



SERVICE LEVEL AGREEMENT FORMAT

This agreement made the _____ day of the month of _____ in the year **2022**

BETWEEN,

Canara Bank a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head Office, at 112, J C Road, Bangalore-560002 through its office at _____ represented by, _____, its duly constituted attorney (hereinafter referred to as Bank) of the ONE PART;

AND

Shri/M/s _____ resident of S/D/o _____

the _____ sole proprietor of _____ M/s _____ having office at _____

_____ / the partnership firm represented by its Managing / duly authorized partner, having an administrative / principal office at _____

/ a company / body corporate being its registered office at _____

_____ duly represented at _____ duly represented by its constituted and authorized Managing Director, Shri _____ and (hereinafter called the Contractor) of the other part.

WHEREAS Bank had issued a Request for Proposal (Ref No HKP 01/p7E/ CHN Dt: 29.12.2022) for Housekeeping & General Cleaning Services at various offices coming under Chennai Circle;

WHEREAS the Tenderer has submitted his proposal in response to the tender and Bank has accepted the proposal of the Tenderer in this regard;

WHEREAS Bank has issued a Work Order (Ref No _____ dated _____) to the tenderer and he has accepted the same.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to.
2. The following documents not inconsistent with these presents shall be deemed to form and be read and construed as part of this agreement viz.,
(a) The RFP document (Ref No: HKP 01/P&E/CHN Dated: 29.12.2022)

- (b) Amendments to the Bid, if any; and
- (c) The Work Order
- (d) Undertakings by the personnel as per tender document (No Claim for employment)
- (e) Insurance Policy Documents in the name of personnel as specified in the RFP
- (f) Copy of license under the "The Contract Labour (Regulation & Abolition) Act 1970"
- (g) Documents of individual personnel as specified in the tender document.

3. In consideration of the payments to be made by the Bank to the Agency, the Agency hereby covenants and agrees with the Bank to construct, complete and perform the assignment in conformity in all respects and subject to all terms and conditions/rules as mentioned in the aforesaid documents which shall form part of this agreement.

In witness whereof the parties hereto have hereunto set their respective hands and seals the day and year first above written.

Signed, sealed and delivered by the said Agency,
_____ to Bank _____ in the presence of:

**(Authorised Signatory
HO:Canara Bank)**

Name:

Designation:

Email ID:

Mobile No:

**(Authorised Signatory
Contractor)**

Name:

Designation:

Email ID:

Mobile No:

Witness: 1

Name:

Designation:

Email ID:

Mobile No:

Witness: 1

Name:

Designation:

Email ID:

Mobile No:

Witness: 2

Name:

Designation:

Email ID:

Mobile No:

Witness: 2

Name:

Designation:

Email ID:

Mobile No: