

NIT NO	LHO/BHO/P&E/2024-25/23
DATE	04.04.2024



**STATE BANK OF INDIA**  
PREMISES AND ESTATE DEPARTMENT  
3rd floor, Local Head Office, Hoshangabad Road, Bhopal – 462011(MP).

**INVITES TENDERS**

**FOR**

**PROVIDING CATERING CUM CARETAKING/HOUSEKEEPING SERVICES AT VARIOUS GUEST  
HOUSES AND CHUMMERY ACCOMODATION AT CHAR IMLI, BHOPAL**

**TECHNICAL BID IS TO BE SUBMITTED ONLY IN HARD COPY**  
**PRICE BID IS TO BE SUBMITTED ONLINE ONLY**

**NAME OF THE TENDERER:**  
**ADDRESS:**  
**GST NO.**

**Part – I TECHNICAL BID**

**Last Date for Submission of Technical Bid is: 24<sup>th</sup> April 2024**

**To,**  
**The Asst General Manager (P&E)**  
**State Bank of India**  
**Premises & Estate Department**  
**3<sup>rd</sup> floor, Local Head Office**  
**Hoshangabad Road,**  
**Bhopal – 462011**  
**Madhya Pradesh.**

**NOTICE INVITING TENDER**

State Bank of India, Local Head Office Bhopal invites tender for **PROVIDING CATERING CUM CARETAKING SERVICES AT GUEST HOUSES/CHUMMERY ACCOMODATION AT CHAR IMLI BHOPAL, MADHYA PRADESH.**

2. The brief details of NIT are as under:

1	Name of the work	<b>PROVIDING CATERING CUM CARETAKING/HOUSEKEEPING SERVICES AT VARIOUS GUEST HOUSES AND CHUMMERY ACCOMODATION OF STATE BANK OF INDIA AT CHAR IMLI, BHOPAL</b>
2	Contract Period	Initially for one year and extendable for another two years in block of one year each
3	Earnest Money Deposit (EMD)	<b>Rs.45,000/- (Rupees Forty-five thousand only)</b> in the form of Demand Draft issued by any Nationalized/Scheduled Bank drawn in favour of <b>“AGM(P&amp;E) State Bank of India”</b> payable at Bhopal.
4	Site visit & vendor's queries	<ul style="list-style-type: none"> <li>The bidders may visit the site to understand the requirements with prior permission from P&amp;E Department at LHO Bhopal.</li> <li>All the queries will be responded by email. Vendors may send their queries at email <a href="mailto:agmprem.lhobho@sbi.co.in">agmprem.lhobho@sbi.co.in</a> latest by 15<sup>th</sup> April 2024 by 15.00 hrs. No queries will be entertained which are received after this date and time.</li> </ul>
5	Evaluation of tender documents	<p><b>a. <u>Technical Bid Offline: to be submitted offline</u></b> Last date &amp; time for technical bid submission <u>15:00 hrs on 24<sup>th</sup> April 2024.</u></p> <p><b>b. <u>Price Bid Online @ <a href="https://etender.sbi">https://etender.sbi</a></u></b> Price bids will be sought from the technically qualified bidders only.</p>
6	Address for submission and opening of Tender document	The Asst General Manager (P&E) State Bank of India Premises & Estate Department 3rd floor, Local Head Office Hoshangabad Road, Bhopal Pin: 462011
7	Validity for Offer	3 (three) months from the date of opening of price bid
8	Date of Commencement of Work	As decided by the Bank
9	Premises address (Prior permission is necessary for visiting the Guest Houses. Contact person: Shri Shiv Suman- Chief Manager (Civil): Mob.9101315866)	<p>Old Guest House SBI Officers Colony, Char ImlI Bhopal</p> <p>New Guest House C-12 SBI Officers Colony, Char ImlI Bhopal</p> <p>VIP Guest House SBI Senior Officers Colony, Char ImlI, Bhopal</p>

		Chummary C-5, SBI Officers Colony, Char Iml Bhopal
		Chummary C-4, SBI Officers Colony, Char Iml Bhopal
10	Last date for submission of Technical Bid	24 <sup>th</sup> April 2024
11	Mandatory requirement	The contractor will have to use only eco-friendly and green pro certified materials. As and when demanded by the Bank, the vendor has to produce proper documentary evidences of the same.

3. In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time. SBI will not be responsible for any postal delay / loss / non receipt thereof. No consideration will be given to a tender received after the date / time specified above and such tenders are deemed to be rejected.
4. Tenders received without prescribed EMD shall summarily be rejected and such bidders **shall not be allowed to participate in the online price bidding process.**
5. SBI reserves its right to accept any or to reject all the tenders in part or whole without assigning reasons thereof and no correspondence shall be entertained in this regard. The manpower requirement will be at the discretion of the Bank and may be changed (increased or decreased) based of the need of the Bank.
6. The Vendor 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 tenderer are liable to be rejected.
7. The intending bidders are categorically advised to submit the tender document strictly in the attached format only.
8. Earnest Money deposit of unsuccessful bidders will be refunded without any interest thereon to all bidders within 30 working days from the date of approval of the tenders by the Competent Authority.
9. The Courts in Bhopal alone shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.
10. State Bank of India discourages the stipulation of any condition by the tenderers. The conditional tender shall be liable to get rejected.
11. Canvassing in any form shall be viewed seriously.

**Assistant General Manager (P&E)**  
**LHO, Bhopal.**

## **ELIGIBILITY CRITERIA FOR PROVIDING CATERING CUM CARETAKING/HOUSEKEEPING SERVICES AT VARIOUS GUEST HOUSES AND CHUMMERY ACCOMMODATION AT CHAR IMLI, BHOPAL**

Dear Sir/Madam,

### **INVITATING TENDER FOR CATERING CUM CARETAKING/HOUSEKEEPING SERVICES**

State Bank of India invites Tender in respect of the above-mentioned work from reputed licensed organizations having sound financial capacity, required experience, expertise, adequate qualified personnel for providing the catering/caretaking & housekeeping services subject to compliance of the following terms and conditions.

This document contains the basic qualification criteria to be fulfilled by the applicant are appended below:

1. The applicant must be a Registered & Licensed Company / Partnership firm / Sole proprietor /Individual/LLP.
2. The applicant must have a proven track record of **minimum 5 years** with reputed clients in rendering catering/caretaking & housekeeping services to reputed guest houses (not like a cafeteria type).
3. The experience should relate to catering/caretaking services and housekeeping of Single Client with minimum of 100 persons per day providing multi-cuisine vegetarian and non-vegetarian food. (Breakfast/Lunch/Dinner)
4. The applicant must have sound financial capacity and credit worthiness acceptable to the Bank.
5. During the last 5 years ending as on 31.03.2023, the tenderer should have in hand or should have satisfactorily completed Catering cum Caretaking/Housekeeping jobs in Guest Houses of Central Government / State Government, PSUs / reputed Private Sector Companies satisfying the following criteria:
  - a) Minimum 3 (Three) single works each having completed annual contract value of not less than Rs.18,00,000 (Rupees eighteen lakhs).  
OR
  - b) Minimum 2 (Two) single works each having completed annual contract value of not less than Rs.27,00,000 (Rupees twenty-seven lakh).  
OR
  - c) Minimum 1 (One) single work having completed annual contract value of not less than Rs. 36,00,000 (Rupees thirty-six lakh).
6. The applicant must have a minimum annual turnover of Rs.18 Lakh (Rupees Eighteen Lakh only) during the last three financial years (2020-21, 2021-22 & 2022-23), exclusively in catering/care taking/housekeeping services.
  - a) The applicant must produce relevant documentary evidence along with the Prequalification application form.
  - b) Non-disclosure of relevant information or furnishing of incorrect information or documents will invite disqualification from the process.
7. The applicant shall not have any right to participate in the Price Bidding process merely on satisfying the above eligibility criteria or on being found suitable to apply for tender. The bidders who will be satisfying the minimum score criterion in technical bid will be allowed to participate in price bid.
8. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Authority or Competent Court.

9. The applicant must not have rescinded or abandoned any catering contract awarded by any of his client before the expiry of prescribed period of contract.

10. The applicant is not a sub-Contractor to any other entity or person nor has at any time sub-let the contract awarded to the applicant to any other person.

11. The applicant has complied with all labour laws and obtained all licenses, approvals, permissions to carry on the business of catering services.

12. The applicant does not suffer or has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.

13. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his pre-qualification application forms.

14. The applicant is or has not formed or part of any cartel at any time for processing any contract including the present tender.

15. The bank is not responsible in any manner for the postal delay or loss or non-receipt of tender documents.

16. Prequalification will be on the basis of marks secured in various parameters as per the **TECHNICAL BID EVALUATION MATRIX**. The bidder must secure minimum 60% marks (60 out of 100) to be eligible for participating in online price bidding.

17. The Bank reserves the right to reject all or any of the tender documents without assigning any reason there for.

18. The tenderer should submit a solvency certificate issued by a Nationalized Bank obtained within last six months, for minimum of Rs. 12.00 Lakh (Rupees twelve lakhs only).

19. The tender process will be technical and online price bid system.

i. Envelop Cover (technical bid) : This envelop will contain – a) Pre-qualification Application form duly filled in along with necessary enclosures b) General and Special Terms & Conditions duly signed in all pages by the tenderer, under seal. c) Solvency Certificate from a Nationalized Bank obtained for a minimum amount of Rs.12.00Lakh d) EMD of Rs.45,000.00 in the form of Demand Drafts or Banker's Cheques in favour of "AGM (P&E), State Bank of India" payable at Bhopal. No interest shall be paid on EMD. The EMD of the unsuccessful tenderer 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 Bank under the terms of this contract/tender may be deducted from the Earnest Money Deposit. Note:

Exemption to MSME registered firms for which bidder must submit proof of MSME registration. The bid of a tenderer will be rejected if the required EMD is not submitted along with the above application and the Price Bid will not be opened in that case. The above documents, taken together, will be referred hereinafter as "Technical Bid".

ii. The technical bid covers will be opened first in presence of the tender opening committee and any other designated officials of the Bank.

iii. The Bank will inform the technically qualified bidders for submitting price bid online with last date of submission of the price bid by email.

iv. The vendors who are technically qualified and have scored minimum 60% marks in various parameters are only eligible for participating in online price bid.

**LETTER OF DECLARATION**

***(To be submitted duly typed, signed with stamped by the authorized Signatory on the Letter Head of the Bidder in Original along with EMD)***

**The Asst General Manager (P&E)  
3<sup>rd</sup> floor, SBI LHO Premises,  
Hoshangabad Road,  
Bhopal**

**PROVIDING CATERING CUM CARETAKING/HOUSEKEEPING SERVICES AT VARIOUS GUEST HOUSES AND CHUMMERY ACCOMODATION AT CHAR IMLI, BHOPAL**

Dear Sir,

1. With reference to **NIT no: BHO/2023-24/** , dated **04.04.2024**, I/we accept all the terms & conditions, schedule of requirements, scope of work etc. of the tender for the captioned work and examined the site and having acquired the requisite information relating thereto and affecting the tender.
2. I/we agree that all employees/workers engaged in the Bank's premises for the captioned project shall be adequately provided with PEP and monitored on daily basis for any symptoms of illness. In case found ill, the worker shall be treated properly for the illness and suitable replacement will be arranged at our own risk & cost till recovery time.
3. I/we agree to strictly comply with all the guidelines of Central/State Govt. issued in connection with Epidemic/Pandemic situations without affecting the routine services required under this contract.
4. I/We hereby offer to provide specified services in the said tender document on the requested manpower and consumable in accordance with all respect in line 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.
5. I/We hereby accept that, all the scope of works, quantities of Manpower and consumables are indicative and not exhaustive; SBI reserves the right to add/reduce Manpower/Consumables/scope of work during any stage of pre & post tendering.
6. Should this tender be accepted, I/we hereby agree to abide by and fulfill 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.
7. I/we have submitted Earnest Money Deposit for as per NIT with SBI in the form of Demand Draft / Banker's Cheque. 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 State Bank of India.
8. I/we hereby accept that, our tender/bid is liable to be rejected without assigning any reasons thereof under no circumstances, if the **quoted labour rate does not comply with statutory provisions** viz. extant minimum wages act, ESI, EPF etc. and/or rates quoted for the consumable items specified in the tender are found to be low/unreasonable/unworkable when compared with market/wholesale rates of those items.

9. I/We understand that, if our tender/bid does not include minimum legal amount towards "Administrative/Service charges" is unworkable compared with Market/wholesale rate, our bid shall be liable to be rejected without assigning any reason/notice thereof in this regard.
10. I/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 for proposed building. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of 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 provided for in respective clause of Terms & Conditions of this tender.
11. I/We, hereby, also understand that, only minimum wages will be revised in accordance with the revision in Central Govt. Minimum Wages. However, the administrative / service charges shall remain the same during the tenure of the contract.
12. I/We hereby accept that, the validity of contract is for an initial period of 1 (One) year from the date of commencement of work with an option of renewal for another 2 (two) terms on the same terms & conditions subject to satisfactory performance.
13. 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.
14. We have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender and accept the same.

**Signature of the Tenderer with  
Seal & Date**



**Technical Bid**

**1.1 Application for Submitting the Tender**

To,  
The Assistant General Manager (P&E)  
State Bank of India,  
Premises & Estate Department,  
3<sup>rd</sup> floor, Hoshangabad Road,  
Bhopal – 782011 (Assam).

Sir,

**SUB: TENDER FOR COMPREHENSIVE CATRING CUM HOUSEKEEPING CONTRACT**

1. We have carefully examined all the contents incorporated in the tender documents for Comprehensive Catering cum Housekeeping in conformity with all the conditions stated in the instructions to Tenderers, General Conditions governing the Comprehensive catering cum housekeeping Contract, Bank's Requirements and Technical Specifications, Commercial bid etc. as detailed in the Tender Documents.

2. We enclose a Demand Draft drawn/ Bankers Cheque payable at Bhopal and in favour of "The Assistant General Manager (P&E), State Bank of India, LHO, Bhopal for Rs.45,000/- (Rs Forty-five thousand only) issued by \_\_\_\_\_ (*Bank*) as Earnest Money in terms of the tender.

3. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of submission and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the Demand Draft/ Bankers Cheque towards Earnest Money valid during the entire period of validity of tender. However, if we withdraw, you shall have the right to forfeit the Earnest Money without reference to us. Should this Tender be accepted, we hereby agree to abide by and fulfill all the Terms and Conditions of the Tender and in default thereof, to forfeit the Earnest Money and pay to you or your successors, or authorized nominees, such sums of money as are stipulated in the conditions contained in the tender. We understand that you are not bound to accept the lowest or any tenders received. You are entitled to reject our tender at your discretion without assigning any reasons. We understand that the Bank can deal with any one or more Firms / Companies.

We are registered with Income Tax Authorities as well as Service Tax Authorities (if applicable).

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024

For and on behalf of \_\_\_\_\_  
(With seal)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

[DULY AUTHORIZED SIGNATORY]

**1.2 MINIMUM ELIGIBILITY CRITERIA**

**Only those tenderers who possess the following eligibility criteria should apply along with documentary proof.**

During last five financial years ending 31<sup>st</sup> March 2023, the tenderer should have satisfactorily completed Catering cum Caretaking/Housekeeping jobs in Central Government / State Government, PSUs / reputed Private Sector Companies satisfying following criteria:

- a) Minimum 3 (Three) single works each having completed annual contract value of not less than Rs.18,00,000 (Rupees eighteen lakhs).  
OR
- b) Minimum 2 (Two) single works each having completed annual contract value of not less than Rs.27,00,000 (Rupees twenty seven lakh).  
OR
- c) Minimum 1 (One) single work having completed annual contract value of not less than Rs. 36,00,000 (Rupees thirty six lakh).

1.3 List of clients whose work are in hand or completed during the last 5 years ending as on 31.03.2023 .(copy of work orders to be attached):

Sr. No.	Name of the Client, Location, and Name and Mobile No. of Contact Person	Nature of Work	Area Covered (Sq. ft.)	Number of Employees Engaged	Annual Cost of the Contract (Rs.)

Signature of Authorized Representative \_\_\_\_\_

Name of Authorized Representative \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**1.4 TECHNICAL BID**

<b>S No.</b>	<b>Item</b>	<b>Particulars</b>	<b>Name of supporting document</b>	<b>Page No.</b>
1	Name/address Tele. /Mobile no. Email address: (Mandatory)			
2	Statutory Requirements:  Please state whether the contractor is registered Co./Proprietorship /Society/ or Registered under Shops & Establishment Act. Please enclose copy of registration accordingly.			
3	Number of Employees			
4	Name of the Directors and their occupation			
5	Experience (Years) in the field of providing Catering cum Caretaking/ Housekeeping			
6	Nature of any other business carried out by your company/unit			
7	Location of the main office from where the works are monitored.			
8	EPF/ESI Registration Nos. (As per norms) (Copy of registration to be enclosed) (Mandatory)			
9	Enclose copy of latest remittance made by Bidder's Agency towards ESI			
10	Have you registered with any other Public Health Authorities State/Central? <b>(Optional)</b>  If so, enclose copy of registration			

11	Have you registered under Employees Provident Fund & Miscellaneous Provision Act 1952? If so, enclose copy of Registration. (Mandatory)			
12	Enclose copy of latest remittance made by Bidder's Agency towards EPF			
13	Are you registered under Gratuity Act 1972? (Optional)			
14	Enclose copy of latest remittance made by Bidder Agency towards Gratuity (Optional)			
15	Specify whether there are/have been any issues/ disputes against Bidder's Agency before Commissioner Provident Fund, Commissioner ESI, Income Tax authorities, Labour Tribunal State/Central Public Health Authorities, etc.			
16	Satisfaction certificates from at least two (2) from past and existing clients (Mandatory)			
17	Banker's Name and Address			
18	What is the annual Turnover of the Agency for the following years :  2020-2021  2021-2022  2022-2023  Enclose CA certified copies of the of P&L and B/S for above.			
19	Who are the major corporate clients of your Company /	Client Names	Contact Person and tel. no	Contract Value

Agency to whom Housekeeping/caretaking/catering services are provided Name & contact details of the minimum three clients.			

**1.5 TECHNICAL BID EVALUATION MATRIX**

Maximum score for technical bid evaluation: 100

Minimum qualifying score under technical bid evaluation: 60 (Minimum qualifying score required for participating in online price bid)

Technical bid of the bidder will be evaluated based on the information duly supported by the documents submitted.

During the technical evaluation each bidder will be assigned marks out of total 100 marks as per the criteria below.

Parameters	Maximum marks	Score obtained
<b>1. Constitution</b>		
Public Limited company	10	
Pvt. Limited Company	08	
Partnership firm/LLP	06	
Proprietorship/Individual	04	
<b>2. Experience</b>		
>10 years	20	
>7 years	15	
= or >5 years	12	
< 5 years	00	
<b>3. Value of single largest work completed in last 5 years. (ending on 31.03.2023 Lum sump contract value will be considered and not in pieces)</b>		
= or > 36 lakhs	25	
> or = 27 lakhs	20	
> or = 18 lakhs	15	
< 18 lakhs	0	
<b>4. Average annual turnover during the last three financial years (2020-21, 2021-22 &amp; 2022-23), exclusively in catering/care taking/housekeeping services</b>		
= or > 36 lakhs	30	
= or > 27 lakhs	25	
= or > 18 lakhs	20	
< 18 lakhs	00	
<b>5. Certification</b>		
ISO or FSSAI certified	15	
Without certification	00	
<b>Maximum marks</b>	100	

Information required from point number (1) to (5) above should be supported with certified/attested copies of the relevant documents confirming compliance of technical bid evaluation criteria by the tenderer for evaluation.

Out of the various bidders achieving minimum 60 Qualifying marks in the Technical Bid Evaluation above, the bidders shall be shortlisted for participating in online price bid.

We have read and understood the abovementioned prequalification criteria and shall abide by the same.

Signature of the Tenderer with Seal

**DETAILS OF GUEST HOUSES/ CHUMMARY & SCOPE OF WORK****1. Scope of Work: As mentioned in “Scope of Services” No. A & B**

- A. Caretaking & housekeeping Services  
 B. Catering Services

**GUEST HOUSES/ CHUMMARY**

<b>Name and location of Guest House with full address</b>	<b>No. of floors</b>	<b>No. of Rooms</b>
VIP Guest House, Char Imli, Bhopal	2 floors	7 Bedrooms 2 Drawing cum dining hall
C-12 New Guest House, Char Imli, Bhopal	4 floors	15 Bedrooms 1 Drawing cum dining hall
Old Guest House, Char Imli, Bhopal	4 floors	11 Bedrooms 1 Drawing cum dining hall
C-5, Two Flats, Char Imli, Bhopal	2 flats	5 Bedrooms 1 Drawing hall
C-4, Two flats, Char Imli, Bhopal	2 flats	6 Bedrooms 1 Drawing hall

**SCOPE OF SERVICES**

The bidders are required to provide Caretaking/housekeeping & Catering services for all the following Guest Houses & Chummary (as described & required complex-wise) to be set up for an effective service delivery process.

**A** Caretaking/housekeeping Services

**B** Catering Services

**A. CARETAKING/HOUSE KEEPING SERVICES (For Guest Houses & Chummary Only):**

The Contractor need to provide the following services:

Sr. No	Activity	Frequency
1	<ul style="list-style-type: none"> <li>● Sweeping and mopping of floors</li> <li>● Cleaning of the toilets, bathrooms, wash basins and mirrors, balconies etc.</li> <li>● Refill/replenishment of Toilets' Tissue Rolls, Air Fresheners, Urinal cubes, Naphthalene balls, liquid soap.</li> <li>● Monitoring &amp; ensuring proper functioning of all Electrical appliances like TVs, Refrigerators, ACs, Washing Machine, Mixer-grinder etc. and Gym equipment, if any, and taking timely corrective action in case of any fault.</li> <li>● To ensure recharge of all Guest Houses' set-top boxes before expiry in consultation with the Bank's official and charges shall be reimbursed by the Bank.</li> <li>● Cleaning of Utensils / crockery etc.</li> <li>● Cleaning of Kitchen Platform and chimney etc</li> <li>● Dry Wiping of Kitchen Appliances etc</li> <li>● Dusting of the furniture/fixtures etc.</li> <li>● Cleaning and arranging bed sheet/cover etc.</li> <li>● Watering of indoor Plants etc.</li> <li>● The entire guest house should be maintained neat and clean, dust free always</li> </ul>	Daily
2	<ul style="list-style-type: none"> <li>● Change of Bed sheets (double/small), Pillow covers after machine wash and ironing etc.</li> </ul>	Once in 3 days or on change of occupancy
3	<ul style="list-style-type: none"> <li>● Change of Towels (big /small) after machine wash and ironing</li> </ul>	Every alternate day or on change of occupancy
4	<ul style="list-style-type: none"> <li>● Change of Bed cover (double/small) after machine wash and ironing</li> </ul>	Weekly
5	<ul style="list-style-type: none"> <li>● Cleaning of the windows, doors, curtains, fans, electrical fixtures, toilet items like bucket, mugs, dustbins etc.</li> </ul>	Weekly



	<ul style="list-style-type: none"> <li>• Cleaning of cobweb</li> </ul>	
6	<ul style="list-style-type: none"> <li>• Vacuuming of Sofa, curtains and carpets</li> </ul>	Fortnightly
7	<ul style="list-style-type: none"> <li>• Dry cleaning / machine wash of curtains, quilts/comforters or as and when needed etc.</li> </ul>	Half yearly

**Washing of all laundry items viz bedsheets, bedcovers, pillow covers, towels, hand napkins etc including its ironing and Dry cleaning / machine wash of curtains, quilts/comforters etc. is included within the scope of work of the bidder. The bidder should take this into account while bidding.**

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

**1. Arrangements made from Banks side:**

- a) Aqua guard provision of drinking water.
- b) All equipment/utensils/cutlery required for cooking/dining services.
- c) Furniture & fixtures including bedspread, towel, blankets, curtains, mattress, pillow, pillow covers.
- d) Minimum accommodation within the premises for caretaker, cook and attendant employed for the service (Maximum for two staff)
- e) Electrical & electronic gadgets for the guest house maintenance
- f) Registers / stationary items
- g) Water supply and electricity charges will be borne by the Bank
- h) Periodical cleaning of underground sumps and overhead tanks
- i) Providing fire extinguishers
- j) Cost of welcome kit
- k) Recharge cost of Telephone/Internet/DTH
- l) First Aid Box

**2. Reimbursements to the vendor supported by original bills:**

It is for the services to be rendered by agency and reimbursement of expenditure by the Bank. The tax invoice to be submitted should be in the name of the Bank and Bank's GST number (**36AAACS8577K1ZQ**) to be mentioned on the invoice.

- a) Cost of newspaper etc.
- b) Any other item which is advised by the Bank from time to time.

**3. Providing high grade comprehensive caretaking Services including Housekeeping & Catering Services with adequate standby/relief arrangements to ensure uninterrupted services for whole year 24 x7.**

**4. The service provider must maintain a register furnishing the Name, Address and Character Certificate and latest photograph, telephone number of the contract personnel engaged and posted at the Guest House (copy of certificate). This register completed in all respects must be handed over to the Premises & Estate Department within 15 days from the date of award of contract. Copy of identity proofs and address proofs, duly certified, to be provided to the Bank.**

**5. The service provider before engaging any person must 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. If any employee found unfit, the agency should replace them with same skill set employee at his own risk & cost.**

6. 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.
7. 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.
8. The service provider must maintain the dining hall clean and as such get the flooring swabbed every night once the guests have vacated. The tables, chairs and furniture shall be cleaned and properly arranged, ready for the breakfast. Fortnightly cleaning of ceiling fans, pedestal fans and other electronic items etc. shall be undertaken. The freezers shall be maintained clean. The garbage shall be cleared every day. The surroundings shall be kept clean.
9. The service provider must ensure that kitchen staff washes the kitchen utensils with proper and standard variety liquid washing soap, before preparing any dish and 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.
10. The service provider must 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.
11. The service provider must 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 for.
12. 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 guest house 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 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 must arrange to collect and properly distribute / account the guest house wise allotment letters of the guest houses from the Bank twice a day i.e., once in the morning and thereafter in the evening as directed by the Bank.
13. The service provider should maintain a register which should be submitted to each and every guest prior to their departure for their incorporating their details, 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.
14. 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 Premises and Estate Department on or before the 7th of the succeeding month.
15. 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 on pro-rate basis 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.

16. Arrival / departure register, and such other registers as prescribed by the Bank from time to time will be maintained by the service provider.
17. Any article of furniture, fixture, crockery, or equipment broken and damaged should be brought to the notice of SBI.
18. Proper records of washing of bed linen, towels etc., should be maintained and periodically submitted to SBI.
19. Any major / minor electrical, plumbing, or structural defects are to be brought to the notice of the Bank's officers. All replacement of lights / bulbs / electrical fixtures will be made by SBI.
20. 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.
21. Under no circumstances the service provider or his employees should bring their family to dwell in the guest houses.
22. The educational qualification for the service provider should be minimum of +2
23. The service provider shall provide weekly off / holidays to his workmen as per extant labour laws, but it shall be his responsibility to ensure uninterrupted services to the Bank on all days.
24. The service provider should maintain following register and will produce to the officials of the Bank for verification on quarterly basis.
  - a) Consumable items purchase Register.
  - b) Linen items Requisition and purchase Register
  - c) Attendance Register
  - d) 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. Any other record and register at the discretion of the Bank.
25. The service provider should ensure the following:
  - a) There should be one caretaker (guest houses) who shall be in touch with the Bank on day to day basis.
  - b) Serve bed tea / coffee to the guests as directed by SBI.
  - c) Serve breakfast and evening tea / coffee snacks to the guests as directed by SBI.
  - d) Serve lunch, dinner to the guests as directed by SBI.
  - e) Cater to the parties during seminars, workshops, and other official functions as and when directed by SBI and also arrange for necessary staff if required.
  - f) Washing all the linen, towels, table, cloth, curtains etc. provided to the rooms engaging professional laundered at his own cost.
  - g) Service provider to ensure all around maintenance of the premises and surroundings in coordination with housekeeping agency employed by the Bank.

26. The penalty for various deficiencies are under:

<b>Major deficiency</b>	<b>Minor deficiency</b>
Shortage of food & manpower	Not wearing Uniform/ gloves / Head gear / Apron /shoes
Serving stale food / Using rotten vegetables/fruits/milk/other food items.	Using of floor instead of tables for preparing food items/ Roti/ Cutting of vegetables
Not using Agmark / ISI certified/ branded and specified ingredients for cooking	<b>Not displaying menu in dining hall board</b>
Non-maintenance of cleanliness in kitchen/dining hall/wash area and occurrence of pest	Non-disposal of garbage generated out of kitchen
Non-adherence to pre-decided menu without prior approval of the Competent Authority	--
Violating of any terms and conditions/ specifications/ stipulations made in the Agreement (except those mentioned under major deficiencies)	--
<b>Rates of Penalty</b>	
<b>Major deficiency during a quarter</b>	<b>Amount of penalty per instance</b>
1 <sup>st</sup> Instance	Rs.2000/-
2 <sup>nd</sup> Instance	Rs.5000/-
3 <sup>rd</sup> Instance	Rs.10000/-
Above three instances	Termination of contract at the discretion of the Institute or Rs. 25000/-per instance
<b>Minor deficiency during a quarter</b>	<b>Amount of penalty per instance</b>
1 <sup>st</sup> Instance	Rs.1000/-
2 <sup>nd</sup> Instance	Rs.2000/-
3 <sup>rd</sup> Instance	Rs.5000/-
Above three instances	Rs.10000/-per instance

27. The service provider should provide minimum 2 pairs of uniform to all the staff at his cost at yearly interval. 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.
28. The contractor will also be responsible for the proper maintenance of the guest house and will have to provide eco-friendly and green pro certified materials only. He will inter-alia ensure that:-
1. The work to be undertaken by the caretaker engaged by the contractor. The premises are kept clean and under hygienic conditions at all times befitting the image of State Bank of India.
  2. He will ensure that the Guest House is cleaned on day-to-day basis mopping of the floors is done twice a day, the furniture and fixtures are dusted and cleaned every day. The carpets and sofa set etc. should be cleaned every 2 days with vacuum cleaner.
  3. 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.

4. The caretaker will ensure changing of bedsheets, 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 & mosquito nets must be washed periodically, once in a month 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 penalty and subsequent termination of contract. Washing cost should be borne by the Contractor.
5. The Caretaker shall arrange for washing of clothes of guests (if necessary) through outside professional laundry on payment of the actual costs thereof by the guests.
6. The Caretaker shall be responsible for the safe keeping of all keys & infrastructure provided.
7. 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.
8. 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, cockroaches, insects, rates, mice, and rodents.
9. The Caretakers shall ensure that rent collected from the occupants is deposited at Premises and Estate Department, LHO. All payments should be received from the Guests in cash only.
10. Maintenance, as mentioned above, should be done all seven days a week with trained manpower, cleaning material and consumables under personal supervision by the Caretaker. 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.
11. In all toilets, the contractor must provide branded liquid soap in soap dispenser or bottle to be refilled whenever required. Toilet paper roll also must be provided by the contractor.
12. The Bank will provide the welcome kits for supply to the guests. The contractor will have to maintain proper inventory of the same.
13. The Contractor should supply one English National Newspaper & one Financial Newspaper at each room when occupied in VIP Guest House only. One National, one Financial and One local language newspaper in the drawing hall of the guest houses. Actual incurred for the cost of the newspaper shall be reimbursed on monthly basis based on the bill submitted.
14. 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.
15. Caretaker shall maintain proper registers of visiting officials, bills paid. 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:**

1. Internal and terrace 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.

2. Periodical pest control services of the premises shall be done by the bank.
3. Ensuring the periodical/Scheduled cleaning of sumps and overhead tanks through housekeeping agency.
4. 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.
5. 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

**B) Catering Services:**

1. The Caretaker shall also be responsible for catering services in the Guest House. He shall arrange for cooking and serving of fresh quality food in hygienic conditions on a daily basis for the executives occupying the guest house.
2. The agency shall use Agmark/FSSAI/FPO quality ingredients, spices, oil etc., (as per make list enclosed) and shall keep all cereals flour and other consumable articles covered and free from ants, rodents' cockroaches, flies etc.
3. No expired food materials to be used in any form.

List of indicative makes/brands of items to be used in catering.

Sl.No.	Items	Brand
1	Milk	Amul/ Sanchi/Mother Dairy
2	Bread	Modern/Spencer/Britania/Ruchi
3	Butter	Nestle/Amul
4	Jam	Kissan/Tops/Maggi
5	Tomato sauce	Kissan/Maggi/Tops/Delmonte
6	Chili sauce	Kissan/Maggi/ Delmonte
7	Tea/Tea bag	Taj Mahal/Tetley/Tata Tea/3Roses or of equal quality
8	Coffee	Sunrise, Bru, Lavista, Narasus
9	Refined oil/Groundnut oil	Fortune/Nature fresh/Gold winner/SVS
10	Vanaspathi Ghee	Dalda/Rath
11	Mustard Oil	Fortune/Engine/Kanodia/Kalash
12	Rice	Basumati costing not below Rs.70/- per kg in the retail market. Steam/raw/boiled rice costing not below Rs.55/- per kg in the retail market

13	Sugar	Good quality (sulpherless)
14	Salt	Tata / Ashirwad
15	Atta/Maida/Basen/ Ragi	Ashirwad/Annapoorna/Pilsburry/Nagas (No loose atta acceptable)
16	Pulses	Tata Sampann/ITC/Udhayam/Nagas/Aachis/Manna
17	Spices	Tata Sampann/ITC/Sakthi /Aachi
18	Fruits/Vegetables	Seasonal fresh quality
19	Salad	Seasonal items consisting of green fresh vegetables
20	Corn flakes	Kellogs/Nestle/Mohun
21	Ice cream	Amul/Kwalitywalls/Top N town

Above brands and/or brands of comparable quality, to be approved by an authorized officer of the P&E Department can only be used.

#### 4. **FOOD PACKAGE FOR OFFICIAL VISITS:**

The contractor should collect from the Guests for the items served such as morning tea / coffee, breakfast, lunch, and dinner (Veg or non-veg). The contractor shall be permitted to collect the following food charges as mentioned in point no. 7 from the occupants of the guest house directly who are on their official/personal visit. Proper bill in the format prescribed by the Bank should be issued to the occupants against the payment done. Bank shall not take responsibility of any recovery of charges after occupants have left the guest house.

- The contractor should maintain the sufficient stocks of cooking materials, fresh vegetables & fruits for usage at the guest house at his cost.
- All the items which are stale, expired food material and decayed should not be used at all. If found using stale, expired food material, it will be viewed very seriously, and an appropriate action will be initiated including termination of the contract.
- The following items should be supplied daily for the guests.

<b>Break Fast</b>	
These are fixed items which will be served with weekly menu. This will be within the Bank's discretion to decide the items to be served and change it whenever required.	The following are the highest rates. The rates will be decided by the Bank and the vendor after mutual discussion with the following upper cap. First such rates will be decided once the L-1 is decided and thereafter at yearly interval. Only the rates which are approved by the Bank will be charged from the occupants for food items by the vendor.
Fixed items Corn Flakes, Milk, Butter, Bread, Pickle, Jam, Fruits	
<b>Weekly Menu</b>	<b>Rate</b>
1. Aloo Paratha, Chutney, Curd	40
2. Poha, Namkin, Pakora	40
3. Idli/ Vada, Shamber, coconut chutney	40
4. Paratha, curd, chutney	40
5. Poori, Sabji, Curd	40
6. Upma, coconut chutney, namkin	40
7. Uttapum/ shamber/cocounut chutney	40
<b>Beverages</b>	
Tea	10
Coffee	15
Juice/ butter milk	20
Non- Veg item	
Omelet (one egg)	15

<b>Lunch &amp; Dinner</b>	
Dal, steam rice, two vegetables, roti, pickle, papad, salad, rahita, sweet/desert (unlimited)	100
Non- veg	
Chicken/ fish (plate)	50
Egg curry	30
<b>Evening Snacks</b>	30
Standard snacks to be made available + Tea/Coffee, Somasa/Cutlets/ Veg puff/ Kachori/ Bondas/ Soft pakoda/ Pakoda etc	

**Food items may be served to Guests which may not be as described above. Their preference shall be requested and served. In such cases, the actual cost of items will be reimbursed by the Guests.** Foods should be served without limitation. All workers / supervisor to maintain clean uniform and photo ID card to be issued by the contractor. All the workers / Supervisor should have the knowledge of Hindi, and English. 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.

**The abovementioned rates may vary from time to time at the discretion of the Bank.**

**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 Assistant General Manager (Premises & Estate). Complaint Register / Suggestion Register and First Aid Box to be provided by the SBI- LHO will be made available at the Reception Counter of Guest House 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 therefor.

**C) Manpower requirement (preferably male):**

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

1. Caretaker cum Head Cook – of required number having min. 12th Standard qualification with minimum 5 years of relevant experience in Supervising Caretaking services. Languages to be known Hindi and functional knowledge of English (Read/write/talk). Also, should have READ & WRITE skills of any of the two aforesaid languages. The Caretaker cum Head Cook with min. 5 years of experience in preparation of North Indian/ South Indian dishes.
2. Semi-Skilled cook - 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.
3. Helper – of required number with minimum one year experience in handling Caretaking and catering



Services etc. 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, and timing of all the personnel engaged by him.

Though, the above number is minimum, the contractor must provide the required manpower for carrying out all the works detailed in the work schedule on 24X7 basis. In case any employee on any day found to be absent, wages for the particular employee shall be deducted.

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., shall be borne by the contractor (tenderer).** Consumables used shall be of high grade/ of the best quality and shall be approved by the Bank. The contractor will have to use only eco-friendly and green pro certified materials. As and when demanded by the Bank, the vendor must produce proper documentary evidence of the same.

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.

**Note:**

- i. All the above-mentioned scope of works & quantities of Manpower and consumables are indicative and not exhaustive; Bank reserves the right to add/reduce any work/Manpower/Consumables/scope of work.
- ii. The Contractor must provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.
- iii. Supervisors/Managers should visit the entire complex from time to time to ensure that each floors/toilet etc., remain clean and ready for use round the clock.
- iv. The above-mentioned manpower is based on a detailed survey carried out by experts in the industry who will audit all services & activities from time to time. Proactive & preventive maintenance program must be of international standards and the contractors may remodel the existing manpower from time to time without compromising on quality of service and zero interruption to the occupants.
- v. The services should be continuously available 24 x 7 for all the seven days of the week unless otherwise advised. Staggering of duty if any shall be planned accordingly without compromising weekly off to labourers as per statutory norms.
- vi. Area classification of the premises w.r.t. geographical location has been furnished in the technical bid enclosed. However, bidders are advised to verify the same and discrepancies, if any, shall be brought to our notice before price bid submission for necessary amendment. Wrong classification/assumption shall not be entertained after tendering.

**INSTRUCTIONS TO PARTICIPATE IN e-TENDER**

- Login to website: <https://etender.sbi>
- Log in with credentials.
- Click on RFX Tender & Search RFX Tender with Event ID (*Event ID which will be communicated to all prequalified bidders*)
- Click on Dashboard
- Click on "I Agree" to confirm your participation.
- Click on Fill next to each Bidding Form.
- After Filling all details along with Remarks, click on Save.
- To upload supporting documents, click on Map Documents.
- After submitting filling all required details and uploading all supporting documents verify entered details.
- After Verification to submit your bid click on "Final Submission".

**(A) Business rules for E-tendering:**

1. Only empaneled agencies are eligible to participate.
2. SBI will engage the services of an e-tendering service provider who will provide necessary assistance before commencement of online bidding on Internet.
3. In case, there is any change in e-tendering service provider, the SBI will inform the qualified bidders suitably at appropriate time.
4. Contractors are advised to have **VALID DIGITAL SIGNATURE WITH ENCRYPTION**.
5. Business rules like event date, closing and opening time etc. will be communicated through service provider for compliance.
6. Contractors have to send by email, the compliance form in the prescribed format (provided by service provider), before start of E-tendering without which, bidders will not be eligible to participate in the bidding process.
7. E-tendering will be conducted on schedule date & time.
8. The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

**(B) Terms & conditions of E-tendering:**

SBI shall finalize the Tender through e-tendering mode by engaging an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid.

1. E-tendering shall be conducted by SBI through authorized service provider on pre-specified date. While the Contractors shall be quoting from their own offices/ place of their choice, Internet connectivity and other paraphernalia requirements shall have to be ensured by Contractors themselves. In the event of failure of their Internet connectivity, (due to any reason whatsoever it may be) it is the bidders' responsibility.
2. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives such as back-up power supply etc. whatever required so that they are able to circumvent such situation and still be able to participate in the E-tendering successfully.

3. Failure of power at the premises of Contractors during the E-tendering cannot be the cause for not participating in the E-tendering. On account of this, the time for the E-tendering will not be extended and SBI shall not be responsible for such eventualities.
4. Authorized service provider shall arrange to train your nominated person(s), without any cost to you. They shall also explain you all the Rules related to the E-tendering. You are required to give your compliance on it before start of bid process.
5. Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online E-tendering.
6. BID PRICE: The Bidder has to quote the percentage as per the Tender Document.
7. VALIDITY OF BIDS: The Bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.
8. Procedure of E-tendering:
  - a) Online e-tendering for Price Bid submission through SBI approved Service Provider shall be open to the bidders qualified by the SBI as per Technical Bid Evaluation mentioned hereinabove.
  - b) The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in only their percentage for Administrative/Service charges.
  - c) The Contractors are advised not to wait till the last minute to submit their online price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
  - d) It is mandatory to all the bidders participating in the price bid to quote their percentage for Administrative/Service charges.
  - e) In case, contractor fails to quote their percentage, their tender shall be treated as **"Incomplete Tender"** and shall be liable for rejection.
  - f) In case of a tie between one and more vendors, the L1 vendor will be decided by the draw of lots that will be conducted in presence of the vendors between whom tie has taken place and the committee members of SBI. The date and time will be communicated in due course to the vendors among whom tie has taken place The decision of Bank will be final and binding on the contractor and no correspondence etc. will be entertained by the Bank in this regard.
9. LOG IN NAME & PASSWORD: Each Bidder is assigned a Unique Username & Password by authorized service provider. The Bidders are requested to change the Password after the receipt of initial Password from the service provider. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
10. BIDS PLACED BY BIDDER: Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as per the rates quoted, SBI shall at liberty to act as deemed necessary including de-paneling such contractors and forfeiting their EMD.
11. At the end of the E-tendering, SBI will decide upon the successful bidder. SBI decision on award of Contract shall be final and binding on all the Bidders.
12. SBI shall be at liberty to cancel the E-tendering process / tender at any time, before ordering, without assigning any reason.

13. SBI shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.

14. OTHER TERMS & CONDITIONS:

- a. The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders/service provider.
- b. The Bidder shall not divulge either his Bids or any other exclusive details of SBI to any other party.
- c. SBI decision on award of Contract shall be final and binding on all the Bidders.
- d. SBI reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion.
- e. SBI and its authorized service provider shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- f. SBI and its authorized service provider are not responsible for any damages, including damages that result from, but are not limited to negligence.
- g. SBI and its authorized service provider will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

### GENERAL INSTRUCTIONS TO TENDERER

1. **Purpose:**

Providing Catering cum Caretaking services for Guest Houses as required in respective Guest Houses/ Chummary.

2. **Invitation:**

The bidders desirous of taking up the project for supply of above Services for SBI are invited to submit their technical and 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 empaneled bidders who have the necessary experience, capability & expertise to provide Maintenance and Housekeeping services or mentioned against respective building complexes 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.

3. **Eligibility Criteria:**

Bid is open to only to Catering cum Caretaking Agencies under Category- B empaneled with State Bank of India, Bhopal Circle.

4. **PREQUALIFICATION OF BID DOCUMENTS & TECHNICAL BID:**

- (i) The bidders are advised to submit the under mentioned requisite document on or before the last date of tender submission.
  - a) Hard Copy of Letter of Declaration signed and stamped by the Authorized Signatory.
  - b) Demand Draft of specified amount of EMD
- (ii) 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.
- (iii) The EMD of the bidders not qualified for the reasons whatsoever including disqualification in the Technical Bid Evaluation shall be returned to the bidder within 30 days without interest after the decision to award the work is taken.

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 State Bank of India 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 incur no liability under any law, statute, rules, or regulations as to 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 formal

contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

The SBI reserves the right to accept or reject any Bid/ offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract of award, 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 SBI action. Bank reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

SBI reserves the right to cancel the entire Bidding / procurement process at any stage without assigning any reason whatsoever.

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

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 (to be posted in Bank's website only) 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.

**6. Clarifications & Amendments:**

If deemed necessary, the SBI 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.

**7. 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.

**8. Format and Signing of Bid**

- i. The bidder should prepare submission as per Technical Bid, Price Bid and other requested information.
- ii. 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.
- iii. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.
- iv. Bidders responding to this Tender shall submit letter of declaration in the given format on their letter head along with necessary EMD.
- v. In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.

9. The Bidders requiring any clarification on the bidding documents should submit written queries on or before the time permitted.
10. At any time prior to the deadline for submission of bids, SBI may modify or alter the bidding document by issuing an amendment on Bank's website only.
11. Any addendum/corrigendum as well as clarification thus issued shall be a part of the tender documents and it will be assumed that the information contained in the amendment would have been considered by the tenderer in its tender submission.
12. Any clarification issued by SBI will be in the form of an addendum / corrigendum will be communicated via e-mail. The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids which shall be informed to all through e-mail.
13. The Contractor shall ensure that they are fully conversant with the premises/ building/ complex in question as well as with the business activities thereat and its related manpower requirements for the work specified.
14. 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.
15. The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.
16. The Contractor shall issue identity cards/ identification documents to all its employees.
17. 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. From the Bank.
18. 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.
19. The details of the machineries proposed to deploy and other technical details can be furnished in the Technical bid.
20. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
21. The Technical Bid and the Price Bid will be opened as per the schedule given in NIT.
22. Tenders received after the due date and time, are liable for rejection. SBI reserves its right to reject any / or all the applications without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.
23. All entries in tender documents should be in one ink. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
24. Tenderers sign & stamp in each and every page of the tender document before submitting tender.
25. The rate should be quoted in Indian Currency only.
26. In quoting rates, the tenderers are advised to consider all factors including any fluctuations in market rates. Please note that the rate quoted in the tender shall remain firm and valid for the contract period of 'ONE YEAR' from the date of commencement of work. During this period no request for enhancement / escalation in rates shall be considered under any circumstances.
27. The rate quoted by the tenderer shall remain firm and shall cover and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisors, plumber, other technical & supervisory staff and workmen, tools & equipment deployed, maintenance of the machineries, contractors profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government Minimum Wages Act but excluding Goods & Service Tax (GST).
28. The tenderers are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.
29. Please note that it is tenderers' responsibility to provide all items which may not be specifically

- mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Bank.
30. The bank shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
  31. No employee of SBI shall be engaged by the contractor during the course of carrying out the works.
  32. If any tenderer withdraws his tender before the said period or make any modifications in the original terms and conditions of the tender, the 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.
  33. The contractor must maintain an attendance register of the persons employed and the same will be inspected daily by the Bank's Officer-in-charge.
  34. 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 / indecent behaviour reported while on duty, such person/persons shall not be allowed to work at site anymore and the Bank reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.
  35. The contractor has to submit the Police verification details of all the people deployed by him at site before commencement of work. In case of any replacement during the pendency of the agreement, submission of police verification documents of such replaced staff is to be made available immediately.
  36. The staff deployed at site should be physically fit to handle the works detailed in the scope. The full biodata & ID proof of the staff deployed at site like their full address, educational qualification, age proof etc. shall be made available before commencement of work. The staffs must be deployed in consultation with the user dept.
  37. 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.
  38. Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected and EMD of such tenderer shall be forfeited.
  39. Quoted rates per unit being different from those prescribed in the tender shall render the bid disqualified without any claim/explanation.
  40. All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to tenderers, offer letter, General conditions of contract, Annexures etc. shall constitute part of the contract document.
  41. The contractor shall follow such Act, rules and regulations of the Local government bodies, State/Central Government labour laws that are in force and that may be framed from time to time for completion of work. SBI shall not be responsible for any infringement of the various statutes in force by the contractor.
  42. The contractor shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor.
  43. STATUTORY DEDUCTION towards INCOME TAX, Work Contract Tax and any other statutory deductions as per the law prevalent will be made as per Rules.
  44. The contractor shall be responsible to ensure making payment of "Prevailing Minimum Wages" as notified by Regional Labour Commissioner (Central) to their labourers/ employees directly in their Bank accounts and shall produce relevant documents to the SBI directly for verification every month along with their monthly bills failing which bills may not be paid.
  45. The contractor shall be bound to submit original challans and other documents about payment of ESIC/EPF/any other statutory dues /compliances/pay slip along with monthly bill to the SBI directly, failing which bill will not be entertained.
  46. No union formation is allowed.
  47. The Contractor's supervisor shall be first line of contact for SBI, who shall report to the designated officers of SBI for all requirements. Mobile numbers of supervisors to be provided on receiving the



- work order.
48. The personnel who are appointed as Janitors shall be provided with all cleaning and safety material for cleaning purposes by the Contractor.
  49. The estimated quantity for manpower and machines mentioned in this tender is minimum indicative. It shall, however, be sole responsibility of the contractor to ensure deployment of additional manpower required, if any, for execution of work and services to the utmost satisfaction of client/employer/owner i.e. SBI without any extra charge but within the accepted tender amount only.
  50. 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 payable to specific skill set of labour engaged.
  51. 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 biodegradable.
  52. Contractor shall bear all costs and expenses and stamp duty in respect of all documents that may be entered into with the Bank.
  53. Contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The contractor shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines or penalties and compensations etc. if any as aforesaid. The Contractor's obligations with respect to indemnity will survive the expiry or termination of this agreement for whatever reason.
  54. 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.

**55. Termination Clause**

(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) Without prejudice to what is contained hereinabove, the SBI shall, at its sole and absolute discretion, be entitled to terminate this agreement immediately by written notice without assigning any reason(s) and without payment of any compensation, if:

I. In the opinion of the SBI (which shall not be called in question by the contractor and shall be binding on the contractor), the contractor fails or refuses to implement this agreement to the Bank's satisfaction. And/ or

- II. The contractor commits a breach of any terms and conditions of this agreement. And /or
- III. or any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement. And/or
- IV. There is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the bank to such variation. And/ or
- V. If any receiver/ liquidator is appointed in connection with the business of contractor or contractor transfers substantial assets in favour of its creditors or any orders/directions are issued by any authority/regulator which has the effect of suspension of the business of the contractor. And/ or
- VI. If Contractor applies to the court or passes a resolution of the voluntary winding up of or any other creditor/ person files a petition for winding up or dissolution of contractor. And/ or
- VII. If any acts of commission or omission on the part of the contractor or its agents, employees, sub-contractors, or representatives, in the reasonable opinion of the bank tantamount to fraud or prejudicial to the interest of the society or its employee(s). And/ or
- VIII. Any document, information, data or statement submitted by the contractor in response to tender, based on which the service provider was considered eligible or successful, is found to be false, incorrect or misleading. And/ or
- IX. The Bank may, at any time, terminate the contract by giving written notice to the selected contractor, if the selected agency becomes bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the selected agency, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank. And/ or
- X. The Contractor is involved in wrongful billing. In addition, hereto wrongful billing shall also result in the contractor being debarred from participating in any other tender of the Bank. And/ or
- XI. For any reason whatsoever, the Contractor becomes disentitled in law to perform his obligations under this agreement. And/ or
- XII. If any charge sheet is filed against the agency/company or the contractor is convicted by a criminal court on the grounds of moral turpitude.
- XIII. If the contract is terminated under any termination clause, the Contractor shall handover all documents/executable/Bank's data or any other relevant information to the bank in timely manner and in proper format as per scope of the Tender and shall also support the orderly transition to another vendor or to the Bank. And/ or
- XIV. The Bank's right to terminate the services will be in addition to the penalties/liquidated damages and other actions as deemed fit.
- (c) In the event of termination of this agreement for any reason whatsoever, the contractor/ or persons employed by him or his/ her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise and the Bank shall be at liberty to 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, besides any other action deemed fit including de-panelling the contractor or debarring them in future tendering process.
- (d) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, SBI shall have the right to terminate the contract as aforementioned 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, besides any other action deemed fit including de-panelling the contractor or debarring them in future tendering process.

56. The contractor shall strictly adhere to all prevailing/extant 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
- Employees' Provident Fund and Miscellaneous Provisions Act 1952 and amendment thereof
- Employees State Insurance Corporation Act
- Any other Acts Central or States, that may be applicable or bye law or enactment relating thereto, and rules framed there under from time to time.

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.

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.

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

57. Any and all disputes, controversies and conflicts ("Disputes") arising out of this Agreement or in connection with this Agreement or the performance or non-performance of the rights and obligations set forth herein, or breach, termination, invalidity or interpretations thereof shall lie within the jurisdiction of the District Court at Bhopal.

#### 58. Corrupt and Fraudulent practices

The SBI/SBI as well as Tenderer shall observe the highest standard of ethics during the procurement and execution of such contracts.

- "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.
- "Fraudulent practice" means a misrepresentation or omission of facts to influence a procurement process or the execution of a contract to the detriment of SBI/SBI and includes collusive practice among Tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the SBI/SBI of the benefits of free and open competition.
- "Collusive practice" means a scheme or arrangement between two or more tenderers, with or without the knowledge of the SBI/SBI, designed to establish tender prices at artificial, non-competitive level, and.

- “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.
- The SBI/SBI will reject a tender for award if it determines that the tenderer recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- The SBI/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.

#### 59. Sexual Harassment

The Contractor shall be solely responsible for full compliance with the provision of the “the Sexual Harassment of women at work place (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.

The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

**FORMAT OF AGREEMENT BETWEEN BANK AND COMPREHENSIVE HOUSEKEEPING CUM  
CARETAKING AGENCY**

**THIS AGREEMENT** made at \_\_\_\_\_ on this day of 20 between STATE BANK OF INDIA, a body corporate constituted under the State Bank of India Act, 1955 having its Corporate Centre at Madam Cama Road, Mumbai – 400 021 and one of its Local Head Office / Zonal / Regional / Branch / other Offices at \_\_\_\_\_ (hereinafter a referred to as “the Bank” which expression shall include wherever the context so permits its successors and assigns) OF THE ONE PART

AND

\_\_\_\_\_ (hereinafter referred to as “THE CONTRACTOR” which expression shall include wherever the context so permits its / his successors and assigns) of the OTHER PART

**WHEREAS** the Bank has invited offers for rendering Comprehensive Housekeeping cum Caretaking Services of the Guest House at..... more fully described in the tender document. (hereinafter referred to as “CONTRACT” or “WORK” or “SERVICES”).

**AND WHEREAS** the contractor offered its / his services for a consideration more fully described in the tender document ( ) along with prescribed as hereunder here in above referred to as “SCOPE OF WORKS” which forms part of this agreement.

**AND WHEREAS** pursuant to the acceptance of the offer, the parties hereto are desirous of entering into an agreement being these presents on the various terms and conditions hereinafter appearing.

**NOW IN CONSIDERATION OF THE PREMISES**, it is hereby agreed by and between the parties thereto as follows.

1. The Contractor shall arrange for the services at the establishment. He shall adhere to the Schedule as to the time and work to be performed as mentioned in the Schedule more specifically described hereunder.
2. The charges payable by the Bank to the Contractor for rendering the services enumerated will be as per the rates quoted in the Price Bid of Contract. The details of which are as detailed in Annexure.
3. The Bank may provide (but not bound to do so) a few selected articles/equipment for use in the Bank’s premises for the purpose. The contractor shall take care of the said articles / equipment as a Bailee, in terms of the provisions contained under the Indian Contract Act and duly return them in good working order and condition to the Bank on and at the expiry of the currency of these presents or on its sooner determination in terms of these presents. The daily and periodical maintenance of the articles/equipment shall be the sole responsibility of the contractor. The cost of replacement / repair and servicing of all the articles/equipment during the currency of these presents shall be borne exclusively by the contractor only.
4. All the materials used for services should be certified ISI mark and or as per the brand names/others as may be specified by the Bank. Food Ingredients/raw materials, Chemicals, Sprays, detergents, and other materials should be of high quality satisfactory to the Bank and shall be procured from reputed dealers / shops. The contractor shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation.
5. The contractor shall always have on his active rolls the services of sufficient number (as indicated

in his offer document) of able, efficient, clean healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering services at the establishment/s.

6. The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall and 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 the Bank now or at a future date. He will, at the request of the authorized Officer of the Bank / establishment remove from the work 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 its customers or third parties.
7. The contractor shall strictly comply with all extant labour and such other statutory laws in relation to the services to be provided and the personnel engaged by the contractor, and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and said personnel so engaged by the Contractor. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the Contractor and it shall be the sole responsibility and liability of the Contractor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.
8. The contractor shall be responsible for the training, allotment of duties, hours of work and timings to the engaged personnel for the purpose. The contractor shall alone have the right to exercise control, give directions and manage the personnel engaged for the purposes.
9. The contractor shall provide proper uniform to all personnel and ensure their cleanliness and upkeep.
10. The contractor shall ensure excellent standard of housekeeping and maintenance and ensure that the entire premises are kept hygienic and clean. Preventive pest control measures will also have to be done by the Contractor. The cleansing materials, equipment should be arranged by the Contractor.
11. The Contractor shall discharge his obligations under these presents most diligently, efficiently, and honestly.
12. The Contractor shall bear all costs and expenses and stamp duty in respect of all Agreements that may be entered into with the Bank to give effect to this arrangement as per prevailing Stamp Act.
13. The contractor shall alone bear all taxes, rates, charges, levies, or claims whatsoever as may be imposed or levied by the State / Central Government(s) or any local body or authority for and in connection with the rendering services.
14. The Contractor will be obligated to meet the Premises Committee once in a month for assessing and monitoring the quality of housekeeping services rendered as may be decided by the Bank and for which notice will be given to the contractor either in person or by a written communication. The Contractor shall comply with such observations/feedback made and furnished by the Bank for improvement of the services by him/ her. However, 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 due notice to the Contractor without incurring any further liability therefore.

15. The agreement shall come into force and be effective from the date of work order and holds valid till the completion of 1 (one) year subject to the review of satisfactory performance as mentioned hereinabove. The satisfactory performance shall also include making payment to the employees strictly as per the wages mandated by the Labour Commissioners periodically. This agreement shall be terminated by efflux of time or earlier by one month's notice at the option of the Bank in the event of unsatisfactory performance or breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon the contractor under these presents. The contractor may, after giving three months' notice to the Bank terminate the contract. If he so desires at any time during the course of the currency of this agreement. The contract may be renewed for a further period of two years, in the block of one year each, under the same terms and conditions stated in this agreement with mutual consent.
16. The contractor shall deposit a sum of 10% of contract value Rs. (Rupees only) as SECURITY DEPOSIT with the Bank for due fulfillment and performance of the contract. The Security Deposit shall be held in Term Deposit with the State Bank of India in the joint names of Bank and the contractor, and all deposit receipt will be kept in the custody of the Bank. The Security Deposit along with interest accrued will be returned to the contractor after three months from the date of expiry of contract subject to no defects or loss or damage caused to the Bank and/ or materials / articles / equipment's provided to him are duly accounted for and returned to the Bank in good working order and condition by the contractor to the satisfaction of the Bank and all his dues to the Bank and all other liabilities under any law or otherwise arising out of or in connection with or in respect of the services are fully settled.
17. The Contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The contractor shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines or penalties and compensations etc. if any as aforesaid. The contractor's obligations with respect to indemnity will serve the expiry or termination of this agreement for whatever reason.
18. The contractor shall arrange and pay for policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which are used by the Contractor during the course of the housekeeping services under these presents.
19. The Contractor shall obtain adequate Insurance Policy in respect of his workmen engaged for the service towards meeting the Liability of Compensation arising out of death, injury / disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents.
20. The Contractor will submit the bills for the services rendered, only at the end of each month to the authorized officer and who will scrutinize the bills and if found in order, certify for payment along with the certificate to the extent that all the equipment supplied by the Bank are well maintained and are in order. The payments as far as possible will be made within one week from the date of certification, subject to the condition that the contractor has cleared / paid all his dues, viz. Labour payments, taxes, levies etc as required to be paid / payable by him under any law for the time being in force.

21. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non- adherence to agreed quality of materials or services have been received or noticed by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.
22. In case the Contractor fails to fulfill his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages a sum not exceeding 5% of the total annual contract value and the Bank shall without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the Contractor.
23. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services 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 referred to Assistant General Manager, Premises & Estate Department in the Bank, whose decision shall be final, conclusive and binding on the contractor.
24. All the taxes which the Bank may be liable to deduct or called upon to so deduct during the currency of the arrangement which are liable to be payable by the contractor under the law but not so paid, shall be set-off against the bills raised by the contractor and paid to the respective Government Departments or authorities as may be required under law and the contractor shall have no claim against the Bank in respect of any or all such payments.
25. The contractor should possess, for the entire duration of these presents, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid License under Contract Labour (Regulation and Abolition) Act 1950 and rules there under. The Contractor shall comply with all rules and regulations in force under the said Act and Rules. The Contractor shall comply with all applicable laws, Rules and Regulations relating to Provident Fund, Payment of Bonus, Minimum Wages, or any other Statutory / Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the contractor. Only minimum wages will be revised in accordance with the revision in Central Govt. Minimum Wages. However, the administrative / service charges shall remain the same during the tenure of the contract.
26. The Contractor shall in terms of the provisions of Sections 16,17 and 18 of the Contract Labour (Regulations & Abolition) Act, 1970 and the Rules framed under said Act provide the prescribed amenities to its personnel. In case of failure of the contractor in complying with the said provisions, the Bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under these present. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions / obligations.
27. In terms of provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the Contractor, the Contractor shall disburse the minimum wages payable to its personnel only in the presence of the Authorized Representatives of the Bank and shall obtain due certification to that effect from the said Authorized Representative of the Bank. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.



28. Nothing contained in these presents is intended nor shall be construed to be a great, demise or assignment in law of the premises or the articles / equipment or any part thereof by the Bank to the Contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.
29. The contractor shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, Bank may at its discretion but without prejudice to its other rights and remedies terminate this contract.
30. The Contractor shall be responsible for any loss due to theft / pilferage and / or damage to the Bank's property when such damage is, in the opinion of the Bank, caused due to negligence, carelessness or any fault on the part of the Contractor or his workmen / employees engaged for the services. The Contractor shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement.
31. If during the currency of the Contract, any Statue, Rules / Government notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the Contractor or his workmen/employees.
32. Any indulgence, forbearance, or waiver, granted or shown or made on the part of the Bank will not prejudice its rights under the contract.
33. Bank has right to increase or decrease the manpower during the contract period.
34. The courts in Bhopal City (Madhya Pradesh State) alone shall have jurisdiction in respect of any matter touching these presents.

#### **Liquidating Damages**

If the successful bidder fails to perform or provide 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 of the respective month.

#### **Statutory and other Regulations**

The successful bidder 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-fulfilment of statutory obligations by the Contractor.

**Disputes:** Any and all disputes, controversies and conflicts (Disputes") arising out of this Agreement or in connection with this Agreement or the performance or non-performance of the rights and obligations set forth herein, or breach, termination, invalidity or interpretations thereof shall lie within the jurisdiction of District Court at Bhopal.

#### **Inspection:**

The Bank shall have the right to inspect duties being performed by the personnel, and the quality of materials 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 material 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.

### **Termination of the Contract**

- 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) Without prejudice to what is contained hereinabove, the SBI shall, at its sole and absolute discretion, be entitled to terminate this agreement immediately by written notice without assigning any reason(s) and without payment of any compensation, if:
- c) In the opinion of the SBI (which shall not be called in question by the contractor and shall be binding on the contractor), the contractor fails or refuses to implement this agreement to the Bank's satisfaction. And/ or
- d) The contractor commits a breach of any terms and conditions of this agreement. And /or
- e) any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement. And/or
- f) There is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the bank to such variation. And/ or
- g) If any receiver/ liquidator is appointed in connection with the business of contractor or contractor transfers substantial assets in favour of its creditors or any orders/directions are issued by any authority/regulator which has the effect of suspension of the business of the contractor. And/ or
- h) If Contractor applies to the court or passes a resolution of the voluntary winding up of or any other creditor/ person files a petition for winding up or dissolution of contractor. And/ or
- i) If any acts of commission or omission on the part of the contractor or its agents, employees, sub-contractors, or representatives, in the reasonable opinion of the bank tantamount to fraud or prejudicial to the interest of the society or its employee(s). And/ or
- j) Any document, information, data, or statement submitted by the contractor in response to tender, based on which the service provider was considered eligible or successful, is found to be false, incorrect or misleading. And/ or
- k) The Bank may, at any time, terminate the contract by giving written notice to the selected contractor, if the selected agency becomes bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the selected agency, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank. And/ or
- l) The Contractor is involved in wrongful billing. In addition, hereto wrongful billing shall also result in the contractor being debarred from participating in any other tender of the Bank. And/ or
- m) For any reason whatsoever, the Contractor becomes disentitled in law to perform his obligations under this agreement. And/ or
- n) If any charge sheet is filed against the agency/company or the contractor is convicted by a criminal court on the grounds of moral turpitude.
- o) If the contract is terminated under any termination clause, the Contractor shall handover all documents/executable/Bank's data or any other relevant information to the bank in timely manner and in proper format as per scope of the Tender and shall also support the orderly transition to another vendor or to the Bank. And/ or
- p) The Bank's right to terminate the services will be in addition to the penalties/liquidated damages and other actions as deemed fit.
- q) In the event of termination of this agreement for any reason whatsoever, the contractor/ or persons employed by him or his/ her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise and the Bank shall be at liberty to 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, besides any other action deemed fit including de-panelling the contractor or debarring them in future tendering process.
- r) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, SBI shall have the right to terminate the contract as aforementioned 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, besides any other action deemed fit including de-panelling the contractor or debarring them in future tendering process.

**Force Majeure**

“Force Majeure” shall mean any event beyond the control of SBI/SBI or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- a. War, hostilities, invasion, act of foreign enemy and civil war;
- b. Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion, and terrorist acts.
- c. Strike, sabotage, unlawful lockout, epidemics, pandemics, quarantine, and plague.
- d. Earthquake, fire, flood or cyclone, or other natural/ manmade disaster.

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- i. The date of commencement of the event of Force Majeure.
- ii. The nature and extent of the event of Force Majeure.
- iii. The estimated Force Majeure Period,

Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.

The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.

Any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.

The decision of Bank as to whether an event is of the nature of force majeure or not, shall be final and binding.

The terms and condition of the tender shall form part and parcel of this agreement.

IN WITNESS WHEREOF THE BANK and the contractor have set their respective hands to theses presents and duplicates hereof the day and year first hereinabove written

**SIGNATURE CLAUSE**

Signed, Sealed and delivered by the State Bank of India

Shri.....

(SEAL & SIGN OF THE CONTRACTOR)  
(Name with full address)

In the presence of

Witness No.1.....

Witness No.2.....

..... (SEAL & SIGN OF THE EMPLOYER)

(Name & Designation)

Signed, Sealed and delivered by M/s. ....

Witness No.1.....

Witness No.2.....

**PRICE BID**

**STATE BANK OF INDIA**

**Premises & Estate Department**

3rd Floor, SBI LHO Building, Hoshangabad Road, Bhopal-462011

**TENDER FOR PROVIDING CATERING AND CARETAKING SERVICES AT SBI'S VARIOUS GUEST HOUSES/ VIP GUEST HOUSES AND CHUMMERY**

**(Price Bid)  
SUMMARY**

**Location :Guest Houses/Chummeries at Char Imli, Bhopal**

<b>Part.</b>	<b>Description</b>	<b>Reference</b>	<b>Amount</b>
A	Cost of Manpower	Price Schedule-1	3,08,511.06
B	Cost of Cleaning Material	Price Schedule-2	30000.00
C	Charges Towards Maintenance of Tools & Plants, Uniform, Shoes, Seasonal Outfit, Training, Safety Belts, Aprons, Helmets etc.	Price Schedule-3	4000.00
D	Contractor's Profit and Supervision charges	Price Schedule-4	10000.00
E	Total Monthly Charges (In Figure) Sub Total (A+B+C+D)	(A)	352511.06
F	<b>Total Annual Charges (In Figure) Sub Total</b>	<b>B=AX12</b>	<b>4230132.72</b>

Total Annual Charges (In Words): Rupees. ....  
.....  
.....  
.....

**Note:**

1. The total amount quoted should not be less than the amount quoted for supply of manpower after deduction of GST, TDS and other taxes, failing which the tender will not be considered.
2. If the amount quoted by the bidder in any of the items the Price Bids is unreasonable/ unrealistic or Zero, the Bank reserves the right to reject such bids.

SIGNATURE OF CONTRACTOR WITH SEAL

NAME

ADDRESS

**STATE BANK OF INDIA  
PREMISES DEPARTMENT**

3rd Floor, SBI LHO Building, Hoshangabad Road, Bhopal-462011 TENDER FOR PROVIDING CATERING AND CARETAKING SERVICES  
AT SBI'S VARIOUS GUEST HOUSES/ VIP GUEST HOUSES AND CHUMMERY

**Location : at Char Imli, Bhopal      MANPOWER COST : PRICE SCHEDULE-1**

S. NO.	Category	Type	Manpower Required	Min. Wages Per Worker Per Day Considered As Per Latest Circular of Central Government for Minimum			Statuary Components			Total Minimum Wages Per Day Quoted by the Vendor including other statutory obligations value	Total Monthly Wages in (Rs.) considering 26 working days
				Basic	DA	Total of Basic + DA	EPF @ 13% of (7)	ESI @ 3.25% of (7)	Leave Coverage @ 6.75% of (7)		
1	2	3	4	5	6	7	8	9	10	11 (7+8+9+10)	12 (4) X (11) X 26 days
<b>GUEST HOUSES/ Chummary</b>											
VIP Guest House at Char Imli											
1	Head Cook cum /caretaker	Skilled	1								
2	Semi- cook	Semi-Skilled	1								
3	Helper	Unskilled	2								
Guest House at C-12, Char Imli											
1	Head Cook cum /caretaker	Skilled	1								
2	Semi- cook	Semi-Skilled	1								
3	Helper	Unskilled	3								
Old Guest House at Char Imli including Chummary											
1	Head Cook cum /caretaker	Skilled	1								
2	Semi-Cook	Semi-Skilled	1								
3	Helper	Unskilled	3								
										<b>TOTAL</b>	

ADDRESS

**Note:**

1. In case, the rate quoted under column (12) is less than the Minimum Wages charges for Manpower as per Govt. guidelines, the tender shall be summarily disqualified.
2. If the amount quoted by the bidder in the Price Bids is unreasonable/unrealistic or with Zero Profit Margin, based on the statutory payments or otherwise, the Bank reserves the right to reject such bids.
3. Contractor to submit a copy of the latest Circular published by the competent authority in support of minimum wages prevailing as per Central Govt. applicable for public sector banks and conceded by them in their Quote.

SIGNATURE OF CONTRACTOR WITH SEAL NAME

**STATE BANK OF INDIA  
PREMISES & ESTATE DEPARTMENT**

3<sup>rd</sup> Floor, SBI LHO Building, Hoshangabad Road, Bhopal-462011

TENDER FOR PROVIDING CATERING AND CARETAKING SERVICES AT SBI'S VARIOUS GUEST  
HOUSES/ VIP GUEST HOUSES AND CHUMMERIES

**COST OF CLEANSING MATERIAL : PRICE SCHEDULE-2**

**Location :Guest Houses/ Chummeries at Char Imli, Bhopal**

	Description	Periodicity	Amount
B	Lump Sum cost towards housekeeping consumables & allied services (Phenyl/bathroom cleaning agent, room spray, mosquito repellent spray, cooking gas naphthalene balls, odonil, pest control, garbage collection bags, bleaching powder, dry mop set, wet mop set scrubbing brush, floor wiper, hard broom, soft broom, floor duster, dust pan, Collin, hand gloves plastic bucket, urinal screen, chock up pump etc	monthly for all the guest houses & chummary	
	Cost Per Month*	<b>Total Rs</b>	

**Note**

- All the items mentioned hereinabove have been taken into account for estimation purpose only. However, actual requirement of cleansing material may vary as per periodicity and requirement. The bidder has to access/ workout the requirement upon the number of flats and area of complex and quote amount as lumpsum basis.
- Further, it is hereby certified that the rate quoted is inclusive of any increase or decrease in the quantity and periodicity of any item depending upon actual needs and no extra payment shall be made to the contractor in case of increase.
- \*The lumpsum amount of material stated above should not be less Rs.30,000.00 (Rupees Thirty Thousand only) If Quoted below the tender will be rejected.

SIGNATURE OF CONTRACTOR WITH

SEAL NAME

ADDRESS



**STATE BANK OF INDIA**  
**PREMISES & ESTATE DEPARTMENT**  
 3rd Floor, SBI LHO Building, Hoshangabad Road, Bhopal-462011  
**TENDER FOR PROVIDING CATERING AND CARETAKING SERVICES AT SBI'S VARIOUS**  
**GUEST**  
**HOUSES/ VIP GUEST HOUSES AND CHUMMURIES**

**COST OF TOOLS, PLANTS AND SAFETY**  
**EQUIPMENTS/ACCESSORIES PRICE SCHEDULE-3**

**Location :Guest Houses/ Chummeries at Char Imli, Bhopal**

S. No.	Description	Qty	Unit	Rate	Amount
(1)	(2)	(4)	(5)	(6)	7=(4x6)
1	<b><u>Tools, Plants &amp; Safety equipments</u></b>	Lump sum			
	*Charges Towards Uniform, Shoes, Seasonal Outfit, Apron, Face Mask and periodical Training etc. for all the locations		Per Month		

1. \* The lump sum amount of material stated above should not be less Rs.4,000.00(Rupees four Thousand only) per month. If Quoted below this amount, tender will be rejected.

**PRICE SCHEDULE-4**

1	*Contractor's Profit and Supervision/Service charges	Lumpsum	Per Month		
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- \* The lumpsum amount against contractor profit and supervision/service charges should not be less Rs.10,000.00 (Rupees Ten Thousand only) per month. If Quoted below the tender will be rejected.

SIGNATURE OF CONTRACTOR WITH SEAL NAME & ADDRESS

NOTE:

- The above quoted price shall be exclusive of GST. The cost of GST shall be reimbursed at actuals at the time of payment.
- The Administrative / Service charges quoted for the manpower under each category shall include employer contribution towards EPF, ESI. all statutory deductions / payments, profit, lumpsum charges towards Insurance as applicable to industry standards, personal protective equipment, tools required, and other charges related to scope of work.
- Escalation on account of increase in minimum wages during the contract period shall be revised in accordance with the revision in Central Govt. Minimum Wages. However, the administrative / service charges shall remain the same during the tenure of the contract.
- In case of a tie between one and more vendors, the L1 vendor will be decided by the draw of lots that will be conducted in presence of the vendors between whom tie has taken place and the committee members of SBI. The date and time will be communicated in due course to the vendors among whom tie has taken place. The decision of Bank will be final and binding on

Signature of Contractor  
with Seal

the contractor in this regard.

5. Please note that if any vendor does not come on the schedule date & time of draw, Bank will not be responsible. Further no communication/ correspondence will be entertained.