

BAO/OAD/TENDER/2024-25/05

**e-TENDER**

**STATE BANK OF INDIA  
BHAVNAGAR ADMINISTRATIVE OFFICE  
4<sup>rd</sup> FLOOR,  
NILAMBAUG  
BHAVNAGAR - 364001**

**PART-A**

**TWO BID TENDER SYSTEM THROUGH GEM PORTAL**

**Note: Bidder should possess valid GEM id.**

**TECHNICAL BID FOR PREQUALIFICATION**

**TENDER IS INVITED FROM STATE BANK OF INDIA, HR & ADMIN DEPARTMENT, BHAVNAGAR ADMINISTRATIVE OFFICE, NILAMBAUG, BHAVNAGAR FOR MAINTENANCE CONTRACT OF HOUSE-KEEPING STAFF, CARETAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT SBI ADMINISTRATIVE OFFICE BUILDING AND BANK'S FLATS / GUEST HOUSES / COLONY, BHAVNAGAR - 364001**

Name of Bidder:.....

Address: .....  
.....

GSTIN NO:.....

CONTACT NO: LANDLINE-

MOBILE-

E MAIL ID:.....

NAME OF DEPARTMENT:-

**CHIEF MANAGER (HR & ADMIN)  
STATE BANK OF INDIA,  
4<sup>rd</sup> Floor, BHAVNAGAR ADMINISTRATIVE OFFICE  
BHAVNAGAR – 364001  
Email: [cmhradm.bao@sbi.co.in](mailto:cmhradm.bao@sbi.co.in)**

**Last Date for Submission of Technical Bid: 08/04/2025 by 03:00P.M.**

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### **Notice InvitingTender (NIT)**

State Bank of India (SBI) Invites E-Tenders from the eligible Bidders for providing services of: **HOUSE-KEEPING STAFF, CARETAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT SBI ADMINISTRATIVE OFFICE BUILDING AND BANK'S FLATS / GUEST HOUSES / COLONY, BHAVNAGAR - 364001**

(Vendors/Contractors are requested to visit Bank's website and GeM Portal for any corrigendum issued in this regard)

**Details of tender are as under: -**

1	Name of Work	Tender Notice for <b><u>FOR MAINTENANCE CONTRACT OF HOUSE-KEEPING STAFF, CARETAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT SBI ADMINISTRATIVE OFFICE BUILDING AND BANK'S FLATS / GUEST HOUSES / COLONY, BHAVNAGAR - 364001</u></b>
2	Date and time where tender forms are available/ FOR DOWNLOADING TENDER DOCUMENT (Technical Bid and Price Bid)	From 25/03/2025 to 08/04/2025 Bank's web site <a href="https://www.sbi.co.in">https://www.sbi.co.in</a> under "SBI in the news" in "procurement news" and GeM Portal.
3	Pre Bid/Meeting/contact person / telephone no/email address	<b>07.04.2025 at 03:00 P.M. at following address.</b>  <b>CHIEF MANAGER (HR &amp; ADMIN)</b> <b>STATE BANK OF INDIA,</b> <b>4<sup>rd</sup> Floor, BHAVNAGAR ADMINISTRATIVE OFFICE BHAVNAGAR – 364001</b> <b>Email: <a href="mailto:cmhradm.bao@sbi.co.in">cmhradm.bao@sbi.co.in</a></b>  Please Note that only written queries submitted by proposed bidders in person or by e-mail till stipulated date and time shall be discussed and clarified in the meeting. Clarifications, if any, shall be posted only on the GeM Portal.
4	Last date& Time and address for submission of online Technical bid along with other documents as specified in the tender and Price Bid.	Online submission, 08/04/2025 up to 3.30 PM Note: It is sole responsibility of the bidder to ensure submission of their online bid on or before stipulated date and time. The SBI shall not entertain any bids received late due to any delay on account of connectivity or any other issues.
5	Date, Time and place of opening of Technical Bid	09.04.2025 (Friday) at 03:00 pm at above address Representatives of Bidder may be present during opening of Technical Bid. However, Technical Bids would be opened even in the absence of any or all of the bidder's representatives.
6	Address for Communication	<b>CHIEF MANAGER (HR &amp; ADMIN)</b> <b>STATE BANK OF INDIA,</b> <b>4<sup>rd</sup> Floor, BHAVNAGAR ADMINISTRATIVE OFFICE BHAVNAGAR – 364001</b> <b>Email: <a href="mailto:cmhradm.bao@sbi.co.in">cmhradm.bao@sbi.co.in</a></b> <b>Mo No: 76000-40013, 78743-50656</b>

7	Earnest Money Deposit (EMD)	<b>Rs 77,500.00 (Rupees Seventy-Seven thousand Five Hundred Only)</b> in the form of Banker's Cheque / Demand Draft issued by any Nationalized / Scheduled Bank drawn in favour of <b>"STATE BANK OF INDIA" payable at Bhavnagar. EMD of unsuccessful bidders will be returned and No interest will be paid on EMD. EMD of successful bidder will be returned on receiving Security Deposit equivalent to 5% of annual contract value. Scanned copy of DD has to be uploaded along with other requisite documents and only original DD has to be submitted at above mentioned address on or before 08/04/2025. Tender shall be summarily rejected if original DD is not received.</b>
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7(i)	Security Deposit (SD)	The successful Bidder whose tender is accepted by the SBI shall be bound to deposit a sum equivalent to 5% of accepted <b>"Annual Contract Value"</b> including EMD as Security deposit in the form of Banker's Cheque / Demand Draft issued by any Nationalized /Scheduled Bank favoring <b>"STATE BANK OF INDIA" PAYABLE AT Bhavnagar.</b> The bidder may choose to deposit the said Security Deposit (SD) in the form of Bank Guarantee (BG) of equivalent amount issued by any Nationalized /Scheduled Bank as per the SBI approved format.
8	Bidder Contact Details	Bidder to provide following Information: - 1. Name of the Company/Firm/Proprietor 2. Contact details of Authorized Representative. 3. Mailing address with Pin Code 4. Telephone number and Fax number 5. Mobile Number and e-Mail
9	Submission of Online Price Bid	Only technically qualified bidders are eligible to submit an online price bid after Technical bid evaluation.
10	Date of Commercial Bid Opening	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid.
11.	Validity for offer	3 (Three) months from the date of opening of Price Bid.
12	Performance Security/Guarantee	Performance/Financial Bank Guarantee for an amount equivalent to <b>5% of the value of contract (i.e. 12 month value of contract)</b> within 15 days from the date of issue of work order. The Bank guarantee will be valid for a period of 15 months or such other extended period as the Bank may decide for due performance undertaken by the successful bidder.
13.	Date of Commencement of Work	Within 7 days from the date of issue of the Work Order
14.	Period of Honoring Payment Certificate	15 days from the date of receipt of bill (excluding Sunday and Public Holidays) to submitted on or before 7 <sup>th</sup> of each month.
15.	Insurance	As per insurance clause of the tender document

16. In case the date of opening of tenders is declared as a Bank holiday, the tenders will opened on the next Bank working day at the same time and venue.

17. The Bidder has to provide their E-mail id, contact nos. and postal address in the bid documents. Hence forth, all official communication from Bank shall be through E-mail/ written letters. Tenders received without required documents and details shall be summarily rejected and such bidders shall not be allowed to participate in the online price bidding process.

18. SBI reserves the right to reject all the tenders or postpone or modify the tenders/dates without assigning any reasons thereof and no correspondence shall be entertained in this regard.

19. The Bidder shall sign and stamp each page of the tender document thereby ensuring the number and sequence of all pages. Tender documents without seal and signature of the authorized representative of bidder are liable to be rejected. **Conditional tenders shall be summarily rejected.**

20. The intending bidders are categorically advised to submit the tender documents strictly in the attached formats only. The information required should be neatly filled/typed in **each and every columns and row** of the Formats. Tenders received with “partly filled formats” not containing desired information in each and every columns /points/row of various annexures shall be treated as INCOMPLETE and such applications shall be summarily rejected without any reference to the bidder and at the bidder’s risk and responsibility.

21. The applicants are categorically advised to refrain from mentioning the remark “AS PER ATTACHEMENTS/ENCLOSURES” in their applications and annexures to avoid rejection of their applications.

**22. No Sub-Contracting will be permitted.**

23. The Bidders registered as MSME (Udyam Registration Certificate) should be enclosed and shall be exempted to deposit EMD.

Chief Manager (HR & ADMIN)

**@EVALUATION OF PRICE BID:**

1. The Bidders qualified in the Technical Bid evaluation as above shall only be allowed to participate in the price bidding.
2. The award of contract will be made to the bidder whose bid has been determined to be the lowest, realistic, responsive after arithmetic checking of all components of price bid. In case, if more than one bidder quoted the same amount then successful bidder will be decided by conducting lucky draw in front of tender opening committee and vendors/contractors who have quoted the same amount.
3. The SBI reserves their rights to accept any or to reject all the bids without assigning any reasons there for and no correspondence shall be entertained in this regards.

We have read and understood the terms and conditions of this tender and shall abide by the same.

Signature of the authorised person and Seal of  
Co./Firm

Name:  
Place:  
Date:

## **LETTER OF DECLARATION**

(To be submitted duly typed, signed with stamped by the Authorized Signatory of the Firm/Company, the Letter Head of the Bidder in Original along with Technical Bid document.)

**CHIEF MANAGER (HR & ADMIN)**  
**STATE BANK OF INDIA,**  
**4<sup>th</sup> Floor, BHAVNAGAR ADMINISTRATIVE OFFICE,**  
**BHAVNAGAR – 364001**  
**Email:** [cmhradm.bao@sbi.co.in](mailto:cmhradm.bao@sbi.co.in)

**TENDER FOR PROVIDING HOUSE-KEEPING STAFF, CARE TAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT AO BUILDING, BANK'S FLATS/GUEST-HOUSES/COLONY AT STATE BANK OF INDIA, BHAVNAGAR - 364001**

Dear Sir,

Having examined the terms & conditions, schedule of requirements, scope of work etc. of the tender for the captioned work and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto and affecting the tender. I/We hereby offer to provide specified services in the said memorandum on the minimum manpower including consumable etc. basis mentioned in the attached schedule and in accordance in all respect with the schedule of instructions, scope of work and instruction in writing referred to in conditions of Tender, the articles of agreement, conditions of contract and with such conditions so far as they may be applicable.

a	Description of work	Providing <b><u>HOUSE-KEEPING STAFF, CARE TAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT AO BUILDING, BANK'S FLATS/GUEST-HOUSES/COLONY AT STATE BANK OF INDIA, BHAVNAGAR - 364001.</u></b>
b	Earnest Money Deposit	<b><u>Rs. 77,500.00 (Rupees Seventy Seven thousand Five Hundred Only) Scanned copy of DD has to be uploaded along with other requisite documents and only original DD has to be submitted at abovementioned address on or before due date. Tender shall be summarily rejected if original DD is not received.</u></b>
c	Validity of Contract	For an initial period of 2 (Two) year period of from the date of commencement of work subject to the renewal for further 1 year on similar terms after expiry of initial period subject to satisfactory performance at the discretion of Bank.

2. Should this tender be accepted, I/we hereby agree to abide by and fulfil the terms and provisions of the said conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to SBI, the amount mentioned in the said conditions.

3. I/we have deposited Demand Draft / Banker's Cheque for a sum of Rs. 65,000.00 as Earnest Money Deposit with SBI. Should I/We do fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be forfeited by me/us to SBI.

4. We understand that as per terms of this tender, the SBI may consider accepting our tender in part or whole or may entrust the work of housekeeping services for proposed building. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of Bank / SBI deciding to drop any of the scope of work of this tender at any stage during the contract period. Further, we also undertake to execute the work entrusted to us on our approved rates and within the stipulated time limit without any extra claim for price escalation as per the Terms & Conditions of this tender.

5. We, hereby, also undertake that, we will not raise any claim for any escalation in the prices of any of the material and manpower during the currency of contract/execution/completion period.

6. Further, we confirm that we are eligible to quote this tender. In case any information is found incorrect at any subsequent point of time, our tender may be annulled / rejected by SBI, including taking any action against us as deemed fit. We have checked that no page is missing and all pages as per the index and check list are available and that all pages of tender documents submitted by us are clear and legible.

7. We confirm that our firm/company is not black listed by any Government /Semi-Government /PSUs or by any MNCs.

8. We have noted to seal the tender documents properly before submitting the same. WE have not made any modification/corrections/additions/deletions/alterations etc. in the tender documents prescribed by Bank and downloaded from web by us. IN case at any stage later, it is found there is difference in our downloaded tender documents from the original and /or any documentation, SBI shall have the absolute right to disqualify / reject our Tender and also debar us in participating in any future tenders of SBI without any prior intimation to us.

9. We have read and understood all the Terms & conditions, schedule of requirement and scope of work of the tender and accept the same. We undertake and confirm that all the information furnished in this tender is correct and true to the best of our knowledge and belief and we own full responsibility for its correctness and authenticity.

**Signature of the Bidder with Seal**



## **INSTRUCTIONS TO BIDDER**

### **1. The following copy of documents to be enclosed with the Technical Bid:-**

1. Bid Security declaration copy.
2. PAN of the Firm/ Proprietor
3. Labour License
4. ESI Registration
5. EPF Registration
6. GST Registration
7. MSME (Udyam Registration Certificate)
8. Experience: List of Top 3 completed Annual 2024.  
(Details filled in sheet scan copy to be enclosed)

### **2. Purpose:**

Comprehensive Annual Maintenance Contract for services such as **HOUSE-KEEPING STAFF, CARETAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT SBI ADMINISTRATIVE OFFICE BUILDING AND BANK'S FLATS / GUEST HOUSES / COLONY, BHAVNAGAR - 364001**

### **3. Invitation:**

The bidders desirous of taking up the project for supply of above Services for SBI are invited to submit their technical and online commercial proposal in response to this Tender. The criteria and the actual process of evaluation and subsequent selection of the successful bidder (L1) will be entirely at Bank's discretion. We seek proposal from Bidders who have the necessary experience, capability & expertise to provide Housekeeping Services adhering to Bank's requirement outlined in this Tender.

This Tender document is not an offer by State Bank of India, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the successful Bidder.

The bidders have to submit the Bid covering letter along with documents as per Annexure-'A'.

### **4. Eligibility Criteria:**

Bid is open to all Bidders who fulfill the eligibility criteria. The bidders have to submit the detail documents of eligibility criteria **as per Annexure-B**.

### **5. Disclaimer:**

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

This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this TENDER is to provide the Bidder(s) with information to assist the formulation of their proposals. This TENDER does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this TENDER and

where necessary obtain independent advice. Bank makes no representation or warranty and shall in unreliability under any law, statute, rules & regulations the accuracy, reliability or completeness of this TENDER. Bank may in its absolute discretion, but without being under any obligation to do so, add all amend or supplement the information in this TENDER. No contractual obligation whatsoever shall arise from the TENDER process until a requisite contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

**The Bank reserves the right to accept or reject any Bid/offer received, and to cancel the bidding process at any stage and reject Bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action. Bank reserves the right to reject any Bid on security and / or other considerations without assigning any reason.**

## **6. Earnest Money Deposit (EMD)**

The Bidder shall furnish EMD of **Rs. 77,500.00 (Rupees Seventy Seven thousand Five Hundred Only)** in the form of Demand Draft / Banker's Cheque / Pay Order drawn in favour of "State Bank of India" payable at Bhavnagar No tender shall be considered unless the **Scanned copy of DD has to be uploaded along with other requisite documents and only original DD has to be submitted at above mentioned address on or before due date. Tender shall be summarily rejected if original DD is not received.** No interest shall be paid on EMD.

The EMD of the unsuccessful Bidder shall be returned within 30 days without interest after the decision to award the work is taken. All compensation or other sums of money payable by the contractor to the Employer under the terms of this contract may be deducted from the Earnest Money Deposit if the amount so permits or from any sums payable to the contractor and the contractor within ten days after such deductions shall make good the amount so deducted. Firms registered under NSIC / MSME under valid, renewed, specific grade are exempted to submit the EMD. The firms should submit the copies of the valid certificates.

### **6.1 Performance Bank Guarantee (BG)**

The selected bidder would be required to submit a performance Bank Guarantee to the Bank for an amount equivalent to **5% of the value of contract (i.e. 12-month value of contract)** within 15 days from the issue of work order. The bank guarantee will be valid for a period of 15 months or such other extended period as the Bank may decide for due performance of the obligations undertaken by the successful bidder.

The **bank guarantee** should be issued by any scheduled commercial bank, other than SBI. A format for BG is attached as per **Annexure–E**.

The Performance Bank Guarantee is required to protect the interest of the Bank against the risk of non-performance of the successful bidder or breach of performance of the conditions of the contract which may warrant invoking of Bank Guarantee (BG). Also, if any act of the Contractor results in imposition of Liquidated Damages then the Bank reserves the right to invoke the Performance Bank guarantee.

## **7. Bidding Document:**

**7.1 Cost of Bidding:** The Bidder shall bear all costs associated with the preparation and submission of its bid. Bank will not responsible or liable for these costs, regardless of the conductor outcome of the bidding process.

## **7.2 Content of Bidding Document**

7.2.1 The bidding document provides overview of the requirements, bidding procedures and contact terms. It includes Introduction, Instructions to Bidder, and Terms & Conditions of Contract, Eligibility Criteria, Technical Bid and Financial Bid.

7.2.2 The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. SBI has made considerable effort to ensure that accurate information is contained in this TENDER and is supplied solely as guidelines for Bidders. Furthermore, during the TENDER process, SBI is entitled to issue corrigendum to tender relevant to the Scope of Work. Nothing in this TENDER or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the TENDER or any addenda.

## **7.3 Clarifications & amendments:**

7.3.1 If deemed necessary, the Bank may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of clarification of the bid. The Bank's decision in this regard shall be final and binding.

7.3.2 The Bidders requiring any clarification on the bidding documents should submit written queries that should reach on or before Date: 05/04/2025. at 03:00 p.m. by letter or by e-mail at [cmhradm.bao@sbi.co.in](mailto:cmhradm.bao@sbi.co.in). Personal phone calls will not be attended.

7.3.3 At any time prior to the deadline for submission of bids, SBI may modify or alter the bidding document by issuing an amendment/corrigendum on its site and GeM portal. It may not be advised to individual intended bidders and they are advised to keep regularly watching the Bank site for such modification/corrigendum. No claim shall be entertained in this regard.

7.3.4 -Any clarification issued by SBI will be in the form of an addendum /corrigendum and will be available in SBI's website –<https://sbi.co.in> under "SBI in the news" in "procurement news" and GeM Portal. The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids/ corrigendum which shall be informed to all through SBI's website-<https://sbi.co.in>(SBI in the news/procurement news).

7.3.5 The Bidder shall ensure that they are fully conversant with the premises in question as well as with the business activities thereat and its related manpower requirements for the work specified.

7.3.6Tenders received after the due date and time shall not be considered.

7.3.7All entries in tender documents should be in one ink. All cancellation and insertion in filing of Tender documents should be duly signed by Bidder concerned with proper indication of the name designation and address of the person signing.

7.3.8Bidders shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & stamp in each and every page of the tender document before submitting tender.

7.3.9 The rate should be quoted in Indian Rupee (Currency) only.

7.3.10 Please note that it is Bidders' responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to execute the work and subject services to the satisfaction of the Bank.

7.3.11 The bank shall not be bound to accept the lowest bid and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

7.3.12 No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the SBI.

7.3.13 Tender shall be submitted on the Bank's prescribed format only. The tenders quoted in any other format shall be summarily rejected.

7.3.14 All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to Bidders, offer letter, General conditions of contract, Annexures etc. shall constitute part of the contract document that may be extended with successful bidder while awarding contract.

## **8. Bidding Process**

**8.1** The tender (two bid system) containing PART-A (Technical Bid) offline to be submitted to the address as mentioned in NIT and other Price Bid (PART-B) online through GEM Portal. All details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted. In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this document will be evaluated for technical specifications. Only those who qualify in the Technical Bid shall be eligible to be considered for PART-B (Commercial Bid) opening. The Commercial Bids of those who do not qualify in the Technical Bid will not be opened.

**8.2** The Bidder should be willing to participate in the on-line E-tendering to be conducted by GEM portal on behalf of the Bank.

## **9. PREQUALIFICATION TECHNICAL BID**

The bidders are advised to submit various documents ONLINE on or before by the stipulated date i.e. 08/04/2025.

A. Hard Copy of Technical Bid duly filled, signed, and stamped by the Authorized Signatory on each page shall be delivered at **CHIEF MANAGER (HR & ADMIN) STATE BANK OF INDIA, 4<sup>th</sup> Floor, BHAVNAGAR ADMINISTRATIVE OFFICE, BHAVNAGAR – 364001** on or before 08/04/2025 up to 3:00 P.M.

B. Bid Security Declaration.

i. Contractors not submitting any one or more documents mentioned above and elsewhere in this document shall not be eligible to participate in the online price bidding.

ii. Technical Bid not accompanied by any one or more of the above-mentioned documents shall be summarily rejected and such bidders shall not be allowed to participate in price bidding for the project under any circumstances.

## **9.2: Preparation and Submission of Bids:**

**9.2.1** The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder must to be written in English.

**9.2.2** Bidder must provide specific and factual replies to specific questions asked in the TENDER.

**9.2.3** The technical bid containing following details are as under: -

- i. Bid Security Declaration.
  - ii. A letter on bidder's letter head mentioning.
    - a. Technical competence and experience of the bidder.
    - b. Certifying that the period of the validity of the bid is 90 days from the date of submission of bid.
    - c. Confirming that the bidder has quoted for all the items/services mention in the bid in their commercial bid.
    - d. Supporting documents in respect of Eligibility Criteria as mentioned in **Annexure-B**.
- I. Bidder's information as per **Annexure-D** on bidder's letterhead.
- II. Audited balance sheets of profit and loss account statement for last 5 years i.e. 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 (Financial Year). **Provisional figures of 2024-25 of even date will not be considered.**
- III. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
- IV. Response to all points of the Technical evaluation format as per **Annexure – C**
- V. Bidder should submit price bid as per **Annexure-J** of the bid through e- Tendering.

### **9.2.4 Bid prices:**

The price quoted should inclusive of escalation on account of increase in tool cost during the contract period of initial 2 year and renewable at the same terms and contract period of another one year, including profit, lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, duties & statutory levies etc. The successful vendor/contractor has to submit system generated GST tax invoice incorporating Bank's GSTIN number and vendor/contractor GST no. and HSN code. Manual GST invoices will not be accepted. Any increase in minimum wages /VDA should be as per Central Govt. Act, the same shall be reimbursed by Bank.

### **9.2.5 Revealing of Prices:**

The rates or prices in any form or for any reasons should not be disclosed in the technical or other parts of the bid except in the price bid and failure to do so would result disqualification and rejection of the bid.

### **9.2.6 Pre-Bid Meeting:**

The Bank shall organize a pre-bid meeting on the date as mentioned in the NIT at the office address as mentioned in the NIT. All communications regarding points / queries requiring clarifications shall be given in writing to the address as mentioned in NIT. The clarification on the queries shall be communicated to the bidders through the Bank's website [www.sbi.co.in](http://www.sbi.co.in) under procurement news.

### **9.2.7 Validity of Bids**

Bid shall remain valid for 90 days from date of submission mentioned at Bid Details. A bid valid for shorter period is liable to be rejected. The bidder may require to give consent for the extension of the period of validity of the bid beyond initial 90 days, if so desired by the Bank in writing or by email. Refusal to grant such consent would result in rejection of bid. However, any extension of validity of bids will not entitle the bidder to revise / modify the bid document.

### **9.2.8 Bid Integrity:**

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the bids with accompanying documents will become property of SBI.

## **10. Format and Signing of Bid**

**10.1** The bidder should prepare submission as per minimum eligibility criteria, Technical Bid, Price Bid and other requested information.

**10.2** All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an UN-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document. Non following of these guidelines shall render the bid liable to be rejected.

**10.3** Any interrelations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.

**10.4** Bidders responding to this TENDER shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.

**10.5** In the event of the last date for the receipt of bids being declared as Bank holiday for the Bank, the bids will be received on the next Bank working day till specified time period.. The bank may at its discretion extend the bid submission date. The modified last date & time will be notified on the web site of the Bank.

### **10.6 Bid Currency:**

Prices shall be expressed in Indian Rupees only.

### **10.7 Late Submission of bids:**

Any bid uploaded after the due date and time will be rejected/will not be accepted. Please observe timelines.

### **10.8 Modification and Withdrawal of Bids:**

**10.8.1** Once bid is submitted no modification is permissible. No bid may be withdrawn in the interval between the dead line for submission of bids and the expiration of period of bid validity.

**10.8.2** If any Bidder withdraws his tender before the said period or make any modifications in the original terms and conditions of the tender, SBI shall, without prejudice to any other right or remedy, be at liberty to cancel such tenders and forfeit full value of the EMD as aforesaid.

## **11. Opening and Evaluation of Bids:**

11.1 Opening of Technical Bid: All the Bids will be opened at the date, time & locations mentioned under the clause Bid Details. The technical bids will be open in the presence of representatives of the bidders who choose to attend.

### **11.2 Evaluation process:**

#### **11.2.1 Preliminary examination:**

The bids will be examined by the Bank to determine whether they are complete and whether required bid security has been furnished. A bid determined as not substantially responsive will be rejected. The Bank may, at its discretion waive any minor nonconformity or irregularity in a bid which does not constitute a material deviation.

After opening of the technical bids and preliminary examinations, some or all of the bidders may be asked to make presentation of the solution/services offered by them.

Any effort on the part of bidder to influence bid evaluation process or award of contract may result in the rejection of the bid.

### **13. PART-A Technical Evaluation:**

**13.1** Detailed technical evaluation will include scrutiny of minimum eligibility criteria (as mentioned in Annexure B) and technical information submitted as per technical bid format (Annexure C) and site visits. Bids meeting the eligibility criteria & having complied with the points of Technical Bid and attain minimum technical score shall be qualified for price bid opening & evaluation / E-tendering.

### **13.2 PART-B Commercial Evaluation:**

The price bid of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting price bid set out in Annexure-J. The commercial offer should consist of comprehensive Cost for the tendered work. Bidder must provide detailed cost breakdown, for each and every category mentioned in the commercial bid.

*Note: The Bidders should ensure to follow the minimum wages (Central Govt.) Labour act, ESIC, EPF, Insurance and all statutory obligations, etc. while quoting the price bid and final price in the e-tendering. The price quoted should inclusive of escalation on account of increase in tool cost during the contract period of initial one year and renewable at the same terms and contract period of another one year, including profit, lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, duties & statutory levies etc. The successful vendor/contractor has to submit system generated GST tax invoice in incorporating Bank's GST in number and vendor/contractor GST no. Manual GST invoices will not be accepted. Any increase in minimum wages/VDA as per Central Govt Act, the same shall be reimbursed by Bank.*

### **13.3 Final Evaluation:**

The online e-tendering will be conducted by **Tendering Committee online.**

### **14. Award & Signing of contract:**

SBI will notify successful bidder (L1) in writing by letter in duplicate or email that its bid has been accepted. The Selected bidders has to return the duplicate copy of the bank within 7 working days duly Accepted, Stamped and Signed by Authorized in token of acceptance.

The successful bidder shall be required to enter into a contract with the Bank, within 7 days of the award of the tender or within such extended period as may be decided by the Bank along with the letter of acceptance, BG and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter and contract should be submitted.

#### **15. Sub contracting**

As per scope of the TENDER, **sub-contracting is explicitly prohibited.**

#### **16. Cancellation of Contract**

The Bank shall have the right to cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of at least one (1) month, without assigning any reason.

#### **17. Liquidated damage**

If contract fails to perform services in the technical specifications and scope of work with the requisite quality, minimum qualification of the manpower and within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent up to 5% of the monthly bill.

#### **18. Statutory and other Regulations**

The Contractor shall comply with all the statutory obligations of the Government of India/State Governments/Municipal Authorities and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-fulfillment of statutory obligations by the Contractor.

#### **19. SETTLEMENT OF DISPUTES AND ARBITRATION:**

**1. Resolution of dispute:** In the event of any question, dispute or differences in respect of contract or terms and conditions of the contract or interpretation of the terms and conditions or part of the terms and conditions of the contract arises, the parties may mutually settle the dispute amicably.

**2. Arbitration:** Any dispute and/or difference arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the authorized representatives of the parties. If the disputes are not resolved by discussions, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by mutual consent of the parties. If no consensus is reached on the name of sole arbitrator then the Arbitrator shall be appointed as per the provision of Arbitration Act. The arbitration proceedings shall be conducted in **Bhavnagar** and in English language only and in accordance with the provisions of Arbitration & Conciliation Act 1996 or any statutory re-enactment thereof. The decision of the arbitrator shall be final and binding on the parties.

**3. Applicable Laws:** The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made thereon from time to time.

**4. Jurisdiction:** All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in **Bhavnagar** only and not elsewhere.

**5. Saving clause:** No suits, prosecution or any legal proceedings shall lie against the **State Bank of India** or any person for anything that is done in good faith or intended to be done in pursuance of tender.



## **20. Governing Law:**

The contract shall be interpreted in accordance with the Indian laws.

### **20.1 Inspection:**

The Bank shall have the right to inspect duties being performed by the personnel, and the quality of tools used, to ensure that the Contractor is effectively carrying out the obligations under the Maintenance Contract. All questions relating to the performance of the obligations under the Maintenance Contract, 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 decided by the Bank, whose decision shall be final, conclusive and binding on the Contractor.

The Bank may also require that the Contractor should get the quality and quantity of tool used by him, and the jobs completed/executed by him, certified by an official of the Bank, before the bills related to those items/ jobs are paid by the Bank.

### **20.2. Powers to Vary or Omit Work**

No alterations, amendments, omissions, additions, suspensions or variations of the work (herein after referred to as variation) under the contract shall be made by the successful bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision hereinafter contained, from time to time during the execution of the contract, by notice in writing to instruct the successful bidder to make any variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall instruct the successful bidder to make such other modified variation without prejudice to the contract. The finally selected bidders shall carryout such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If Bank confirms its instructions, the successful bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference and cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

In any case in which the successful bidders has received instructions from Bank as to the requirement of carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected bidders, involve a claim for additional payments, such additional payments on the basis of minimum wages shall be mutually agreed in line with the terms and conditions of the order.

The manpower required is tentative which may increase or decrease. The quantity for manpower, cleaning material, and machines mentioned in this tender is minimum indicative. It shall, be sole responsibility of the contractor to ensure deployment of additional manpower required, if any, for execution of work and service to the utmost satisfaction of client/employer/owner i.e. SBI without any extra charge but within the accepted tender amount only. In the event of supply of less number of manpower the proportionate amount shall be deducted from the monthly bill.

If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of Bank shall prevail.

### **20.3 No Waiver of Bank Rights or Successful Bidder's Obligations:**

Any indulgence, forbearance or waiver granted or shown by the Bank will not prejudices the rights of the Bank nor shall it relieve the successful bidder from carrying only his obligation under the contract.

### **20.4 Deduction from Monthly Costs:**

The Bank reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, in efficient service, non-adherence to agreed quality of tools or services have been received or noticed by the Committee comprising of four members specifically constituted by Bank for the purpose, without assigning any reason whatsoever and no claim will be entertained in this regard.

The Contractor shall reimburse the Bank all costs, charges, damages or expenses which the Bank may have paid, (which the contractor is obliged under this Maintenance Contract to pay) within 30 days upon written request of the Bank, failing which such costs, charges, damages or expenses including statutory payments, if any shall deducted/recovered/set off by the Bank against the bills raised by the Contractor or from any money due or becoming due to the Contractor under the Maintenance Contractor may be recovered by action under law or otherwise from the Contractor or by invoking the Bank Guarantee furnished by the Contractor.

### **20.5 Period of Contract:**

Initial period of the contract is 01 (One) year. After initial contract period of one year the contract may be reviewed and on the same terms and conditions for further period of two terms, as per the discretion of the Bank. The Contractor shall continue to render services under the contract till alternate arrangement is made by the Bank.

However, Bank may terminate the contract without assigning any reason by giving one month notice. In the event of disorderly behaviour of contractor or its employee or in the event of continuation of interim is considered not desirable in the interest of Bank, the contract may terminate forthwith.

### **20.6 Commencement Period:**

The work has to be commenced immediately an award of the contract in favour of the successful bidder. If the Contractor delays the commencement of the work or more than 7 days after award of the contract or such exceeded time as may be intimated to the successful bidder. The Bank will be at liberty to cancel the award of contract without giving any notice.

### **20.7 Manpower, Wages, etc.**

20.7.1 The contractor should ensure to comply with all the provisions of Labour Act/State/Central Govt. Agreed procedures. The Contractor shall be solely responsible for compliance of provisions of Various labour and industrial laws and all statutory obligations such as minimum wages as per Central Govt. Rules, allowances, compensations, EPF, gratuity, Insurance, ESIC, etc. relating to personnel engaged by them. The Bank shall have no liability in this regard.

20.7.2 The Contractor should obtain necessary labour license from statutory authorities for deploying man power. All personnel provided by the Contractor will be on the payrolls of the Contractor/Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the Bank.

20.7.3 That the Contractor will not sub-contractor permit any other person to perform any of the work or services agreed to without prior written permission from the Bank. The Contractor shall en-

sure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules.

Contractor's personnel or their family members shall not be allowed to stay / reside at site. The documents related to submission of EPF, ESIC, salary paid, etc, to the respective statutory bodies has to be submitted along with next month bill for scrutiny.

20.7.4 The SBI shall have the right to have any person removed who is undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of the SBI, except under emergencies / unavoidable circumstances.

20.7.5 The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.

20.7.6 The Contractor shall issue identity cards/ identification documents to all its employees. These Identity cards will be enabled with biometric enabled and attendance should be produced with monthly bills as a proof of claim for payment of bills.

20.7.9 The personnel of the Contractor shall not be the employees of the SBI and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract.

20.7.10 The Contractor shall also provide at its own cost all benefits; statutory or otherwise to its employees and the SBI shall not have any liability whatsoever on this account.

20.7.11 The details of the machineries proposed to deploy, and other technical details can be furnished in the Technical bid.

20.7.12 The contractor has to maintain an attendance register of the persons employed and the same will be inspected daily by the Bank's Officer-in-charge. In addition to this, the contractor shall also arrange to supply and install Bio-metric attendance system at his own cost close to the Security Cabin or any other location approved by the Bank for maintaining daily record of attendance of all employees deployed at the site during the month and record thereof should be produced with monthly bills as a proof of claim for the same.

20.7.13 If any of the labour employed by the contractor is found to be under performing or any mobilization is found or found under the influence of alcohol or any abusive substance / reported while on duty, such person/persons shall not be allowed to work at site anymore and the SBI/Bank reserves the rights to ask contractors for immediate removal such person(s) with suitable substitute immediately.

20.7.14 The staff deployed at site should be physically fit to handle the works detailed in the scope. The full bio-data of the staff deployed at site like their full address, educational qualification, age proof etc. shall be made available before commencement of work. The staff has to be deployed in consultation with the SBI officials after performing the interview of the staff. **The age of staff should be generally Major i.e. aged from 18 years to 60 years so that the benefits of ESIC and EPFO is available to them.**

20.7.15 The contractor shall fully comply with all the applicable laws, rules and regulations. The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payments of Wages Act and also for depositing the P F Contributions, if required, with authorities concerned and also ensure to afford credit of salary in their accounts. The contractor shall be bound to submit original challans and other documents with

regard to payment of ESIC/EPF/any other statutory dues /compliances/pay slip along with monthly bill to the SBI, failing which bill will not be entertained.

20.7.16 The Contractor's supervisor shall be first line of contact for SBI, who shall report to the designated officers of SBI for all requirements.

20.7.17 In case, any demand is raised by the SBI for providing additional manpower for any extra work /activity other than those pertaining to the scope of work of the captioned project, the contractor shall make arrangements for the same and cost thereof shall be paid by the Bank on the basis of minimum wages.

20.7.18 All the chemicals, consumables required for the purpose of providing services should be of standard brands as specified in the tender, and as per the approval of the SBI. No sub- standard material shall be used. The chemicals used for the purpose of cleaning shall be eco- friendly and bio-degradable

The contractor shall abide by "The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013"

## 20.8 Safety, Security, etc.

That the Bank shall not be liable for any compensation in case of any fatal injury/death caused to any of the Contractor's employees while performing / discharging their duties/visiting Bank's premises for inspection or otherwise. The contractor shall alone be fully responsible for safety and security & insurance or life insurance of their personnel who are engaged for maintenance work.

In no case, safety norms shall be violated.

The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at Bank's premises.

The Contractor should issue valid Company identity cards to all their staff personnel who will be providing services under this contract.

The Contractor shall provide and ensure that the personnel engaged by them wear proper uniform, protection gears like helmets, safety shoes, hand gloves, fully body safety belts, ladders, and will wear with entry ID card for Bank premises etc.

The Contractor shall ensure to get the police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good character and conduct.

The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the Bank in whatsoever and howsoever manner or in any connection therewith against Bank now or at a future date. The contractor will at the request of the authorized officer of the Bank / Establishment will remove from the work place any person engaged by him for the services, who may be unsuitable or incompetent or whose conduct is not trustworthy or who misbehaves and / or is not courteous , polite with the employees of the Bank or it's customers. The contractor should undertake to thoroughly verify the antecedents, addresses, qualifications, character, family background and technical qualification etc of its personnel.

The Contractor shall ensure that necessary tools and equipment are always available for the purpose of attending repairs on emergency basis.

The Supervisor, and other technicians shall be available and be report to the concerned department every day.

All contractor personnel will be subjected to physical checking / frisking while coming and leaving the Bank premises. The contractor should maintain a register of its personnel who carry out the work and such register shall be kept open for inspection by the Bank as and when required.

The Contractor will open Basic/SB accounts in any SBI Branch of all personal engaged in work force.

The contractor is required to maintain First Aid kits for use whenever it becomes necessary.

#### **20.9 Payment Terms:**

Payment of wages/EPF/ESI etc to all the workers engaged by the contractor should be through an Account maintained with any Scheduled Commercial Bank which should be witnessed by an officer of the Bank an evidences should be submitted to the Bank. The payment to be made before 7<sup>th</sup> of each Month. The performance of the contractor shall be monitored by the committee based on the feedback on quarterly basis.

#### **21. Force Majeure**

Neither party shall be liable for delay in performing obligations if the delay or failure is due to any of the following force majeure i.e. Act of God or any Government Act, fire, earthquake, explosion, strikes/ Bandh, civil commotion or any thing beyond the control of either party. The party shall make all reasonable endeavors to minimize any such delay.

#### **22. Governing Language**

The contract and all correspondence / communications and other documents pertaining to the Contract, shall be written in English or in Hindi.

#### **23. Signing of Agreement of Maintenance Contract**

This tender document shall be the basis for the Maintenance Contract to be entered into with the successful Bidder and the offer shall be strictly in line with the terms specified herein. No deviation from the terms and conditions specified shall be acceptable. For this purpose, the Bidder shall submit all the documents as specified in this tender duly signed and stamped on each page as a token of acceptance. The agreement shall be entered by user department.

**23.2** Income Tax will be deducted on the gross amount of the monthly bill at the rates notified under Income Tax Act, 1961, from time to time by Govt. of India.

**23.3** Necessary CAR policy for all employees who are engaged for maintenance works, for safety & security & third-party Insurance to be obtained.

**DETAILS OF PREMISES:**

The bidders are required to provide **HOUSE-KEEPING STAFF, CARE TAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT AO BUILDING, BANK'S FLATS/GUEST-HOUSES/COLONY AT STATE BANK OF INDIA, BHAVNAGAR - 364001**

Fully Owned Office the following premises:

Sr. No.	Category	Location	Type	Proposed
1	House-keeping	Admin Building /Bank's residential bungalows/flats, Bank's Guest Houses	Unskilled	16
2	Electrician	Admin Building /Bank's residential bungalows/flats, Bank's Guest Houses	Skilled	1
3	Gardner	Admin Building /Bank's residential bungalows/flats, Bank's Guest Houses/Nilambag Circle	UnSkilled	3
4	Caretaker cum Cook	Bank' Guest Houses	Skilled	3

Sr. No.	Description of Property	Approximate Area ( in sq feet)
1	Admin building	49,944.54
2	SBI Officer Transit Guest House (Wellington Circle)	2576.55
3	SBI Officer Transit Guest House (Vidyanagar)	8026.86
4	M D House ( Hill Drive)	38,170.97

## **GENERAL CONDITIONS OF THE CONTRACT**

### **DEFINITIONS:**

In the contract, the following expressions shall, unless the context otherwise requires, have the meaning hereby respectively assigned to them.

**‘The Contract’** means the documents forming the tender and acceptance thereof and the formal agreement executed between SBI and the contractor, together with the documents referred to therein including these conditions and other instructions issued by the Employer from time to time and all these documents taken together, shall be deemed to form one contract and shall be complementary to one another.

**‘Employer / Bank’** means State Bank of India having its Head Office at Ground Floor, Raheja Chambers, Free Press Journal Marg, Nariman Point, Mumbai and State Bank of India, Corporate Centre, Nariman Point, Mumbai, respectively.

**‘Competent Authority’** means authority nominated to exercise power of approval, sanction and acceptance concerning administrative, financial and technical aspects of transactions done on behalf of the Bank.

**‘The Contractor or Contractors’** means the firm, company or person engaged by the SBI to carry out the work. It shall also include their legal representative(s), successors or assigns.

**‘Site’** means State Bank of India, Office / Residential Complexes, where the works are to be carried out.

**‘Contract value’** means the value of the entire work as stipulated in the work order conveying acceptance of the tender subject to such additions thereto or deductions there from as may be made under the provision herein after contained.

**‘The schedule of quantity’** means the schedule of quantity as specified and forming part of this contract.

**‘Works’** or ‘work’ means the work(s) described in the “Scope of Work” and/or to be executed in accordance with the contract and includes labour, materials, apparatus, equipment of all kinds to be provided, the obligations of the contractor hereunder and work to be done by the contractor under the contract.

**‘Month’** means Gregorian / English calendar month.

**‘Week’** means seven consecutive days.

**‘Day’** means a calendar day beginning and ending at 00hrs. and 24hrs. respectively. Where the context so requires, words imparting the singular only also include the plural and vice versa; and, any reference to masculine gender shall include feminine gender and vice versa.

**‘Holiday’ means** holiday declared by the Govt. of Gujarat under Section 25 of the Negotiable Instruments Act and as applicable to Bank/SBI.

### **2. LANGUAGE:**

The language in which the contract documents shall be drawn in English.

### **3. INSPECTION OF SITE:**

The Bidders are advised to inspect the building and finishes (glass, aluminum composite panel, crystalline glass, Italian marble, granite, tiles, carpets, stainless steel cladding, veneers, laminates etc.) before quoting their rates. It is expected that the Bidder will provide high quality services without damaging the existing finishes provided in the various areas of the premises.

### **4. CONTRACTOR TO INFORM HIMSELF FULLY:**

The service contractor shall be deemed to have carefully examined the work, site conditions including labour availability, various conditions, job requirements, schedules of equipment and shall be deemed to have visited the site of work, to have fully informed himself regarding the local conditions and carry out their own investigations to arrive at the rate(s) to be quoted in the tender. In this regard, they will be given necessary information available with the Employer. If the contractor shall have any doubt as to meaning of any portion of the conditions, or the scope of work or any other matter concerning the contract, he shall in good time, before submitting his tender, ascertain the particulars thereof by contacting the concerned officials before tendering. Once the tender is submitted, the matter will be decided according to contract conditions. For clarifications / Doubts, the contractors may make full use of the pre-bid meeting which would be conducted at site office at **SBI, ADMINISTRATIVE OFFICE, BHAVNAGAR**, as detailed in the NIT. Written inquiries to be submitted one day prior to pre-bid meeting.

### **5. WORK TO BE CARRIED OUT:**

The work to be carried out under the contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, and equipment which maybe required for carrying out the works at satisfactorily.

### **6. SUFFICIENCY OF TENDER:**

The Contractor shall have deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rate(s) and price(s) quoted in the Schedule of Quantity, which rate(s) and price(s) shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for carrying out the work.

### **7. Signing of contract Documents**

The successful Bidder shall be bound to implement the contract by signing an agreement and conditions of contract with the respective establishments of SBI within 7 days from the receipt of intimation of acceptance of the tender by the SBI. However, the written acceptance of the tenders by the Bank will constitute a binding agreement between the Bank and successful Bidder whether such formal agreement is subsequently entered into or not.

### **8. WORK ORDER:**

Within the validity period of the tender, the Employer shall issue a work order by registered post / courier or otherwise handover personally to the contractor to enter into an agreement for carrying out the work as per the terms of the tender. The work order shall constitute a binding contract between the Employer and the Contractor.

### **9. CONTRACT DOCUMENT:**

On receipt of work order from the Employer, the successful Bidder shall be bound to implement the contract and within 7 days thereof, he shall sign an agreement on a non-judicial stamp paper of ap-



propriate value. The contractor shall be furnished, one certified copy of the contract documents as may be forming part of the tender papers. None of these documents shall be used for any purpose other than that of this contract.

#### **10. PERFORMANCE SECURITY/GUARANTEED DEPOSIT:**

The successful bidder should submit a Performance/ Financial Bank Guarantee for an amount equivalent to **5%** of the value of contract (i.e. 12 month value of contract) within 15 days from the date of issue of work order. The Bank guarantee will be valid for a period of 15 months or such other extended period as the Bank may decide for due performance undertaken by the successful bidder.

#### **11. INSURANCE OF WORKS:**

i. Before taking up the work, the Contractor shall, obtain and submit to the Employer (Bank), a third-party insurance policy in original, issued by any Public-Sector Insurance Company.

ii. The Policy should be issued in the joint names of Employer and contractor with Employer's name appearing first. Minimum 5 employee/worker/persons should be covered under the insurance at a time for insured sum of **Rs 5 lac each**, for any type of accident / incidence.

iii. The contractor shall, from time to time, provide documentary evidence as regards payments of premia for all insurance Policies for keeping them valid till the completion of the work.

iv. Without prejudice to any of its obligations and responsibilities specified above, the Contractor shall, within 10 days from the date of work order, submit documentary evidence as required by the Employer in support of having obtained requisite insurance cover.

v. No work shall be taken up by the Contractor at site unless the Insurance Policies as mentioned above are obtained.

vi. Also, no payment shall be made to the Contractor on expiry of insurance policies unless renewed by them and renewed policy is submitted with the SBI. Nothing extra shall be payable on this account.

vii. The Bank will not be responsible financially or otherwise for any injury/death caused to any staff of contractor while executing the work under the agreement. The contractor shall be solely responsible to his employees/labourers for any injury etc. under Workmen compensation Act or any other law in force applicable at the material time. The contractor shall obtain adequate insurance policy in respect of his workmen to be engaged for the work towards meeting the liability of compensation arising out of death, injury or disablement at work etc.

#### **12. ASSIGNMENT, SUBLETTING AND CONTRACTOR'S SUPERINTENDENCE:**

The whole of work included in the contract shall be carried out by the contractor and he shall not directly entrust and engage or indirectly transfer assign or under let the contract or any part or share thereof or interest therein without the written consent of the Employer and no undertaking shall relieve the contractor from the responsibility of the contractor from active superintendence of the work.

#### **13. PROTECTION OF WORKS AND PROPERTY**

The contractor shall continuously protect the Employer's properties from damage or loss arising in connection with contract. He shall make good any such damage, injury, loss resulting due to his

fault or negligence except due to causes beyond his control. In case the contractor fails to make good the losses caused to the bank due to his fault or due to negligence of his staff, SBI tools reserves the right to invoke the security deposit as stated above to cover such losses.

The contractor shall take all precautions for safety and protection of his employees on the works and shall comply with all applicable provisions of government and local bodies safety laws and building codes to prevent accidents, or injuries to persons or property in or adjacent to his place of work. The contractor shall take insurance covers as specified elsewhere in the contract at his own cost. The policy shall be taken in joint names of the Employer and the contractor.

In case of flooding of site on account of rain or any other cause and any consequent damage, whatsoever, no claim financially or otherwise shall be entertained notwithstanding any other provisions elsewhere in the contract.

#### **14. CONTRACTOR TO SUPPLY TOOLS ETC.:**

- i. Schedule of major equipment to be kept at site should be attached:
- ii. The list of major equipment to be deployed by the contractor should be enclosed.
- iii. The equipment to be kept on site should be new and the contractor should submit the copies of the purchase bills to Bank.
- iv. The contractor should ensure that the equipment provided on site are functioning at all times.

#### **15. WAGES TO BE PAID:**

1.The Bank will pay the Contractor the said contract amount, (hereinafter referred to 'the Contract Sum') or such other sum as shall become payable hereunder at the times and in the Price Bid and the said conditions.

2.The Contractor shall engage the services of sufficient number of able, trained and skilled persons for house- keeping work. The contractor will ensure that the supervisor engaged by him verified the conditions and status of the premises of Building for orderly cleaning and maintenance. The payment will be made as per manpower deployed for the House-keeping works and on satisfactory completion of the work and on submission of the bill.

3.All payments by the Bank under this contract will be made only at Bhavnagar in Indian Rupees and shall be within 2 to 3 weeks from the submission of bills including period of checking subject to bills being complete in all respects as mentioned in the tender and, in the format, to be mutually agreed.

4.All taxes prevailing during the currency of contract shall be payable by the Facility Management (FM) Service Contractor within the accepted tender amount only and the Bank will not entertain any claim whatsoever in this respect except GST.

5.That the terms of this contract have been read by the FM Service Contractor and fully understood by him/ them. The FM Service Contractor shall not be entitled for the payments for the quantities beyond the tendered quantities unless ordered for, by specific instructions with prior approval from the Bank.

6.The rate quoted shall be inclusive of bonus, house rent allowance, Employees provident fund, overtime, conveyance, food expenses etc. and the Employer shall not be responsible for any payment towards the above components.

7.The following components should necessarily be present in the pay structure applicable to the house keeping staff and the break-up of same should be submitted by the Contractor in their price bid:

- Basic Pay

- D.A.
- EPF
- ESIC
- Bonus
- Any other statutory compliance in details

8. Please note that all the above components should be necessarily present in the pay structures to be adopted /paid to all the categories of staff viz. Facility manager, Manager, Supervisors, attendants (both male and female). The contractor may like to add any other component as they may desire to the above list to have better staff.

9. The contractor shall compulsorily submit the detailed pay structures he proposes to give to each of his category (along with components as instructed above and also adding any other component he desires to give over and above, to any or all of the categories along with the price bid. The tenders quoted without complying payment of Minimum wages along with EPF/ESI/DA, etc. shall be summarily rejected/disqualified.

#### **16. UNIFORM:**

The contractor shall provide New Uniform (with Company's name badge) including Safety Shoes, Helmet, Safety Belt, Hand Gloves, ID card for entry etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account.

#### **17. WORK ON SATURDAY/ SUNDAY AND BANK HOLIDAYS:**

The contractor has to arrange for engaging their workers on any Saturday (2<sup>nd</sup> & 4<sup>th</sup>), Sunday & holidays, for thorough deep cleaning of the internal and external areas as required by the employer. No Extra payment on this account will be made by the Employer.

#### **18. ADDITIONAL WORK:**

Should any new areas of work transpire, which the Employer considers are not envisaged, as being part of this tender, the prices for the new scope of work shall be mutually decided and agreed upon between the Employer and the contractor based on actual rate analysis on established norms. In the event of non-agreement of the rates, the Employer reserves the right to get the same carried out through any other agency so appointed for.

#### **19. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS:**

The Contractor shall comply with all statutory requirements prescribed by the local as well as state / central government authorities from time to time and submit required proof of compliance to the Employer as and when required by the Employer. The contractor shall produce all the relevant statutory documents for inspection by the Employer and the Government Authorities. The contractor would get the police verification of all his employees hired for the purpose done and a copy of which will be submitted to the Bank. List of employees with their Names, Photographs, permanent addresses, Local addresses, Contract Numbers and Identity cards (i.e. Aadhar Card, Voter ID card etc.) will be kept with the Department and no employee without pending documents will be allowed to enter in premises.

The contractor shall give all notices required under the said Act, Rules, Regulations and Bye-laws etc. and pay all fees payable to such authority/authorities for carrying out the work towards the cost, if any, shall be deemed to have been included in his quoted rates, taking into account all liabilities for licenses, fees etc. and shall indemnify and protect the Employer and its Employees against such liabilities and / or claim arising out of violation of any such laws, ordinances, orders, decrees and shall defend all actions arising from such claims or liabilities.

If the contractor performs any act which is against the law, rules and regulations, he shall meet all the costs and consequences arising there from and shall indemnify the Employer against any legal

actions arising therefrom. All liabilities arising out of violation of local laws and or central laws shall be contractor's responsibility.

## **20. LOCAL LAWS, ACTS, REGULATIONS**

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

- Minimum Wages Act, 1948
- Payment of Wages Act 1936
- Workmen's Compensation Act 1923 (Amended), as applicable
- Contract Labour Regulation and Abolition Act 1970 and **Central Rules 1971**
- Apprentice Act 1961
- Industrial Employment (Standing Order) Act 1946
- Personal Injuries (Compensation Insurance) Act 1963 and any other modifications
- Employees' Provident Fund and Miscellaneous Provisions Act 1952 and amendment thereof
- Employees State Insurance Corporation Act
- Shop and Establishment Act, as applicable
- Any other Acts Central or States, that may be applicable or by law or enactment relating thereto and rules framed there under from time to time.
- Factories Act,
- Employment of Children Act 1938,
- Employers Liability Act 1938,
- Industrial Disputes Act 1947

**20.2** The contractor shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the contractor by an authority empowered under the relevant Act.

**20.3** Any cost incurred by SBI in connection with any claim or proceedings under the said Acts or in respect of loss, injury or improper performance of this contract by the contractor or his workmen and any money which may become payable to State Bank of India as aforesaid shall be deemed to be deducted by State Bank of India or may be recovered by the Bank from the contractor.

**20.4 No formation of Union is allowed.**

**20.5** The Contractor shall keep the Employer saved harmless and indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the Employer in connection with any claim that may be made by any workmen relating to work carried out by the contractor for this contract.

## **21. TECHNICAL AUDIT /SCRUTINY:**

- i. The Employer shall have right to carry an audit / technical examination of the works and the bill of the contractor including all supporting vouchers, abstracts etc. by any of the persons or organization as appointed by the Employer.
- ii. If as a result of the examination or otherwise any sum is found to have been overpaid or over certified, it shall be lawful for the Employer to recover the sum from any payment due to the contractor for such work.

## **22. RECORDS OF DAILY OPERATION:**

The Contractor shall maintain and provide comprehensive logbook of cleaning procedure adopted, record of chemicals used, details of daily record of cleaning activity carried out in all units of the buildings.

## **23. ACCIDENTS:**

The contractor shall immediately on occurrence of any accident during carrying out the work report such accident to the Employer. The contractor shall also report such accident immediately to the concerned authorities whenever such report is required to be lodged by law and take appropriate actions thereof.

The contractor shall submit report of all accidents, fires and property damage, dangerous occurrence to the authorized State Bank of India officials immediately after such occurrence, but in any case, not later than twelve hours of the occurrence. Such reports shall be furnished in the manner prescribed by the State Bank of India. In addition, the contractor to the authorized State Bank of India, official shall also submit periodic reports on safety from time to time as prescribed.

## **24. -TERMINATION:**

- a. SBI shall be at liberty to terminate the contract by issuing one month's notice to the contractor without assigning any reason whatsoever. Bank shall not pay any claim /compensation by Contractor for such termination of Contract.
- b. As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, the State Bank of India shall have the right to terminate the contract forthwith with one month's notice and re-arrange the work through other agencies at Contractor's risk, cost and consequences and under such circumstances, the security deposit paid by the contractor shall stand forfeited, besides any other action deemed fit including de-paneling the contractor or debarring them in future tendering process.

## **25. SAFETY CODE – RESPONSIBILITIES OF THE CONTRACTOR IN RESPECT OF SAFETY OF STAFF, EQUIPMENT, MATERIAL AND ENVIRONMENT:**

Before commencing the work, contractor submit a 'SAFETY PLAN' to the authorized State Bank of India official. The 'SAFETY PLAN' shall indicate in detail the measure that would be taken by the contractor to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The contractor shall submit Safety Plan along with his offer. During negotiations before placing of work order and during execution of the contract SBI shall have right to review and suggest modification in the Safety Plan. Contractor shall abide by the SBI's decision in this respect.

The contractor shall take all necessary safety precautions and arrange for appropriate appliances as per direction of SBI or its authorized officials to prevent loss of human lives, injuries to personnel engaged and damage to property and environment.

The contractor shall provide to its work force and ensure the use of the following personal protective equipment as found necessary and as directed by the authorized SBI officials: -

- Safety Helmets conforming to IS-2925:1984
- Safety Belts conforming to IS-3521:1983
- Safety Shoes conforming to IS-1989:1978
- Eye and Face protection devices conforming to IS-8520:1977 and IS-8940:1978.
- Hand and body protection devices conforming to: IS-2573:1975, IS-6994:1973, IS-8807:1978, IS-8519:1977,

All tools, tackles, lifting appliances, material handling equipment scaffolds, cradles, safety nets, ladders, equipment's, Vacuum cleaner, mopping equipment etc. used by the contractor shall be of safe design and construction. These shall be tested, and certificate of fitness obtained before putting them to use and from time to time as instructed by authorized SBI official who shall have the right to ban the use of any item.

The contractor shall adopt all fire safety measures.

Where it becomes necessary to provide and/or store petroleum products, explosives, chemicals and liquid or gaseous fuel or any other substance that may cause fire or explosion, the contractor shall store the same safely as per the directions of the Bank.

The contractor shall be held responsible for any violation of statutory regulations local, state or central and SBI instructions, that may endanger safety of men, equipment, material and environment in his scope of work or another contractor's or agency's. Cost of damages if any, to life and property arising out of such violation of statutory regulations and SBI instructions shall be borne by the contractor.

## **26. INDEMNITY BOND:**

- i. Contractor shall sign an Indemnity Bond in an approved format as per Annexure-E before starting the work, indemnifying the SBI from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the work place due to non-adherence to safety codes, not following the standard work procedures and for violating rules and regulations for which the contractor shall be solely responsible.
- ii. In case of any damage to property by the contractor, SBI shall have the right to recover the cost of such damages from payments due to the contractor and decision of the SBI shall be binding on the Contractor.
- iii. In the event of any damage to the loose furniture, interiors, computers and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the contractor.
- iv. If the contractor fails to improve the standards of safety in its operation to the satisfaction of SBI after being given a reasonable opportunity to do so, and/or if the contractor fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized SBI official, the SBI shall have the right to take corrective steps at the risk and cost of the contractor after giving a notice of not less than seven days indicating the steps that would be taken by State Bank of India.
- v. Before commencing the work, the contractor shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of State Bank of India.

## **27. FORE- CLOSURE OF CONTRACT IN FULL OR IN PART**

If at any time after acceptance of the tender, the Employer decides to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the works to be carried out, they shall inform the Contractor in writing to that effect and the Contractor shall have no claim to any payment or compensation or otherwise whatsoever, on account of any loss of profit or advantage which he might have derived from the execution of the works in full, but which he did not derive in consequence of such foreclosure of the whole or part of the works. The Contractor shall be paid at the contract rates for works executed at site.

## **28. INSOLVENCY**

The competent authority of the Office of the SBI, AO BHAVNAGAR may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:

- i. If the contractor being an individual or if firm, any partner in the contractor's firm, shall at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any conveyance or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or
- ii. If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver or manager on behalf of the debenture holder shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or manager.
- iii. If the contractor commits any breach of this contract not herein specifically provided for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the SBI and provided also that the contractor shall be liable to pay the SBI for any extra expenditure, it is thereby put to but shall not be entitled to any gain on repurchased.

## **29. CONFIDENTIALITY:**

- i. Information relating to the examination, clarification, evaluation, and comparison of tenders, and recommendations for the award of a contract shall not be disclosed to Bidder or any other persons, not officially concerned with such process, until the notification of contract award is made.
- ii. Any effort by the Bidder to influence the SBI in the bid evaluation, bid comparison, or contract award decisions may result in the rejection of the Bidder's bid.

## **30. CORRUPT OR FRAUDULENT PRACTICES:**

- i. The SBI as well as Bidder shall observe the highest standard of ethics during the procurement and execution of such contracts.
- ii. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution, and.
- iii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the detriment of SBI and includes collusive practice among Bidder (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the SBI of the benefits of free and open competition.
- iv. "Collusive practice" means a scheme or arrangement between two or more Bidders, with or without the knowledge of the SBI, designed to establish tender prices at artificial, non-competitive level; and.
- v. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.
- vi. The SBI will reject a tender for award if it determines that the Bidder recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- vii. The SBI will declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

### **31. PENALTIES /LIQUIDATED DAMAGES:**

- i. The Contractor shall disburse salary to its deployed manpower as per Central Govt. minimum wages Act latest by the 15<sup>th</sup> of every month, failing which penalty equivalent to one-day salary (Basic + DA) per delayed day shall be credited by the contractor into the account of the respective employees whose salary has been delayed, apart from his regular remuneration which the contractor is payable to him. Proof of the same shall be submitted to the SBI along with the bills of the next month. If such scenario continues for a period of 3 continuous months then the contract shall be liable to be terminated. Security Deposit / Performance Bank Guarantee shall be forfeited, and Bank guarantee shall be encashed. The SBI will have the power to appoint any other agency for the manpower services at the risk and cost of the Contractor.
- ii. The Contractor has to maintain adequate number of manpower as per this contract and also arrange a pool of standby manpower/supervisor. If the required number of manpower/supervisors are less than specified number as mentioned in the contract, a penalty of Rs.1000/- per absentee per day shall be deducted from the bill(s).
- iii. In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Contractor failing to provide requisitioned number of manpower, the SBI shall make deductions at double the rate of hiring rate on pro-rata basis from the bills preferred by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from the Contractor to be paid within seven days to the credit of the SBI.
- iv. An amount of Rs.2500/- will be levied as liquidated damages per day per floor for any building from the Contractor whenever and wherever if found that the work is not up to the mark. If the Contractor fails to perform as per the satisfaction of the SBI within 15 days, liquidated damages clause as incorporated in the tender document of the Contractor by SBI will be invoked.
- v. Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the SBI, the Contractor shall be penalized up to 5% of the monthly Bill amount which will be deducted from any bills/dues of Contractor.

### **32. PRICE VARIATION CLAUSE:**

**Price variation for Labour component:** Please note that rates of Materials quoted by the vendor/contractor shall remain fixed and valid for a period of one year i.e. initial contract period from the date of commencement of work and no escalation/price increase, whatsoever shall be considered during this period. Accordingly, contractor has to take due care on this account while quoting the rates and also note that the manpower central minimum wages shall be paid as per the prevailing rates as fixed by the Government of India from time to time and claim the same as reimbursement. The Bank may consider renewal of contract for similar terms on the same terms and conditions except minimum wages which shall be considered as per Central Government rates prevailing at material time provided that the service rendered by the vendor/contractor are found satisfactory. However, renewal of contract is discretion of the Bank and the contractor shall have no right to claim for the same.

**Price Variation on material component, pest control and housekeeping:** No escalation of Material component will be allowed during the contract period.

### **33. VALIDITY OF CONTRACT:**

The contract, if awarded shall be valid for an initial period of 1 (One) year from the date of commencement of work subject to the renewal for one year on similar terms after expiry of initial period of one-year subject to satisfactory performance of contractor and at sole discretion of the Bank. In case of breach of contract or in the event of not fulfilling the minimum requirements/statutory requirement/satisfactory services etc., the SBI shall have the right to terminate the contract forth with at any time in addition to forfeiting the performance security amount deposited by the contractor and initiating necessary action as deemed fit including DE-paneling your firm etc. solely at the discretion of the SBI.



#### **34. SEXUAL HARASSMENT:**

The Contractor shall be solely responsible for full compliance with the provision of the “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”

- i. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the State Bank of India (SBI) against any employee/s of the contractor shall be taken cognizance of by the State Bank of India (SBI).
- iii. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment/violence by the employee of the contractor is proved.
- iv. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

#### **35. NON-DISCLOSURE:**

The Contractor shall not disclose directly or indirectly any information, materials and details of the State Bank of India's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the State Bank of India (SBI). The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

### **SCOPE OF WORK**

The bidders are required to provide House Keeping & Maintenance for State Bank of India Office Complexes at the following premises:

<b>Sr. No.</b>	<b>Category</b>	<b>Location</b>	<b>Type</b>	<b>Proposed</b>
1	House-keeping	Admin Building, Bank's residential bungalows/flats & Bank's Guest Houses	Unskilled	16
2	Electrician	Admin Building, Bank's residential bungalows/flats & Bank's Guest Houses	Skilled	1
3	Gardner	Admin Building, Bank's residential bungalows/flats, Bank's Guest Houses & Nilambag Circle	UnSkilled	3
4	Caretaker cum Cook	Bank' Guest Houses	Skilled	3

Note: There may be marginal variation in area on either side. No extra claim will be entertained for variation in area of any buildings.

At the above premises all of the following services to be set up for an effective service delivery process.

i. Housekeeping/cleaning.

ii. Pest Control Services.

iii. Sanitization of Building as per Covid-19 Protocol as and when required.

The brief details of scopes of services are mentioned below:

## A. HOUSE KEEPING:

S. No.	Nature of Services	Frequency
	<u>Sweeping &amp; Cleaning:</u> <ul style="list-style-type: none"> <li>Sweep and clean all floor areas, roads etc.</li> <li>Damp moping of tiles, vitrified floors, staircases, sidewalls and entrance areas.</li> <li>Floors shall be made free of stain, dirt, mud, sand, footprints, liquid spills, and other debris.</li> <li>Chairs, computers, keyboards, trash, receptacles, and easily movable items shall be moved to clean underneath.</li> <li>During inclement weather, the frequency of cleaning 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 water standing.</li> <li>After sweeping all vitrified floors, areas would be machine scrub cleaned.</li> <li>Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.</li> <li>Daily cleaning of lift cabins, mirrors &amp; doors in all the floors.</li> <li>Removal of stagnant water.</li> <li>Maintain high standards of cleanliness and hygiene at all</li> <li>Assigned areas throughout the premises.</li> </ul>	Daily
2	<u>Vacuuming:</u> Vacuuming all carpets, runners and carpet protectors so that they are free of dirt, lint, mud, etc. All Sofa set/chairs, revolving/non-revolving cushioned chairs cushioned, stools, Curtains, venetian/vertical fabric blind, Roller Blinds etc.	Fortnightly
3	Washrooms & toilets cleaning (To be carried out on hourly basis): Thorough cleaning and sensitization of toilets, bathrooms, wash basins and spray facilities, using suitable non- abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges. <u>• Cleaning of mirrors, glass doors, glass windows, etc.</u> <u>• Replenishment of paper towels, toilet paper, liquid soap, urinal cubes, naphthalene balls, odonil, etc. in all the toilets &amp; wash rooms.</u>	Daily
4	<u>Trash Removal:</u> 1. 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 returning items where they were located. 2. All waste from waste paper baskets will be collected and deposited in the building's waste containers. 3. Dry & wet garbage would be segregated and temporarily dumped into designated area within the premises. 4. Collection of old newspapers, bundling & shifting to specified place. 5. All the wastes, trash, debris, garden waste etc. has to be disposed from the campus on daily basis as per the guidelines of MCC. Any co-ordination in this regard with MCC has to be carried out by the Contractor. 6. Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the Bank, the Contractor shall be penalized upto 5% of bill amount and its deduction from the monthly bills.	Daily

5	<u>Glass Surface Cleaning:</u> 1. All glasses at entrance doors and windows of the premises would be cleaned using damp and dry method. 2. Glass table tops, cabin doors, cabin partitions and glass accessories, railings, handles would also be cleaned. 3. Removal of grease marks or fingerprints on glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.	Daily
	<u>Spot Carpet Cleaning:</u> Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals, etc.	Daily
7	<u>Damp &amp; Dry Cleaning:</u> 1. Wipe clean all white boards of meeting rooms, conference rooms, etc. 2. Wipe clean all table tops of workstations, cubicles and other furniture and fixtures. 3. Conference Rooms 4. Cleaning includes cleaning of Glass windows, ceiling, marble cladding, carpets, chairs, Service Rooms/ bath/ toilets, etc.	Daily
8	<u>Shifting of Furniture:</u> 1. Attendants needed at AO Building, Bhavnagar for Shifting of chairs, tables, cupboards, e-wastes, monitors, computers, printers, etc. within the premises using suitable trolley as per instruction of officials of Estate Department. 2. Also, will be utilized by the Dept. in events of meetings, conferences and day to day works at different departments.	Daily but occasional at the instruction of officials.
9	<u>Deep Cleaning:</u> 1. Stairways, surrounding common areas, terraces, generator rooms, AHU Rooms, basements, car parking, etc. 2. Ceiling, walls, partitions, etc. 3. Interior & Exterior glasses will be cleaned on both sides, throughout the building. 4. Ceiling fans, pedestal fans, wall mounted fans, Indoor split AC units, etc. 5. Up-keeping & removing choke-up in the storm water drains in the ground & basement level and other drains located inside the premise. The Contractor should co-ordinate with Municipal Corporation, Bhavnagar and keep the inter-junctions clear from any obstruction. 6. During monsoon season the Contractor has to ensure periodic cleaning of the basement, etc. with suitable materials for removing the algae / green patches formation.	Weekly (only on Sunday / other Holidays)
10	<u>Window Glass Cleaning:</u> 1. The service provider shall undertake cleaning of the glasses and glass panes from the interior in all floors. 2. Dusting windowsills and blinds.	Weekly

11	<u>Sanitizing:</u> 1. All items related to Computer (Monitor, CPU, Keyboard, Mouse etc.) are to be cleaned thoroughly and sanitized with precautions. 2. Office desk paper bins would be cleaned and sanitized. All washroom dustbins would be thoroughly cleaned and sanitized. 3. All telephone instruments would be sanitized using disinfectants. 4. Waste bins from Pantry and Cafeteria areas would be thoroughly cleaned and sanitized with disinfectants. 5. Through washing of all walls and doors of all toilets with appropriate detergent and disinfectant. 6. All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant.	Weekly
12	<u>Dusting &amp; Wiping:</u> 1. Dusting and wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks. 2. Applying metal polishes to accessories or door handles, name Plates, hand railings, lift walls, etc. where applicable.	Fortnightly
13	<u>Scrubbing:</u> <ul style="list-style-type: none"> <li>All floor areas with scrubbing machines.</li> </ul>	Fortnightly
14	<u>Deep Cleaning:</u> <ul style="list-style-type: none"> <li>Deep cleaning, dusting and wiping of sanitary fittings in the wash rooms, ladies' toilets etc.</li> <li>Deep cleaning, dusting and wiping of handles, doors, door closers, fittings, windows, curtains etc.</li> <li>Cleaning, dusting and wiping of false ceilings.</li> <li>After cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks.</li> <li>Cleaning/sweeping of all the terraces on fortnightly basis.</li> <li>Cleaning, dusting, cobwebs.</li> <li>Dusting of fire extinguishers, fire hydrant heads located at various places.</li> </ul> <p><b>Note: The Contractor will ensure that no Acid or similar cleansing agent/material should be used in the process of cleaning of CP/Brass fittings. Any damages caused on account of violations shall be at the contractor's cost and risk. The contractor shall be responsible for replacement of such damaged fittings/fixtures with same brand/model fixtures at their own cost.</b></p>	Fortnightly
15	<u>Polishing:</u> <ul style="list-style-type: none"> <li>All the Brass/SS door handles/doorknobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using approved quality polishing agents including buffing as and when directed.</li> </ul>	Fortnightly
16	<u>Cleaning Work:</u> <ul style="list-style-type: none"> <li>Cleaning of vertical fabric blinds/ Roller Blinds and checking / rectification of the same using suitable material</li> <li>Deep cleaning of all service ducts, chajjas in the floor, etc.</li> </ul> <p><b>Note: The contractor has to take necessary safety precautions for their laborer by wearing personal protective equipment like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas etc.</b></p>	Quarterly

18	<u>Chemical / Shampoo wash</u> – All sofa sets/chairs, revolving chairs, non- revolving chairs, cushioned stools, Curtains, Venetian/vertical/Roller blinds etc. are to be dry cleaned/ chemical washed / Shampooing. Cost of dry cleaning will be borne by Bank.	Quarterly or as and when required.
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## **B: PEST MANAGEMENT SERVICES**

S. No.	Nature of Services	Frequency
1	<b>Pest Management for cockroaches (using Herbal gel), silver fish, ants, house flies, etc. inside the premises.</b>	<b>Quarterly</b>
2	<b>Pest management for cockroaches, silver fish, ants, house flies, etc to common areas at all floors like staircase, lift lobbies, terraces, stilt parking, ground floor &amp; rooms/cabins thereat, including drains, chambers, ducts, etc.</b>	<b>Monthly</b>
3	<b>Rodent control treatment for rats, mice &amp; bandicoots using traps, baits, stick board, etc. in the entire complex including Kitchen, Pantry, Dining areas, drains, chambers, ducts, parking area, garden, etc.</b>	<b>Monthly</b>
4	<b>Post construction Anti-Termite/white ant Pest Management treatment inside the premises. Cost of service/material shall be paid by the Bank's on actual basis.</b>	<b>As and when required</b>

- i. The work of Pest Control treatment Services shall be got carried out through approved and Licensed agencies only. The name of the agency to be got approved from SBI in advance.
- ii. The Materials to be used for Pest Control should be Govt. approved as well as Eco friendly.
- iii. The Contractor shall ensure that after carrying out the high-quality Rodent Treatment, no damage would be caused to the Bank's equipment. In the event, any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses.

The bidders are required to provide various maintenance services for all of the following services to be set up for an effective service delivery process

- ❖ Electro – mechanical Maintenance Services.
- ❖ Electrical Maintenance
- ❖ Horticulture/Landscaping Service
- ❖ Telephone maintenance Services

The brief details of scopes of services are mentioned below:

## **C: SCOPE OF WORK OF GARDENERS: -**

The contractor's scope of work shall consist of providing manpower (personnel) numbering 3 manpower per day (3 per day/week days, except Sundays) which may be increased as per requirement. The manpower provided by the contractor will be deployed for carrying out horticulture & maintenance of building activities like maintenance of lawns, avenues, hedges, shrubs, potted plants, road-side plantation etc Admin Building, Bank's residential bungalows/flats, Bank's Guest Houses & Nilambag Circle

The works / activities are as follows:

- (a) Maintenance and upkeep of the gardens lawns, hedges, avenues, plantations, trees at the Institute, including Guest House and staff quarters.
- (b) The contractor shall supply the manpower between 9:00 am to 5:30 pm on all the week days except Sundays.
- (c) The contractor should arrange his own mechanism of supervision and maintenance of the attendance, records, entries (without any tampering / over writing) and discipline of his manpower provided. The record of the attendance of manpower in number only should be seen and verified by the authorized Officer of CSIR-AMPRI daily.
- (d) Watering of all the plants, trees, gardens, lawns and pots regularly.
- (e) Removal of weeds, unwanted bushes, shrubs, stones, pebbles etc for upkeep and maintenance of the campus.
- (f) Pruning of the trees, hedges and avenues as and when required.
- (g) Sowing of seeds & saplings and maintaining the plants nursery.
- (h) Transplantation / plantation of saplings & plants as and when required.
- (i) Digging of pits for plantation, thalla making and guddai as and when require.
- (j) Application of Farmyard Manure and other fertilizers to the plants, trees, and lawns
- (k) Cutting, budding and Planting of new saplings.
- (l) Grass cutting / trimming with grass cutting machine / manual cutter
- (m) Spraying or application of insecticides, pesticides, fungicides, herbicides etc to the plants / hedges, lawns, avenues, gardens etc.
- (n) Removing / draining excess stagnated water at the plants, lawns, gardens, pots etc.
- (o) Landscaping, levelling and development of new areas for plantation, making lawns etc.
- (p) Any other horticulture and allied works required in the campus (either new or existing) arising from time to time.

#### **D: SCOPE OF WORK: CARETAKER CUM COOK:**

##### **Brief Job Description:**

The individual at work registers guests during check-in and attends to their requirements, serves food, completes guest check-out, maintains the guest House, and performs general administrative duties. The job requires the individual to be patient and have good interpersonal and communication skills. Below is the list of the duties to be performed:

**1. Complete Guest Check-in and check-out process-** It includes the checking of the identity document details of the guests, the addition of the guest's name in the Guest House Register, processing the payment and issuing a receipt to the Guest, apprising the guest about different services like meals, housekeeping, etc., and various amenities like TV, Wi-Fi, etc. and getting the signature of the guest with date and time at the time of check out. Inform the guest regarding the breakup of charges for daily services provided which include stay charge and food charge and any other charge as and when it is prescribed by Bank.

**2. Assist Guest during the Stay:** Ensure the Guest is not left unattended, respond to guest queries/requests, attend to all guest complaints, etc.

**3. Cook & Arrange food for Guests:** Plan the day's menu as per the guest's preference and diet restrictions, if any. Ensure cleanliness and sanitization of all utensils, stoves, cooking area, and refrigerator; verify that dining table/area is clean at all times; maintain inventory of all ingredients for food preparation; verify that the food items and ingredients meet food and hygiene standards; check for the expiry date of raw and uncooked food and ingredients; maintain sufficient stock of items such as consumable raw materials, packed and bottled items. The rate chart for food will be displayed in the Guest House.

**4. Serving of food to Guests:** Arrange the prepared food on the dining table/room as per Guest request. Ensure the cleaning of the dining table/or table in the room post-dining.

**5. General Skills:** Communicate effectively and cordially with guests and respond to their queries; exhibit politeness and courteousness under all circumstances and situations.

**6. Ensuring Cleanliness and maintenance of Furniture Fixtures, and fittings:** To keep the Guest House premises properly cleaned, swept, and dusted and ensuring cleaning of toilets and utensils, glasses and doors of the premises. To maintain the furniture and equipment fixtures and fittings at the Guest House properly and ensure that they are cleaned on a daily basis. Ensure to change bed linen, towels, soap, etc. in the Guest House as and when necessary.

**7. Ensuring basic services:** To arrange to provide the facility of washing and ironing of clothes of guests, if required, and expenses incurred thereon shall be recovered from the Guests and provided to the service provider.

**Helper/Assistant Caretaker cum Cook:**

**Brief Job Description:**

- The Helper/Assistant caretaker is required to assist the Caretaker in ensuring the smooth running and/or working of the Guest House.
- Jointly responsible with the Caretaker for daily maintenance and facilities tasks in the Guest House, providing assistance and generally facilitating the smooth running of the daily operations at the Guest House.
- Act as a key Response Person/Fire Marshall in case of Fire or Emergency, assisting with the safe evacuation and liaising where necessary with the Emergency Services



## **E. ELECTRICAL MAINTENANCE:**

### **HT PANEL & LINE:**

- a) The panel shall be maintained as per the frequency indicated below. Shut down in prescribed proforma must be taken before attending to this panel. Solid earthing must be done after making the busbars dead. **Only licensed and registered technician/ supervisor should attend to H.T System.**
- b) a) General cleaning of the H.T, panel inside and outside once in six months.
- c) Checking of Power & auxiliary contacts. Minor fittings to be cleaned with emery cloth once in six months.
- d) Greasing/oiling of the moving/sliding mechanism of VCB once in six months.
- e) Tightening of termination nuts & bolts once in six months.

### **LIGHTNING ARRESTORS, EARTH ELECTRODE AND EARTHING SYSTEM:**

- a) Megger Test to find out the leakage voltage between the Earth and neutral of the electrical installation (Equipment and neutral separately) to be carried out at least once in a year. Further, checking of earth resistance of Earth pits shall also be conducted once in a year. The Agency is liable to furnish Test certificate in this regard.
- b) Checking of earth leads to all equipment/panels/DB for its continuity after tightening all connection once in a year.
- c) In case the earth resistance found higher than prescribed value then it has to be brought to the notice of the Bank. The Agency is liable to furnish Test certificate in this regard.
- d) Checking of earth continuity of all testing machine/equipment, 3 phases, 415V or every section once in a year.
- e) The earth pits have to be frequently watered. If the resistance is found to be more than the prescribed value then the bidder should ensure to provide additional salt / charcoal, if required. The cost of materials shall be paid by the Bank.

### **LT PANELS :**

- a) General cleaning of L.T. Panel, inside and outside for removal of dust and soot once in a month.
- b) Checking the tightness of connection of the bus-bars, switch gears, control wirings for indicating lamps, voltmeters with selector switches, ammeters with selector switches, incoming and outgoing cables once in a month.
- c) Visual Inspection of the main contacts of the ACB/MCCB is to be carried out periodically and proper record is to be maintained for inspection of the Bank. Minor pitting of the contacts is to be cleaned with emery cloth and carbon tetrachloride / contact cleaning liquid. Major pitting or damaged contacts are to be replaced.
- d) Castle locking arrangement is to be checked for correct operation once in six months.
- e) Relays for protection are to be checked and cleaned once in six months.
- f) Replacement of damaged/burnt out component when necessary.
- g) Greasing/oiling of moving or sliding parts of ACB/MCCB once in six (6) months.
- h) Checking of tripping mechanism of ACB/MCCB once in six months.
- i) Testing of the relays once in six months.

- j) For L.T Panel, insulation test for phase to phase and phase to earth with megger are to be carried out once in a year. The bidder shall furnish the certificate for the above.

## **OPERATION & MAINTENANCE OF WATER PUMPS**

- a) Operation and maintenance of water and sump pump – motor sets.
- b) Rewinding and major repair e.g. machine work, shaft/impeller replacement etc to pump motor sets. However, labour for replacement of ball/bush bearing, replacement gland are excluded from the scope of this work
- c) -packing and accessories, tightening of belt is included. Consumable items such as grease, kerosene oil, mobil oil., wire brushes, nut & bolts and washers, PVC insulation tapes, safety gloves and gland dory etc., to be supplied by the bidder within the quoted rates.
- d) Spare and material except for items specifically mentioned to be provided by the bidder under clause-5C shall be provided by SBI free of cost for replacement/repair of pump motor set and other works as required.
- e) The bidder shall provide experienced workmen holding valid licenses for complete operation and maintenance of water and sump pumps including pump panel as requirement.
- f) The following works are to be undertaken by the bidder.
- g) Checking to be done to notice abnormal operational noise in the running of pump motor set and immediate corrective action to be taken as required.
- h) Checking to be done for overheating of pump motor set and corrective action be taken as required.
- i) The responsibility for the inspection, maintenance, servicing and requisite inspection of pumps, motors, water level controls etc. shall totally lie with the bidder for ensuring smooth working and serviceability of the pumps, motors and other connected electrical switch boards/cable etc. of the system.
- j) All pumps and motors shall be serviced by experienced mechanic/electrician once a month.
- k) Any leakage due to pumps or otherwise is to be checked and corrective action should be taken immediately. The bidder is required to carry out periodical greasing, replacement of gland required to carry out periodical greasing, replacement of gland packing, inspection and cleaning of pumps, strainers, repair/replacement of non return valves and foot valves within quoted rate.
- l) Pump and motor shaft and coupling should be periodically checked for alignment and tightness of nuts and bolts.
- m) Motor terminal shall be checked periodically and corrective action to be taken as required. Dismantling, decoupling and re-fixing of pump motor set to be done as required within the quoted rates.
- n) Bidder shall ensure proper ground earthing of motor and requisite corrective action is to be taken.
- o) The bidder should attend to the breakdown of water supply on priority basis. Records of the break down should be maintained by him as directed by MMTC. Efforts should be made on war footing to restore water supply so that regular supply to users is maintained. If need, be the extra workmen shall be arranged by the bidder within quoted rates.
- p) Maintenance of logbooks indicating daily starting/stopping of various pumps, suction and discharge pressures etc., as required.
- q) Contractor will have to regularly, carefully and diligently maintain the HT log book , LT log-book,G7 Card of PGVCL, Generator log book, Solar Generation Reading, Compound Area

Other Sub Energy Meter Reading, operation of water supply pump, sewage treatment plant, Lift Operation, daily complaint/ activity register. Contractor need to attend the complaint within 30 min of complaint received.

r) Tools & Equipments Provided by Vendor For Work:

**Name of Equipments (Reputed Makes only):**

- a. Digital MultiMeter
- b. Megger 1000V (Digital/Analog) & Megger500V
- c. Digital ClampMeter
- d. Electric DrillMachine
- e. HV Tester/ Testing Equipment (Must bring as when required/ askedfor)
- f. Earth ResistanceMater.
- g. Connectivity Tester.

**Name of tools (Reputed Makes only)**

- a. Screwdriver cum TesterSets
  - b. ScrewdriverSets
  - c. Pliers, RJ 45/RJ11/HDMI Clamping tools,
  - d. HacksawBlades
  - e. Chisels
  - f. Hammers
  - g. Crimping Tools up to 500 Sq.mm suitable for crimping up to500Sq.mm
  - h. Aluminum alloy Ladders of suitableheight,( 6 ft & 12ft )
  - i. Hand Gloves up to 11KV withstand – 2 pairsand Safety Shoes.
- s) All other tools required for carrying out day to day job smoothly.

**MANDATORY DATA/ KYC REQUIREMENT OF EMPLOYEES**

**The following data relating to employees has to mandatory provided by the vendor/contractor: -**

1. Name & Address of the employees
2. Photo ID & Address proof
3. Two copies of Recent colored photographs of the employees
4. EPFO registration details
5. ESIC registration details
6. Account numbers in which salary of the employees is to be credited, along with details of the Bank preferably SBI to reconcile (viz. Name of Bank, IFSC code, Branch Name, Address of the Bank)
7. Employee's Verification copy from local police authority

1. Signature of Contractor

**Bid Covering Letter: To be submitted by the bidder along with Bid documents**

To,

**CHIEF MANAGER (HR & ADMIN)**  
**STATE BANK OF INDIA,**  
**4<sup>rd</sup> Floor, BHAVNAGAR ADMINISTRATIVE OFFICE**  
**BHAVNAGAR – 364001**  
**Email: [cmhradm.bao@sbi.co.in](mailto:cmhradm.bao@sbi.co.in)**

Sir,

Our Bid for \_\_\_\_\_

We submit our Bid Document herewith. We understand that

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.
2. Bank may follow close or open bidding process as per requirement of the Bank.
3. If our Bid is accepted, we undertake to enter in to and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form.
4. If our Bid is accepted, we are to be jointly responsible for the due Performance of the contract.
5. Vendor/contractor means the bidder who is decided and declared so after examination of commercial bids.
6. The Commercial Bidding process will be through an e-procurement e-tendering process. The online e-tendering will be conducted by the Bank or accompany who have been authorized in this regard by the Bank. The bidders are required to possess a valid Digital Certificate for participating in the e-procurement process bid for Comprehensive Annual Maintenance contract for housekeeping Work.

**II CERTIFICATE:**

I/We read and understood all conditions and requirements of State Bank of India, AO BHAVNAGAR Building, Bhadra, Ahmedabad – 380 001 for providing **for Maintenance Contract of House-Keeping Staff, Caretaker Cum Cooks, Electrician, Gardeners Etc. Works at Administrative Office Building, Bank's Flats/Guest Houses/Colony At Bhavnagar**

Yours faithfully,

For: Signature:  
Name: Seal Company

## **MANPOWER EQUIREMENT**

Annexure-AA

Total no of employees required for House Keeping and Maintenance at **Administrative Office Building, Bank's Flats, Guest-Houses/Colony at State Bank of India, Bhavnagar** are as under:-

Sr No	Category	Location	Type	No of Persons
1	House-keeping	Admin Building, Bank's residential bungalows/flats, Bank's Guest Houses	Unskilled	16
2	Electrician	Admin Building, Bank's residential bungalows/flats, Bank's Guest Houses	Skilled	1
3	Gardner	Admin Building, Bank's residential bungalows/flats, Bank's Guest Houses/Nilambag Circle	UnSkilled	3
4	Caretaker cum Cook	Bank' Guest Houses	Skilled	3

The contract labour should not be allowed to work for long tenure in the office. The contractor should be advised to depute the contract labour on ROTATION basis. The contractor will ensure leave arrangements, so that the said number of manpower may be available on daily basis without fail. In case of non-deployment of the requisite number of manpower, the clause of WAGE CUT will be applicable on pro-data basis.

Sr. No.	Expenditure @ Monthly Cost		Amount (₹)	Sub Total (₹)	Total (₹)
1.	<b>Monthly Cost of Skilled Manpower Salary</b>				
	Basic Salary	579.00	868.00		
	DA	289.00			
	EPF 13 % (on Basic and DA)		112.84		
	ESIC 3.25 % (on Basic and DA)		28.21		
	Bonus 8.33% (on Basic and DA)		72.30		
	Total per Day Salary		1081.35		
	Monthly cost of skilled manpower (₹ 1081.35 * 4 persons (3 care takers + 1 electrician) * 30 days)			1,29,762.53	1,29,762.53

Sr. No.	Expenditure @ Monthly Cost		Amount (₹)	Sub Total (₹)	Total (₹)
2.	<b>Monthly Cost of Unskilled Manpower Salary</b>				
	Basic Salary	437.00	655.00		
	DA	218.00			
	EPF 13 % (on Basic and DA)		85.15		
	ESIC 3.25 % (on Basic and DA)		21.29		
	Bonus 8.33% (on Basic and DA)		54.56		
	Total per Day Salary		816.00		
	Monthly cost of skilled manpower (₹ 816 * 19 (14 house-keeping + 1 office boy for A.O) persons + 3 gardeners * 30 days)			4,65,119.43	4,65,119.43
3.	Monthly Cost of Cleaning Materials to be provided at:- 1. AO Building 2. Guest-houses viz, (i) SBI House (ii) SBI CGM's Bungalow (iii) Vidyanagar Guest House			(i)19,024.00 (A.O. Building (Annexure - B) +(ii) 8,859.00 (Guest-houses) (Annexure - C)	27,883.00
4.	Monthly cost of uniform, shoes and seasonal outfits (Rs.100/- per person per month)	23*100		2,300.00	2,300.00
5.	Monthly contractor's profit (3.85% of total monthly cost of manpower hiring)  (*Minimum service charge as prescribed in GeM guidelines)			6,44,894.36 * 3.85/100	24,828.43
<b>Total</b>					<b>6,49,129.96</b>

### **MANPOWER QUALIFICATION AND EXPERIENCE CRITERIA**

Sr.	Particular	Manpower Category Along with Qualification
1.	Housekeeping staff (Full time)	Unskilled Category
2.	Electrician (General Shift)	Skilled
3.	Gardner (General Shift)	UnSkilled
4.	Cook Full time	Skilled

**\*\*Note:** *Wherever the duty hours of the respective Employee/workman/Technician etc. mentioned above is exceeding 8 Hours, it will be sole responsibility of the Contractor to ensure relief arrangements and to quote their rates accordingly.*

**Note:**

- i. All the above-mentioned scope of works is indicative and not exhaustive; Bank reserves the right to add/delete any work under the scope of work. However, the Contractor has to properly maintain the campus/Building /Premises.
- ii. Also, all the expenses towards maintenance of the equipment will have to be borne by the Contractor.
- iii. The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.
- iv. Supervisors/Managers should visit different floors from time to time to ensure that each floors/toilet etc. remain clean and ready for use round the clock
- v. All the consumables should be of specified make or equivalent brand of ISI mark as approved by the SBI.

**TENTATIVE LIST OF MATERIAL TO BE USED AT AO BUILDING**

S. No.	Description of cleaning materials/goods/ of good Brands	Periodicity	Unit
1	2	3	4
1	Dry Mop Set of Gala/Kleenal or equivalent	Quarterly	No
2	Dry Mop Refill of Gala/Kleenal or equivalent	Monthly	No
3	Flat Mop Set of Gala/Kleenal or equivalent	Quarterly	No.
4	Flat Mop Refill of Gala/Kleenal or equivalent	Monthly	No.
5	Round Mop Set of Gala/Kleenal or equivalent	Quarterly	No
6	Round Mop Refill of Gala/Kleenal or equivalent	Monthly	No
7	Soft Broom Gala/Kleenal or equivalent	Monthly	No
8	Hard Broom Gala/Kleenal or equivalent	Monthly	No
9	Tall Sweeping Brush Gala/Kleenal or equivalent	Monthly	No
10	Long Handle Scrubbing Brush With Handle of Kleen-al/Gala or equivalent	Quarterly	No
11	Kitchen Wiper of Amco /Kleenal /Gala or equivalent	Quarterly	No
12	Floor Wiper (Fibre) of Amco /Kleenal /Gala or equivalent	Quarterly	No
13	Hand Brush-Hard of Kleenal /Gala or equivalent	Quarterly	No.
14	Carpet Brush of Kleenal /Gala or equivalent	Quarterly	No.
15	Feather Brush of Kleenal /Gala or equivalent	Quarterly	No.
16	Liquid Soap (Hand Wash) of Good Quality Dettol	Monthly	Litre
17	Bathroom Fresheners of Good quality (100 gms)	Monthly	No
18	Bleaching Powder of Good Quality	Monthly	Kg
19	Perfume Cleaner of Good Quality Lizol/biochemical brand	Monthly	Litre
20	Dust Pan with Brush of Gala/Kleenal or equivalent	Half yearly	No
21	Air fresheners Bottles odonil/	Monthly	No
22	Multipurpose Cleaning Chemicals (R1 to R7)	Monthly	Litre
23	Toilet Brush of Gala/Kleenal or equivalent	Quarterly	No
24	Choke Pump of Good Quality	Monthly	No
25	Dust Pan of Gala/Kleenal or equivalent	Monthly	No
26	Scraper of Good Quality	Monthly	pcs
27	Glass Duster of Good Quality (Gala/microfibre class)	Monthly	No
28	Check Duster of Good Quality	Monthly	No
29	Floor Duster of Good Quality	Monthly	No



30	Sponge of Good Quality	Monthly	No
31	Steel Wool of Good Quality	Monthly	No.
32	Spray Bottles of Gala/Kleenal or equivalent: 500 ml	Monthly	No
33	Rubber Gloves of Good Quality	Monthly	No.
34	Cotton Gloves of Good Quality	Monthly	No
35	Plastic Buckets of Cello /Kleenal or equivalent (18 Litre)	Quarterly	No.
36	Naphthalene Balls of Good Quality	Monthly	Kg
37	Urinal cubes of good quality	Monthly	Packets
38	Room Freshener	Monthly	No.
39	Garbage Bag: Big of Good Quality	Monthly	Pkt
40	Garbage Bag: Medium of Good Quality	Monthly	No.
41	Garbage Bag: Small of Good Quality	Monthly	No.
42	Toilet Tissue Rolls of Good Quality	Monthly	No.
43	C-Fold Paper-150 sheets of Good Quality	Monthly	No.
44	Kimberly Jumbo Rolls	Monthly	No.
45	Silva 7 brasso-100 ml	Monthly	MI.
46	Urinal Pad of Good Quality perfumed net	Monthly	Pcs
47	Detergent Powder (Surf/Nirma)	Monthly	Kg
48	Glass Cleaning Chemical (		

- **All Chemicals for cleansing should be Eco-friendly and of good quality brand.**

## **ELIGIBILITY CRITERIA** :

### Annexure-B

a) 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:

S.No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm/Proprietary / Company registered under Companies Act. With an experience of minimum 05 years in the field of Housekeeping & Maintenance	In case of Proprietary copy of the GST Registration certificate/In case of firms Copy of the firm registration Certificate /In case of company copy of certificate of incorporation issued by Registrar of companies and full address of registered office.
2	Handled minimum 3 (three) completed annual contracts in PSU/BANK/ any other departments under State / Central Government anywhere in India with each contract having value of not less than Rs. 31.15 lakh Or Handled minimum 2 (Two) completed annual contracts in PSU/BANK/ any other departments under State / Central Government anywhere in India with each contract having value of not less than Rs.38.94 lakh Or Handled minimum 1 (one) completed annual contracts in PSU/BANK/ any other departments under State / Central Government anywhere in India with each contract having value of not less than Rs.62.31 lakh	Copy of the work order and work completion certificates issued by the principal Employers specifying the below criteria's for the works carried out during the period from 01/04/2017 to 31/12/2024. i. Scope of work. ii. Contract value. iii. Area of the building. iv. No. of staff deployed by the contractor for the contract. v. Period of the contract for completed. vi. Monthly payment Note:(i) Renewal of annual contracts shall be considered as a single contract.(ii)Copy of agreement is enclosed.
3	The bidder should have a minimum average annual turnover of Rs.23.25 lakh for the previous three years (as on 31-03-2024). Audited/Certified Balance Sheet (by Chartered Accountant) for the years 2021-22, 2022-23 and 2023-24, establishing the turnover criteria should be submitted.	Copy of the audited P&L Account and Balance Sheet duly Certified by the Chartered Accountant.

4	<p>Bidder should have Registered office in Bhavnagar City and Address Proof of the firm should be submitted.</p> <p>The bidder should have:-</p> <ol style="list-style-type: none"> <li>1. Valid labour license under section 12 (1) of then contract Labour regulation and Abolition) Act,1970.</li> <li>2. Registered with ESI, EPF, GST etc authorities and must be in possession of Permanent Account No (PAN).</li> </ol> <p>A copy of the Documentary evidence 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.</p> <p>Signature Seal of Company</p>
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## Details of the Bidder

### **BIDDER- DETAILS**

Annexure –D

Name of the Firm:

Date of Incorporation and/or commencement of business:

Certificate of incorporation:

Brief description of the Bidder including details of its mainline business:

Company website URL, if any

Labour License no.

ESI No .EPF No.

GST No.

PAN No.

Particulars of the Authorized Signatory of the Bidder

Name:

Designation:

Address:

Phone number (Landline):

Mobile Number:

Fax Number:

Email Address

Signature

Seal of Company

**EXPERIENCE DETAILS**  
**Annexure –DD**

LIST OF TOP-3 COMPLETED ANNUAL CONTRACTS (With individual contract value above Rs.31.15 Lakhs & contract period from 01/04/2017 to 31/03/2024). The experience certificate with completed contract value duly issued by the client to be enclosed as evidence.

S.No.	Description	Details(please fill)
Completed Annual Contract -1		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: To
4	Client representative Name:	
5	Contact Nos (Landline/Mobile Nos)	
6	Mail id:	
Completed Annual Contract -2		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: To
4	Client representative Name:	
5	Contact Nos (Landline/Mobile Nos)	
6	Mail id:	
Completed Annual Contract -3		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: To
4	Client representative Name:	
5	Contact Nos (Landline/Mobile Nos)	
6	Mail id:	

**DRAFT INDEMNITY BOND FORMAT**

(Site specific format shall be approved by the SBI prior to its execution)

THIS DEED OF INDEMNITY BOND executed at Bhavnagar on this       day       of       month of year Two Thousand and Twenty Five (2025) By M/s\_\_\_\_\_duly represented by proprietor / one of its partners Shri\_\_, aged years, son of Shri       ,residing at       (here in after referred to as "the Contractor")

In favour of Whereas State Bank of India has invited open bid tenders from the contractors for Providing **HOUSE-KEEPING STAFF, CARE TAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. AT ADMINISTRATIVE OFFICE BUILDING, BANK'S FLATS AND GUEST-HOUSES/COLONY AT STATE BANK OF INDIA, BHAVNAGAR - 364001.**

The Contractor has become successful in securing the subject work through competitive tendering and the work specified in the tender documents has been awarded in favour of Contractor by SBI vide their letter.....

And whereas as per tender documents, the Contractor has to enter into a Contract Agreement with SBI and execute an Indemnity Bond before starting the work. The Contractor has entered into Contract Agreement with SBI on (here in after referred to as "the Contract").

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

Further, Contactor hereby indemnifies and keep SBI indemnified for any loss or damages incurred or suffered or to be incurred or to be suffered by State Bank of India on account of breach of the terms and conditions of the Contract by the Contractor.

**Signature of Contractor with seal**

**DRAFT MEMORANDUM OF CONTRACT FOR PROVIDING HOUSE-KEEPING STAFF, CARE-TAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. AT ADMINISTRATIVE OFFICE BUILDING, BANK'S FLATS, GUEST-HOUSES/COLONY AT STATE BANK OF INDIA, BHAVNAGAR - 364001.**

(Site specific **draft agreement** shall be approved by the SBI prior to its execution)

THIS CONTRACT IS ENTERED AT AHMEDABAD ON THIS .... DAY OF ..... 2025 BETWEEN

State Bank of India, a body corporate constituted under the State Bank of India Act, 1955 and having its Corporate Centre at 'State Bank Bhavan', Madame Cama Road, Nariman Point, Mumbai-400021, India ("SBI"), acting through Office Administration Department, Local Head Office, Bhavnagar (hereinafter referred to as the 'Bank' which expressions shall include its successor and assigns) of the ONE PART.

AND

M/s. ----- a Proprietorship concern/ Partnership firm / a company registered under the provision of Companies Act 2013 having its registered office atacting through its... {strike off whichever is not relevant to the context} (Hereinafter referred to as the Contractor/ Service Provider) which expressions shall include its successor and assigns) of the OTHER PART

Whereas, the contractor / service provider has participated in the tender process / offered their services in pursuance of the tender notice/ offer and after screening of proposals received and completion of due tendering process, the contractor / service provider has been declared as the successful AND accordingly has agreed to render their services for valued consideration.

AND WHEREAS in pursuance to the acceptance of the tender of the contractor / service provider, both parties are desirous to enter into the present contract on the terms and conditions as set forth herein.

The Bank and contractor / service provider are collectively referred to as the "Parties" and are individually referred to as a "Party." Any reference made to male gender includes female and vice versa.

NOW THAT IN CONSIDERATION OF ABOVE PREMISES, the parties hereby agree as follows

1. That the contractor/ service provider hereby agrees to render the service,
2. at Bank's premises located at .

3. It is hereby agreed between the parties that, all the Provisions, Terms and Conditions of the Original Tender Documents, Work Order and correspondence taken place between the parties shall form part and parcel of this agreement and undertakes to abide by the same.

4. The Bank will pay to the contractor/ service provider Rs. -----, subject to rendering the services and delivering goods to satisfaction of the Bank. The Bank reserves its unfettered right to deduct penalty / reduce the payment for the services not rendered / goods not delivered as per the terms of the Tender Document / Work Order and the decision of the Bank will be final. The charges payable to the contractor/ service provider do not include the Goods & Services Tax, but inclusive of all other taxes/ duties/ levies, whether existing or levied in future by Central Government or State Government or Local bodies as the case may be.

5. The contract will be valid for an initial period of 1 (One) year from the date of commencement of work subject to the renewal for two similar terms after expiry of initial period of one-year within the sole discretion of the SBI subject to satisfactory performance and not be claimed as right of the Contractor / Service Provider. In case of breach of contract or in the event of not fulfilling the minimum requirements/statutory requirement/satisfactory services etc., the SBI shall have the right to terminate the contract forthwith at any time in addition to forfeiting the performance security amount deposited by the contractor and initiating necessary action as deemed fit including de-paneling the contractor / service provider solely at the discretion of the SBI.

6. (i) The contractor / service provider has quoted the rates after duly considering the prevalent rates of minimum wages prescribed by the Central Government. The wages shall be paid as per the prevailing rates as fixed by the Government of India from time to time and the rates quoted for material and service charges shall remain fixed and valid for a period of one year i.e. initial contract period from the date of commencement of work and no escalation / price increase, whatsoever will be considered during this period.

ii. The Bank may consider renewal of contract for similar two terms on the same terms and conditions and provision contained in Point no. 4 above, except the minimum wages, which shall be considered as per Central Government rates prevailing at material time provided that the services rendered by the vendor/contractor are found satisfactory. However, renewal of contract is discretion of the Bank and the contractor shall have no right to claim for the same.

iii. No price escalation on account of material components, pest control, housekeeping & horticulture, etc., will be allowed during the contract period.

7. All the material used for rendering the services should be of ISI mark produced by reputed brands / or as specified by the Bank in the tender documents and at no point of time the contractor / service provider shall use any substandard products.

8. The contractor will always maintain on his roll sufficient numbers of employees (as indicated in the Tender documents), of able body, medically fit, honest, well behaved, skilled workman and technical and supervisory staff to oversee the work to be carried out by the employees engaged by the contractor / service provider. At no point of time the contractor will employ a person below 18 years and more than 50 years of age for workmen and up to age of 55 years for Supervisors. The contractor undertakes to get the antecedents of all his employees verified from the police authorities before being deployed at the Bank's premises and also obtain their proof the identity and residence and provide copies of the same to the Bank. The contractor will be liable to maintain the employee strength on the Bank's site, considering the absentees / leaves of the employees. The contractor / service provider will provide list of the employees deployed at the site of the Bank with their complete address.

9. The contractor will at his own expense to get the medical examination done of the employees engaged by him, once in a year and retain on record the medical report and the ensure that, the employees deployed at the site of the Bank are not suffering from contagious/virulent diseases. No extra payment will be made by the Bank for conducting such medical examination.

10. The contractor / service provider shall be solely responsible for the good conduct and performance of the employees engaged by him. The contractor will at the request of the Bank remove from Bank's site any employees engaged by him, who may not be suitable, not trustworthy, incapable to work or who has misbehaved / not been courteous, polite with the Bank employees or customers of the Bank or any other third party while being present at the Bank's premises. The contractor will ensure that the employees employed by him, do not report to work under influence of / consume any narcotics / liquors/ psychotropic substances at the Bank's site.



11. The contractor / service provider will strictly comply with all the labour and such other statutory laws pertaining to the engagement of the employees and the contractor will be solely responsible for the acts of the employees engaged by him. The contractor / service provider will insure the employees engaged by him against risk of occupational hazards / personal injuries.
12. The contractor will be responsible for the employment, training, allocation of duties of the employees engaged by him. The contractor will only have the right to control, give directions and manage the employees engaged by him.
13. The contractor shall maintain Attendance Register and provide New Uniform (with Company's name badge) and photo ID Card, Safety Shoes, Helmet, Safety Belt, Hand Gloves etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account. In addition to this, the contractor shall also arrange to supply and install Bio-metric attendance system at his own cost close to the Security Cabin or any other location approved by the Bank for maintaining daily record of attendance of all employees deployed at the site during the month and record thereof should be produced with monthly bills as a proof of claim for the same. The Contractor has to ensure that the employees all the time wear their uniforms, safety equipment and photo id cards while working at the premises of the Bank and also replace the worn- out uniforms / safety equipment as and when deemed necessary.
14. The contractor / services provider will bear all the expenses/ costs, stamp duty, legal fees to be incurred to execute this contract. This contract will be executed in duplicate, the Bank shall retain the original and the contractor shall be provided with a Certified / Notarized copy for their record and reference purpose.
15. The contractor / service provider will bear all taxes/ cess, levied by Central / State government / local body and payable in respect of rendering the service under this contract.
16. The contractor/ service provider will meet the Premises & Estate Department / officer in charge once in month or at the frequency mutually agreed between the parties to assess the quality of the services rendered by the contractor/ service provider. The contractor shall be duty bound to carry out the suggestions / observations done by the premise's department/ officer in charge. The continuance of the contract will depend upon the satisfactory performance of the service and the Bank exclusively retains the right to terminate this contract in the event the services rendered by the contractor / service provider are found to be non-satisfactory and the decision of the Bank in this regard will be final and binding, without there being incurring any liability and the Bank will also not be responsible for any loss arising out of termination of the present contract.
17. It is aptly made clear that, this contract is for rendering        services and it is not intended or by any means to be construed that the contractor would supply contract labour to the Bank. By this contract, it is not intended to create employer-employee relationship, or a partnership / joint venture between the parties. The persons employed by the contractor will always be the employees to the contractor and the contractor will make it clear to its employees that they will not have any right to claim service/ permanency in the Bank or salary and benefits available to the employees of the Bank.
18. (i) This contract shall stand terminated by efflux of time or earlier by giving 3 months advance notice by the party of its intention to do so. The Bank may instruct the contractor to continue to render the services till the next contractor/ service provider is appointed by the Bank and contrac-

tor / service provider will not be entitled to additional amount for rendering the services during the notice period.

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

iii. As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract / tender documents / work order by the contractor or abandoning the work, the State Bank of India shall have the right to terminate the contract forthwith with one month's notice and rearrange the work through other agencies at Contractor's risk, cost and consequences and under such circumstances, the security deposit paid by the contractor shall stand forfeited / Bank Guarantee tendered by the Contractor will be invoked, besides any other action deemed fit including de-paneling the contractor or debarring them in future tendering process.

iv. On termination or conclusion of the instant contract, as the case may be, the contractor / service provider will return the machine / equipment provided to him for performance of the obligation under this contract, if any and assist in smooth transition of the service to the next contractor/ service provider appointed by the Bank.

19. The contractor undertakes, accepts and admit the absolute and complete responsibility for the service conditions, claims, damages and other compensations payable to its employees and unequivocally assume responsibility for due compliance with all the requirements of its statutory obligation, duties and responsibilities and liabilities (including insurance policy).

19.(i) Before taking up the work, the Contractor shall, obtain and submit to the Employer (Bank), a third-party insurance policy in original, issued by any Public-Sector Insurance Company and also ensure to pay the premium on time and keep the policies valid during the currency of the contract.

(ii) The Policy should be issued in the joint names of Employer and contractor with Employer's name appearing first. Minimum 5 employee/worker/persons should be covered under the insurance at a time for insured sum of Rs 5 lac each, for any type of accident / incidence.

20. After completion of each month the Contractor will submit his bills to the SBI, with copies of the records / registers showing that the contractor has paid the salary to his employees and paid their statutory dues. Bank will make the payment to the Contractor. No advance payments will be made to the contractors.

21. If there are any complaints or Bank observes that the quality of the services rendered by the contractor is sub-standard, not as per terms and conditions mentioned in the tender document, the Bank will have sole right to delete or reduce any items of bills before making payment to the contractor, without assigning any reasons thereof and the decision of the Bank will be final and binding.

22. In the event the contractor fails / neglects to fulfill his obligations on any day or for number of days, to the satisfaction of the Bank for any reason, whatsoever it may be, the Bank will levy the liquidated damages as per the terms and conditions mentioned in the Tender Documents, this is however without prejudice the right of the Bank to terminate this contract and also recover further damages from the money payable to the contractor.

23 (i) Any and all disputes controversies and conflicts (disputes) arising out of this contract or in connection with this contract or the performance or non-performance of the right and obligations set forth herein, or breach, termination, invalidity or interpretations thereof shall be referred for arbitration, prior to submitting the disputes to arbitration the both parties shall make all endeavors to settle the dispute(s) through mutual negotiation and discussions. In the event, that the said dispute(s) are not settled within 30 days of the arising thereof as evidenced through the first written communication

from any party notifying the other regarding the disputes, the same shall finally be settled and determined by arbitration as above.

ii. The place of arbitration shall be at Bhavnagar and the language used in the Arbitration Proceedings shall be in English. Arbitration shall be conducted by a mutually appointed Sole Arbitrator. The sole arbitrator would not be past or present employee of the parties. If the parties are unable to agree upon a sole Arbitrator, each party shall appoint one arbitrator and the two arbitrators so appointed by parties, shall appoint the third arbitrator, who shall be the Chairman of the Arbitral Tribunal.

iii. The arbitral award shall be in writing and subject to the provisions of the Arbitration and Conciliation Act 1996 and any amendments thereof. The award shall be enforceable in any court of competent jurisdiction.

iv. Pending the submission to arbitration and thereafter, the arbitrator or the Arbitral Tribunal render the award or decision, the parties shall, except in the event of termination of this contract or in the event of any interim order/award is granted under the afore stated Act, continue to perform their obligations under this contract.

23 (b) In the event of the arbitrator dying, neglecting or refusing to act or resigning or being unable to act for any reason, it shall be lawful for the parties to the dispute to appoint another sole arbitrator by mutual consent or the arbitrator appointed by them in terms of provisions of the 23(i).

23(c) The arbitrator may from time-to-time with the consent of all the parties to the reduce / extend the time for making the arbitral award.

23(d) Upon every and any such reference, the assessment of the cost incidental to the reference and award respectively shall be in the discretion arbitrator.

23 (e) Subject as aforesaid, the Arbitration & conciliation Act, 1996, and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause.

24. The Bank will deduct all the taxes deductible at source and issue a certificate to that effect. Any other taxes which are directly payable by the contractor but not paid by the contractor to the respective department and if such department raises a demand on the Bank to pay such taxes, the Bank will make the payment and deduct the same from the bills payable to the contractor, if any.

25. The contractor / service provider is duty bound to obtain and retain during the currency of this present contract, all the license, clearances, certificates from the appropriate authorities under the Contract Labour (Regulation and Abolition) Act 1950 and rules framed thereunder required to provide the services to the Bank. The contractor will arduously strive to confirm /comply with the Laws pertaining to Employees Provident Fund, ESIC, Bonus Payment, Payment of Minimum Wages Act 1948 and all other statutory requirements and submit to the Bank copies of the returns filed with the appropriate government authorities evidencing such compliance. In the event, any dispute arises out of the non- compliance on the part of the Contractor, the contractor will have to sort out such disputes at their end, without the Bank being incurring any liability thereof. The contractor will display all the charts, notices at the work place which are mandatory as the Contract Labour (Regulation and Abolition) Act 1950.

26. The contractor shall in terms of the provisions of the Section 17,18 and 19 of Contract Labour (Regulation and Abolition) Act 1950 and rules framed thereunder will provide the amenities to the employees employed by him. In case the contractor fails / neglects to provide such amenities,

the Bank will provide such amenities and cost incurred for providing such amenities will be deducted from the bills payable to the contractor. The contractor will be responsible / liable to maintain all the statutory registers / records and accounts in compliance with all the statutory provision / requirements for providing services to the Bank.

27. In terms of the Contract Labour (Regulation and Abolition) Act 1950 and rule no. 72 and 73 framed there under, in case the same is applicable to the contractor, the contractor undertakes to disburse / pay by cheque or by bank transfer the minimum wages payable to its employees only in the presence of the authorised representative of the Bank and also obtain due certification from such authorised representative. Any violation of the aforesaid provisions of the law will entail the termination of the instant contract in addition to such other penal consequences.

28. Notwithstanding anything to the contrary in this contract, the contractor shall not assign it's right to any third party to perform any of its obligations hereunder and in the event of such violation, the Bank reserves it's right to terminate the present contract without prejudice to its other rights and remedies.

29. Notwithstanding anything contained in the presents, the contractor shall be responsible for the loss caused to the Bank due to theft/ pilferage and / or damage the Bank's property, when in the opinion of the Bank, such loss has been caused due to the acts or omission, negligence, recklessness or any fault which is attributable to the Contractor or its employees / workman engaged by him for rendering the services.

30. If by any act/ ordinance / rules or statute prohibits employment of contract labour for the services as envisaged in the presents or otherwise, the present contract shall come to an end forthwith and no compensation whatsoever will be payable to the contractor or his workman/ employees.

31. This contract, and the rights and obligations of the Parties, shall be governed by and construed, interpreted and enforced in accordance with the laws of India. Both the parties irrevocably agree that any legal action or proceedings arising out of this contract or in relation to the transactions contemplated herein, may be brought in the Courts at Bhavnagar having jurisdiction over the matter and both the parties irrevocably undertake submit themselves to the jurisdiction of Courts at Bhavnagar.

32. No change, deletion, modification, amendment, or supplement to this contract shall be binding upon a Party hereto unless made in writing and signed by duly authorized representatives of both Parties and such changes will form the part of the present contract for all purposes.

33. Any notice required or permitted to be given under this contract shall be in writing and shall be deemed given effective immediately upon the receipt thereof, as evidenced by a written record of delivery. All notices shall be sent on the addresses mentioned here in above, unless the parties convey the change in writing to the other.

34. The provisions of this contract shall be severable and, if any provision of this contract is held or declared to be illegal, invalid, or unenforceable, such illegality, invalidity, or unenforceability will not affect any other provision hereof, and the remainder of this contract, disregarding such invalid portion, will continue in full force and effect as if such void provision had not been contained in it.

35. After conclusion / termination of the contract, the contractor will remove its employees / machines deployed at the premises of the Bank and duly hand over the machines / equipment's, if any provided to the contractor to render the services in working condition, subject to normal wear and tear.

36. The contractor do hereby undertake to indemnify and hold harmless SBI and its employees against any damages, prosecution, other legal suits and claims which may arise terms and conditions of the presents and which is directly arise out of any accident taking place at the site which is directly attributable to non-adherence / negligence of safety norms, not adhering to the standard work procedures and for violating rules and regulations for which the service provider / contractor will be solely responsible.

37. Neither Party will be liable under this contract for any failure of or delay in performance of its obligations hereunder, if performance of the Party is delayed or prevented by acts of God, fire, explosion, war, terrorism, earthquakes, riots, Laws, or other similar causes beyond such Party's control (each, a "Force Majeure Event"), but only to the extent of and during continuance of the Force Majeure Event and only provided such Party, as soon as practicable, gives the other Party written notice of the Force Majeure Event. During the pendency of any Force Majeure Event, the Party affected shall work diligently to perform its obligations hereunder to the extent commercially reasonable.

38. The Contractor shall not disclose directly or indirectly any information, materials and details of the State Bank of India's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the State Bank of India (SBI). The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this contract are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.

39. The competent authority of the Office of the SBI, Bhavnagar may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:

i. If the contractor being an individual or if firm, any partner in the contractor's firm, shall at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or

ii. If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver of manager on behalf of the debenture holder shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or manager.

iii. If the contractor commits any breach of this contract not herein specifically provided for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the SBI and provided also that the contractor shall be liable to pay the SBI for any extra expenditure, it is thereby put to but shall not be entitled to any gain on repurchased.

40. Both Parties hereby represents and warrants that it has all requisite power and authority to enter into and fully perform its obligations under this contract; the execution, delivery and performance of this contract and the consummation of the transactions contemplated hereby have been

duly and properly authorized by all requisite action on the part of each Party; this contract has been duly executed and delivered by such Party; and is an enforceable obligation of such Party except as such enforce ability may be limited by bankruptcy, moratorium, insolvency and similar laws affecting the rights and remedies of creditors and obligations of debtors generally and by general principles of equity.

41. The contractor / service provider hereby confirms that he has / they have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender documents, the contents of the present contract and undertakes to abide by the same.

IN WITNESS WHEREOF, both the parties have each caused their respective hand on the present on the date mentioned above.

Witness: -

For State Bank of India

For the Contractor/ Service Provider

1.

2.

2.

2.

**DRAFT FORMAT OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT**

(Site specific format shall be approved by the SBI prior to its execution)

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

B.G. No.

Date:

**To**

The .....  
State Bank of India,  
.....  
.....

Dear Sir,

Value Rs.

**Bank Guarantee of Rs \_\_\_\_\_ towards Security Deposit for providing House-Keeping Staff, Caretaker Cum Cooks, Electrician, Gardeners Etc. Works Administrative Office Building, Bank's Flats, Guest-Houses/Colony At State Bank Of India, Bhavnagar - 364001.**

WHEREAS (Name and address of contractor/ vendor) (hereinafter called the Contractor) have entered into contract (for providing House Keeping Services For Local Head Office, Office Building Of State Bank Of India At Bhadra, Ahmedabad) with SBI as mentioned vide letter no..... dated .....and the correspondence and tender relating thereto which is hereinafter referred to as "the said contract" the Contractor has now agreed to produce a Bank Guarantee amounting to 5 % of the annual contract Value to SBI for performing their part of the contract obligations.

AND WHEREAS in terms of said contract, the contractor is required to furnish to SBI .....  
a Guarantee of a Scheduled Commercial Bank for a value of Rs..... to be valid upto (date).

AND WHEREAS (Name of Bank and its branch) having their office at (address) the Guarantor, at the request of the contractor hereby furnishes a Performance Bank guarantee in favour of SBI ..... and Guarantees in the manner hereinafter appearing. In consideration of the premise, we (name of Bank and its branch) having our office at (address) here after called the "Guarantor" (which expression shall include it successors and assigns) hereby expressly, irrevocably &unreservedly undertaken and guarantee under that if the Contractor fails to execute the work according to his obligations under the said contract, then notwithstanding any dispute between SBI.....and the contractor, the Guarantor shall, on demand without demur and without reference to the contractor pay to SBI ..... immediately any sum claimed by SBI ..... under the said contract up to a maximum amount of Rs. (Rupees only).

In case the amount demanded by SBI ..... is not paid within 48 hours of receipt of demand, the Guarantor agrees to pay the aforesaid amount of Rs /- ..... (Rupees ..... only).

Such payment shall be notwithstanding any right the contractor may have directly against SBI ..... or any disputes raised by the Contractor with SBI or any suits or proceedings pending in any competent court or before any arbitrator. SBI's written demand shall be conclusive evidence to the Guarantor that such payment is payable under the terms of the Contract and shall be binding in all respect on the guarantor.

The Guarantor shall not be discharged or released from the undertaking and Guarantee, by any arrangement, variations made between SBI and the Contractor and or indulgence shown to the contractor by SBI, with or without the consent and knowledge of the guarantor or by alterations in the obligations of the contractor by any forbearance, whether as to payment, time performance or otherwise.

This guarantee shall remain valid until or as may be caused to be extended by the contractor or until discharged by SBI in writing whichever is earlier.

This guarantee shall be a continuing guarantee and shall not be revocable during its currency except with the previous written consent of SBI .....

This guarantee shall not be affected by any change in the constitution of the contractor, by absorption with any other body or corporation or dissolution or otherwise and this guarantee will be available to or enforceable against such body or corporation.

In order to give effect to this guarantee SBI will be entitled to act as if the Guarantor were the Principal debtor and the Guarantor hereby waives all and any of its rights or surety ship.

This guarantee shall continue to be in force notwithstanding the discharge of the contractor by operation of law and shall cease only on payment of the full amount by the Guarantor to SBI of the amount hereby secured.

This guarantee shall be in addition to and not in substitution for any other guarantee or security for the contractor given or to be given to SBI in respect of the said contract.

Any notice by way of request and demand or otherwise here under may be sent by post or any other mode or communication to the guarantor addressed as aforesaid and if sent by post it shall be deemed to have been given at the time when it would be delivered in due course of post and in providing such notice when given by post it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of SBI that the envelope was so posted shall be conclusive.

These presents shall be governed by and constructed in accordance with Indian Law.

Notwithstanding anything contained herein before the liability of the guarantor under this guarantee is restricted to a sum of Rs. .

This guarantee will remain valid up to unless a demand or claim under this guarantee is made in writing against us within three months from that date, i.e. on or before , the guarantor shall be discharged from all liability under the guarantee thereafter.



We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our bank and the undersigned has been duly authorized by the bank (bank issuing the Bank Guarantee) to execute this Guarantee Deed.

Dated the .....

SIGNED AND DELIVERED For & on behalf of (the above-named bank)

For & on behalf of (Bankers Name & Seal)

(Signature/s with designation/s of signatories) (Banker's seal)

**CERTIFICATE**

Certified that we have remitted the monthly subscription of Employees Provident Fund (EPF) & Employees State Insurance (ESI) to the workers employed by me in the Office for Annual Maintenance Contract for **providing House-Keeping staff, Caretaker cum Cooks, Electrician, Gardeners etc. Works at Administrative Office Building, Bank's Flats, Guest-Houses/Colony at State Bank of India, Bhavnagar - 364001.**

For the Month.....Year.....

Office in which subscription remitted	Bill No. & Date	Emp. Prov. Fund (EPF)	ESI	Others

We hereby certify that we have gone through the tender document and we have fully understood the conditions herein. We hereby assure that we will comply with the conditions and submit monthly compliance statements regarding minimum wages and other Labour related statutory formalities like PF, ESI, etc.

Place:

Date :

Signature with seal of the Contractor

Name in block letters:

Address

**DETAILS OF LITIGATION / ARBITRATION CASES RESULTING FROM THE CONTRACTS EXECUTED IN THE LAST SEVEN YEARS OR CURRENTLY UNDER EXECUTION**

Year	Award for or- ganist appli- cant	Name of client	Cause of litigation and matter of dispute	Disputed Amount	Actual Awarded Amount

**Note:**

1. Information has to filled up specifically in this format
2. Indicate other points, if any, to show your technical competence to indicate any important in your favor.

Name of the authorized Signatory  
cant

Sign & seal of the appli-

e-TENDER

STATEBANKOF INDIA

PART-B

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

Note: Bidder should possess valid GEM id

PRICE BID

(To be submitted Tender. Any cover containing Price-Bid along with Technical Bid will be rejected.)

**TENDER FOR PROVIDING HOUSE-KEEPING STAFF, CARE TAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT AO BUILDING, BANK'S FLATS, GUEST-HOUSES/COLONY AT STATE BANK OF INDIA, BHAVNAGAR - 364001.**

**CHIEF MANAGER (HR & ADMIN)  
STATE BANK OF INDIA,  
4<sup>th</sup> Floor, BHAVNAGAR ADMINISTRATIVE OFFICE  
BHAVNAGAR – 364001  
Email: [cmhradm.bao@sbi.co.in](mailto:cmhradm.bao@sbi.co.in)**

**COMMERCIAL PRICE BID****(To be submitted through GEM Portal)****TENDER FOR PROVIDING HOUSE-KEEPING STAFF, CARE TAKER CUM COOKS, ELECTRICIAN, GARDNERS ETC. WORKS AT AO BUILDING, BANK'S FLATS/GUEST-HOUSES/COLONY AT STATE BANK OF INDIA, BHAVNAGAR - 364001.**

Sr. No.	Description	Reference	Periodicity	Total Amount in Rs. (lump sum claim in respect the premises)
1	Cost of Manpower for 23 persons	Annexure-AA	30 days	Central Minimum wages shall be paid as per the prevailing rates as fixed by the Govt. of India from time to time by the contractor and claim the same as reimbursement. Therefore, it shall be not loaded in the commercial Bid Wages w.e.f. 25.09.2024
A	Charges towards Utility items/ Consumables i.e. Uniform, Tools, Pest Control & Rodent Treatment etc. (should not be less than 10 % of manpower component i.e. Sr.1)	<b>Annexure-AAA</b>	Monthly	1. Charges to be included in quoted rates itself. Further, no separate charges to be paid. 2. Utility items/ Consumables i.e. Uniform, Tools, Pest Control & Rodent Treatment etc. to be provided on monthly basis as per list provided in technical bid.
B	Service/Departmental charges i.e. contractors profit and supervision charges. (should not be less than 1 % of manpower component + Utility items/ Consumables)		Monthly	
C	Cost offer for one Month		(A+B)	
D	Total Cost offer for 12 (Twelve) Months		C*12	
Total(D) In words				

**NOTE:**

1. GST amount should not be loaded in the Commercial Bid and shall be paid extra as applicable by Bank. The successful vendor/contractor has to submit system generated GST tax invoice incorporation Bank's GST in number and vendor/contractor GST no. Manual GST invoices will not be accepted.
2. Wages as per Central Government Minimum Wages w.e.f. 25.09.2024, hence contractor need not to quote Wages in price bid.
3. If the amount quoted by the bidder in the Price Bid is unreasonable/unrealistic or with Zero Profit Margin (should not less than 1%), based on the statutory payments or otherwise, the SBI reserves the right to reject such bids.
4. If more than one Vendors/contractors will quote the same rate i.e. L-1 amount. The work will be awarded through draw, Single draw as per the recommendation given by tender opening committee members.