

**STATE BANK OF INDIA,1<sup>st</sup> FLOOR,PREMISES & ESTATE  
DEPARTMENT, LOCAL HEAD OFFICE, MOTIMAHAL  
MARG,LUCKNOW -226001**

**TENDER NOTICE**

**HOUSEKEEPING AND MAINTENANCE SERVICES IN THE  
PREMISES OF LOCAL HEAD OFFICE,STATE BANK HOUSE &  
EXECUTIVE ENCLAVE, JANKIPURAM, LUCKNOW**

**START DATE:- 02.08.2024**

**CLOSE DATE:- 16.08.2024**

Applications are invited on behalf of State Bank of India on the GeM portal for providing house keeping services (hereinafter referred to as “Bank”) under **Two-Bid system** i.e. Technical Bid and Price Bid.

Details of the tender are given below:

1	Name of Work	Housekeeping and Maintenance services in SBI LHO, STATE BANK HOUSE & EXECUTIVE ENCLAVE AT JANKIPURAM, LUCKNOW
2	Earnest Money Deposit (EMD)	Rs. 100000.00 (Rs. One lac only) by Bank Demand Draft or Banker Cheque in favour of State Bank of India, Local Head Office, Lucknow at Lucknow along with application.
3	Security Deposit	5% of contract amount for one year by Bank Draft/IOI within 15 days of date of award of contract.
4	Cost of tender documents (Non refundable)	Nil
5	Last date and time of receipt of tender	<b>16.08.2024, 15:00 Hrs</b>
6	Address at which the tenders are to be submitted	Premises & Estate Depart, 1 <sup>st</sup> Floor, Motimahal Marg, Local Head Office, Lucknow Pin-226 001.
7	Date and time of opening of tender	Technical Bid – <b>16.08.2024 15:30 Hrs .</b> Financial Bid – To be informed after evaluation of

		technical Bid.
8	Place of opening tenders	Assistant General Manager, Premises & Estate Depart, 1 <sup>st</sup> Floor, Motimahal Marg, Local Head Office, Lucknow Pin-226 001.
9	Validity of offer	3 (three) months from last date of submission
<p>In case the date of opening of tenders is declared a holiday, the tenders will be opened on the next working day at the same time. SBI has the right to accept/reject any/all tenders without assigning any reasons.</p> <p>Assistant General Manager</p> <p>For and on behalf of State Bank of India Local Head Office, Lucknow , <b>Tel: 0522 – 2295368,2295363</b> <b>Mob-9415015444</b></p>		

## **INSTRUCTIONS FOR TENDERERS**

1. The contractors will submit the documents duly filled in, signed on all pages and duly supported by relevant documents, on GeM portal. Any clarification in this regard may be obtained from Bank [0522-2295368-363/mob-9415015444]. Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever. Bank's decision as regards eligibility will be final and binding.

## **2. SUBMISSION OF BIDS**

The applicant should submit the bid under two bid system containing documents, as mentioned below:

### **i) TECHNICAL BID :**

**ELIGIBILITY CRITERIA**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Eligibility Criteria	Documents to be submitted
1.	The Bidder or its OEM should have permanent office or at least one service centre within the geographical area of Uttar Pradesh for quick response.	Copy of documentary proof along with location and contact details of the said service center / office to be enclosed in this regard.
2.	The average annual turnover for financial year 2020-21, 2021-22, 2022-23 should not be less than Rs. 33.0 lacs.	Submit copies of audited balance sheets/ IT returns, form 26AS for the years as documentary evidence
3.	The Bidder must have completed similar work successfully in the last 7 years in one centres, any Central / State Govt Organization /PSU / Public Listed Company	A copy of satisfactory Performance Certificate from the client mentioning the housekeeping services to be submitted.
5.	<p>The firm/entity should have successfully completed similar work (Housekeeping services) as detailed below in the period starting 1/08/2017. Annual contract value to be considered.</p> <p>- Three similar single work order completed works each costing not less than Rs. 44.01 lacs.</p> <p>or</p> <p>- Two similar single work order completed works each costing not less than Rs.55.02 lacs.</p> <p>or</p> <p>- One similar single work order completed works costing not less than Rs. 88.02 lacs.</p>	<p>Submit following details of only those works which are required to fulfill the above work experience PQ criteria :</p> <p>a) Name, address and contact nos. of client. :</p> <p>b) Work order reference and details (Submit copy of work order) :</p> <p>c) Order Value :</p> <p>d) Date of start of work :</p> <p>e) Scheduled date of completion of work :</p>

		f) Actual date of completion of work (Submit copy of completion certificate)
6.	Firm should have valid PAN card, GST, EPFO and ESIC registration	A copy each of these Registration Certificates is to be submitted on the GeM portal. Copy of EPFO and ESIC registration with payment details of last six months. Copy of EPFO and ESIC return/Challan/ receipt submission as per wages for last six months during FY-2023-24/2024-25 (salary slip/ salary credited in the account details / ESI & PF deposited against the salary slip of month)
7.	Should be an income tax assessee for the previous three financial years, i.e. 2020-21, 2021-22, 2022-23.	Submit copy of IT returns for the years

**i. Formalities required to be completed with the Labour Commission (Central) in respect of the work to be completed within 30 days of receipt of order. Firm on whom orders are placed shall have to facilitate the process for its completion within time.**

**Note: Documentary evidence like certificates etc. must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.**

'Technical Bid shall contain all relevant documents as mentioned above in the table as well as below i.e. Work experience, turn over, ESI/EPF registration etc. duly signed.

a) EMD of Rs.100000.00/- in the form of Demand Draft/Bankers Cheque favoring 'SBI, Local Head Office, Lucknow and payable at Lucknow.

c) PAN card copy

b) GST Registration certificate.

c) Supporting documents of Central Government. minimum wages rate, EPF rates and ESI rates. A copy of letter issued from Labour Commissioner office for latest rates of minimum wages shall be enclosed in technical bid.

- d) PART- I of this tender document duly signed on all pages as a token of acceptance by the bidder.
- e) In quoting rates, the tenderer's are advised to take into account all factors including any fluctuations in market rates. Please note that the rates quoted in the tender shall remain firm and valid for the contract period of ' ONE YEAR' from the date of commencement of work for material. Only minimum wages shall be increased as per increase in rate by Ministry of labour, Government of India.
- f) The rates quoted by the tenderer shall remain firm and shall cover include cost of all materials required for up keep of premises, wages to the labourers, supervisors, equipment deployed, maintenance of machineries, contractor profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory components as per central Government Wages Act including GST Goods & Service tax.

**Failing to submit any of the above documents by the bidders in technical Bid shall be liable for rejection.**

## **ii) PRICE BID**

'Price Bid for Housekeeping and Maintenance services shall be submitted in the prescribed format on Gem portal. Declaration regarding the minimum wages to be paid by the contractor to contract labour mandatorily format as enclosed, without which tender will be rejected even though bidder become L-1.

3. The documents shall be signed by the applicant on all the pages including on all necessary documentary evidences, wherever applicable. EMD will be refunded to all except the successful bidder. Technical Bid not accompanied by the EMD in the above manner will be rejected.

5. In case the tenderer fails to submit Technical Bid and Price Bid in separate sealed covers, **the tender will be outright rejected.**

## **6. Terms & conditions for Price Bid**

i) **The rates quoted in Price Bid should be inclusive of all statutory obligations such as Minimum Wages (presently of Central Government applicable in Lucknow city), ESIC, PF contributions, Bonus, Leave Salary, wages for relievers, service charges, material cost, other taxes and GST also. The bidder must submit the price break up of the total quoted amount in the uploaded excel sheet.**

ii) The Financial Bids will be opened of only those vendors who are found technically suitable on the basis of Technical Bid. The tenderer/authorized representatives of these bidders may be present at the time of opening of the Price Bids. The authorized representatives should bring necessary authority letter on an official letter head of the tenderer confirming full and comprehensive authority to deal with all matters relating to the tenders.

**iii) Selection of L-1 will be decided on the basis of lowest quote in the Price Bid. If any firm quotes as zero/nil, it will not be treated as valid quote and shall result in summarily dismissal of the financial bid.**

iv) The contractors are advised to inspect the all the campuses and assess the scope of work before quoting the rates. **The description of the premises and scope of work are given in schedule-I and periodicity of the work for which the tender are invited as per schedule-II .**

## **7. Earnest Money**

i) The tenderers are advised to submit the Earnest Money of Rs.100000/-- in the form of Demand Draft or Banker's Cheque in favour of 'SBI, Local Head Office, Lucknow' drawn on any scheduled Bank in India and payable at Lucknow.

ii) EMD in any other form other than as specified above will not be accepted. Tender not accompanied by the EMD in accordance with clause 7 (i) above shall be rejected.

iii) No interest will be paid on the EMD.

iv) EMD of unsuccessful tenderers will be refunded within 30 days of award of Contract.

v) EMD of the successful tenderer will be retained till he will furnish a security deposit

## **8. Security Deposit**

The successful tenderer will have to furnish a security deposit of 5 % of contract amount for **one year** in the form of Demand Draft in favor of State Bank of India payable at Lucknow within a period of 15 days of the date of award of contract conveyed to him by Bank. No interest shall be paid by he Bank on the security deposit.

## **9. Signing of Contract Documents**

The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract attached herewith on Non judicial stamp paper of Rs 100/- within 15 days from the receipt of intimation of acceptance of his tender by the Bank. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful

tenderer irrespective of whether such formal agreement is subsequently entered into or not. The agreement shall be signed by the Assistant General Manager (Premises & Estate ) State Bank of India, Local Head Office, Lucknow from Bank side.

## **10. Validity of Tender**

Tenders shall remain valid and open for acceptance for a period of 3 (three) months from the last date of submission of Bid. If the tenderer withdraws his/her offer during the validity period or makes modifications in his/her original offer which are not acceptable to the Bank, the Bank shall be at liberty to forfeit the EMD without prejudice to any other right or remedy.

## **GENERAL TERMS & CONDITIONS**

11. The applicant must produce relevant documentary evidence as mentioned in clause no 2 (i) along with the Technical Bid form. Non-disclosure of relevant information or furnishing of incorrect information/ documents will suffer disqualification under Technical Bid.

12. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority/Competent Court. In such cases, Bank reserves its right to take final call subject to its satisfaction.

13. The applicant should not have rescinded / abandoned any contract awarded by any of his client before the expiry of prescribed period of contract. In such cases, Bank reserves its right to take a final call on the eligibility of the applicant, subject to its satisfaction.

14. The applicant must neither be a sub-contractor to any other entity/person nor has at any time sub-let the contract awarded to the applicant to any other person.

15. The applicant must have complied with labour laws with other land of law if applicable and obtained all licenses/approvals/ permissions to carry on the business of housekeeping and maintenance services.

16. The applicant should not have suffered disqualification at any time in the past in rendering services like housekeeping and maintenance services in respect of matters enumerated herein.

17. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his Technical Bid forms.

18. The applicant should not form part of any cartel at any time for processing any contract including the present tender.

19. The Bank, in any manner, is not responsible for the postal delay/loss/non-receipt of tender application/documents.

20. The Bank reserves the right to reject all or any of the tender documents without assigning any reason there for.
21. The contract shall be for a period of one from the date of commencement of work and may be renewed for one year if services are satisfactory.
22. Price bid of the bidders will be opened only if the technical bid of that bidder is found in order.
23. The contractor shall bear all the cost and expenses in respect of all charges, stamp duty etc. of the agreement.
24. The Courts in Lucknow (U.P.) alone shall have the jurisdiction in respect of any or all matters/dispute relating to or connected with the tender.
25. The Tenderer must obtain for himself at his own responsibility and expenses, all the necessary information/documents including approvals, permissions, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Bank, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the Tender documents.
26. Omission, neglect or failure on the part of the tenderer in obtaining requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.
27. If any tenderer withdraws his tender after submission or makes any modifications to the tender after its submission, which are not acceptable to Bank, the tender will be treated as having been rejected by the Bank and it will not be processed further and the Bank shall be at liberty to forfeit the EMD without prejudice to any other right or remedy.
28. Final award of the contract for housekeeping and maintenance services will be subject to the approval of the Competent Authority.
29. The Bank does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason.
30. The successful tenderer, after the work is awarded, shall have to execute an Agreement with the Bank on Non judicial stamp paper of Rs.100/- within 15 days from the receipt of information of acceptance of the tender by the Bank.
31. The contractor shall not assign or sub-contract the benefits of this to any other person.

## **SPECIAL TERMS AND CONDITIONS**



32. The contractor would get the police verification of all his employees hired for the purpose and submit a copy to the Bank. List of employees with their Name, Photograph, Permanent address, Local address, contact number will be deposited with the Bank. The staff will bear immaculate dress with company logo & photo identity cards.

33. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them. The contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be contractor's responsibility. He will remove any person (s) / employee (s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct and such a person shall not be re-employed or allowed to work in the campus without the permission of the Assistant General Manager (P&E).

34. The contractor will pay rates and wages as per Minimum Wages Act (central) and observe hours of work and conditions of employment as per existing rules, Agreement and applicable laws. They shall be responsible if so required under the relevant law to register himself and obtain a valid licence under the Contract Labour Regulation and Abolition Act, 1970 (central) and rules there under and they must comply with and carry out all the provisions and obligations under the said Act and Rules and furnish all information to the Assistant General Manager (P&E) as may be required by the Act/Rules and shall indemnify Bank against any penalties/claims from any default on their part, and the said obligation shall survive even after the termination of the Agreement.

**35. Bank will review only the charges payable on account of revision in minimum wages payable as per Central Government directives time to time.**

36. It will be contractor's responsibility to ensure that the obligations under the contracts are duly performed and observed. The contractor shall also designate supervisor(s) by name who will personally check the working of their staff every day. The contractor shall maintain the 'Daily Report Register' of services every day and made available for inspection by the Assistant General Manager (P&E) and/ or Bank's other officials.

37. The contractor shall ensure a very high standard of maintenance and cleaning of the entire LHO complex State Bank House and Executive Enclave at all times, with due regard to hygiene & cleanliness. Disposal of all garbage from buildings shall be carried out on daily basis before 12:00 Noon. Disposal of garbage out side the campus as well as the local municipal limit shall be the responsibility of contractor at his own cost and note down the activity in daily report register. The black plastic bag shall be provided by the contractor at his costs, for the dust bins kept at different locations.

38. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the Bank's Executive or Assistant General Manager (P&E). The contractor shall submit the Complaint Register to the Assistant General Manager (P&E) at fortnightly interval and/ or as and when required for further putting up to the Competent Authority.

39. The contractor shall be responsible for any loss due to theft/pilferage of / damage to the Bank's property, including any portion of the building under the Contractor's occupation, or the fittings, fixtures or other equipment entrusted in their charge, or any property belonging to the Bank's Executives, when such loss / damage is in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by Bank. Accordingly, the Contractor shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.

40. The contractor shall not permit any portion thereof or any other area in the complex to be used for residential purpose by him and /or any of his employee, except the room/area specifically permitted by the Bank.

41. All consumable material and mechanical equipment's required for day to day which are to be arranged by the contractor shall be of best quality, which shall be available for inspection by the officials from the department. The contractor must be ensure mechanized cleaning/polishing in all respect everywhere in the premises.

42. The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other rules and regulations, which are in vogue or will become applicable in future.

43. The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensation paid or payable to persons employed by the contractor.

44. The contractor shall fully comply with all the applicable laws, rules and regulations relating to E.P.F. Act including the payment of E.P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESIC, Shops and Establishment Act, CL (R&A) Act, Essential Commodities Act, Migrant Labour Act and / or such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.

45. The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance or any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.

46. The contractor binds himself as executor or administrator and agrees to indemnify the Bank, in respect of this contract, including all claims, damages proceedings costs, charges and / or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law / Act / Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employee/engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

47. The contractor shall be responsible for all the claims of his employees. The contractor's employees will not have any claim whatsoever against Bank.

48. The contractor shall engage fully trained ( age below 50years) and adequately experienced persons, who are medically fit. They should be free from all infections/diseases.

49. The contractor shall obtain adequate insurance policy in respect of his employees to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.

50. The contractor shall provide weekly off/holidays to his employees as per labour laws but it will be his responsibility to ensure uninterrupted services on all days at no extra cost.

51. The contract shall be terminated by efflux of time or earlier, by giving one month's notice at the option of the Bank without assigning any reason thereof. If during the currency of the contract, any Government notification prohibits employment of contract labour for any of these services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor. Besides if the contract is terminated as stated above the contractor shall be entitled to the payment up to the date of termination for the work already performed.

52. The contractor shall undertake to bear all taxes (except GST), rates, charges, levies or claims, whatsoever as may be imposed by the Central / State Government or Local Body or Authority.

53. In case the contractor or any of his employees, fails to fulfill his obligations as per his scope of work for any day or any number of days, to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of **liquidated damages up to a sum of Rs.1000/- per day** for the entire number of such days

and the Bank shall without prejudice to his other rights and remedies, be entitled to deduct such damages from the amount, if any, payable to the contractor.

**54. The Contractor will submit the monthly bills, along with copy of documents/challans evidencing online payment of PF, ESI, GST and other payments made for/to individual workers and also the monthly Bank statement of individual worker for proof of salary payment for the services rendered, at the end of each month to the authorized officer, failing to which payment will not be released. Consolidated challans, not showing payment of PF, ESI, GST and salary of individual workers, will not be accepted. The payments as far as possible will be made within one week from the date of certification, subject to the condition that the contractor has cleared/paid all his dues, viz. Labour Payments, taxes, levies, etc. as required to be paid/payable by him under any law for the time being in force.**

55. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed quality of materials or services have been received or noticed by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.

56. The tender quoted amount or total contract value is fixed and no additional claim will be entertained during contract period. However if the minimum wages are increased in future as per the notification of the Govt. of India, the Bank may consider revision of the charges payable to the Contractor by the amount equivalent to increase in the rates of wages paid/to be paid by the Contractor to the personnel engaged by him.

57. The contractor will allow the Bank to access its records, books of accounts, relevant documents pertaining to performance of housekeeping and maintenance services at Bank's convenience. Bank may ask for documents as a proof of payment or provision of amount paid / payable to the workers / Govt Agencies for the benefit of workers, which will be provided by the contractor.

58. All services are to be provided in such a way that the Bank's staffs in AO Complex are not disturbed in any manner.

59. All disputes arising between the parties shall be referred to and settled through Arbitration conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the rules framed there under. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to The AGM (P&E), State Bank of India,

Local Head Office, Lucknow, whose decision shall be final, conclusive and binding on the contractor. The Courts in Lucknow City (Uttar Pradesh State) alone shall have jurisdiction in respect of any matter touching these presents.

## **SCHEDULE- I**

### **DESCRIPTION OF THE SITE for House Keeping Services**

**Local Head Office, Lucknow, State Bank House, Executive Enclave. (27 nos. full time unskilled, 08 nos half time unskilled worker and 03 nos semi skilled supervisor)**

State Bank of India Administrative Office Gorakhpur building is a Ground+8 storied building having total floor area of about 15000 SQM (Approx) and external area 10000 sqmt for parking etc.. State Bank House area 5000 sqmt and Executive Enclave common area 2000 sqmt approx. The common area consist parking, substation room, pump room, machine room, service room etc. The open area in the ground comprises Parking space, roads, common area, ramp, landscaping etc.

### **SCOPE OF WORK:**

**The contractor shall have to engage manpower as mentioned in financial ( as directed by the bank for 8 hours in a day for 26 days in a month. The persons engaged must be able, trained, efficient, neat & clean (viz., with trim hair cut, trim moustache, nail cut) healthy, honest, well behaved with company uniform. They have to upkeep and maintain the entire buildings premises including terrace, open area and up to 5 feet outside the campus.**

The contractor shall arrange daily cleaning and other services of the entire building(s) and campus area as specified in Schedule-II. This should be strictly adhered to without fail.

The contractor shall arrange daily cleaning of all toilets with first grade phenyl and detergents, soap, toilet paper and other materials (to be provided by the contractor at his cost ), at the periodicity specified in Schedule-II,

Specialized machines for wet scrubbing, wet mopping, wet/dry & vacuum cleaning and machine for cleaning water bodies will be deployed by the contractor at his cost.

The contractor will be responsible to attend to all complaints within the purview of the contract.

The contractor will provide liquid dispensers, naphthalene balls and fresheners like odonil for all the toilets and other consumables as mentioned in cleansing material list in the complex. All the items should be of reputed brands. It shall be the responsibility of the contractor to deploy sufficient staff and provide cleansing material of superior quality for cleaning of these toilets and toilet fittings.

Cleaning of Underground sewer drains, road side open drains and manholes in around the LHO, Bank House and Executive Enclave. The contractor will be responsible to attend to all complaints within the purview of the contract. **Only Eco Friendly green material(Green Pro /Green seal certified) is to be provided for the cleaning. Testing report to be submitted before delivery of material.**

## SCHEDULE- II

### PERIODICITY OF HOUSEKEEPING AND MAINTENANCE WORK AT AO COMPLEX:

Nature of Job	Periodicity	Description
SWEEP CLEAN	DAILY	<p>Sweep cleans all floors.  Damp mopping of tiles, vitrified floors, staircase, elevators, floor, sidewalls and entrance areas.  Floor 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, areas would be machine scrub cleaned.  Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use condition.  Sweep clean entire terrace, open area in AO campus and up to 5 feet outside the campus.  Sweeping and cleaning of guard rooms and substation room.</p>
VACUUMING	DAILY	<p>Vacuumping all chambers and ceilings so that they are free of dirt, mud etc.  Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When</p>

		<p>completed, the area shall be free of all litter, lint, loose soil and debris.</p> <p>Any chair, trash receptacles and easily movables items shall be moved to vacuum underneath, and then replaced in the original position.</p>
WASH ROOM CLEANING	DAILY at least two times( once in morning and once in after noon around 1:30PM).	<p>Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non abrasive cleaners and disinfectants.</p> <p>All surfaces shall be free of grime, soap mud and smudges.</p> <p>Cleaning of mirrors, glass doors, glass windows etc.</p> <p>Supply of paper towels, toilets papers, and liquid soap dispenser with liquid soap solution at each wash basins, in all bathrooms shall be performed.</p>
TRASH REMOVAL	DAILY	<p>Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and return them where they were located.</p> <p>All waste from waste paper baskets will be collected and deposited in the building's waste containers.</p> <p>Dry and wet garbage would be segregated and dumped into designated area within premises.</p> <p>Disposal of all garbage/waste shall be the responsibility of contractor to arrange.</p>
GLASS SURFACE CLEANING	DAILY	<p>All glasses at entrance doors of the premises would be cleaned using damp and dry method.</p> <p>Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.</p> <p>Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all purpose cleaner and lint free cloth of paper towels.</p>
SPOT CARPET CLEANING	DAILY	<p>Spot clean carpets whenever necessary to remove spots, using appropriate products, chemicals etc.</p>
DAMP & DRY CLEANING	DAILY	<p>Wipe clean all white boards of meeting rooms, conference rooms, workstations etc.</p> <p>Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.</p>
DEEP CLEANING	WEEKLY	<p>Stairways, surrounding common areas, terrace, car parking etc.</p> <p>Ceiling, walls, partitions etc.</p> <p>Toilet and Wash rooms</p>
WINDOW GLASS CLEANING	WEEKLY	<p>Interior and exterior glasses will be cleaned on both sides, throughout the building.</p>

		<p>Exterior cleaning of the glasses where accessible.</p> <p>Dusting window sills and blinds.</p>
SANITIZING	DAILY	<p>Office desk paper bins would be cleaned and sanitized.</p> <p>All washrooms dustbins would be thoroughly cleaned and sanitize.</p> <p>All telephone instruments, computer/laptop keyboards would be sanitized using disinfectants.</p> <p>Waste bins from Pantry and Cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.</p> <p>Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectants.</p>
DUSTING AND WIPING	FORTNI-GHTLY	<p>Dusting and wiping light fixtures, to free it from dirt, grime, dust and marks.</p> <p>Dusting and wiping computers, printers and other electronic instruments</p> <p>Applying metal polishes to accessories or door handles, hand railings, lift walls etc. where applicable.</p>
SCRUBBING	FORTNI-GHTLY	<p>Scrubbing of all floor areas with scrubbing machines.</p>
COMPLAINTS	FORTNI-GHTLY	<p>The contractor will be responsible to attend all the complaints/requirements within the purview of the contract and such complaints and requirements will be attended by the contractor immediately.</p>
CONTRACTOR WILL DO THE FOLLOWING TASKS		<p>Sweeping, mopping machine scrubbing of specified floors.</p> <p>Removal of garbage and replace cleaned bins. <b>Garbage will be taken to the designated site/garbage room at the complex from where the contractor will arrange for its disposal on daily basis.</b></p> <p>Wipe clean of all doors and windows.</p> <p>Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.</p>
Terrace Cleaning	Monthly	
SEWER	FORTHNIG	<p>Cleaning of underground sewer lines and</p>



DRAIN CLEANING	HTLY/AS PER REQUIERMENT	manholes in and around the AO premises using materials, machine etc. as per requirements. Obtaining permission required if any from govt. authority for this work.
REMOVAL OF GRASS, TREES, BUSHES ETC.	WEEKLY/AS PER REQUIERMENT	Collection of dumped grass, trees leaves, bushes etc, trimmed by gardener and removal of the same from the campus beyond the municipal limits.

**MANPOWER DETAILS:**

**HOUSEKEEPING AND MAINTENANCE SERVICES IN THE PREMISES OF LHO, STATE BANK HOUSE AND EXECUTIVE ENCLAVE AT LUCKNOW**

<b>Description of manpower</b>	<b>Details of works</b>	<b>Nos. of manpower</b>
Unskilled labour	All type of sweeping & cleaning woks in building & campus ( Full time)	27
Unskilled labour	All type of sweeping & cleaning woks in building & campus ( Half time)	08
Semi Skilled supervisor	Supervise the entire house keeping and cleaning and attend all the LHO, State bank House and Executive Enclave.	3