



STATE BANK OF INDIA, CHANNEL MANAGEMENT AND CUSTOMER SERVICE DEPARTMENT,
BENGALURU LOCAL HEAD OFFICE, BENGALURU

**SBI-ONLINE REQUEST (e-TENDER) FOR CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800
AUTOMATED TELLER MACHINE SITES, BENGALURU CIRCLE (WHOLE KARNATAKA STATE)**

CORRIGENDUM-I

TENDER ID: BAN/P&E/202401002 DATE: 25.01.2024, EVENT ID AT <https://etender.sbi> **28112**

START DATE: 25.01.2024

LAST DATE: 14.02.2024

CORRIGENDUM NO.1, DATED: 06.02.2024

CORRIGENDUM SUBJECT: CHANGES IN REQUEST FOR PROPOSAL (NIT)

In furtherance to the Pre-Bid meeting held on **02.02.2024** the following changes are made to the terms and conditions in the subject Tender Document (RFP). The interested bidders are requested to take note of the changes and submit the Technical and Price Bids accordingly. The changes mentioned herein will be applicable to SLA also. Apart from the changes mentioned herein, the other terms and condition in the main Tender Document (RFP) and SLA remains the same.

S.NO.	PA GE NO.	Item/ Subject	Existing	Revised
1	3	e-tender contact person	Land line of e-tendering contact team 088-25943023,25943596,	Contact details of e-tendering team Land line: 088-25943023,25943596,

			Engineer in charge contact No. 080 25943576	Mobile No. 9510813528, 9265562819, 7859800621, 6352631968, Engineer in charge contact No. 080 25943576
2	3	Item No.4 Initial Security Deposit	Rs.10000/- per caretaker from successful Bidder (Approximately 1600 caretakers required for about 800 ATM sites) in the form of Interest bearing fixed deposit at SBI or in the form of Bank Guarantee issued by the Scheduled Commercial Bank will be submitted by the successful bidder.	Rs.7000/- per caretaker from successful Bidder (Approximately 1600 caretakers required for about 800 ATM sites) in the form of Interest bearing fixed deposit at SBI or in the form of Bank Guarantee issued by the Scheduled Commercial Bank will be submitted by the successful bidder.
3	4	Item No. 7 Date and time of opening of technical bid	To be communicated later to the technically qualified bidder	14.02.2024 at 3.30 pm.
4	8	Item No. 3(g). Over view of requirement	(g) CTA should not deploy Caretakers with age less than 18 years and greater than 60 years . Caretakers deployed should be medically & physically fit and should have minimum education qualification of 8 th Standard Pass and should be able to speak, read & write Kannada and Hindi and workable knowledge of English language. The CTA should not deploy any person as Caretaker with criminal record/conviction.	(g) CTA should not deploy Caretakers with age less than 18 years and greater than 45 years . Caretakers deployed should be medically & physically fit and should have minimum education qualification of 8 th Standard Pass and should be able to speak, read & write Kannada and Hindi and workable knowledge of English language. The CTA should not deploy any person as Caretaker with criminal record/conviction
5	9	Item No.3(n) Over view of requirement	(n)Collection of the Reports on Caretaker Services (Annexure 7 and 7A) from Channel Manager/ any authorized representative of the Bank every month for the purpose of submission of the same along with attendance sheet & their Invoice to the Bank	(n)Collection of the Reports on Caretaker Services (Annexure 8 and 8A) from Channel Manager/ any authorized representative of the Bank every month for the purpose of submission of the same along with attendance sheet & their Invoice to the Bank
6	9	Item No.3(j) Over view of requirement	(j) CTA should provide a mobile phone & active SIM Card to the Caretakers deployed at SBI ATM Sites and ensures that the Caretaker placed at the ATM Site has round the clock mobile connectivity with enough talk time.	(j) CTA ensure availability of a mobile phone & active SIM Card to the Caretakers deployed at SBI ATM Sites and also ensures that the Caretaker placed at the ATM Site has round the clock mobile connectivity with enough talk

				time. The same number must be shared with the concerned Bank Officials.
7	9 &10	Item No. 3 (r) Over view of requirement	(r) CTA shall be solely liable and responsible for payment of Minimum Wages as per the Minimum Wages Act, 1948, PF Contribution, ESIC Contribution, etc. and other applicable statutory dues to the Caretakers, during the Contract period. The applicable rate for payment of minimum wages shall be the rate of minimum wages notified by the Central Government from time to time in respect of unskilled category “Employment of Sweeping & Cleaning” . Any legal case/expenses/penalty arising out of violation of any provisions of Minimum Wages Act, or any other Act, Rules or Regulations shall be at the cost of CTA only and the Bank shall not be responsible for the same. Financial liabilities/legal complications devolved against the Bank due to violation of Minimum Wages Act or any other Act, Rules or Regulations by the CTA will be recovered from the CTA/ from the amount payable to CTA and/or by invoking the performance Bank Guarantee and/or from non-Interest bearing STDR of SBI furnished as security deposit by the CTA to the Bank while awarding the contract. Further the bank at its sole discretion may cancel the contract of CTA by giving 1 months’ notice.	(r) CTA shall be solely liable and responsible for payment of Minimum Wages as per the Minimum Wages Act, 1948, PF Contribution, ESIC Contribution, etc. and other applicable statutory dues to the Caretakers, during the Contract period. The applicable rate for payment of minimum wages shall be the rate of minimum wages notified by the Central Government from time to time in respect of unskilled category “Employment of Sweeping & Cleaning” . Any legal case/expenses/penalty arising out of violation of any provisions of Minimum Wages Act, or any other Act, Rules or Regulations shall be at the cost of CTA only and the Bank shall not be responsible for the same. Financial liabilities/legal complications devolved against the Bank due to violation of Minimum Wages Act or any other Act, Rules or Regulations by the CTA will be recovered from the CTA/ from the amount payable to CTA and/or by invoking the performance Bank Guarantee and/or from Interest bearing STDR of SBI furnished as security deposit by the CTA to the Bank while awarding the contract. Further the bank at its sole discretion may cancel the contract of CTA by giving 1 months’ notice.

8	15	Item No.4 (b) Mandatory eligibility criteria for Caretaker Service Provider	(b) The bidder should be rendering such services (Caretaker / housekeeping and maintenance services) satisfactorily to reputed organisations/Government such as Scheduled Bank /PSU/Corporate Body / Government Department or Government Body for last 7 continuous years. (i.e. since 01.04.2016)	(b) The bidder should be rendering such services (Caretaker / housekeeping and maintenance services) satisfactorily to reputed organisations/Government such as Scheduled Bank /PSU/Corporate Body / Government Department or Government Body for last 5 continuous years. (i.e. since 01.04.2018)
9	15	Item No.4 © Mandatory eligibility criteria for Caretaker Service Provider	IThe Bidder should not be a loss-making entity and its cumulative Annual Turnover as per the Audited Balance Sheet for the last 3 years should not be less than Rs. 75 crores. (The bidder has to submit provisional Balance Sheet and P&L Account of Financial Year 2021-22 duly certified by practicing Chartered Accountant, along with audited Balance Sheet and P&L Account of FY 2022-23, FY 2021-22, FY2020-21, FY2019-20 and FY2018-19. Copies of ITR for Financial Year FY 2022-23, FY 2021-22, FY 2020-21, FY2019-20 and FY2018-19 to be submitted.	IThe Bidder should not be a loss-making entity and its cumulative Annual Turnover as per the Audited Balance Sheet for the last 3 years should not be less than Rs. 75 crores. (The bidders have to submit Audited Balance Sheet and P&L Account of FY 2022-23, FY 2021-22, FY2020-21, 2019-20 and 2018-19 Copies of ITR for Financial Year FY 2022-23, FY 2021-22, FY 2020-21, 2019-20 and 2018-19 to be submitted.)
10	16	Item No. 4 (h) Mandatory eligibility criteria for Caretaker Service Provider	(h)The Bidder must submit EPF/ESIC/GST – copies of one month challan i.e., for the month of February-2023 paid during March- 2023 and certificate from the Chartered Accountant that there are no dues need to be uploaded. Copies of challans paid during the last 36 months may be produced for physical verification as and when required by the Bank.	(h)The Bidder must submit EPF/ESIC/GST – copies of latest one month challan (ECR) and certificate from the Chartered Accountant that there are no dues need to be uploaded. Copies of challans paid during the last 36 months may be produced for physical verification as and when required by the Bank.
11	18	Item No. 17 Price Bid	Price Bid: - Online bidding will be carried out by e- auction and arrangements will be made through M/s e-Procurement Technologies Ltd, who will be the authorized service provider for the same, at Bank's web portal https://etender.sbi , on pre-specified date. The eligible bidders shall be trained by our service provider, for taking part in the e-auction. Internet connectivity and other	Price Bid: - Online bidding will be carried out by e- tendering and arrangements will be made through M/s e-Procurement Technologies Ltd, who will be the authorized service provider for the same, at Bank's web portal https://etender.sbi , on pre-specified date. The eligible bidders shall be supported wherever required by our service provider,

			paraphernalia requirements shall have to be ensured by the bidders themselves and failing which, neither the Bank nor the authorized service provider are responsible.	<p>for taking part in the e- tendering. Internet connectivity and other paraphernalia requirements shall have to be ensured by the bidders themselves and failing which, neither the Bank nor the authorized service provider are responsible.</p> <p>The process is through e-tendering only(single price bid). In RFP Wherever it is mentioned as e-auction should be read as e-tender.</p>
12	21	Item No. 11 Forfeiture of EMD	Bank reserves the rights to cancel the order and forfeit the EMD amongst others if, a. Security Deposit is not submitted within the stipulated time as mentioned in Clause 13.	Bank reserves the rights to cancel the order and forfeit the EMD amongst others if, a. Security Deposit is not submitted within the stipulated time as mentioned in Clause 12(i).
13	22	Item No. 15 INITIAL SECURITYD EPOSIT	(i) The successful bidder should submit a Security Deposit @ Rs. 10000/- per caretaker in the form of FDR/TDR issued by any Nationalized Bank in favour of "SBI payable at Bengaluru within 07 days from the date of acceptance of the tender for due performance of the Contract.	(i) The successful bidder should submit a Security Deposit @ Rs.7000/- per caretaker in the form of Interest bearing fixed deposit at SBI or in the form of Bank Guarantee issued by the Scheduled Commercial Bank within 07 days from the date of acceptance of the tender for due performance of the Contract
14	24	Para 3.	The rate quoted shall be inclusive of bonus, house rent allowance, Employees provident fund, overtime, conveyance, food expenses, ESIC etc. and the Bank shall not be responsible for any payment towards the above components.	<p>The rate (Management/Service Charges per month per shift of 8 hours daily) quoted shall include contractor's profit, supervision charges, expenses towards arranging insurances, maintenance of uniform, shoe, communication systems, cleansing material, mobilization and all other arrangements as per the scope of work. The rates quoted shall be excluding GST.</p> <p>The Bank will be paying the wages as per central minimum wages act and based on its periodical revisions (Unskilled labours for employment of sweeping and cleaning). The vendor has to quote only Management/Service</p>

				Charges per month per Shift of 8 hours daily (item No.4 in Price Bid), which shall be constant for the entire period of the contract and during its extensions, if any.
15	35	Item No.50	Bonus payment not to be included in the quote. As per statutory provisions if required bonus payment will be reimbursed on production of documentary evidence.	Bonus payment to the eligible caretakers is the responsibility of Caretaker Agency. The component of bonus should be the part of Management/Service Charges and bank will not pay bonus separately)
16	36	Item No. 7(1) Penalties.	1.Age of Caretaker less than 18 or more than 60 years and/ or Qualification of CT less than 8thpass	1.Age of Caretaker less than 18 or more than 45 years and/ or Qualification of CT less than 8thpass
17	39	Item No.8	6.b.The successful tenderer will have to pay @ Rs. 10000/- per caretaker allotted, less EMD already paid, as Initial Security Deposit (ISD) by means of a Demand Draft within 7 days from the date of issue of work order to commence work. The EMD and Initial Security deposit thus paid shall be held by the State Bank of India as Security Deposit, for due execution and fulfillment of the contract, till the Security Deposit in the form of interest-bearing fixed deposit at SBI or Bank Guarantee issued by Scheduled Commercial Bank is provided. No interest will be paid on EMD and Initial Security Deposit.	6.b.The successful tenderer will have to pay @ Rs. 7000/- per caretaker allotted, less EMD already paid, as Initial Security Deposit (ISD) by means of a Demand Draft within 7 days from the date of issue of work order to commence work. The EMD and Initial Security deposit thus paid shall be held by the State Bank of India as Security Deposit, for due execution and fulfillment of the contract, till the Security Deposit in the form of interest-bearing fixed deposit at SBI or Bank Guarantee issued by Scheduled Commercial Bank is provided. No interest will be paid on EMD and Initial Security Deposit.
18	44	Annexure-1 item -13	The CTA will also maintain of all applicable/relevant Registers and records in accordance with the various laws, rules, regulations and ordinances applicable in respect of the Caretakers employed by it, including but without limitation to the below mentioned listed record/registers physically at their local office(s)in the States of MP and CG:	The CTA will also maintain of all applicable/relevant Registers and records in accordance with the various laws, rules, regulations and ordinances applicable in respect of the Caretakers employed by it, including but without limitation to the below mentioned listed record/registers physically at their local office(s)in the State of Karnataka

19	47	Item No. 3, Certification/ Documents	TRADE LICENCE issued by Municipalities /Municipal Corporations.	Valid TRADE / Shops & Establishment License issued by Municipalities /Municipal Corporations.
20	48	Annexure-4 Item No.4	Minimum 3 years' experience in the line of activity (providing Manpower support/ Caretaker/ Housekeeping/Guarding & Maintenance services) satisfactorily to reputed organizations for last 3 continuous years.)	Minimum 5 years' experience in the line of activity (Providing Manpower support/ Caretaker/ Housekeeping/Guarding & Maintenance services) satisfactorily to reputed organizations for last 5 continuous years.)
21	50	Annexure 5(Part-1)	Cumulative Annual Turnover for the last three years as per Audited Balance Sheet: Mandatory 60 Cr. (Minimum)	Cumulative Annual Turnover for the last three years as per Audited Balance Sheet: Mandatory 75 Cr. (Minimum)
22	50	Annexure 5(Part-1)	Minimum Period of 3 years (Mandatory) (Housekeeping & maintenance service)	Minimum Period of 5 years (Mandatory) (Housekeeping & maintenance service)
23	55	Annexure-6, para 3.	Bidders have to quote in the Price Bid the Total expenses (Service Charges and cost of cleaning materials) for providing caretaker services per caretaker for a shift of 8 Hrs. (Amount per person per month)(excluding payment of minimum wages, for "Unskilled labours for employment of sweeping and cleaning, statutory payments and GST)	Bidders have to quote in the Price Bid total Management/Service Charges per month per Shift of 8 hours daily (rate deciding the L-1) Which include contractor's profit, supervision charges, expenses towards arranging insurances, maintenance of uniform, shoe, communication systems, cleansing material, mobilization and all other arrangements as per the scope of work (Excluding payment of minimum wages, for "Unskilled labours for employment of sweeping and cleaning, statutory payments and GST)
24	67	ANNEXURE -12	Certificate on letter head of Client of the Vendor to be submitted along with the RFP document.	Certificate on letter head of Client of the Vendor issued after publication of RFP to be submitted along with the RFP document