

TENDERNOTICENO.LHOPAT/P&E/2024-25/02/01

DATED: 12.03.2025

**STATE BANK OF INDIA, PREMISES AND ESTATES DEPARTMENT, LOCAL
HEAD OFFICE, PATNA-800001**

**INVITATION FOR TENDER FOR CATERING SERVICES AT SBI CANTEEN
AND EXECUTIVE LUNCH ROOM IN PREMISES OF STATE BANK OF INDIA,
LOCAL HEAD OFFICE, PATNA**

START DATE: 12.03.2025

CLOSE DATE: 10.04.2025

E-tenders are invited on the prescribed format from reputed agencies / contractors engaged in the business of cleaning and catering services for providing these services in State Bank of India (SBI) Canteen of Local Head Office (LHO) under Two-Bid system i.e. Technical Bid and Financial Bid. Interested persons fulfilling the minimum eligibility criteria may apply in prescribed format which may be downloaded from the Bank's website www.sbi.co.in or www.bank.sbi under link 'Procurement News'.

Details of the tender are given below:

1	Name & Location of Work	Catering services in SBI Canteen, LHO Patna.
2	Eligibility Criteria	Please See Annexure -A
3	Availability of Tender documents	Tender documents can be downloaded from Bank's website www.sbi.co.in or www.bank.sbi under 'Procurement News' section
4	Earnest Money Deposit (EMD)	Rs. 10,000/- by Bank draft/Banker's Cheque along with application.

5	Security Deposit	Rs. 2,00,000/- by way of Fixed Deposit Receipts issued by any branch of SBI and lien should be marked in favour of SBI LHO Patna within 7 days of date of Work Order.
6	Cost of Tender documents	Tender documents may be downloaded from Bank's website free of cost.
7	Tender documents downloading start Date	From 10.00 am on 12.03.2025
8	Tender documents downloading end date	Up to 2.00 pm on 10.04.2025
9	Last date and time of submission of Tender	Up to 3.00 pm on 11.04.2025
10	Address at which the tenders are to be submitted	The Assistant General Manager (P&E) State Bank of India Premises & Estate Department Local Head Office West of Gandhi Maidan Patna-800001
11	Date and time of opening of tender	15.04.2025 at 04.00 pm.
12	Validity of offer	3 (three) months from last date of submission.
13	Period of contract	Two years, extendable by one year.
14	Please see documents attached for details.	Annexure A – Instructions for bidders
		Annexure B – General Terms & Conditions
		Annexure C – Schedule I (Periodicity of Cleaning, Maintenance &

		Services), Schedule II (List of indicative brands to be used in catering services) & Schedule III (Menu Card for catering services)
		Annexure D - Declaration regarding contract labour (Minimum Wages Act)
		Annexure E- Solvency Certificate
		Annexure F- Technical Bid Form
		Annexure G- Price Bid form
		Annexure H - Declaration regarding relatives
Interested participants are advised to go through the complete set of tender documents before submitting their tenders.		
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.		
(For and on behalf of State Bank Of India) The Assistant General Manager (Premises & Estate) State Bank of India Local Head Office, Patna Circle, Tel: 0612 – 2820823		

INSTRUCTIONS FOR TENDERERS

1. **Scope of Work** (Details provided in Annexure C – Schedule I, II & III).

SBI Canteen, LHO Patna is located in premises of LHO Patna and comprises a G+1 with total covered floor area of about 7000 Sq.ft. having Dining Hall, Kitchen, Service Counter, Wash Basin, Storage Room and other space. In addition to the LHO Canteen, there is one Senior Executive Lunch Club, located at the 7th floor of the Local Head Office, Patna. The work comprises broadly of the following areas:

- a. The Canteen timing would be from 10:00AM to 06:00PM.
- b. The price of lunch is to be quoted within the maximum ceiling as specified in Annexure G. Maximum price per plate for Senior Executive Lunch Club would be Rs.100/-.
- c. Quality and Hygienic food to be provide as per the pre-finalized menu.
- d. Cleaning and maintenance including cleaning, sweeping, washing in entire area along with utensils of SBI Canteen.
- e. Adequate number of staffs are to be deployed for smooth and uninterrupted services during functioning hour of canteen (as per Annexure D).
- f. Raw material and LPG for cooking will be arranged by the Vendor.
- g. Collection and removal of garbage of the canteen will be arranged by the Vendor.
- h. The Vendor will take care of other support activities like attending to minor electric problems, operation of water pump, switching on/off lights etc.
- i. Catering Services for approx. 100 or more persons per day on working day will have to be provided to the Staffs/Employees of Bank (The number may vary as per attendance) and Senior Executive Lunch Club.

Interested bidders are advised to visit and inspect the site before submitting their bids.

2. **Eligibility Criteria**

To be eligible to participate in the tender, the bidder/applicant should satisfy the following minimum eligibility criteria:

- a. The applicant must be a Registered/Licensed Organization in nature of a Public Ltd. Co./Private Ltd Co./Partnership firm/Sole proprietor/Limited Liability Partnership.

- b. The applicant must have (i) PAN No. (ii) all requisite licenses under Contract and Labour Regulation Act (iii) GST registration number (iv) EPFO registration (v) ESIC registration & (vi) any other permission/Certification under applicable laws, for the time being in force, which are necessary and incidental for effectively carrying out the work envisaged under these tender documents.
- c. The applicant must have sound financial capacity/credit worthiness and duly supported by a Solvency certificate of Rs.5 lacs issued on or after 31.01.2025 or any other equivalent certificate acceptable to the Bank.
- d. The applicant must have annual turnover of Rs. 10.00 lacs averaged over the last three Financial Years.
- e. The applicant should have filed Income Tax returns for the FY 2021-22, 2022-23 & 2023-24.
- f. The applicant should not have abandoned any work or rescinded any part of their contract or been disqualified by the client during the last 5 years.
- g. The applicant should not have been blacklisted or debarred from participating in any tender for similar services by a Government Department, Organization, whether public or private, in last five years and must not be under rigors of any such blacklisting or debarment at the time of submission of tender documents.
- h. The application form must be completely filled in with all supporting enclosures.

3. The eligible contractors, who satisfy the above criteria, may download the prescribed proforma from the Bank's website www.sbi.co.in or www.bank.com under ' **Procurement News** ' and submit the form, duly filled in and duly supported by relevant documents to the Asst. General Manager (P&E), State Bank of India, Local Head Office, West of Gandhi Maidan, Local Head Office, Patna.

Any clarification in this regard may be obtained from Bank [0612-2820823 or email at <agmpe.lhopat@sbi.co.in>. Selection on technical parameters will be made based on fulfillment of eligibility norms and particulars and documents furnished by the applicant as required and satisfactory verification carried out by the Bank. Incomplete information in the application may lead to summary rejection of the same. 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.

4. SUBMISSION OF BIDS:

Tender bids should be submitted in two separately sealed envelopes (covers) i.e., Cover-I (Technical Bid) and Cover-II (Price Bid).

A. Cover- 1 (Technical Bid):

A sealed envelop, superscribe as 'Technical bid for Cleaning and Catering Services for SBI, Canteen, Patna', should contain the following documents:

- i) Technical Bid on the specified format (Annexure - F), duly filled in and signed by the bidder.
- ii) EMD of Rs.10,000/- in the form of Demand Draft/Bankers Cheque/Pay Order favouring 'SBI, LHO, Patna' and payable at Patna.
- iii) Annexures A (Instructions For Tenderer), B (General Terms & Conditions) and C (Schedule I, II & III – Periodicity of services, List of indicative brands and Menu), duly accepted by the bidder.
- iv) Annexure D (Declaration regarding contract labour), duly filled up.
- v) Annexure E (Solvency Certificate - issued by a Bank).
- vi) Annexure H (Declaration regarding relatives).
- vii) Balance Sheet of last three Financial Years.
- viii) ITR of last three Financial Years (2021-22, 2022-23 and 2023-24).
- ix) Declaration duly signed and sealed on the Letter Head of the applicants that no work has been abandoned or rescinded any part of their contract or been disqualified by the client during the last 5 years and they have not been blacklisted or debarred from participating in any tender for similar services by any Government Department, Organization, whether public or private, in last five years and are not under rigors of any such blacklisting or debarment at the time of submission of tender documents.

B. Cover- 2 (Price Bid)

A sealed envelope, super scribe as 'Price Bid for Cleaning and Catering Services for SBI, Canteen, Patna', should contain Price Bid in the specified format, (Annexure – G).

5. The documents should be signed by the applicant on all the pages including on all necessary documentary evidence, 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. Bank may, at its sole discretion, ask for documents or clarifications in regard to the bid submitted. If the

information or documents asked for is not submitted within the specified period, Bank may treat the application as incomplete and reject the application.

6. Terms & conditions for Price Bid

- a. The applicant should quote combined monthly charges (excluding GST), for various services to be provided, in Annexure – G, on the basis of items & periodicity of services detailed in Annexure- C.
- b. The costs quoted in the Price Bid should take in account the provisions of the Minimum Wages Act, as applicable to Central Govt. undertakings.
- c. The cost of food to be quoted in the Price Bid shall be realistic for providing good quality of food. If an applicant quotes unreasonably low rates for being selected as L1 and does not provide good quality food, Bank may terminate the contract and may even blacklist the applicant from participation in future bids and the Bank's decision in this regard shall be final and binding on all parties.
- d. The Financial Bids will be opened of only those bidders who are found technically suitable on the basis of Technical Bid. The bidders or their representatives duly authorized under the sign and seal of the bidder 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 bidder along with necessary document like Board resolution in case of Private Limited Company etc. conferring full and comprehensive authority to deal with all matters relating to the tenders.
- e. Selection of L-1 will be decided on the basis of lowest quote in the Price Bid. However, Bank reserve its right to reject the bid if in the estimation of the Bank, the price quoted by the bidder is unrealistic or unworkable. The Bank, for any justifiable reason, in its estimation, may reject the bid of lowest bidder and may declare the next lowest bidder as L-1 and the decision along with reason provided by the Bank shall be final and binding upon all bidders including the lowest bidder.
- f. The applicants are advised to inspect the premises and assess the scope of work before quoting the rates.

7. Earnest Money

- a. The bidders are advised to submit the Earnest Money of Rs.10,000/- in the form of Demand Draft or Banker's Cheque in favour of 'SBI, LHO, Patna' drawn on any scheduled Bank in India and payable at Patna.
- b. EMD in any other form other than as specified above will not be accepted. Tender not accompanied by the EMD shall be rejected.
- c. No interest will be paid on the EMD.
- d. EMD of unsuccessful bidders will be refunded within 30 days of award of Contract.
- e. EMD of the successful bidder will be retained as a part of security deposit.

8. Security Deposit

The successful applicant will have to furnish a security deposit Rs 2,00,000/- less amount of EMD by means of Fixed Deposit issued by any branch of State Bank of India and lien should be marked in favour of 'SBI, LHO, Patna' within a period of 7 days of the date of Work Order conveyed to him by Bank.

9. Signing of Contract Documents

The successful bidder on completion of tender process shall enter into a formal written agreement with the Bank, 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 bidder irrespective of whether such formal agreement is subsequently entered into or not.

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 bidder 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.

ANNEXURE - B

GENERAL TERMS & CONDITIONS

1. The applicant must produce relevant documentary evidence along with the Technical Bid form. Non-disclosure of relevant information or furnishing of incorrect information/ documents will suffer disqualification under Technical Bid.
2. The applicant shall not have any right to participate in the financial bidding merely on satisfying the above eligibility criteria or on being found suitable to apply for tender documents.
3. The applicant (including its Officer bearers in charge) 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.
4. 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.

5. 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.

6. The applicant must have complied with all labour laws and obtained all licences/approvals/ permissions to carry on the business of, maintenance, catering and gardening services.

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

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

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

10. The Bank, in any manner, is not responsible for the delay in submission of bid due to any technical fault of the internet or the system or for any other analogous or other reason of whatsoever nature / loss /non-receipt of tender application/documents.

11. The Bank reserves the right to reject all or any of the tender documents without assigning any reason thereof.

12. 'Successful bidder' or 'the contractor' throughout this tender document or the agreement which shall be subsequently entered into on completion of tender process shall mean such bidder who has been declared successful by the Bank in bidding process and necessary approval for awarding of the contract has been accorded by the competent authority of the Bank.

13. The contract entered into with the successful bidder on completion of bidding process shall be for a period of two years from the date of commencement of the Agreement, subject to review at the expiry of every 12 months period, and extendable for one more year on same terms and conditions at Bank's discretion provided the contractor has license and /or renewed license and renders satisfactory services. Upon expiry of the three years period, the contract may be renewed for another term of three years on mutually acceptable conditions at sole discretion of Bank.

14. Pre-qualification under Technical Bid will be on the basis of meeting the minimum eligibility criteria. The short-listed bidders will be eligible for participation in Price Bid.
15. The successful bidder shall bear all the cost and expenses in respect of all charges, stamp duty etc. of the agreement which will be entered into with him on completion of bidding process.
16. In terms of the provision of the contract labour (R&A) Act, 1970 and rules 72 and 73 framed there under, the successful bidder/contractor shall disburse the minimum wages to its personnel. The contractor shall be liable for any violation of the aforesaid provision of the labour laws.
17. The Courts in Patna (Bihar) alone shall have the jurisdiction in respect of any or all matters/disputes relating to or connected with the tender.
18. The bidder 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.
19. Omission, neglect or failure on the part of the bidder in obtaining requisite, reliable and full information on any matter affecting his tender or the subsequent contract or supply, shall not relieve the bidder from any liability under this tender document or any subsequent contract or agreement.
20. If any bidder withdraws his tender after submission or makes any modifications to the tender after its submission, the tender will be treated as having been rejected by the Bank and it will not be processed further.
21. Final award of the contract for cleaning and catering services will be subject to the approval of the Competent Authority.
22. 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.
23. The successful bidder, after the work is awarded, shall have to execute an Agreement with the Bank on a stamped paper.
24. On award of contract the successful bidder shall not assign or sub-contract the benefit of this tender to any other person.

25. Bank reserves its right to cancel the tender at any stage without any reference to any bidder or to modify, amend or alter the terms of the tender at its sole discretion. Any such cancellation, modification, amendment or alteration shall be published on the Bank's website and no separate communication will be made to any bidder.

CLEANING AND CATERING SERVICES:

28. The contractor shall arrange daily cleaning and other services of the entire Canteen.

29. The contractor shall provide catering services at the SBI Canteen, Patna and Executive Lunch Club at 7th floor of LHO building, on working day basis as per the Menu described in Schedule (III) of Annexure – C. The items may be changed, as per Bank's requirement, within the prescribed costs.

30. The quality of the ingredients used in preparation of the eatables and beverages etc. shall be of AGMARK quality or equivalent quality, as approved/decided by the Bank from time to time. Suggested brand/quality is indicated in Schedule (II) of Annexure – C.

31. The catering charges may be reviewed by the Bank after every 12 months, at absolute discretion of the Bank on account of increase in food prices, the quantum in increase will be based on the increase, during the past 12 months, in the corresponding consumer price index data of Government of India. The new rates will be effective prospectively.

32. The contractor will arrange for commercial LPG Gas cylinders at his cost used for cooking purpose and no coal / kerosene / wooden / charcoal stove has to be used in the kitchen.

33. The contractor will arrange for standard cooking utensils of high standard, table linen, napkin paper etc. at his cost. The table linen will be changed daily and washed at his expense. The said items shall be of superior quality to the full satisfaction of the Bank, whose decision in this regard shall be final and binding on the contractor.

34. Bank will provide the articles used in kitchen such as cooking range, water coolers, deep freezer, hot case, electric toaster, storage cup-boards, work tables, geysers, crockery and cutlery etc, as per requirement. The contractor shall maintain proper record and take care of the said articles / equipment as a Bailee, in terms of Indian Contract Act and return all these equipment in good and working order on the expiry/termination of the contract.

35. The contractor shall not be allowed to sell food to outsiders.

36. In the event of insufficient/bad quality or non-serving of any eatables agreed upon to be served, Bank will be within its right to deduct penalty from the contractor's bill @ Rs. 200/- per person per day for the entire number of such days, besides taking such other action including but not limited to cancelation of contract for remaining period with immediate effect, as deemed fit by the Bank.

37. While the equipment mentioned above to be used in kitchen shall be provided by the bank, the maintenance thereof shall be the contractor's responsibility.

38. The contractor shall provide liquid hand wash in all wash basin. It shall be the responsibility of the contractor to deploy sufficient staff and provide cleansing material of superior quality for the cleaning of washing area, pantry, kitchen, dining halls and service areas.

39. Drinking water (from a water purifier provided by Bank) will be provided. In case of VIP guest, mineral water bottle has to be provided (cost to be reimbursed by Bank).

SPECIAL TERMS AND CONDITIONS

40. The contractor shall engage the services of sufficient number (as per Annexure- D) of able, trained, efficient, neat, healthy, honest, well-behaved and skilled persons for cleaning, house-keeping, maintenance, gardening, cooking, serving and cleaning of kitchen, dining halls and service areas at his cost round the clock. The cook(s) shall be expert in preparation of various types of North Indian veg. and non veg. dishes. The attendants/ room boy-cum-helpers/cooks and other staff should be properly trained and shall wear neat and clean uniform (pattern to be got approved from the Bank) with their name badges. The contractor shall be responsible for the good conduct and performance on their part and the contractor shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or at a future date. The contractor shall have to engage the services of sufficient numbers of bearers, cook, supervisor etc.

41. 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, statutory deductions 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 again employed or allowed in the work/campus.

42. 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. The contractor shall be having a valid license under the Contract Labour (Regulation & Abolition) Act, 1970 and rules there under and they must comply with and carry out all the provisions and obligations under the said Act and Rules and shall furnish all information to the Bank as may be required by the Act / Rules and shall indemnify the Bank against any penalty / claims/ damages/ loss which may be made against or suffered by the Bank because of any default on the part of the contractor in execution of the obligation under the contract which will be entered with him by the Bank on approval from the competent authority of the Bank on his coming out successful in this tender process and the said obligation shall survive even after termination of the Agreement. Bank may undertake a review of the charges payable on account of revision in minimum wages payable as per Government directives.

43. 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 make available for inspection by Bank's authorized officials.

44. The contractor shall ensure a high standard of and maintenance of the entire canteen at all times, with due regard to hygiene and cleanliness. Disposal of all garbage shall be the responsibility of contractor. The black plastic bag shall be provided by the contractor for the dust bins of each room, kitchen etc. daily at his cost.

45. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of the Complaint Register and put up to the Competent Authority as and when required.

46. 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 to their charge, 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(s), 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.

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

48. All consumable materials and equipment required for day to day which are to be arranged by the contractor shall be of best quality and approved by the Bank.

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

50. 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 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.

51. The contractor shall fully comply with all the applicable laws, rules and regulations relating to E.P.F. Act including the payment of 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 TDS as per IT Act, applicable from time to time.

52. The contractor shall be responsible for 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 PF contributions, if required, with authorities concerned.

53. The contractor agrees to indemnify and keep the Bank indemnified against all claims, damages, loss, proceedings costs, charges, expenses, etc. which may be made against, suffered by, or brought against, the Bank, any of its Directors, officers or employees in connection with and/or relating to execution of the contract by the contractor, his representative(s), agents (s), employees, etc. for reasons of or consequent upon any breach or default of any of the terms of the

contract or in respect of violation of any of the provisions of Law / Act / Rules or regulations having the force of law or any award or decision by any competent tribunal, court or authority in respect of the workmen or any employee / engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

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

55. The contractor shall engage dully trained and adequately experienced persons, who are medically fit. They should be free from all infections/diseases.

56. 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.

57. The contract shall be terminated at one month's notice by 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 payable to the contractor. Besides, if the contract is terminated as stated above, the contractor shall be entitled to payment up to the date of termination of the work already performed.

58. The Bank reserves the right to terminate the contract with immediate effect without any compensation if the contractor commits such breach of the terms and conditions of this tender documents or the agreement which will be subsequently entered, which in the estimation of the Bank are material breaches affecting the quality of the services envisaged in the contract or the tender documents.

59. The Service Provider/Contractor agrees to comply with the obligations arising out of the Digital Personal Data Protection Act, 2023, as and when made effective. Any processing of Personal Data by the Service Providers in the performance of this Agreement shall be in compliance with the above Act thereafter. The Service Provider shall also procure that any sub-contractor engaged by it shall act in compliance with the above Act, to the extent applicable. The Service Provider understands and agrees that this agreement may have to be modified in a time bound manner to ensure that the provisions contained herein are in compliance with the above Act."

60. No payment shall be made for any damage caused by natural calamities/Act of God.

61. The contractor would get the police verification of all employees hired by

the contractor for the Bank's building(own/rented) done, a copy of which will be submitted to the Bank. List of employees with their Name, Photograph, Permanent address, Local address, contact number will be kept with the Bank.

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

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

64. The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. for executing the agreement with the Bank.

65. The successful bidder will have to furnish a security deposit Rs 2,00,000/- less amount of EMD by means of fixed deposit receipts in favour of 'SBI, LHO, Patna' issued by any branch of SBI, within a period of 7 days of the date of Work Order conveyed to him by Bank. No interest will be paid on the amount retained by the Bank as Security Deposit.

66. The contractor shall display the following particulars on the Notice Board at the SBI, Canteen Patna:

- a. Full Menu Card
- b. Name of the contractor and mobile no. of key person with name
- c. Name of the caretaker / attendant

67. The contractor shall be responsible for any loss due to theft / pilferage and / or damage to the Bank's property, when such damage in the opinion of the Bank, is caused due to negligence / carelessness or any fault on the part of the contractor or his personnel / employee/ agent/ representative, the quantum of loss arrived by the Bank will be final and will be recovered from the contractor.

68. The contractor shall ensure that the antecedents of the personnel engaged by him are duly verified before engaging them in performance of the agreement.

69. The tender documents along with its annexure will be part and parcel of the contract which will be executed on completion of bidding process with the successful bidder.

70. Any indulgence, forbearance or waiver granted or shown or made on the part of the Bank will not prejudice its right under the contract / agreement.

I agree to abide by the above-mentioned terms and conditions.

Dated:

Signature of Contractor

Address and Seal of firm

Schedule-I

PERIODICITY OF CLEANING, MAINTENANCE,

a	Sweeping and Mopping: All interiors including rooms	Twice a day and whenever required
	Dining Hall	Sweeping & mopping twice a day and as when warranted.
	Reception & Stair case	Sweeping and mopping once a day
	Cleaning of waste and garbage from rooms, kitchen etc.	Twice a day and whenever required.
b	Disposal of garbage and waste paper to the Municipal Garbage	Once a day
	Dusting of furniture	Once a day
	Application of Phenyl/goli in wash basing and urinal	Once a week
c	Cleaning of window panes/wall paneling	Once a week
d	Cleaning of fans/switch – boards/walls/tube-lights/wall – hanging/refrigerator	Once a week

Schedule- II

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING SERVICES:

Sl.No.	Item	Brand
1	Milk& Curd	Sudha / Amul
2	Bread	Morrish/Any Standard Brand
3	Butter	Sudha / Amul
4	Jam	Kisan / Tops
5	Tomato Sauce	Kissan / Maggi
6	Chilli Sauce	Kissan / Maggi
7	Tea / Tea Bags	Tata / Taj Mahal / Twinning
8	Coffee	Nescafe / Bru
9	Refined Oil / Groundnut Oil	Sundrop/Dhara/Fortune/Patanjali
10	Vanaspati Ghee	Sunflower / Fortune /

		Dhara/Patanjali
11	Mustard Oil	Fortune / Nature Fresh/Patanjali
12	Rice	Good Quality
13	Sugar	Good Quality
14	Atta / Maida / Besan	Shakti Bhog / Aashirwad
15	Pulses	Good Quality
16	Spices	MDH / Everest/Cookme
17	Fruits/vegetables	Seasonal fresh quality
18	Salad	Green fresh vegetables of good quality and variety
19	Ice Cream	Kwality / Vadilal / Amul

- Above-mentioned brands and/or brands of comparable good quality (to be approved by the Bank) can only be used.

Dated:
Contractor

Signature of

Name, Designation,
Address & Seal/stamp of
firm

Schedule- III

MENU CARD FOR CATERING SERVICES AT LHO CANTEEN:

FOR VEGETARIANS

LUNCH

**Time
(1:30P.M. to
3:00PM)**

- Chapati
- Rice (Pulao – once in a week instead of rice)
- Dal
- Seasonal vegetable (Curry)
- Seasonal Vegetable (Dry)
- Pickles or Chatni
- Curd with salt or sugar to choice or Raita to choice – 100 grams

Sweet dish – 2 sweets or Kheer or Custard or Sewai

FOR NON-VEGETARIANS

Chicken/egg curry or fish curry (3 days a week)

- Salad
- Papad
- Lemon
- Pickles or Chatni
- Curd with salt or sugar to choice or Raita to choice – 100 grams

Sweet dish – 2 sweets or Kheer or Custard or Sewai

**MENU CARD FOR CATERING SERVICES AT EXECUTIVE LUNCH CLUB, 7TH
FLOOR OF LHO BUILDING:**

- A. Roti
- B. Rice
- C. Daal (Arhar)/ Daal Fry/ Mix Daal/ Daal Makhani
- D. Seasonal Vegetable (Curry)
- E. Paneer Masala/Palak Paneer/ Mushroom Curry etc.
- F. Seasonal Vegetable (Dry)
- G. Boiled Vegetables
- H. Curd/ Bundi Raita/Dahibada
- I. Salad, Pickle, Papad, Lemon
- J. Non-Veg- Three days a week:
Chicken Curry/ Fish Curry/ Egg Curry
- K. Dessert
Rasgulla/ Gulab Jamun etc. – 2 Pcs/ Kheer /Custard/ Fruits etc.

The above Menu is subject to revision at the discretion of the Bank any time at short notice within the prices decided/ offered. Any other items may be added or deleted subject to requirement.

Dated:

Signature of Contractor

Name, Designation,
Address & Seal/stamp of
firm

ANNEXURE – D

**DECLARATION REGARDING WAGES TO BE PAID BY THE CONTRACTOR
TO LABOUR**

This is to enable SBI to satisfy themselves of the intention of the bidder to adhere to Minimum Wages Act, as applicable to Central Govt. Undertakings.

Wage per day proposed to be paid by the bidder to labour **including EPF and ESIC costs to employer**

(TO COMPLY WITH MINIMUM WAGES ACT AS APPLICABLE TO CENTRAL GOVT UNDERTAKINGS)

Manpower	Expected Man Power Minimum	Rate
Skilled (Receptionist-1, Cook-2)	3	Rs.Per Day Rs.....Per Month
Semi-skilled (Assistant Cook-1)	1	Rs.Per Day Rs.Per Month
Un-skilled (Services boy/ waiter-2, Dishcleaner/Sweepers -2)	4	Rs.Per Day Rs.....Per Month

These costs should correspond to the rates to be quoted in Price Bid.

Date:

Signature of applicant with seal

Place:

Designation

Annexure – E

To be issued on letter head of the Bank

(Name, address, email ID, contact no. of the issuing Bank)

The Assistant General Manager

Premises & Estate Department

State Bank of India

Local Head office

Patna

Dear Sir/Madam,

Solvency Certificate

This is to state that, to the best of our knowledge and information, M/S....., a customer of our Bank, is respectable and can be treated as good up to a sum of Rs.....lacs (Rupees in words.....lacs). It is certified that this information is furnished without any risk and responsibility on our part. This certificate is issued at the specific request of the customer.

Yours faithfully,

BRANCH MANAGER

ANNEXURE-F

TECHNICAL BID FORM

FOR CATERING SERVICES AT SBI, CANTEEN, PATNA & EXECUTIVE LUNCH CLUB AT 7TH FLOOR OF LHO BUILDING

a. Name of the Company/Individual/Firm/Organisation:

Address (with landline number, mobile number)

Email ID

Fax No.

b. PAN Number (enclose copy) :

c. Name of the Key Person, Designation, Tel. No.

Mobile No., Fax No. and e-mail address:

d. Year of establishment:

e. Name of the Proprietor/Partners/Directors:

f. Details of Registration/Partnership Deed (for Company/Partnership firm etc.)

g. Past experience in the field from 01.04.2021 to 31.03.2024 (enclose supporting papers. Experience for other years may also be mentioned):

Period of Contract	Name & Address of concern serviced	Nature of contract undertaken	Remarks, if any
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From To

(You can use additional sheets, if required)

h. List of Organizations /Persons to whom cleaning and catering services have been rendered during 01.04.2021 to 31.03.2024 (enclose supporting papers):

Period of Contract	of	Name & Address of Organisation	Nature of contract undertaken	Name of the Contact
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Person
with
Mobile No.
& Email ID

From To

(You can use additional sheets, if required)

i. Annual turnover during the last three years (enclose copies of last three years financial statements – FY 2021-22, 2022 -23 and 2023-24)

Financial Year	2021- 22	2022- 23	2023- 24
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Turnover
(Rs. in lacs)

(Enclose copies of assessed IT returns for FY 2021-22, 2022 -23 and 2023-24)

- j. License under Contract Labour Regulation Act (enclose copy)
- k. GST Registration No. (enclose copy of certificate)
- l. EPF Registration. Nos. (enclose copy of certificate):
- m. ESIC Registration. Nos. (enclose copy of certificate):
- n. Solvency Certificate: Give details & enclose certificate
- o. Enclose Performance Certificate from previous & present clients (if any):
- p. No. of persons employed:

Permanent:

Temporary:

r. Name and address of Bankers and type of facility enjoyed from them

(enclose statement of a/c for last 3 months)

s. Names of references and their addresses: (a)

with telephone numbers (b)

t. Details of enclosed EMD of Rs.10,000/- in the form of DD / BC favoring 'SBI Local

Head Office Patna and payable at Patna.

u. I declare that I have not abandoned any work in the past and have not been blacklisted by a client.

Note: Documentary evidences should be enclosed, wherever necessary

v. Documents to be enclosed (including Annexures A, B, C, D, E and H):

- i. Certificate of Incorporation, Articles / Memorandum of Association/Partnership Deed etc., as applicable.
- ii. Copy of PAN Card
- iii. Certificate of Registration under GST
- iv. Certificate of Registration with the Office of the Regional Provident Fund Commissioner
- v. Certificate of Registration with Employees' State Insurance Corporation.
- vi. License under Contract Labour Regulation Act
- vii. Financial Statement (P & L and Balance Sheet) for the last three financial years
- viii. Copies of Assessed Income Tax Return for the last three financial years (FY 2021-22, 2022 -23 and 2023-24)
- ix. Performance certificate obtained from previous and present clients for minimum last 3 years (if any).
- x. Solvency Certificate (on the format enclosed)
- xi. EMD by way of DD/BC No..... fvg. 'State Bank of India, LHO Patna for Rs.10,000.00 dated drawn byBank on a Bank at Patna (Pl. specify)
- xii. Declaration duly signed and sealed on the Letter Head of the applicants that no work has been abandoned or rescinded any part of their contract or been disqualified by the client during the last 5 years and they have not been blacklisted or debarred from participating in any tender for similar services by any Government Department, Organization, whether public or private, in last five years and are not under rigors of any such blacklisting or debarment at the time of submission of tender documents.

Date:

Signature of the Tenderer with
Seal

Name, designation & Address

ANNEXURE – G

PRICE BID FORM (Please fill up before submission)

**FOR CLEANING AND CATERING SERVICES AT SBI, LHO CANTEEN,
PATNA**

ALL COSTS TO BE MENTIONED EXCLUSIVE OF GST

I. CATERING CHARGES (per day, per head)

Item Head	Amount
Tea (Max-Rs.10.00)	Rs.
Coffee (Max-Rs.15.00)	Rs.
Breakfast (Max-Rs.40.00)	Rs.
Lunch Veg (Max-Rs.70.00)	Rs.
Lunch (Non- Veg : Egg) (Max-Rs.80.00)	Rs.
Lunch (Non- Veg : Fish) (Max-Rs.90.00)	Rs.
Lunch (Non- Veg : Chicken) (Max-Rs.90.00)	Rs.

II. RATES FOR SPECIAL LUNCH (per head rate)

Item	Amount
Lunch for Executive Lunch Club (Max-Rs.100.00)	Rs.

CARE: Payments to the selected contractor will be paid as per actuals (details mentioned in tender documents).

III. OTHER COSTS FOR CLEANING

Items	Amount (in Rs.)
i. Supply of cleansing and toiletries materials such as soap, naphthalene balls, odonil	Rs.
ii. Phenyl, All Out, Baygon, Finit, Vim/Detergent, cleanzo, Brooms, Dusters, Floor Duster, etc. or equivalent material acceptable to Bank	Rs.
iii. All other services mentioned in the tender documents	Rs.

Date:

Signature of Contractor

Name, designation, address & Seal/stamp of firm

ANNEXURE- H

DECLARATION REGARDING NEAR RELATIVES OF SBI EMPLOYEES

I / WeS/O D/O W/O

..... residing at

.....hereby certify that none of our relatives (s)* is/are employed in State Bank of India. In case at any stage, it is found that the information given by me is false/incorrect, State Bank of India shall have the absolute right to take any action as deemed fit, without any prior information to me.

- The near relatives are members of HUF/husband and wife/the one related to the other in the manner as father, mother, son(s) and son's wife (daughter in laws), daughter(s) and daughter's husband (son in law) , brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

Place:

Date:

Signature with seal;

Name in Block Letters:

Designation:

Address: