



**STATE BANK OF INDIA  
LOCAL HEAD OFFICE, 1ST FLOOR,  
MOTI MAHAL MARG, HAZRATGANJ  
LUCKNOW-226001  
CONTACT NO.-0522-2295363/315/7570984242**

**NOTICE FOR INVITING APPLICATION**  
**FOR REVIEW & ENLARGEMENT OF PANEL OF CONTRACTORS/FIRMS FOR**  
**CARETAKING AND CATERING SERVICES IN BANK UNDER THE**  
**GEOGRAPHICAL AREA OF LUCKNOW CIRCLE**

State Bank of India Local Head Office, Lucknow intend to enlargement of existing panel of contractors/ vendors/ agencies on an ongoing basis under various categories (A & B) of Catering and Caretaking services i.e. for Guest House / Transit House/ SBILD/LHO/AOs/RBOs/Branches & other outfits of the State Bank of India's situated within the jurisdiction/geographical area of Lucknow Circle (consist of six modules i.e. Prayagraj, Gorakhpur, Bareilly, Lucknow, Kanpur and Varanasi).

<b>1. Name of Work</b>	<b>:</b> Empanelment of Contractors / firms for Caretaking and caretaking works for State Bank of India, Lucknow Circle, SBI LHO Lucknow (U.P) <b>Tender ID: TENDER ID: LUC/EMP/CAT/202311005</b>
<b>2. Availability of Empanelment Application forms :</b>	Application forms and other documents can be downloaded from the Bank's <a href="https://bank.sbi">https://bank.sbi</a> or <a href="http://www.sbi.co.in">www.sbi.co.in</a> <link> <b>SBI in the News&gt;Show More &gt;Empanelment of Vendors and SBI e-tender portal</b> <a href="https://etender.sbi">https://etender.sbi</a> from <b>02.11.2023 to 30.11.2023 upto 16:00 Hrs.</b>
<b>3. Last Date &amp; Time of submission of application on online e-tender portal :</b>	Online uploading of signed and scanned copies of all documents with application forms through the SBI e-tender portal <a href="https://etender.sbi">https://etender.sbi</a> up to <b>16:00 Hrs on 30.11.2023.</b>
<b>4. Date and time of opening of online application:</b>	<b>30.11.2023 at 16:30 Hrs</b>

5. Agency for arranging online bidding

M/s e-procurement Technologies Limited, Ahmedabad, bidding.  
E-tendering guidelines may be obtained from

1. Harsh Dalwadi:  
harsh.dalwadi@abcprocure.com\_+ 91-79-68136866,  
6353217080, 6359576791

For e-Tender Support:

If you need clarification regarding tender submission or technical support kindly contact below numbers:

Fahad Khan	6352631766	<a href="mailto:fahad@eptl.in">fahad@eptl.in</a>
Shaikh Nasruddin	6352632098	<a href="mailto:shaikh@eptl.in">shaikh@eptl.in</a>
Jay Vyas	9265562819	<a href="mailto:jay.v@eptl.in">jay.v@eptl.in</a>
Mubassera Mansuri	7859800621	<a href="mailto:mubassera@eptl.in">mubassera@eptl.in</a>

Incomplete applications as well as the applications not submitted in the given format & late submission are liable to be rejected. Bank reserves the right to reject any or all the applications without assigning any reasons.

Applicant should submit single application for respective Trade mentioning the highest category in the Trade applied for. If the applicant is not eligible for the same, the applicant will be considered for lower categories as per his eligibility i.e. one application for each Trade. Firm/Organizations shall **apply only for one category under same nature of work.**

The eligibility criteria, terms and conditions, application format and other detail/requirement are as under:

(I) **Minimum Eligibility Criteria:**

S. No.	Category	Eligibility Criteria
1	<b>Category “A”</b> (LHO, Bank Training Centers i.e. SBILDs & Bank’s Guest Houses / VIP Guest House)	a) Reputed agencies should have Office in Uttar Pradesh shall alone apply. b) The applicant should have minimum three years of relevant experience in last seven years in the field of Caretaking cum catering services. c) Average annual financial turn over during the last 3 years ending 31.03.2023 should not be less than Rs. 5.00 lakh. d) The applicant should have valid license issued by ‘FSSAI’ (Food Safety and Standards Authority of India). e) The firm should have successfully rendered the excellent Catering cum Caretaking services at least three years for Central Government Department / State-Govt. Deptt/ Semi Govt Deptt/ PSU / MNCs during the past 7 years ending 31.10.2023 shall alone apply.

		<p>f) The information must be supported with the copies of Work Order as well as Satisfactory Completion Certificate along with satisfactory performance certificate.</p> <p>g) <b>Work Experience:</b></p> <p>a. Single work order of similar work for 80% of estimated value (Rs.15.0 Lakh)</p> <p>b. Two work order of similar work for 50% of estimated value (Rs.15.0 Lakh)</p> <p>c. Three work order of similar work for 40% of estimated value (Rs.15.0 Lakh)</p> <p><b>Note:</b></p> <p>i. <b>Similar works shall mean the Catering/Catering cum Caretaking services as defined in the scope of works.</b></p> <p>ii. <b>There is no exemption for experience &amp; Annual Avg. Turn Over in this category.</b></p>
2	<p><b>Category “B”</b></p> <p>Other SBI Establishments wherever Canteen running viz. BPR Outfits (CPCs) / AOs / RBOs &amp; Branches )</p>	<p>a) Reputed agencies should have Office in Uttar Pradesh shall alone apply.</p> <p>b) The applicant /contractor empanel in this category has to participate in the bidding process whenever services required by the SBI Offices/Branches under this category.</p> <p>h) The applicant should have valid license issued by ‘FSSAI’ (Food Safety and Standards Authority of India).</p> <p><b>Note: MSME/Startup Firm are eligible only for Category-B.</b></p>

**The firms/contractors/service provider currently empanelled by SBI, Lucknow Circle vide notification in 2021 are need not to apply afresh for empanelment, however they may apply for upgradation of category subject to submission of required document.**

**The application not fulfilling any of the above minimum eligibility criteria will be summarily rejected and no further processing will be carried out.**

## **(II) GENERAL CONDITIONS:**

(i) The applicant must be applying for more than one category shall need to ensure that they must fulfill the eligibility criteria for each category of the work.

(ii) Contractor must submit sufficient documentary evidence/work completion certificates etc. meeting the above-mentioned criteria from the Govt./Semi-Govt./PSUs/Banks/Financial Institutions/MNCs during last 7 years.

(iii) The applicant should be bonafide resourceful and well experienced contractor/agency/firm registered with Banks/PWD/CPWD/MES/RLY/PSUs/MNCs for carrying out the captioned works for pre-qualification at different places.

(iv) The applicant should not have been disqualified / debarred / blacklisted from any Governments,  
Signature and Seal of the Contractor

Semi-governments, PSUs, Banks including any of the Offices/Branch of State Bank of India, across India during last 7 years from the date of publication / application. A suitable declaration to be submitted on the Letter Head of the Firm duly signed by the Authorized Signatory only. The application of disqualified/debarred/blacklisted applicant shall be summarily rejected.

- (v) Definition of similar works: All qualitative successful completion of Catering/Caretaking and Catering services of specified magnitude for Central Government Department / State –Govt Dept/ Semi Govt dept/ PSU / MNCs which are acceptable to Bank.

**i) The works executed under sub-contracts will not be considered.**

**ii) The work order value should be exclusive of GST.**

- (vi) The SBI may choose to carryout physical inspection of works mentioned by the applicants in their application forms in addition to calling for confidential reports from the respective employer/department to ascertain their capability and quality of works.

(vii) The performance of all the empaneled contractors shall be reviewed by the SBI at periodical interval of say 12 months/one year or so and the contractors with unsatisfactory performance and also those who do not to respond to three consecutive tender enquiries of the SBI without informing any valid reason will be removed from the panel without notice and no correspondence will be entertained in this regard. Such contractors shall not be eligible for fresh empanelment in the SBI, till the completion of debarment period, thereafter, if they wish they can apply afresh for empanelment in prescribed format.

(viii) The contractors should be equipped with necessary infrastructure like building construction equipment, machinery and tools, labour strength etc.

(ix) The contractor is required to furnish their PAN No, GSTIN Registration details of firm with GSTIN No. etc. to the SBI.

(x) The contractor should furnish the registration details for the EPF, ESI and the Labour license details under the Labour Contract Act as applicable to the related trades. Further, the selected contractors shall be bound to make payment to their workmen through their Bank account and preferably to have their Bank account in State Bank of India branches.

(xi) Preference will be given to those contractors who have history of timely completion of works/projects taken up by them during the last 7 years. The contractors prone to delay the projects without valid reasons may be disqualified by the SBI within its sole discretion.

(xii) The panel of contractors will be valid for the entire area within the geographical control of State Bank Of India Lucknow Circle having its six administrative Offices at Lucknow, Allahabad, Kanpur, Gorakhpur, Varanasi, Bareilly and contractors will be entitled to participate anywhere within these area subject to receipt of NIT from the SBI.

(xiii) The SBI has planned for online procurement/e-tendering in future and contractor will have to submit valid e-mail ID, Mobile No. and Digital Certificate to enable the firms for participation in the online procurement /e-tendering.

(xiv) For assessing the Annual Turnover of the last 3 years (Ending on 31.03.2023), contractor must submit valid documents viz copy of Income Tax Return, copies of IT assessment order, Profit & Loss Account and Audited Balance Sheet for the last 3 years.

(xv) The firm/ contractor should be profit making during last three financial years ending 31.03.2023.

Signature and Seal of the Contractor

(xvi) The applicant shall agree and authorize the SBI to obtain the confidential report from the clients of the applicant contractors, to obtain credit opinion from the Bankers and to verify the work executed by the contractors.

(xvii) All the pages of application shall be duly signed with stamp of firm and uploaded on <https://etender.sbi> by the contractors, else their application shall be summarily rejected.

**(xiii) The intending applicants are categorically advised to submit the empanelment documents strictly in the attached formats only through online portal “https://etender.sbi” and scanned copies (in PDF format only) to be attached where ever it is specified. The information required should be filled/typed in each and every column and rows of the Formats. The applications received with “partly filled formats” not containing desired information in each and every columns/ points/row of various annexures and where they have written “enclosed/ yes/ submitted/ uploaded etc.,” instead of filling the numerical/required data shall be treated as INCOMPLETE and such applications shall be summarily rejected without any reference to the applicant and at the applicant’s risk and responsibility.**

(xix) The applicant should enter/ fill the detailed data in the given application form in online form. Do not mention enclosed/ yes/ no/ submitted, etc. The applicant should sign and stamp each page of the application & annexure thereby and upload in the <https://etender.sbi>.

(xx) Applications received will be screened periodically by the SBI at interval of 12 months or as and when need arises with the sole discretion of the SBI and no correspondence will be entertained in this regard.

(xxi) All the details must be incorporated in the application form downloaded from the State Bank of India’s website. Incomplete information / not fully filled form will be summarily rejected.

(xxii) The Firm/ Agency/Organization should have well established office in at least (01) One city of Uttar Pradesh.

(xxiii) The applicant shall agree and authorize the Bank to obtain the confidential report from the clients of the applicant, to obtain an idea about the quality of work executed and to obtain credit opinion from applicant’s bank.

(xxiv) The eligible and interested parties may download prescribed application form **from 02.11.2023 to 30.11.2023** from Bank website <https://bank.sbi> or [www.sbi.co.in](http://www.sbi.co.in) <link>**SBI in the News>Show More >Empanelment of Vendors.** The signed and scanned application and other supporting documents should be uploaded online on the portal [www.etender.sbi](http://www.etender.sbi). However, hard copies of application or other documents is be submitted by the applicant as and when required by the Bank. The applications so received from the contractors shall be examined and evaluated by a Committee in the SBI at every 12 months interval.

(xxv) The prequalification criteria mentioned above is minimum. Thus, the empanelment of contractors in each category shall be considered by the SBI purely on merits, performance of the contractor in timely execution of the project with quality, feedback / confidential reports of the firms/applicant received from other employers etc. Hence, merely fulfilling the prescribed minimum prequalification criteria shall not entitle the contractor for their empanelment with the SBI.

(xxvi) The SBI reserves its right to empanel contractor as per its needs in each category & trade. The empanelment of contractors shall be considered on merits within the sole discretion of the SBI and cannot be claimed as right by the applicant and no correspondence shall be entertained by the SBI in this regard.

(xxvii) An applicant can submit their application only once in a year. Repetitive applications shall automatically be rejected/discarded.

(xxviii) Canvassing in any form including bringing influence from any person/agency/Officials /authorities shall lead to disqualification for the empanelment exercise.

(xxix) The SBI reserves the right to accept or reject any or all the applications without assigning any reason thereof and no correspondence will be entertained in this regard.

(xxx) Applications received after due date will not be entertained during the current exercise. However, applicant shall not be entitled to raise any claim for the same and no correspondence shall be entertained in this regard.

(xxxi) This panel will be valid till 31.01.2025 or till the formation of new panel.

(xxxii) **Firms are advised to keep on visiting Bank website regularly for any corrigendum/ changes/ additions etc. as no further press notice will be published in this regards.**

(xxxiii) **MSME Firms Exemptions: The firms applying under MSME category must be registered under Central Govt., in relevant category and will be exempted from (i) Turn over (ii) Experience in works; however, the firm should be well established for a minimum period of 3 years and fulfill all other terms & conditions.**

(xxxiv) **Startups Exemptions: The firms applying under startups category must be registered under Central Govt., in relevant category and will be exempted from (i) Turn over (ii) Experience in works (iii) Establishment, however, the firm should fulfill all other terms & conditions.**

(xxxv) **The firms applying under MSME or Startups shall be empanelled only for basic category i.e Category-B (The firms who are exempted for turn over & experience shall be eligible for works up to 1.5 lakh category only). The valid certificates should be produced.**

**Assistant General Manager  
State Bank of India,  
Premises & Estate Department  
Local Head Office, Lucknow**

### **SCOPE OF WORK/SERVICES TO BE RENDERED:**

- 1) Providing high grade Comprehensive Caretaking Services including Housekeeping and Catering Services with adequate stand-by arrangements to ensure uninterrupted services on all 366 days/24 x7.
- 2) The service provider has to maintain a register furnishing the Name, Address and Character Certificate and latest photograph, telephone number of the contract personnel engaged by him and posted at the Guest House. This register completed in all respects has to be handed over to the Premises & Estate Department within 15 days from the date of award of contract.
- 3) The service provider before engaging any person has to get his antecedents checked by the police and the police report to be produced to SBI. Similarly, medical certificate from competent authority should be obtained and produced to SBI. Every two months, the staff should be deputed to Health Centre (s) for medical check-up and report submitted to SBI.
- 4) The service provider should note that the contract is not transferable. He shall not transfer, assign or sublet the contract. In the event of non-compliance of any terms and conditions of the contract, the contracts will be terminated immediately entailing forfeiture of EMD.
- 5) The service provider should ensure that his staff is very polite and courteous while dealing with the guests and should not enter the room occupied by the guests without prior permission. In case of theft of any item from the guest, it is the sole responsibility of the service provider and the value of the same will be deducted from the monthly payments.
- 6) The service provider has to maintain the dining hall clean and as such get the flooring swabbed every night once the guests have vacated. The tables, chairs shall be cleaned and properly arranged, ready for the breakfast. Fortnightly cleaning of ceiling fans, pedestal fans etc. shall be undertaken. The freezers shall be maintained clean. The garbage shall be cleared every day. The surroundings shall be kept clean.
- 7) The service provider has to ensure that kitchen staff washes the kitchen utensils with proper and standard variety liquid washing soap, before preparing any dish and also every day whenever necessary. Similarly, the kitchen flooring should be washed every night using disinfectant once the kitchen service is closed. The exhaust fans should be cleaned every week.
- 8) The service provider has to ensure that his staffs properly wash the plates, glasses and other cutlery. The plates should be kept in the oven before laying the table for serving.
- 9) The service provider has to ensure that only quality water is provided to the guests for drinking. Arrangements should be made to provide hot water to the guests whenever asked.
- 10) The service provider should ensure implementation of code of Conducts in the following areas:
  - a) **“NO SMOKING ZONE”** boards should be displayed in the dining hall / common rooms in each guest houses.
  - b) Guests should be requested that they should not enter the restaurant in intoxicated condition. No liquor and other intoxicating items should be supplied in the rooms and consumption of same in the guest houses / rooms is strictly prohibited.
  - c) The service provider has not to allow any guest and his staff who are on night shift to sleep on

the floors of the dining halls / the kitchens and the guest rooms.

d) The service provider has to arrange to collect and properly distribute / account the guest house wise the allotment letters of the guest houses from the Bank twice a day ie., once in the morning and thereafter in the evening as directed by the Bank.

11) The service provider should maintain a register which should be submitted to each and every guest prior to their departure for their comments / suggestions and the same should be presented to SBI. It is the duty of the service provider to check the comments from the guests and initiate remedial measures, whenever required.

12) Room charges and mess charges as fixed by the bank, to be recovered from the occupants as per Bank's instructions, before their departure from the guest houses. The room rent recovered during the month should be deposited to the Estate Department on or before the 7<sup>th</sup> of the succeeding month.

13) The bank shall have the right to add new guest houses if created by the bank and the service provider shall be under obligation to provide necessary services to the new guest houses also subject to additional payment under the terms and conditions agreed upon. Similarly, the Bank will have the right to take out any of the existing guest houses from the service provider due to reasons whatsoever by giving one month's notice and accordingly the Bank shall reduce the monthly payment proportionately to be made to the service provider.

14) Arrival / departure register and such other registers as prescribed by the Bank from time to time will be maintained by the service provider.

15) Any article of furniture, fixture, crockery or equipment broken and damaged should be brought to the notice of SBI.

16) Proper records of washing of bed linen, towels etc., should be maintained and periodically submitted to SBI.

17) Any major / minor electrical, plumbing or structural defects are to be brought to the notice of the Bank's officers. All replacement of fluorescent lights /LED bulbs / electrical fixtures will be made by SBI.

18) No unauthorized persons should be allowed in the guest houses. Persons booked by the Bank will only be permitted to stay at the guest houses.

19) Under no circumstances the service provider or his employees should bring their family to dwell in the guest houses.

20) The educational qualification for the service provider should be minimum of +2.

21) The service provider shall provide weekly off / holidays to his workmen as per labour laws but it shall be his responsibility to ensure uninterrupted services to the Bank on all days.

22) The service provider should maintain following register and will produce to the officials of the Bank for verification on quarterly basis.

a) Electric Bills paid Register

b) Telephone Bills paid Register

c) Consumable items purchase Register

d) Linen items Requisition and purchase Register

e) All Registers, Records and Accounts under the Minimum Wages Act, Contract Labour (regulation act and any other statutory requirements and such other registers as per proforma as prescribed by SBI.

23) The service provider should ensure the following:

There should be one caretaker (guest houses) who shall be in touch with the Bank on day to day basis.

a) Serve bed tea / coffee to the guests as directed by SBI.

Signature and Seal of the Contractor



- b) Serve breakfast and evening tea / coffee snacks to the guests as directed by SBI.
- c) Serve lunch, dinner to the guests as directed by SBI.
- d) Supply of fruit bowls with minimum 4 types of fruits and some good quality toffees as directed by SBI.
- e) Cater to the parties during seminars, workshops and other official functions as and when directed by SBI.
- f) Washing all the linen, towels, table cloth, curtains etc provided to the rooms through the dhobi and payment to be made by the service provider.
- g) All around maintenance of the premises and surroundings shall be done by the service provider.
- h) Every room shall be provided with one English national newspaper and one financial paper.

### **Caretaking Services:**

The term Caretaking Services which include safety and security of the premises, its fixtures fittings & furniture, office items, towels, Bed sheets, Bed covers, other Materials and also carpets, air-conditioners, Television sets, DTH connections, computers and other electronic and electrical gadgets kept in the guest house.

The Caretaker will also be responsible for the proper maintenance of the guest house. He will inter alia ensure that:

- a) The work to be under taken by the caretaker engaged by the contractor. The premises is kept clean and under hygienic conditions at all times befitting the image of State Bank of India.
- b) He will ensure that the Guest House is cleaned on day – to – day basis mopping of the floors are done twice a day, the furniture and fixtures are dusted and cleaned every day. The carpets and sofa sets etc. should be cleaned every 2 days with vacuum cleaner.
- c) He will also ensure that all toilets, wash basins, kitchen sinks, etc. are cleaned every day with proper use of phenyl, and approved Chemical agents at their cost. Naphthalene balls should be regularly placed in the wall-cupboards and urinals. Other materials including soaps, Odonil in toilets, Mosquito repellent, Room Spray etc., to be provided by Contractor at their cost.
- d) The caretaker will ensure changing of bed-sheets, towels, pillow covers, and bed covers on change of occupancy or once in two days. Occupants will be provided with freshly washed linen including towels, bed sheets, pillow covers on every alternate day. All curtains & netlon nets must be washed periodically, once in a quarter or as and when necessary. **Washing should be done by engaging services of professional launderers only. Any deviation / complaint on non-compliance as above will be liable for termination of contract. Washing cost should be borne by the Contractor.**
- e) The Caretaker should arrange for washing of clothes of guests through outside professional laundry on payment of the actual costs thereof by the guests.
- f) The Caretaker will be responsible for the safe-keeping of all keys & infrastructure provided.
- g) Bank shall provide the necessary infrastructures like cooking range, crockery, utensils, fully equipped kitchen with refrigerator, etc. The infrastructures provided by the Bank should not be used for any private ceremonies. Any such misuse of Bank's infrastructure by the contractor may result in imposition of liquidated damages or termination of contract. The contractor shall take care of all the provided amenities/infrastructure and return them to the Bank in good working condition.

- h) The Caretaker should also ensure quarterly Pest Control measures. (The payment will be within the contract and no extra cost for pest control will be made). The kitchen and dining space should be daily scrubbed and cleaned and kept free of flies, cock- roaches, insects, rates, mice and rodents.
- i) The Caretakers shall ensure that rent collected from the occupants is deposited at CGM's secretariat. All payments should be received from the Guests in cash only.
- j) Maintenance, as mentioned above, should be done all seven days a week with trained man-power, cleaning material and consumables under personal supervision by the Care-taker. He will also ensure proper cleaning of the terrace, common areas like lift lobby, reception etc. regularly and cleaning of the overhead water tanks at least once a month.
- k) In all toilets, the contractor has to provide branded soap (1 small and 1 medium size) for bath and to be replaced when change of guest comes. Toilet paper roll also has to be provided by the contractor.
- l) The contractor should supply **welcome kit** to all the officials who have come on Bank's duty only and obtain acknowledgement. The welcome kit containing soap, toothbrush, comb, hair cream, shampoo, hair oil pouches, talcum powder etc. in a plastic bag. The cost for these Kits will be reimbursed by Bank after verification and as per the rates fixed by the Bank.
- m) The Contractor should supply one English National Newspaper & one Financial Newspaper at each room when occupied and one National, one Financial and One local language newspaper in the drawing hall of the guest houses.
- n) The items mentioned above are not exhaustive and the Bank reserves the right to include other items as it may deem fit for the proper maintenance of the Guest House. The officials from Premises & Estate Dept. will inspect the Guest House for ensuring proper upkeep at regular intervals.
- o) Caretaker shall maintain proper registers of visiting officials, bills paid viz. (Telephone, Electricity etc.), Consumable items, inventories/infrastructure, arrival & departure details of guests, proper records of linens, towels, bed sheets, blankets, pillows, Mattresses etc. and the same needs to be submitted to the concerned officer of SBI.

### **Housekeeping Services:**

- a) Internal and external (Surrounding area/terrace) Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / ornamental & decorative wooden flooring and wooden furniture of high value, crystal glass doors / panes, modern electric gadgets, electric fixtures, windows, window panes, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins etc and exterior cleaning, cleaning of glasses and polishing of metallic engravings, logos, sign names etc and pest control measures plus specific maintenance activities like electrical repairs / carpentry, sanitary repairs and such other repairs required to keep the premises in the excellent condition.
- b) Periodical disinfectant services of the premises including anti-termite treatment whenever required.
- c) Periodical/Scheduled cleaning of sumps and overhead tanks.
- d) High grade/quality laundering of bed sheets/spreads, pillow covers, towels, curtains and other items as required/directed (bed sheets/spreads, pillow covers, towels, curtains and other items) will be provided as needed.

e) Day to day maintenance to be attended including arrangement for supply of Water Tankers in case of emergency/water shortage etc and any other repairs and relevant bills (actual amount) will be reimbursed by Bank on monthly basis and no extra charges/taxes on maintenance/material will be paid

**Catering Services:**

a) The Caretaker shall also be responsible for catering services in the Guest House. He shall arrange for cooking and serving of quality food in hygienic conditions on a daily basis for the executives occupying the guest house.

b) He will use Agmark or ISI quality ingredients, spices, oil etc and shall keep all cereals flour and other consumable articles covered and free from ants, rodents cockroaches, flies etc.

c) Foods should be served without limitation. All workers / supervisor to maintain neat uniform and photo ID card to be issued by the contractor. All the workers / Supervisor should have the knowledge of Hindi, English and Tamil. Supervisor should stay at the guest house round the clock and he will attend to all phone calls and respond accordingly. Experienced cook to be engaged and he should be well versed with North Indian and South Indian dishes. There should be professional approach in the work. All staffs should have enough number of neat and clean uniforms and should be well behaved. Cleanliness should be given utmost importance.

**Other requirements:**

**Agency shall be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap accident etc. to the Unit Head Complaint Register / Suggestion Register and First Aid Box to be provided by the concern Unit Incharge will be made available at the Reception Counter under the control of the Contractor's men.**

The continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate these presents under one-month notice to the Contractor without incurring any further liability therefore.

**Man power requirement (only male):**

The caretaker shall always have on his active rolls the services of sufficient number of the under mentioned Man power of able, efficient, clean, healthy, honest, well behaved at the establishments on 24X7 basis.

i) Care taker – of required number having min. 12<sup>th</sup> Standard qualification with 5 years of relevant experience in Supervising Caretaking services. Languages to be known: Tamil, Hindi and Functional English (Read/write/talk). Also, should have READ & WRITE skills of any of the two aforesaid languages.

ii) Skilled Cook - of required number with min. 5 years of experience in North Indian/ South Indian dishes.

iii) Semi-Skilled cook/helper - of required number with min. 2 years of experience in North Indian/ South Indian dishes. He should act as a replacement for main cook as and when he is proceeding on leave.

iii) Unskilled/helper/house keeper - of required number with min 1-year experience in handling Caretaking Services.

Certificates/documents showing above desired qualification shall be furnished on successful award of work. Caretaker should be a specialized dedicated Human resource equipped with required health protective gears to upkeep comfort cubicles. Service provider/Caretaker shall be responsible for training, work allotment, hours of work, timing of all the personnel engaged by him.

Though, the above number is minimum, the contractor has to provide the required man power for carrying out all the works detailed in the work schedule on 24X7 basis.

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.

**Materials requirements:**

**Cost of all Caretaking/Housekeeping consumables, cooking gas etc., used to maintain shall be borne by the agency. Consumables used shall be of high grade/ five star standards and shall be approved by the Bank. Utmost care should be taken while using Electrical gadgets & LPG cylinders. Caretaker shall ensure proper preventive measures like availability of Fire Extinguishers are in place to fight the emergency situation**

**Process Compliance Statement (Annexure II)**

(The bidders are required to print this on their company's letter head and sign, stamp before emailing)

To,  
E-Procurement Technologies Ltd. (Auction Tiger)  
B-704 Wall Street – II,  
Opp. Orient Club,  
Nr. Gujarat College, Ahmedabad – 380 006.  
Gujarat State, India

**Sub: EMPANELMENT OF CONTRACTORS / VENDORS / AGENCIES.**

Dear Sir,

This has reference to the Terms & Conditions for the E-Tendering mentioned in the Tender document.

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the E-Tendering as mentioned in RFP of SBI as well as this document and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 4) We confirm that SBI and ETL shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the E-Tendering platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the E-Tendering event.
- 5) We also confirm that we have a valid digital signature certificate issued by a valid Certifying Authority.
- 6) We also confirm that we will mail the price confirmation & break up of our quoted price as per Annexure III & Annexure IV within 24 hours of the completion of the E-tendering and the format as requested by SBI/ETL.
- 7) We, hereby confirm that we will honor the Bids placed by us during the E-Tendering process.

With regards,

Date:

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Scan it and send to this Document on [nandan.v@eptl.in](mailto:nandan.v@eptl.in)

Signature and Seal of the Contractor



**APPLICATION FORM**  
**TO BE FILLED IN ONLINE PORTAL (i.e., <https://etender.sbi>)**

Sl No	Please fill the Data (Do not mention as enclosed/ Yes/ No/ Submitted, etc.)	Type of Document to be enclosed	Attachment (Yes/No) with page no.
	Category Applied For		
1.	Name of the Firm & Address		
2.	Constitution of the Firm (Proprietorship/ Partnership/ Company)		
3.	Date, month & year of Establishment of the firm	Establishment/ companies registration/ partnership deed	
4.	Registration number with (Copy of valid registration to be enclosed.)	Copy of valid registration to be enclosed	
5.	GST Number	GST	
6.	PAN Number	PAN	
7.	ESI Number	ESI	
8.	EPF Number	EPF	
9.	MSME Registration, if so	Enclose MSME	

Signature and Seal of the Contractor

	mention number & date (in same trade)		valid certificate	
10.	Weather Startup firm, if so please furnish the number and date.		Enclose valid certificate	
11.	Contact person name			
12.	Mobile Numbers & Telephone numbers			
13.	Email ID			
14.	Registered Office Address			
15.	Communication Address			
16.	Local Address in Uttar Pradesh		Enclose valid proof	
17.	Name of Partners/ Associates/ Directors			
18.	Bio-data of Partners/ Associates/ Directors. Bio-data to be given in the Uploaded format		Submit Attachment	
19.	Name & address of Bankers (Enclose solvency certificate for minimum amount of 30% of the upper limit of the category applied for).(Enclose certified copies of documents as an			

Signature and Seal of the Contractor

	evidence – enclosure L, refer format for solvency Annexure-J) Banker's Details (i) Banker's Name:  (ii) Full Postal Address:  (iii) Telephone No.:  (iv) Account No.:  (v) Type of Account:  (vi) IFSC Code:			
20.	Weather registered/ empanelled with Central Govt./State Govt./Financial Institutions/PSU's/MNCs, furnish their names category and date of registration.		Enclose letters of empanelment	
21.	Weather firm has valid license "fssai" as per norms, Mention license number and date		Enclose Copy of licence	
22.	Declaration regarding near relatives working in the Bank		Annexure 'A'	
23.	Names and addresses of the persons who will be in position to certify about the quality as well as performance of your organization.		Annexure 'B'	
24.	In formation relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation was disposed during last 7 years by an arbitrator. If so, submit the details		Annexure 'C'	
25.	Declaration under Rule 144 (XI) of General Financial Rules of 2017 vide order no. F. No. 6/8/2019/PPD dated 23 July 2020`		Annexure 'D'	



26.	List of major works completed during the last 7 years i.e. from 1st November 2016 to 31.10.2023		Annexure-‘E’	
27.	List of Major works on hand as on 31.10.2023		Annexure-‘F’	
28.	Amount of service tax/GST paid year wise during last 3 financial year ending on 31st March of the current year with income tax return Form ST-3 as document proof		Enclose ST-3 form	
29.	Turnover			
30.	FY 2022-2023		Certificate issued by CA/ Profit & Loss statement	
31.	FY 2021-2022		Certificate issued by CA/ Profit & Loss statement	
32.	FY 2020-2021		Certificate issued by CA/ Profit & Loss statement	
33	<b>WORK-1</b>			
	<b>(i). Work Order Details for Work-1</b> (a) Name of the Work (b) Work Order No (c) Work Order Amount (d) Work Order Date		Work order (work-1)	
	<b>(ii). Work Completion Details for Work-1</b> (a) Work Completion Value (b) Work Completion Date (c) Client Name (d) Client Address (e) Client Mobile Number and landline (f) Client official email ID:		Completion Certificate (work-1)	
34	<b>WORK-2</b>			
	<b>(i). Work Order Details for Work-2</b> (a) Name of the Work (b) Work Order No (c) Work Order Amount (d) Work Order Date		Work order (work-2)	
	<b>(ii). Work Completion Details</b>		Completion	

	<b>for Work-2</b> (a) Work Completion Value (b) Work Completion Date (c) Client Name (d) Client Address (e) Client Mobile Number and landline (f) Client official email ID:		Certificate (work-2)	
35	<b>WORK-3</b>			
	<b>(i). Work Order Details for Work-3</b> (a) Name of the Work (b) Work Order No (c) Work Order Amount (d) Work Order Date		Work order (work-3)	
	<b>(ii). Work Completion Details for Work-3</b> (a) Work Completion Value (b) Work Completion Date (c) Client Name (d) Client Address (e) Client Mobile Number and landline (f) Client official email ID:		Completion Certificate (work-3)	
35	Signed copy of Declaration		Annexure-“G”	
36	Details of Key Employees also mention total number of employees in the organization		Annexure-“H”	
37	Signed copy of Application		Signed copy of Empanelment Notice	

### **DECLARATION:**

- 1) All the information furnished by me/us here above is correct to the best of my knowledge and belief.
- 2) I/We have no objection if enquiries are made about the work listed by me/ us in the accompanying sheets/annexures.
- 3) I/We agree that the decision of SBI in selection of contractors will be final and binding to me/ us.
- 4) I/We hereby confirm that our firm/agency/company has not been disqualified / debarred / blacklisted by any Governments, Semi-governments, PSUs, Banks including any of the Offices/Branch of State Bank of India/SBIIMS PAN India during last 7 year from the date of application.
- 5) I/We hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my/our empanelment are correct and genuine. I am / We are, therefore, liable to face appropriate actions as deemed fit by the SBI in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine. I/We

have read the instructions appended to the proforma and I/we understand that if any false information is detected at a later date, the empanelment shall be cancelled at the discretion of the SBI.

PLACE:

SIGNATURE OF CONTRACTOR

DATE:

NAME & DESIGNATION SEAL OF ORGANISATION

**DECLARATION REGARDING NEAR RELATIVES WORKING  
IN THE STATE BANK OF INDIA**

Name of Bank Staff related to applicant	Designation	Office/Branch & Place of Posting	Relation with the Applicant

(Add separate sheet if required)

**Notes:**

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

Name of Authorized Signatory

Sign & seal of the applicant

**ANNEXURE-B**

**DETAILS OF THREE RESPONSIBLE CLIENTS / PERSONS TO WHOM THE MAJOR WORKS CARRIED OUT BY THE APPLICANT**

Sr. No.	Name of Officials	Organisation & Address	Contact No.	Email ID
1				
2				
3				

(Add separate sheet if required)

**Notes:**

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

Name of Authorized Signatory

Sign & seal of the applicant

**ANNEXURE-C**

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

Sr. No.	Award for or against Applicant	Name of Client	Cause of Litigation and matter of Dispute	Disputed Amount	Actual Awarded Amount
1					
2					
3					

(Add separate sheet if required)

**Notes:**

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

Name of Authorized Signatory

Sign & seal of the applicant

**ANNEXURE – D**

**Declaration-Cum- Certificate on the Letter Head of Bidder Regarding Restrictions on Procurement From Bidders From A Country Or Countries, On Grounds Of Defence In India, Or Matters Directly Related Thereto, Including National Security.**

**Restrictions under Rule 144 (XI) of General Financial Rules 2017 of Ministry of Finance, India order no. F. No 6/18/2019/PPD dated 23rd July 2020**

I/We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India;

I/We, the bidder (Specify full name -----) certify that we are NOT from such a country OR, if from such a country, has been registered with Competent Authority.

I/We hereby certify that we fulfil all requirements in this regard and is eligible to be considered.

(Signature of Authorised Signatory along with Seal)

Name of authorised signatory:

Designation of Authorised signatory:

List of Evidences enclosed:

1. Copy of certificate of valid registration with the Competent Authority (Score out if not applicable)
2. ....
3. ....
4. ....

Date:

Place:

**ANNEXURE – E**

**PARTICULARS IN RESPECT OF WORKS EXECUTED FOR THE LAST 7 YEARS INCLUDING WORK IN HAND**

S. No.	Name of work/Project with address	Description of work executed with value	Name & address of client	Nature of work	Period of completion, date of commencement and scheduled period of completion	Actual time of completion, certificate must be furnished	Reasons for delay, if any	Name of the architect / consultant
1	2	3	4	5	6	7	8	9

(Add separate sheet if required)

Place:

Date:

Sign. & Seal of the Contractor

Signature and Seal of the Contractor



**ANNEXURE -F****LIST OF WORKS IN HAND**

S. No	List/ Name of works/ Projects/ with address	Descripti on of the Buil ding works/ Nature of the work with value (Rs)	Name & addres s of the client	State and percent age of progres s achieve d	Date of commemen t of the work	Schedul e completi on date & tentative date of completi on	Reasons in case of unsati sfactory progress	Name & address of the architect/ consult ant	Copy of work order i.e, docume ntary evidence
1	2	3	4	5	6	7	8	9	10
1									
2									
3									

(Add separate sheet if required)

Place:

Date:

Sign. & Seal of the Contractor

Signature and Seal of the Contractor

**DECLARATION**

1. All the information furnished by me/us here above is correct to the best of my knowledge and belief.
2. I/We also agree that I/We have no objection if inquiries are made about the works listed by me/us in the accompanying sheets or any other inquiry on the information furnished herewith in the accompanying sheets/Annexures.
3. I/We agree that the decision of Bank in selection of contractors will be final and binding to me/ us
4. I/We hereby confirm that our firm/agency/company has not been disqualified / debarred / blacklisted by any Governments, Semi-governments, PSUs, Banks/MNCs including any of the Offices/Branch of State Bank of India anywhere in India during last 7 year from the date of application.
5. I hereby confirm that all information, particulars, copies of certificates & testimonials in connection with my empanelment are correct and genuine. I am, therefore, liable to face appropriate actions as deemed fit by the Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine.
6. I/We have read and understood the empanelment notice and terms and conditions appended to the application proforma and I/We understand if any false information is detected at a later stage, any future contact made between ourselves and State Bank of India, LHO Lucknow on the basis of the information given by me/us will be treated as invalid by the State Bank of India.

Place:

Signature of the contractor with seal

Date:

**DETAILS OF KEY PERSONNEL**

1	PERSONNEL (Engineer/supervisor)	NAME	QALIFICATION	ANY OTHER
i)				
ii)				
iii)				
iv)				
v)				
vi)				

(Add separate sheet if required)

Place:

Date:

Sign. & Seal of the Contractor

**ANNEXURE –I**

**DETAILS OF MAJOR EQUIPMENTS AVAILABLE**

Signature and Seal of the Contractor

1	NAME OF EQUIPMENTS:-	QUANTITY/NO.	SPECIFICATION
i)			
ii)			
iii)			
iv)			

**ANNEXURE – J**

The Assistant General Manager (Premises and Estate)  
State Bank Of India  
1<sup>st</sup> Floor, Local Head Office,  
Hazratganj, Moti Mahal Marg,  
Lucknow – 226001

Date:  
Ref. No.

Sir,

Sub: Application for empanelment of contractor for .....(write the nature of work & category)

1. I/We have read and understood the empanelment notice and terms and conditions appended to the application proforma and I/We understand if any false information is detected at a later stage, any future contact made between ourselves and State Bank of India, LHO Lucknow on the basis of the information given by me/us will be treated as invalid by the State Bank of India.
2. I/We agree that the decision of the State Bank of India in selection of the contractors will be final and binding on me/us.
3. All the information furnished is correct to the best of my/our knowledge and belief.
4. I/We also agree that I/We have no objection if inquiries are made about the works listed by me/us in the accompanying sheets or any other inquiry on the information furnished herewith in the accompanying sheets.

Signature of the Applicant

Name:

Designation:

**Address with Seal:**

**CHECKLIST**

SR. NO.	PARTICULARS	SUBMITTED (Y or N)
------------	-------------	--------------------

Signature and Seal of the Contractor

1	Application Form (All pages filled in, signed and stamped)	
2	Annexure- A	
3	Annexure- B	
4	Annexure- C	
5	Annexure- D	
6	Annexure- E	
7	Annexure- F	
8	Annexure- G	
9	Annexure- H	
11	Annexure- I	
12	Annexure- J	