arising out of under Municipal, UT or Central Government laws and regulations will be the sole responsibility of the firm and the Bank shall not be responsible for any such liability whatsoever it may be.

j) The bidder shall comply with all the rules and regulations regarding safety and security of the workers and the Purchaser will in no way be responsible in any manner in case of any mishap to the workers. The Bidder shall indemnify the Purchaser from all its liabilities whatsoever.

k) The workers provided shall be under the direct control and supervision of the firm. However, they shall comply with the oral and written instructions given on day to day basis, by the officer(s) authorized by the Bank from time to time.

l) The bidder shall not sub-let the contract in any case. However, any case of change in control of the bidders shall be subject to approval of Bank.

m) The firm shall be responsible for the discipline and conduct of the worker. In case a worker lacks discipline and his quality of work deteriorate during the course of his service, the firm shall provide replacement.

n) The Bank shall be compensated by the firm for any loss, theft or damage to the property due to negligence of the firm.

o) The successful bidder shall strictly adhere to all prevailing labour laws including of contract labour (Regulation & Abolition Act, 1970) and other safety regulations. The successful bidder shall comply with the provision of all labour legislation including the latest requirements of all the laws, directions & guidelines that are applicable for carrying out work including without limitation the following:

- Minimum Wages Act, 1948
- Payment of Wages Act, 1936
- Workmen's compensation Act 1923 (Amended), as applicable.
- Contract Labour regulation abolition Act 1970 and Central rules 1971.
- Apprentice Act 1961.
- Industrial employment (Standing Order) Act 1947.
- Personal Injuries (Compensation Insurance) Act 1963 and any other modifications.
- Employee's Provident fund and Miscellaneous Provisions Act 1952 and amendment thereof.
- Employee State Insurance Corporation Act.

- Shop & Establishment Act, as applicable.
- Any other Act Central or UT, that may be applicable or bye law or enactment relating thereto, and rules framed there under from time to time.
- Factories Act.
- Employment of Children Act, 1938
- Employers Liability Act, 1938
- Industrial Dispute Act, 1947
- The successful bidder shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of said acts, to or on behalf of any workmen employed by the contractor /successful bidder by an authority empowered under the relevant act.

Any cost incurred by the bank in connection with any claim or proceedings under the said acts or in respect of loss, injury or improper performance of this contract by the contractor, or his workmen and any money which may become payable to the bank as aforesaid shall be recovered by the bank from the contractor/ successful bidder. The contractor/ successful bidder shall keep the bank saved harmless and indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the bank in connection with any claim that may be made by any workmen relating to work carried out by the contractor/ successful bidder for this contract.

p) It shall be the sole liability of the firm to pay the wages, provident fund, ESI, gratuity, leave benefits, bonus, Medical facilities, uniforms etc., as applicable under relevant Acts/ rules to the workers deployed in the offices/branches of the Bank. The firm has to give an undertaking in this regard in the form of an Indemnity Bond, that it is following all the labour laws including the payment of minimum wages etc. If desired, the bidder shall furnish all the relevant record for verification to the Bank. In case, it is ascertained that the firm has not paid the due amount to the personnel engaged for the work the difference of amount not paid to such employees shall be deducted by the bank from the subsequent payments due to the firm.

q) If the firm fails to render any or all the services, for any period during the period of the contract, the Purchaser shall be at liberty to get the work done from other agencies and deduct charges incurred on this account from the amount payable to the firm.

r) Any wilful damage caused by any worker of the contracting firm during the contract period, it shall be the sole responsibility of the firm and the loss shall be compensated by the firm.

s) 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 process.

t) The Bank does not bind itself to accept the lowest tender and reserves the right to accept or reject any bid and/or annul the bidding process and /or reject all bids, without assigning any reason thereof, at any time prior to award of contract and without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the bank's action.

- u) The Court/Courts in Srinagar alone shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.
- v) Any additional items of work not covered by the Contract shall be at a rate agreed by mutual discussion between the Contractor and the Bank.
- w) The Bidder shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation & Abolition) Act, 1970 and any other law/statute in force in this regard.
- x) The Contractor shall maintain punctuality of workers so as to ensure timely completion of cleaning job daily and shall be responsible for maintaining cleanliness in all the office/branch premises mentioned in the Tender Document.
- y) The works shall be carried out as per the instructions of authorized officials of the bank and the standards/benchmark of conditions and specifications of housekeeping service industry shall be maintained.
- z) Cleanliness is the essence of this contract. The Contractor has to ensure cleanliness at all times and as per schedule and time limits finalized by the bank and/or given in this Agreement.
- aa) On termination of the contract, the Contractor and his employees shall not use any premises of the bank and shall handover peaceful possession of the bank premises together with fixtures and articles therein in good condition.
- ab) To maintain the Complaint Register for any problem reported by employees/officers and ensure that the complaint is attended immediately.
- ac) No employee of the Bank shall be engaged by the contractor during the course of carrying out the works.
- ad) The tender form is not transferable. Each page of this tender document including all annexures should be signed by the bidder and submitted online.
- ae) Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisor of the firm by the bank and if no action is taken immediately, penalty of Rs 500/- per day shall be imposed starting from the corresponding date of such complaint brought to the notice of the supervisor till the issue is resolved, subject to maximum deduction of 10% liquidated damages from the monthly bill. The decision of the Bank with regard to the quality of cleanliness shall be final.
- af) The successful bidder has to furnish Regional Labor License from the concerned authorities before the signing of the agreement.
- ag) The successful Bidder shall, by responding to the Bank with a bid/proposal, be deemed to have accepted the terms of this document and the disclaimer in totality without any condition whatsoever and accepts the selection and evaluation process mentioned in this

RFP document. The Bidder ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this tender document.

ah) All costs and expenses incurred by interested bidders in any way associated with the development, preparation, and submission of responses, including but not limited to the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by J&K BANK, will be borne entirely and exclusively by the Bidder.

ai) The successful bidder shall not assign or outsource the works undertaken by them under this Tender Document/ assignment awarded by the Bank without the written consent of the Bank.

aj) Bank reserves the right to reject any/ all bids or quash the entire process at any point of time without assigning any reasons whatsoever.

Ak) The age of the workers should be between 18-58 years, complying with labour laws.

8. TERMINATION OF CONTRACT

a) The bank shall be at liberty to terminate the contract by issuing one month's notice to the contractor without assigning any reason whatsoever. Bank shall not entertain any claim compensation by Contractor for such termination of Contract.

b) The Bank, without prejudice to any other remedy for breach of Contract, by giving one month written notice to the Contractor, may terminate this Contract in whole or in part, if the Contractor fails to perform any obligation(s) under the Contract. In this case the Bidder/ Contractor shall be liable to compensate for any loss suffered by the Bank due to such termination.

c) The Bank may at any time terminate the Contract by giving written notice to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Contractor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

d) In case of the Termination of the Contract, the Performance Security submitted by the Contractor shall be encashed by the Purchaser.

e) In case of any document found fake/forged/manipulated, the bank shall be at liberty to cancel/terminate the contract during the evaluation or even after allotment of contract without giving any reasons thereof.

9. ARBITRATION/DISPUTE RESOLUTION

It will be the endeavour of the Parties to resolve amicably any disputes or differences that may arise between them from misconstruing the meaning and operation of this document and the breach that may result.

In case of dispute or difference arising between the Parties relating to any matter arising out of or connected with this document, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The sole Arbitrator shall be chosen by mutual discussion between the Parties. The decision of the arbitrator shall be final.

The successful bidder shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Client or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the Adjudicator, as the case may be, is obtained.

The arbitration proceedings shall be held at Corporate Headquarters Srinagar J&K, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.”

10. SAFETY MEASURES

The Safety Code has to be observed by the Contractor as under:

- a) First aid appliances including adequate supply of sterilizers, dressings and cotton wool shall be maintained in a readily accessible place.
- b) Suitable and strong scaffold should be provided for workmen for all works that cannot safely be done from ground.
- c) Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fences or railing minimum height of which shall be one meter.
- d) No floor, roof or other parts of the structure shall be loaded with rubbish or materials as to render it unsafe.
- e) Suitable facemasks and disposable gloves should be supplied for use by the workers, when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
- f) The Contractor will ensure that all types of safety measures as advised by Government are taken care of during the performance of work.
- g) Safety belts/harness and helmets shall be used while working on terrace of buildings.

11. Force Majeure

Neither Party shall be liable for any failure or delay in performance to the extent said failures or delays are caused by a force majeure event beyond that Party's reasonable

control and occurring without its fault or negligence, including, without limitation, performance failures of Parties outside the control of the contracting Party.

Force Majeure means any event or circumstance, or combination of events or circumstances including but not limited to those stated hereunder, that wholly or partly prevents or unavoidably delays the affected party in performance of its obligations under the agreement, but only if and to the extent that such events or circumstances are not within the reasonable control, directly or indirectly, of the affected party and could not have been avoided even if the affected party had taken reasonable care: (i) any act of God, or (ii) any explosion, accident, breakage of facilities, plant or equipment, or structural collapse or a chemical contamination caused by a person not being the affected party (or an affiliate, associate, contractor or any other person acting under the direction or control of the affected party) and not being due to inherent defects in the project, or (iii) any epidemic, plague or quarantine, or (iv) an act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo (including causing unavailability or shortage of fuel or materials), revolution, riot, insurrection, civil commotion, religious strife, communal violence, act of terrorism, extremist action or politically motivated sabotage or abduction, or (v) any act of government instrumentality, or (vi) any event or circumstance of a nature analogous to any of the foregoing.

If force majeure applies, dates by which obligations are scheduled to be met will be extended for a period of time equal to the time lost due to any delay so caused. In the event of the force majeure conditions continuing beyond 4 (four) weeks, the Parties shall review this Tender and shall be entitled to cancel this Tender, unless the term of this Tender is extended.”

12. Corrupt & Fraudulent Practices.

- a) It is required that bidders observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge in any corrupt and fraudulent practice.
- b) “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- c) “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bank of the benefits of free and open competition.
- d) The bank reserves the right to reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- e) The bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it becomes known that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

13. Integrity Pact

Integrity Pact is to be signed by the successful bidder and the Bank in the format enclosed at Annexure J. The Integrity Pact shall commit the persons/officials on both sides, not to resort to any corrupt practices in any aspect/at any stage of the contract.

14. DEFINITIONS

- **BANK/PURCHASER** shall mean “The Jammu & Kashmir Bank Ltd”
- **CONTRACTOR** shall mean the successful tenderer/bidder to whom the work is awarded.
- **REST OF INDIA** shall mean all regions excluding regions of UT Jammu & Kashmir & UT Ladakh.

Annexure A

LOCATIONS TO BE COVERED (Site of Work)

At the end of the document

Annexure B

PRE-QUALIFICATION DOCUMENT

(To be submitted by bidders along with bid application)

Name of Work:

Housekeeping Services at various branches along with onsite ATM's / offices of the bank spread in all Regions of India (Except Regions of UT J&K & UT of Ladakh).

Name and address of the Bidder:

PRE- QUALIFYING CRITERION	ENCLOSURE CHECK LIST	Remarks (YES/NO)
ANNUAL TURNOVER FOR SIMILAR WORK DURING LAST THREE FINANCIAL YEARS VIZ 2022-23, 2023-24 & 2024-25	PROOF OF TURNOVER ENCLOSED (AUDITED ANNUAL ACCOUNTS, BALANCE SHEET, CA CERTIFICATE)	
EXPERIENCE CERTIFICATE OF PROVIDING ANNUAL HOUSEKEEPING SERVICES TO GOVT./SEMI GOVT Deoptt./PSU/PVT BANKS or OTHER CORPORATES)	COPY OF CERTIFICATES ENCLOSED	
COMPLETED WORK OF SIMILAR NATURE IN LAST THREE CONSECUTIVE YEARS	COPY ENCLOSED Work order alongwith the completion certificates for the particular works.	
LABOUR LICENSE Registration	COPY OF LABOUR LICENSE	
PAN & GST REGISTRATION NO.	COPY OF PAN & GST REGISTRATION ENCLOSED	
EPF & ESI REGISTRATION NO.	COPY OF EPF & ESI CARDS ENCLOSED	
DETAILS OF EMD, TURNOVER, EXPERIENCE	AS PER ANNEXURE D	

INCOME TAX RETURNS FOR THE FINANCIAL YEAR 2022-23, 2023-24 & 2024-25	COPY ENCLOSED	
BID SECURITY	ENCLOSED	
BIDDER INFORMATION AS PER PRO-FORMA (ANNEXURE C)	ENCLOSED	
SIGNED COPY OF TENDER DOCUMENT	ENCLOSED	
LATEST BANK SOLVENCY CERTIFICATE (ISSUED IN FAVOR OF GENERAL MANAGER BSD, JK BANK)	COPY ENCLOSED	
AUTHORIZATION LETTER IN THE NAME OF OFFICIAL SUBMITTING THE BID	COPY ENCLOSED	
LIST OF EMPLOYEES PROVIDED TO GOVT./SEMI GOVT/Deptt./PSU/PVT BANKS or OTHER CORPORATES)	COPY ENCLOSED (EPF/ESI CHALLAN etc shall be provided)	
STAFF DEPLOYMENT REQUIREMENT 200 workers in a single project 125 workers in two projects 100 workers in three projects (the bidder shall have atleast one of the above mentioned work related to housekeeping services)	Order copies along with completion certificates attached	

Annexure C

**TENDER FORM
(BIDDER INFORMATION)**

01	NAME OF THE FIRM	
02	ADDRESS OF THE FIRM	
03	CONTACT DETAILS	
04	STATUS OF THE TENDERER (whether Proprietary/ Partnership/ Private Ltd/Public Ltd/Any other)	
05	NAME OF THE PROPRIETOR/ PARTNERS/ DIRECTORS	I. II. III.
06	YEAR OF ESTABLISHMENT	
07	WHETHER THE FIRM IS REGISTERED?	YES/NO, If yes Registration No. and Date:
08	INCOME TAX NUMBER (PAN)	
09	GST NUMBER	
10	P.F. NUMBER	

11	NAME OF THE BANKERS WITH ADDRESS (enclose solvency certificate from the bankers to the extent of Rs.350 lacs.	
12	NAME, DESIGNATION AND SIGNATURE WITH COMPANY SEAL OF THE AUTHORIZED SIGNATORY FOR THIS BID (please attach POA for the same)	

Certified that the above information is correct to the best of my knowledge. Further, my above firm and I have not been black listed/disqualified/debarred from any of the Government/Semi Government/PSUs or any other agency.

Place:

Signature of the Tenderer

Date:

(Name & Designation with company seal)

Annexure D

DETAILS OF EMD, TURNOVER AND WORK EXPERIENCE

QUALIFYING CRITERION	UTR No./BANK GUARANTEE DETAILS	EMD AMOUNT (in Rs)	ISSUING BRANCH/BANK
DETAILS OF EMD	No.: Date: Valid upto (date)	Amount:	Branch: Bank:

QUALIFYING CRITERION	FINANCIAL YEAR	TURNOVER IN LAKHS (Rs)
ANNUAL TURNOVER DURING THREE FINANCIAL YEARS	2022-23	
	2023-24	
	2024-25	

QUALIFYING CRITERION	CLIENT NAME/WORK ORDER/AGREEMENT NUMBER & DATE	VALUE (IN LAKHS)	DATE OF COMPLETION
WORK EXPERIENCE			



Annexure E

Commercial / Price BID Format for Rest of India Regions

S.No.	Description	Rate per Person per Month (%age wise)
A	SUPERVISOR (Semi-Skilled)	
	i. Basic wages including EPF (including EDLI + adm. Charges) ESI, per person. (Fixed as per Minimum Wages in Respect of Semi-Skilled Category in regions of Rest of India (Excluding UT of J&K & UT Ladakh))	Not to be filled
	ii. Company Costs/Service Charges shall include Insurance, Bonus, Leaves, Uniform, Shoes, National Holidays, Gratuity, Training, required tools, Mobile Charges, etc (%age of basic wages only and not less than 3.85%)	
	iii. Total for One (1) Supervisor	(Not to be filled)
B	HOUSEKEEPING STAFF/JANITOR (Un-Skilled)	
	i. Basic wages including EPF (including EDLI + adm. Charges) ESI, per person. (Fixed as per Minimum Wages in Respect of Un-Skilled Category in regions of Rest of India (Excluding UT of J&K & UT Ladakh))	Not to be filled
	ii. Company Costs/Service Charges shall include Insurance, Bonus, Leaves, Uniform, Shoes, National Holidays, Gratuity, Training, required tools, Mobile Charges, etc (%age of basic wages only and not less than 3.85%)	
	iii. Total for One (1) Janitor	(Not to be filled)

C	ZONAL / AREA MANAGER (Skilled)	
	i. Basic wages including EPF, (including EDLI + adm. Charges, ESI, per person. (Fixed as per Minimum Wages in Respect of Skilled Category in regions of Rest of India (Excluding UT of J&K & UT Ladakh)	Not to be filled
	ii. Company Costs/Service Charges shall include Insurance, Bonus, Leaves, Uniform, Shoes, National Holidays, Gratuity, Training, required tools, Mobile Charges, etc (%age of basic wages only and not less than 3.85%)	
	iii. Total for One (1) Zonal Manager	(Not to be filled)
Minimum wages of respective states will be followed with respect to Un-Skilled, Semi-Skilled & Skilled wherein it falls in labour classification of states.		

- The Company Cost quoted shall include profit, lump sum payment towards the cost such as Insurance, bonus, personal protective equipment, shoes, Uniform, required tools, mobile charges, etc including all items mentioned in this RFP document. It will be the sole responsibility of the bidder to bid, after considering all the expenses, costs and statutory dues towards workers, suppliers or any third party, including government authorities. As such shall not be less than 3.85% of basic wages.
- Company cost/Service charges shall be inclusive of all taxes and duties except GST.

Annexure F FORMAT OF BID SECURITY

(Sample Format - To be executed on a non-judicial stamped paper of requisite value)

The General Manager
Business support Division
The Jammu & Kashmir Bank
Corporate Headquarters
M.A Road Srinagar, 190001.

Ref: _____

Date _____

Bank Guarantee No. _____

1. WHEREAS (Name of Bidder) (hereinafter called the ‘the Bidder’)
has undertaken, in pursuance of the Bid (.....) for the “HOUSEKEEPING SERVICES in J&K
Bank”(hereinafter called the ‘the Bid’) to you.

2. AND WHEREAS, it has been stipulated by you in the said Bid that the Bidder shall furnish you with
a Bank Guarantee from a Nationalized/ Scheduled Bank for the sum specified therein, as security for
the Bid in accordance with the Bid.

3. AND WHEREAS we ----- <Bank> having its registered office at -----and inter alia a
branch office situated at ----- have agreed to give a Bid
Security of ₹ _____ (Rupees _____ Only) (hereinafter called as the *Guarantee Amount*) on
behalf of the Bidder.

4. We _____<Bank> further undertake not to revoke and make ineffective the guarantee
during its currency except with the previous consent of the The J&K Bank Ltd (hereinafter called as
the Purchaser).

5. We ----- <Bank> do hereby unconditionally and irrevocably undertake to pay to the Purchaser without any demur or protest, merely on demand from the Purchaser, an amount not exceeding the *Guarantee Amount* by reason of any breach of the terms of the Bid dated ----- by Bidder. We hereby agree that the decision of the Purchaser regarding breach of the terms of the Bid shall be final, conclusive and binding on us.

6. We do hereby guarantee and undertake to pay forthwith on demand to the Purchaser a sum not exceeding the *Guarantee Amount* and we undertake to pay you upon your first written demand declaring the Bidder to be in default under the Bid and without cavil or argument, any sum or sums within the limit of the *Guarantee Amount* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

7. We, the _____ <Bank>, further agree that the Purchaser shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents listed hereinabove, and the decision of the Purchaser that the Bidder is in default, as per the Bid Document, shall be final and binding on us, notwithstanding any differences between the Purchaser and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

8. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

9. Our obligation to make payment under this Guarantee shall be a primary, independent and absolute obligation and we shall not be entitled to delay or withhold payment for any reason.

10. This guarantee is valid until the day of <validity date> and a claim in writing is required to be presented to us within Forty-five (45) days from <validity date> i.e. on or before <claim period> failing which all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities mentioned hereinabove.

Signature and Seal of Guarantors (Bidder's Bank)

.....

Date.....

Address

.....

.....

In presence of
WITNESSES (Name & Address)

1.

2.

Annexure G

DECLARATION REGARDING MINIMUM WAGES TO BE PAID BY THE CONTRACTOR TO CONTRACT LABOURS

(This is to enable The Jammu & Kashmir Bank Ltd to satisfy themselves of the intention of the Contractor to adhere to Minimum Wages Act etc.)

1. Wage per day of Contract Labour proposed to be paid by the Contractor excluding employer contribution of EPF but including employee contribution of EPF etc.

Rupees (in figures) _____

Rupees (in words) _____

Place:

Date:

**Signature with seal of the Contractor
(Name & address)**

Annexure H CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees state Insurance to the workers employed by me in the various offices/branches of The J&K Bank for providing housekeeping services for the month of _____ year_____.

Office in which subscription remitted	Bill No. & Date	Employee Provident Fund (EPF)	Employee State Insurance (ESI)	Others

Place:

Date:

Signature with seal of the Contractor
(Name & address)

Annexure I INDEMNITY BOND FORMAT

THIS DEED OF INDEMNITY BOND executed at _____ on this _____ day of _____ month of year two thousand and twenty Two(____2026) by M/s _____ duly represented by proprietor / one of its partners Sri _____, son of Sri _____, residing at _____ (herein after referred to as Contractor)

in favour of

The Jammu & Kashmir Bank, a body corporate constituted under the Banking Companies Act, 1970, having its Head Office at M.A. Road Srinagar-190001.

Whereas The Jammu & Kashmir Bank has invited e-tenders from pre-qualified Contractors for housekeeping and general cleaning works at various offices and branches of the Bank. The Contractor was shortlisted and become successful in securing the subject work through competitive tendering and the work specified in the tender documents has been awarded in favour of the Contractor by The Jammu & Kashmir Bank, Corporate Office vide their letter.....

And whereas as per tender documents, the Contractor has to enter into a Contract Agreement with The Jammu & Kashmir bank and execute an Indemnity Bond before starting the work. The Contractor has entered into Contract Agreement with the Bank on

In consideration of The Jammu & Kashmir bank having awarded the above said Contract, the Contractor hereby undertake to indemnify and keep harmless the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, and for violating rules and regulations, any possible damage to the building and members of public in course of execution of the work for which Contractor shall be solely responsible.

Further, Contractor hereby indemnifies and keep The Jammu & Kashmir Bank indemnified for any loss or damages incurred or suffered or to be incurred or to be suffered by the Bank on account of breach of the terms and conditions of the Contract by the Contractor.

Signature of Contractor with seal

Annexure J

**PRE- CONTRACT INTEGRITY PACT, Between
The Jammu and Kashmir Bank Limited, AND
M/s _____**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ____ day of the ____ (month and year) between, on one hand, **The Jammu and Kashmir Bank Limited (J&K Bank)**, acting through Shri _____, designation of the officer, (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and **M/S _____** represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (name of the Stores/ Equipment/ Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is **The Jammu and Kashmir Bank Limited (J&K Bank)**.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract entered into with a view to:

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereby agree to enter into this Integrity Pact and agree as follows:

Commitments of the BUYER

1.1. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2. The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3. All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1. The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage

or inducement to any official of the Buyer, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.

3.2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3. BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4. BIDDERS shall disclose the payments to be made by them to agents/ brokers or any other intermediary, in connection with this bid/contract.

3.5. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / integrator/ authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act, 1956.

3.13. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1. While submitting commercial bid, the BIDDER shall deposit an amount _____ as specified in the RFP as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of _____

(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without

seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument, as stated in RFP.

5.2. The Earnest Money / Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

5.3. In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4. No interest shall be payable by the BUYER to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

6. Sanctions for Violations

6.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

(i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2. The BUYER will be entitled to take all or any of the actions mentioned at para 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860, or Prevention of Corruption Act, 1988, or any other statute enacted for prevention of corruption.

6.3. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

7.1. The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub system was supplied by the BIDDER to **The Jammu and Kashmir Bank Limited (J&K Bank)** at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1. There shall be Independent Monitors (hereinafter referred to as Monitors) appointed by the BUYER for this Pact in consultation with the CIV (Chief of Internal Vigilance).

8.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.7. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8. The Monitor will submit a written report to **The Jammu and Kashmir Bank Limited (J&K Bank)**, within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1. The validity of this Integrity Pact shall be from the date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2. Should one or several provisions of this Pact turn out to be invalid, the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on ____

BUYER

BIDDER

Name of the Officer.

Authorized Signatory

Witness

Witness

1. _____

1. _____

2. _____

2. _____

Annexure I - Daily Housekeeping Checklist

Branch/Office Name: _____

Location: _____

Date: _____

Name of Housekeeping Staff: _____

S. No	Area / Activity	Status (Done/Not Done)	Time	Remarks	Staff Signature		Verified by Branch Official
1	Sweeping of branch floor						
2	Mopping of branch floor						
3	Dusting of desks, tables & chairs						

4	Dusting of counters & customer area						
5	Cleaning of glass doors/windows						
6	Cleaning of washrooms						
7	Replenishment of washroom supplies						
8	Cleaning of dustbins & waste disposal						
9	Pantry cleaning (if applicable)						
10	Staircase / corridor cleaning						
11	Entrance area cleaning						
12	Any other housekeeping activity						

Housekeeping Staff Signature: _____

Verified by (Branch Manager / Authorized Official): _____

Annexure II - Weekly Housekeeping Deep Cleaning Checklist

Branch/Office Name: _____

Location: _____

Week (From - To): _____

Name of Housekeeping Staff: _____

S. No	Area / Activity	Day Completed	Status (Done/Not Done)	Remarks	Staff Signature	Verified by Branch Official
1	Deep cleaning of floors					
2	Cleaning of window panes & glass partitions					
3	Dusting of fans, lights & switchboards					
4	Cleaning behind furniture & counters					
5	Washroom deep cleaning & disinfection					
6	Cleaning of staircase railings					
7	Dusting of cabinets,					

	racks & shelves					
8	Cleaning of entrance signage & display boards					
9	Cleaning & sanitization of dustbins					
10	Pantry deep cleaning (if applicable)					

Housekeeping Staff Signature: _____

Verified by (Branch Manager / Authorized Official): _____

Annexure III - Monthly Housekeeping Maintenance Checklist

Branch/Office Name: _____

Location: _____

Month: _____

Name of Housekeeping Staff: _____

S. No	Area / Activity	Status (Done/Not Done)	Date Completed	Remarks	Staff Signature	Verified by Branch Official
1	Removal of cobwebs from ceilings and corners					
2	Cleaning of ceiling fans and light fixtures					
3	Cleaning of air conditioner vents/grills					
4	Deep cleaning of walls and partitions					
5	Polishing/cleaning of wooden furniture					
6	Cleaning of storage rooms and record rooms					
7	Deep cleaning of washroom tiles and fittings					

8	Cleaning of exterior entrance area and signage					
9	Cleaning of glass façade and high windows					
10	Inspection and cleaning of drainage around premises					
11	Deep cleaning of pantry/store areas					
12	Any other maintenance cleaning activity					

Housekeeping Staff Name & Signature: _____

Verified by (Branch Manager / Authorized Official): _____

Date: _____

Annexure K EVUALATION MATRIX (Relavent documents to be attached)

S No	Evaluation Matrix	Max Marks	Marks Obtained
1	Annual Avg.Turnover (from last three years related to Houskeeping Services)	20	
	Above 5 Crores to 10 crores 10 marks		
	Above 10 crores to 15 crores 15 marks		
	Above 15 crores 20 marks		
2	Years of experience in the required field	10	
	7 Years to 10 years 07 marks		
	Above 10 years 10 marks		
3	Housekeeping Service provided to	20	
	Others (Shopping Malls, Residential complexes, Shops etc) 10 marks		
	Private Sector Companies 15 marks		
	Public Sector Undertakings/Government Depts/Banks 20 marks		
4	Present Deployment strength of Housekeeping staff in the company roll	20	
	100 – 200 Janitors 10 marks		
	200- 500 Janitors 15 marks		
	Above 500 Janitors 20 marks		
5	Constitution	10	
	Sole Proprietorship 4 marks		
	Partnership/Proprietorship 6 marks		
	Private Sector Ltd 8 marks		
	Public Sector Ltd. 10 marks		
6	Currently empanelled with no of Banks (Public/Private)	15	
	Upto 3 Banks 05 marks		
	4 to 6 Banks 10 marks		
	Above 6 Banks 15 marks		
7	ISO Certification	5	
	No 0 marks		

Yes	5 marks		
Maximum Score		100	

Locations to be covered in REST Of INDIA

Sol Id	Branch Name	Zone	Cluster
0253	PATHANKOTE	Zonal Office Kathua	Cluster Mohali
0056	SHASTRI MARKET AMRITSAR	Zonal Office Kathua	Cluster Mohali
0098	MAJITH MANDI AMRITSAR	Zonal Office Kathua	Cluster Mohali
0109	JALLANDAR	Zonal Office Kathua	Cluster Mohali
0106	CHAURA BAZAR LUDHIANA	Zonal Office Kathua	Cluster Mohali
0120	SHIMLA	Zonal Office Kathua	Cluster Mohali
0184	CHANDIGARH	Zonal Office Kathua	Cluster Mohali
0164	KULLU	Zonal Office Kathua	Cluster Mohali
0292	AMBALLA CANTT	Zonal Office Kathua	Cluster Mohali
0286	BATALA	Zonal Office Kathua	Cluster Mohali
0327	MANDI GOBINDGARH	Zonal Office Kathua	Cluster Mohali
0336	FEROZPUR	Zonal Office Kathua	Cluster Mohali
0338	BHATINDA	Zonal Office Kathua	Cluster Mohali
0340	PHAGWARA	Zonal Office Kathua	Cluster Mohali
0353	MANSA	Zonal Office Kathua	Cluster Mohali
0354	DHARAMSHALA	Zonal Office Kathua	Cluster Mohali
0362	MOGA	Zonal Office Kathua	Cluster Mohali
0376	KHANNA	Zonal Office Kathua	Cluster Mohali
0370	MOHALI	Zonal Office Kathua	Cluster Mohali
0531	PANCHKULA	Zonal Office Kathua	Cluster Mohali
0533	INDUSTRIAL AREA LUDHIANA	Zonal Office Kathua	Cluster Mohali
0532	MANALI	Zonal Office Kathua	Cluster Mohali
0875	Yamuna Nagar	Zonal Office Kathua	Cluster Mohali
0888	Hoshiarpur	Zonal Office Kathua	Cluster Mohali
0921	Zirakpur	Zonal Office Kathua	Cluster Mohali
0949	SOLAN	Zonal Office Kathua	Cluster Mohali
0950	Patiala	Zonal Office Kathua	Cluster Mohali
0370	Chandigarh University, Gharaun	Zonal Office Kathua	Cluster Mohali
1193	Gurdaspur	Zonal Office Kathua	Cluster Mohali
1228	Kharar, Punjab	Zonal Office Kathua	Cluster Mohali

0001	AZADPUR DELHI	Zonal Office Delhi	Delhi Cluster -2
0050	CHANDNI CHOWK DELHI	Zonal Office Delhi	Delhi Cluster -2
0055	CANNAUGHT PLACE DELHI	Zonal Office Delhi	Under Zone Delhi
0103	SADDAR BAZAR DELHI	Zonal Office Delhi	Delhi Cluster -2
0123	KAROL BAGH DELHI	Zonal Office Delhi	Delhi Cluster -2
0126	KOLKATA MAIN	Zonal Office Delhi	Cluster Lucknow
0146	FORT MUMBAI	Zonal Office Mumbai	Under Zone Mumbai
0147	C G ROAD AHMADABAD	Zonal Office Mumbai	Cluster Mumbai
0121	ROHTAK	Zonal Office Delhi	Delhi Cluster -2
0183	INFANTRY ROAD BANGALORE	Zonal Office Mumbai	Cluster Bengaluru
0182	MOUNT ROAD CHENNAI	Zonal Office Mumbai	Cluster Bengaluru
0206	RAJINDRA PLACE DELHI	Zonal Office Delhi	Delhi Cluster -2
0317	J N ROAD HYDERABAD	Zonal Office Mumbai	Cluster Bengaluru
0255	NARAINA DELHI	Zonal Office Delhi	Delhi Cluster -2
0262	KANPUR	Zonal Office Delhi	Cluster Lucknow
0083	PANIPAT	Zonal Office Delhi	Delhi Cluster -2
0272	KARNAL	Zonal Office Delhi	Delhi Cluster -2
0274	CHAWRI BAZAR DELHI	Zonal Office Delhi	Delhi Cluster -2
0273	AGRA	Zonal Office Delhi	Cluster Lucknow
0285	ANDHERI MUMBAI	Zonal Office Mumbai	Cluster Mumbai
0287	NAVIN SHADRA DELHI	Zonal Office Delhi	Delhi Cluster -2
0293	PUNE	Zonal Office Mumbai	Cluster Mumbai
0294	SURAT	Zonal Office Mumbai	Cluster Mumbai
0295	INDORE	Zonal Office Mumbai	Cluster Mumbai
0298	NAGPUR	Zonal Office Mumbai	Cluster Mumbai
0299	JAIPUR	Zonal Office Delhi	Delhi Cluster -1
0301	MEERUT	Zonal Office Delhi	Cluster Lucknow
0035	PATHERGHATI HYDERABAD	Zonal Office Mumbai	Cluster Bengaluru
0319	NOIDA	Zonal Office Delhi	Delhi Cluster -1
0323	LAJPAT NAGAR DELHI	Zonal Office Delhi	Under Zone Delhi
0324	PATNA	Zonal Office Delhi	Cluster Lucknow

0325	MALIK BAZAR KOLKATTA	Zonal Office Delhi	Cluster Lucknow
0326	MYSORE	Zonal Office Mumbai	Cluster Bengaluru
0328	LUCKNOW	Zonal Office Delhi	Cluster Lucknow
0329	BARODA	Zonal Office Mumbai	Cluster Mumbai
0330	BHOPAL	Zonal Office Mumbai	Cluster Mumbai
0332	ALLAHBAD	Zonal Office Delhi	Cluster Lucknow
0337	HISSAR	Zonal Office Delhi	Delhi Cluster -2
0341	BHADOHI	Zonal Office Delhi	Cluster Lucknow
0471	GURGAON MAIN	Zonal Office Delhi	Delhi Cluster -1
0344	PANAJI GOA	Zonal Office Mumbai	Cluster Mumbai
0358	AURANGABAD	Zonal Office Mumbai	Cluster Mumbai
0364	MIRA ROAD MUMBAI	Zonal Office Mumbai	Cluster Mumbai
0368	MOHD ALI ROAD MUMBAI	Zonal Office Mumbai	Cluster Mumbai
0237	VARANASI	Zonal Office Delhi	Cluster Lucknow
0369	VASANT VIHAR DELHI	Zonal Office Delhi	Delhi Cluster -1
0377	VASHI MUMBAI	Zonal Office Mumbai	Cluster Mumbai
0268	ALIGARH	Zonal Office Delhi	Cluster Lucknow
0380	GREATER NOIDA	Zonal Office Delhi	Delhi Cluster -1
0381	MURADABAD	Zonal Office Delhi	Cluster Lucknow
0408	ANSAL PLAZA DELHI	Zonal Office Delhi	Under Zone Delhi
0384	OTC BANGALORE	Zonal Office Mumbai	Cluster Bengaluru
0387	OKHLA DELHI	Zonal Office Delhi	Delhi Cluster -1
2222	PARRYS CHENNAI	Zonal Office Mumbai	Cluster Bengaluru
0426	SARITA VIHAR DELHI	Zonal Office Delhi	Delhi Cluster -1
0393	ROHINI DELHI	Zonal Office Delhi	Delhi Cluster -2
3333	KOCHI	Zonal Office Mumbai	Cluster Bengaluru
4444	THIRUVANANTHAPURAM	Zonal Office Mumbai	Cluster Bengaluru
0445	VERSOVA MUMBAI	Zonal Office Mumbai	Cluster Mumbai
0446	BANDRA MUMBAI	Zonal Office Mumbai	Cluster Mumbai

0450	FARIDABAD	Zonal Office Delhi	Delhi Cluster -1
0459	GREATER KAILASH DELHI	Zonal Office Delhi	Delhi Cluster -1
0460	T NAGAR CHENNAI	Zonal Office Mumbai	Cluster Bengaluru
0463	MAYUR VIHAR DELHI	Zonal Office Delhi	Delhi Cluster -1
0464	VIKAS MARG DELHI	Zonal Office Delhi	Delhi Cluster -1
0465	RAIPUR	Zonal Office Mumbai	Cluster Mumbai
0466	DEHRADUN	Zonal Office Delhi	Cluster Lucknow
0479	AMINABAD LUCKNOW	Zonal Office Delhi	Cluster Lucknow
0469	COIMBATORE	Zonal Office Mumbai	Cluster Bengaluru
0468	MANGALORE	Zonal Office Mumbai	Cluster Bengaluru
0467	PITAMPURA DELHI	Zonal Office Delhi	Delhi Cluster -1
0497	SAHARANPUR	Zonal Office Delhi	Cluster Lucknow
0447	SATELLITE AHMEDABAD	Zonal Office Mumbai	Cluster Mumbai
0518	NASIK	Zonal Office Mumbai	Cluster Mumbai
0519	GHAZIABAD	Zonal Office Delhi	Delhi Cluster -2
0520	RANCHI	Zonal Office Delhi	Cluster Lucknow
0521	DWARKA DELHI	Zonal Office Delhi	Delhi Cluster -2
0522	SHALIMAR BAGH DELHI	Zonal Office Delhi	Delhi Cluster -2
0530	MAHIM MUMBAI	Zonal Office Mumbai	Cluster Mumbai
0540	INDRA NAGAR BANGALORE	Zonal Office Mumbai	Cluster Bengaluru
0409	BHOGAL DELHI	Zonal Office Delhi	Delhi Cluster -1
0582	Impaired Asset Recovery Branch - Delhi	Zonal Office Delhi	
0720	GURGOAN SECTOR 44	Zonal Office Delhi	Delhi Cluster -1
0746	Frazer Town	Zonal Office Mumbai	Cluster Bengaluru
0743	Zakir Nagar	Zonal Office Delhi	Delhi Cluster -2
0742	Janak Puri	Zonal Office Delhi	Delhi Cluster -2
0744	Malviya Nagar	Zonal Office Delhi	Delhi Cluster -1
1218	Prithviraj Road (Upgraded EC)	Zonal Office Delhi	Delhi Cluster -2
0913	Haridwar	Zonal Office Delhi	Cluster Lucknow
0911	Kammanhalli	Zonal Office Mumbai	Cluster Bengaluru

0912	RT Nagar	Zonal Office Mumbai	Cluster Bengaluru
0920	ROORKEE	Zonal Office Delhi	Cluster Lucknow
0931	Shalimar Garden Ghaziabad	Zonal Office Delhi	Delhi Cluster -2
0954	Impaired Asset Recovery Branch - Mumbai	Zonal Office Mumbai	
0955	Impaired Asset Recovery Branch - Bengaluru	Zonal Office Mumbai	
0957	SANJAY PALACE	Zonal Office Delhi	Cluster Lucknow
1009	Ajmer Rajasthan	Zonal Office Delhi	Delhi Cluster -1
1008	Kharak New Delhi	Zonal Office Delhi	Delhi Cluster -2
1011	Shirdi, Maharashtra	Zonal Office Mumbai	Cluster Mumbai
0915	Jamia Hamdard University	Zonal Office Delhi	Delhi Cluster -1
1183	Saket	Zonal Office Delhi	Delhi Cluster -1
1184	Whitefield Bengaluru	Zonal Office Mumbai	Cluster Bengaluru
1187	Jayanagar	Zonal Office Mumbai	Cluster Bengaluru
1188	Malad	Zonal Office Mumbai	Cluster Mumbai
1190	Gomti Nagar	Zonal Office Delhi	Cluster Lucknow
1192	Kurla	Zonal Office Mumbai	Cluster Mumbai
1194	Bhayander	Zonal Office Mumbai	Cluster Mumbai
1195	Koramangala	Zonal Office Mumbai	Cluster Bengaluru
1197	Wakad, Pune	Zonal Office Mumbai	Cluster Mumbai
0194	Worli Mumbai	Zonal Office Mumbai	Under Zone Mumbai

The list is indicative, the sites may increase or decrease on the discretion of the bank as per requirement.

OFFICES (to be covered in REST OF INDIA)

All the offices/guest houses/ext counters/premises of the Bank falling in the ROI Region