

**26. FURTHER ASSURANCE**

Each of the parties hereto shall co-operate with the others and execute and deliver to the other such instruments and documents and take such other actions as may be reasonably requested from time to time in order to carry out, give effect to and confirm their rights and intended purpose of this Agreement.

**27. COSTS**

Each of the parties shall pay its own legal, accountancy and other costs and expenses incurred in relation to the negotiation, preparation, and execution of this Agreement.

**28. COUNTERPARTS**

This Agreement may be executed in any number of counterparts and by the different parties on separate counterparts, each of which when so executed and delivered shall be an original, but all of which shall together constitute one and the same instrument. The English language text of this Agreement shall prevail over any translation thereof.

**29. SURVIVAL**

The terms and provisions of this Agreement that by their nature and content are intended to survive the performance hereof by any or all parties hereto shall so survive the completion and termination of this Agreement.

**30. FORCE MAJEURE**

If either party's performance of this Agreement or any obligation hereunder is prevented, restricted or interfered with by causes beyond such party's reasonable control including but not limited to, acts of God, fire, explosion, riots, terrorism, lock-outs or strikes by employees or any other labour disputes; any law, order or regulation of national, state or local government or any civil or military authority; or by national emergencies, wars, then such party shall not be liable to the other for its failure to perform hereunder. The parties shall take reasonable efforts under the circumstances to avoid and remove such causes of non-performance and shall proceed to perform with reasonable dispatch whenever such causes are removed or cease.

**31. PENALTY CLAUSE :**

Bank shall have the right to impose penalty it deems fit on the Service Provider in case of Bank being put to any financial loss directly or indirectly by any act or omission on the part of the Service Provider and also for any deficiency of services reported from the employees/officers of the Bank at places/offices where the Service Provider deploys its Personnel.

**32. SUCESSORS**

This Agreement shall be binding upon, and shall inure to the benefit of the parties hereto, their respective administrators, successors, and permitted assigns. Nothing herein, except as specifically provided in this Agreement, is intended to confer upon any person, other than the parties hereto and their respective administrators, successors, and permitted assigns, any rights, remedies, obligations or liabilities under or by reason of this Agreement.

For Premier Vigilance & Security Pvt. Ltd.

Sr Vice President

BANDHAN BANK LTD.  
Rishra Branch

Branch Head  
SANJEEV KUMAR SINGH  
EMP. ID-155386

IN WITNESS WHEREOF the parties hereto have hereunto set and subscribed their respective hands and seal at the day, month and year first herein above written.

**SIGNED, SEALED AND DELIVERED**

By the within named

**Premier Vigilance & Security Pvt Ltd**

Through its Authorised Signatory

Name - SANJIB SAHA

Designation - ASST. Manager

Witness

**SIGNED, SEALED AND DELIVERED**

By the within named

**Bandhan Bank Limited**

Through its Authorized Signatory

Name - SANJEEV KUMAR SINGH

Designation - BRANCH HEAD

Witness

NAME

① UTTAM KUMAR BARMAN

ADD.  
RISHRA  
HOOGHLY

Sign.  
Uttam K. Barman

② ADITI GHOSH

RISHRA  
HOOGHLY

Ab  
167958

**BANDHAN BANK LTD.**  
Rishra Branch

Branch Head  
**SANJEEV KUMAR SINGH**  
EMP. ID-153386

For Premier Vigilance & Security Pvt. Ltd.

Signature  
Sr Vice President

## SCHEDULES

### SCHEDULE - I

#### SERVICES TO BE PROVIDED BY THE SERVICE PROVIDER AND QUALITY AND SCHEDULE SPECIFICATIONS

##### Roles and Responsibility

##### A. Responsibilities of office Assistant

1. Must be smartly dressed with company uniform with display of ID card.
2. The office Assistant shall be vested with multitasking duties as assigned by Branch Head/unit in charge from time to time.
3. Maintaining work station in a presentable manner.
4. Ensure orderliness in placement of furniture and ambience.
5. Photocopying and distribution of the documents.
6. Ensure proper housekeeping in Branch.
7. Dispatch & delivery of local couriers/official documents.
8. Distribution of incoming Fax to the concerned branch staff.
9. Documenting inward and outward couriers.
10. Running pantry and Ensuring its upkeep/cleanliness/maintenance/hygiene.
11. Serving visitors/customers with etiquette and manner & aiding client reception.
12. Maintaining consumables.
13. Maintaining Gen set and log book.
14. Ensuring secrecy and confidentiality of information.
15. Maintaining highest standard of discipline & integrity.
16. Any other official duties as assigned by Branch Head.

##### B. Responsibilities of Housekeeping Service:

1. Must be smartly dressed with company uniform with ID card.
2. Maintaining highest standard of discipline & integrity.
3. Ensuring high standard of cleanliness & sanitation in work stations, common areas, wash rooms & lavatories, pantries, meeting room, parking areas and other occupied areas.
4. Use of consumables judiciously and record keeping.
5. Ensuring orderly placement of articles/equipment.
6. Aiding in shifting/relocation of materials.
7. Spraying room freshener (cover office area, cabins, conference/meeting rooms etc.)
8. Cleaning of white board in the Conference Room/Meeting room.
9. Replacement of white board dusters, markers as and when required.
10. Emptying of dustbins under the workstation.
11. Cleaning of Pantry thoroughly including steel basins.
12. Cleaning of the laminates and the cabinets.

13. Cleaning of light fittings and switch plates.

**Scope of Daily/Periodical Upkeep by Housekeeping staff**

The scope of work shall include providing comprehensive Housekeeping, Waste Management, Pantry and Office services at the Proposed Office. The scope should cover the following aspects:

**(i) Daily cleaning of the following :**

**General :**

- All floor areas: Spot clean all marks, stains and spills
- Vinyl or Tiles: scrub or spray to remove scuff marks when necessary
- Clean and polish entrance doors and hardware - remove finger and/or scuff marks
- Clear all dustbins under each workstation at least every four (4) hours
- Ensure vendor checks for the correct placement of all keyboards and chairs across each floor when not occupied
- All balconies/recreational areas to be free from rubbish, swept clean

**Foyer/Reception Area :**

- Floors buffed and polished (all stone, slate and ceramic floors to be washed with a neutral detergent)
- Reception desk and surfaces to be wiped/dusted thoroughly
- Wipe clean and polish walls in foyer and to glass entrance doors and mirror windows to be spot cleaned for any finger marks, stains or other marks
- Flower boxes (if any) to be cleared of rubbish
- Special attention to be given to entrance and areas (as required)
- Shake out front doormats (if applicable), and sweep footpath outside the premises
- Sweep all external walkways and landings
- Clean all stair landings, stairways and ground floor window sills
- Clean all door mats

**Work Stations and Offices :**

- Empty all waste bins at least every (4) four hours
- Wipe, replace bin liners as required
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Recycling
- Conduct a full clean each weekend for Offices

**Toilets/Restrooms :**

- Check on the general cleanliness of each toilet block every 2 (hours)
- Provide a checklist for recording routine inspections

- Wipe clean all cubicles and urinals using an appropriate disinfectant and hygienic sanitary blocks
- Wipe clean all basins/taps/wall dryers/fixtures and fittings
- Replenish all consumables including hand towels and toilet rolls as required
- Floors cleaned and moped at least 4 times per day

**Server Rooms/Data Labs :**

- Full clean of all floors/walls and doors daily, window panels
- AC Ducts/lighting
- Remove any rubbish
- Must be accompanied by authorized personnel from IT Department.

**Conference Rooms :**

- Empty all waste bins at least every 4 (four) hours
- Water Bottles are replenished and kept clean
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Conduct a full clean every weekend or at times of lease usage.

**Meeting Rooms :**

- Empty all waste bins at least every 4 (four) hours
- Wipe, replace bin liners as required
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Conduct a full clean every weekend or at times of lease usage.

**Training Rooms :**

- Empty all waste bins at least every 4 hours
- Wipe, replace bin liners as required
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Conduct a full clean every weekend or at times of lease usage.

**(ii) Weekly cleaning of the following :**

- Wipe all internal doors, workstation partition metalwork/plastic and wall surfaces (other than bare masonry)
- Clean all desk, bench top or table surfaces

- Wipe out wastepaper bins or replace liners
- Full clean of front door mats
- A/C Vents/Lighting, external signage and window panels

**(iii) Monthly cleaning of the following :**

- Thoroughly clean all external signage, windows. Both sides of Reception area glass and entrance doors, including all aluminum frames and door handles
- Dust all interior walls, ledges, furniture and equipment
- Workstations to be cleaned
- Deep clean conference and meeting rooms
- Deep clean of all toilets

**(iv) Quarterly cleaning of the following :**

- Deep clean Help Desk Area
- Clean internal windows, sills and blinds
- Apply approved polish hard to floors - Maintenance of all fine wood finishes that may include, but shall not be limited to the following: executive furniture, conference room furniture, common area furniture, walls, baseboards, doors, and moldings.

**Regular Services covered under i, ii & iii above :**

Floors, Work station areas, training rooms, Conference rooms, meeting rooms, internal glass fixtures, common areas, heavy traffic areas, external areas and general cleaning as specified.

**Periodic Services covered under iii & iv above :**

- Carpet cleaning & floor scrubbing;
- Internal window and glass cleaning.
- External areas i.e. DG Room and UPS Room
- Cleaning of AC grills, fire sensors, light fittings and extinguishers
- Other emergency cleaning services, as required.
- Periodic inspections to monitor the performance.
- Performance monitoring, ensuring that they are completing the daily housekeeping checklist
- Ensure they performs services to the above specified scope
- Ensure all equipment is maintained to the highest possible standard (operational, clean and not in a state of disrepair)
- Implementation of a Housekeeping Manual

**DEFINITION AND STANDARDS :**

It is recognized that some marks and stains require special cleaning processes to effect removal. These shall be reported to the Operations Head.

**a. Office Equipment & Appliances - Damp Dust**

After damp dusting is complete all external surfaces shall be free of all dust and dirt to leave a clean, dry, uniform appearance.

**b. Carpet – Spot Clean (for Premium Lounge/Branch)**

After spot cleaning of carpet, the surface should be free of marks, dirt, spots (including substances such as chewing gum/blue-tac etc.) and residue cleaner leaving a visible clean finish with a uniform appearance.

**c. Carpet – Vacuum (for Premium Lounge/Branch)**

After vacuuming is complete, carpet shall be free of all visible litter, dirt, dust and build up (especially on edges) ensuring a clean uniform appearance.

**d. Chairs – Cloth – Vacuum**

After cleaning, chairs are to be free of dirt and marks.

**e. Chairs – Cloth – Shampoo Extraction**

When extraction shampooing is complete, the surface should be free of all deep-seated dirt, stains and soiling and be left in a reasonably dry condition giving a clean uniform appearance.

**f. Chairs – Clean**

After cleaning, chairs are to be free of dirt and marks.

**g. Water and beverage vending machines-Clean**

On completion of cleaning, all surfaces are to be free of visible dirt, bacterial and residue cleaner leaving a clean appearance.

**h. Floors (All) – Sweep**

After sweeping, all floor surfaces shall be free of visible dust, loose dirt and litter. All dust, loose dirt and litter shall be collected and disposed of in an approved rubbish bin.

**i. Floors (Concrete) – Damp Mop**

On completion of damp mopping all floor surfaces shall be free of all marks and dirt especially in corners and edges, visibly clean and without streaks.

**j. Floors (Vitrified/Granite) – Machine Scrub**

On completion of machine scrubbing, all floor surfaces shall be free from all visible dirt, marks, grime, residue cleaner and any build-up (especially the edges) to display a uniform clean appearance.

**k. Glass (Window, Partitions, Doors) – Spot Clean**

After spot cleaning of glass, partitions, windows and doors, all marks and dirt on windows shall be removed leaving the surface visibly clean and unmarked.

**l. Glass (Windows, Partitions, Doors) - Wash**

After washing of glass is complete, the surface shall be free of visible dirt and smears.

**m. Grilles (In Doors, Air Conditioning, Diffusers, Vents) – Damp Dust**

After damp dusting is complete, all grilles shall be free of dust and dirt to leave a clean, dry uniform appearance.



**n. Rubbish Bins – Empty and Replace Liners**

After rubbish bins have been emptied, the bins shall be free of dirt and litter. Liners shall be changed, with a size compatible with that of the bin, whenever they contain moist materials, food or have tears or holes in them.

**o. Surfaces – Damp Dust**

After damp dusting is complete, all surfaces shall be free of visible dust, dirt and build-up (especially in corners and edges) to leave a clean, dry uniform appearance.

**p. Tables, Cupboards, Chairs, Desks – Damp Dust/Clean**

After damp dusting/cleaning of tables, cupboards, chairs and desks is complete, all surfaces shall be free of dirt, dust and residue cleaner to leave a clean, dry uniform appearance.

**q. Toilets, Toilet Units, Hand Basins – De-scaling**

On completion of de-scaling, urinals and toilet bowls shall be free of calcium build-up, acid, odour, bacteria, residue cleaner and all visible dirt leaving the surfaces with a clean appearance. After sanitizing, toilet and hand basins will be free of dirt, stains and dust. The cleaning materials utilized in the service of cleaning the toilet facilities shall only be used for the purpose of the cleaning of the toilet facilities.

**r. Toilet Partitions - Clean**

On completion of cleaning of toilet partitions the surface shall be free of all removable marks, dust and be visibly clean with a uniform appearance. Non-removable marks (graffiti) are to be referred to the Facility Manager.

**s. Toilet Units, Hand Basins – Clean and Sanitize**

After cleaning and sanitizing, toilets and hand basins shall be free of dirt, dust, stains and marks, cleaner residue and bacteria. The cleaning materials utilized in the service of cleaning the toilet facilities shall only be used for the purpose of the cleaning of the toilet facilities.

**t. Walls (Plaster of Paris partitions) – Spot Clean**

After spot cleaning has been carried out on brick walls, all removable marks and dirt are to be eliminated leaving the surface visibly clean and free of any residue cleaner. Non-removable graffiti on external walls is to be referred to the Facility Manager.

**u. Walls (Painted) – Spot Clean**

On completion of spot cleaning on painted walls, surfaces shall be free of marks, dust, and residue cleaner and be visibly clean with a uniform appearance.

**v. Window Tracks - Vacuum**

On completion of vacuuming, the window grooves will be free of dust, sand, dead insects and debris leaving the surfaces clean and unobstructed.

**w. Wooden Furniture - Polishing**

After polishing, wooden furniture shall be free of dust and marks and will be clean with a uniform high sheen for lasting protection.

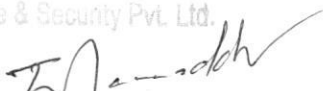


## SCHEDULE - II


COMPONENTS	A	B	C
Basic Pay	523.00	437.00	350.00
VDA	116.00	97.00	77.00
MW/Day	639.00	534.00	427.00
<b>Working Day</b>	<b>26</b>	<b>26</b>	<b>26</b>
Wages	16614.00	13884.00	11102.00
PF	1950.00	1804.92	1443.26
ESI	539.96	451.23	360.82
Bonus	1383.95	1156.54	924.80
Uniform Charges	150.00	150.00	150.00
Management Fee	500.00	500.00	500.00
Sub Total	21137.90	17946.69	14480.87
GST (18%)	3804.82	3230.40	2606.56
<b>TOTAL</b>	<b>24943.00</b>	<b>21177.00</b>	<b>17087.00</b>

- In case of Introduction/Revision/Notification of Govt. Orders/Rules/acts effecting the quoted/ordered rates in any future date during the continuation of the Contract, equivalent change of rates will automatically come into effect from the effective dates of such Govt. Order/Rules/Act/Notifications without any further correspondence.
- The requirement in number of Manpower may be changed (increase or decrease) and shall be communicated in advance by Bank to the Service Provider in writing. The Fee as mentioned above shall also vary depending upon the number of manpower deployed.

For Premier Vigilance & Security Pvt. Ltd.

  
Sr Vice President

**BANDHAN BANK LTD.**  
Rishra Branch

  
Branch Head  
**SANJEEV KUMAR SINGH**  
EMP. ID-153386