

REQUEST FOR PROPOSAL (RFP)

STATE BANK OF INDIA,

GITC, CBD BELAPUR,  
NAVI MUMBAI.

INVITES  
TWO-BID-ONLINE - TENDERS

ON GEM PORTAL  
(GEM/2024/B/5053614, Dated: 14-06-2024)

TECHNICAL BID DOCUMENT

TENDER FOR PROVIDING OF INTEGRATED FACILITY  
MANAGEMENT SERVICES

AT

1. GITC-CBD BELAPUR
2. MTNL BUILDING, CBD BELAPUR
3. MIDC TURBHE
4. KAPAS BHAVAN ,CBD BELAPUR  
LOCATED IN NAVI MUMBAI

TENDER SUBMITTED BY:

NAME :

ADDRESS :

STATE BANK OF INDIA **GITC**,  
**BELAPUR, NAVI MUMBAI**

<b>Sl. No</b>	<b>Description</b>	<b>Page No.</b>
1	Notice inviting E - tenders	3-6
2	Eligibility Criteria	7-9
3	Technical Bid Evaluation Matrix	10-12
4	Bid form	13-15
5	Application Form	16-18
6	Annexure B (Financial capability)	19
6	Biodata of The Directors/Partners/ Key Associates	20
7	Form of Bankers' / Solvency Certificate from A Scheduled Commercial Bank	21
9	Details of All 'Similar' Works Completed	22
10	'Similar' Projects on Hand - Under Execution or Awarded	23
11	Performance Report For 'Similar' Major Completed Works	24
12	Details of Key Technical and Administrative Personnel Employed in The Organization	25
13	Declaration of Near Relatives of SBI Employees	26
14	Declaration (To be Submitted by The Applicant Who Have Downloaded the PQC Document from the Website)	27
15	Letter of Declaration	28-29
16	Business Rule Document	30-31
17	Details of Premises	32-34
18	Bid preparation & submission and Modification & withdrawal of Bids	35-36
19	Declaration and undertaking	37
20	Check list of documents (signed stamped and scanned copies to be attached)	38
21	Instructions to the Tenderer	39-46
22	Payment terms & submission of monthly bills	47-48
23	Scope of Work	49-62
24	Machine equipment to be provided	63
25	Manpower requirement and qualification and experience criteria	64-65
26	Rates of high value items	66-71
27	General Condition	72-97
28	Draft Memorandum of Contract	98-103
29	Bank Guarantee format/ Security Deposit	104-106
30	Indemnity Bond Format	107
31	Annexure G	108

## NOTICE INVITING TENDER

S no.	TENDER ID	GEM/2024/B/5053614, Dated: 14-06-2024
1.	NAME OF WORK	Tender for providing Integrated Facility Management Services for four premises of State Bank of India i.e (i) Global IT Centre - CBD Belapur, (ii) MTNL Building CDB Belapur, (iii) MIDC Turbhe, (iv) Kapas Bhavan CBD Belapur located in Navi Mumbai
2.	ELIGIBILITY CRITERIA OF VENDORS	AS PER ANNEXURE-A & A1
3.	EARNEST MONEY DEPOSTED (EMD )	Rs.5,00,000/- Amount should be deposited in <b>1.For Mode of Transaction-</b> NEFT only <b>Account Name:</b> SBI Subsidy Inward Remittance <b>Account No.:</b> 4897932113433 <b>IFSC:</b> SBIN0011343 Branch OAD, GITC, Belapur <b>2.For Mode of Transaction-</b> RTGS and intra-bank transfer (SBI to SBI only) <b>Account Name:</b> SBI Intraday Office Account with INB <b>Account No.:</b> 37608352111 <b>IFSC:</b> SBIN0011343 Branch OAD, GITC, Belapur  (If not deposited, tender will be rejected)
4.	SECURITY DEPOSIT (SD) IN THE FORM OF FD or BG	The successful Contractor whose tender is accepted by the Bank shall be bound to deposit a sum equivalent to 5% of accepted “Annual Contract Value” as Security Deposit (SD) in the form of Fixed Deposit issued by any SBI Branches .Lien to be noted in favour of AGM (Estate), SBI,GITC.  Or Bank guarantee issued by any Nationalized/scheduled commercial bank favoring “State Bank Of India” payable at Mumbai. The contractor may choose to deposit the said Security Deposit (SD) in the form of Bank Guarantee (BG) of equivalent amount issued by any Nationalized / Scheduled Commercial Bank (Other than SBI) as per the Bank’s approved format.

5.	<p>Hard copies submission Physical documents to be submitted at: (If not submitted on Gem portal, tender will be rejected)</p>	<p>1.Proof of remittance of EMD 2.Signed &amp; stamped technical bid 3.Valid proofs &amp; credentials for prequalification of vendor</p> <p>Assistant General Manager (Estate ) State Bank Of India, Global IT Centre, 1St Floor, C-Wing, Plot No,8,9, &amp;10, Sector No. 11,CBD ,Belapur, Navi Mumbai-400614 022-27537422 &amp; Mob. 09117328602, 9518507471</p>
6.	<p>Soft copies submission Documents to be uploaded on gem portal.</p> <p>(if not uploaded, tender will be rejected)</p>	<p>Contractors shall download the entire technical Bid to get acquainted with terms and conditions and eligibility criteria and upload the compulsorily complete technical bid with proofs and credentials without fail in the e-tendering GeM portal after putting the signature and seal. Failing to uploads stated above, the tender will be rejected i.e.</p> <p>(a) proof of remittance of EMD, (b) Signed &amp; stamped technical bid and valid proofs &amp; credentials for prequalification of vendor.</p> <p>L1 Tenderer should submit the whole technical bid spirally bound duly signed with company seal and date to this office within 3 days of receipt of confirmation under mentioned address:</p>
7.	<p>Tendering period &amp; issue of Tender documents</p>	<p>14-06-2024 to 05-07-2024 Tender documents shall be downloaded from GeM portal</p>
8.	<p>Date of pre-bid meeting and Contact person</p>	<p>24-06-2024 AT 3.00 PM Assistant General Manager (Estate ) State Bank Of India, Global IT Centre, 1St Floor, C-Wing, Plot No,8,9, &amp;10, Sector No. 11,CBD ,Belapur, Navi Mumbai-400614 022-27537422 &amp; Mob. 09117328602, 9518507471 <a href="mailto:agmestate.gitc@sbi.co.in">agmestate.gitc@sbi.co.in</a>, and <a href="mailto:rabi_shankar_prasad_verma@sbi.co.in">rabi_shankar_prasad_verma@sbi.co.in</a></p> <p>Rabi Shankar Prasad Verma, chief Manager, Estate Department , GITC , CBD ,Belapur , Navi Mumbai. Mobile No. 9117328602</p>
9.	<p>Last date &amp; time for Submission of tenders on Gem portal</p>	<p>05-07-2024 AT 3.00 PM</p>
10.	<p>Date of opening of tenders On gem portal</p>	<p>05-07-2024 AT 3.30 PM</p> <p>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.</p>

11.	Address of communication	Assistant General Manager (Estate ) State Bank Of India, Global IT Centre, 1St Floor, C-Wing, Plot No,8,9, &10, Sector No. 11,CBD ,Belapur, Navi Mumbai-400614 022-27537422 & Mob. 09117328602, 09028762306 <a href="mailto:agmestate.gitc@sbi.co.in">agmestate.gitc@sbi.co.in</a>
12.	In case of Tie bids	If more than one bidder is ranked L-1 in the GeM portal or multiple L-1 bidders have quoted the same price, the selection for the L-1 bidders will be made through Random Algorithm executed by GeM system Run L1 Selection (Auto run) option.
13.	Contract period	The contract / tender will be valid for three years however the contract will be awarded for an initial period of one year from the date of commencement of work with option of renewal for two more year, subject to the satisfactory performance of identified L1 Bidder.
14.	Price Break-up  (The bidders qualified and found eligible in Technical bid evaluation shall only be eligible for Price Bid evaluation.)	The Bidders may note that the quoted tender amount should be same in both GeM portal and the price break-up sheet (strictly as per the given price-bid format) duly signed & stamped.  If is any difference between the total tender amount quoted in GeM portal and the price-break-up sheet, the bidder will be disqualified.  If there is any difference in the format of the price-bid uploaded in the GeM portal. The bidder will be disqualified.  If any bidder has quoted the below the minimum Management charges/service charges as per the norms of Government/GeM (i.e., quoted below the 3.85%), The bidder will be disqualified  If any bidder has quoted the below the statutory minimum wages as per the latest Central Govt. of India (Ministry of labour & employment), The bidder will be disqualified.  Vendors shall submit technical bids & price bids simultaneously. Only technically qualified vendor shall be eligible for price bid Evaluation.
15	Validity for Offer	180 days from the date of opening of price bid
16	Date of Commencement of Work	1st Day of Succeeding month of the Work Order
17	Penalty/Liquidated damages	As per relevant clause in the tender document
18	Period of Honouring of Payment.	15 days from the date of receipt of bill on monthly basis (excluding Sunday and Public Holidays).
19	Insurance	As per insurance clause of the tender document

20. 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.

21. The participation in the GeM portal price bidding process shall be restricted to the bidders qualified in Technical bid only.

22. SBI reserve their rights to accept or reject any or all the tenders, either in whole or in part without assigning any reason(s) for doing so and no claim / correspondence shall be entertained in this regard.

23. The bidders disqualified/debarred/terminated by the SBI during the last three years from any of their projects on account of unsatisfactory performance/pending non-issues compliance of labour law related any shall not be eligible to apply/quote.

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

25. Conditional tenders shall be summarily rejected. Documents uploaded without seal and signature of the authorized tenderer may not be considered

26. Any corrigendum / addendum in the matter will be published only on Bank’s website and GeM portal.

27. The vendor shall sign and stamp each page of the letter of declaration & bid security declaration tender document and upload the same in the relevant fields in the online tender on GeM portal.

28. The intending bidders are categorically advised to submit/upload the tender document strictly in the attached format only.

29. Vendor to attach document as per RFP requirement only. Any other document attached with condition or otherwise shall be treated as null & void / rejected by the Bank. Any concern to be raised and resolved in the pre bid meeting only.

30. The bidders qualified and found eligible in Technical bid evaluation shall only be eligible for Price Bid evaluation

31. The amount mentioned under various clauses in the Eligibility criteria and also technical bid evaluation matrix are excluding GST.

## Pre-qualification criteria of vendor for bidding this tender

Annexure - A

### ELIGIBILITY CRITERIA

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

<b>Sr. No.</b>	<b>Eligibility Criteria</b>	<b>Documents to be submitted</b>
1	The bidder must be a Firm / Proprietary / Partnership / Company registered under Companies Act with an experience of minimum 07 years in the field of Integrated facility Management services as on 31-03-2024	-In case of Proprietorship concerns copy of Shop License/Registration and the GST Registration certificate. -In case of firms Partnership firm, Copy of the firm registration Certificate and GST Registration. -In case of company, copy of certificate of incorporation,, Article of association and memorandum of association Issued by Registrar of Companies, and full address of the registered office plus GST registration certificates.
2	The bidder should have completed in the last three financial years:- Three Similar Completed works Each one having “Annual Contract Value” not less than Rs. 196 Lakh.  OR  Two Similar Completed works Each one having “Annual Contract Value” not less than Rs. 245 Lakh.  OR  One Similar Completed work having “Annual Contract Value” not less than Rs. 392 Lakh.	Copy of the work order and work completion certificates issued by the principal Employers specifying following information relating to the works carried out during the period from 01/04/2021 to 31/03/2024  1. Scope of work. 2. Contract value. 3. Period of the contract. 4. Date of completion of the contract 5.Satisfactory Report
	Note: “Similar Completed Work” under this clause shall mean successful completion of Integrated Facility Management Services (i.e. Housekeeping work , Maintenance work- Carpentry work, electrical work, Horticulture, plumbing etc.) of offices of the Scheduled Banks, Financial Institutions, Central & State Govt. Departments/Organizations, Public Sector Undertakings, Multinational Listed Company.	

3	<p>The bidder should have a minimum average annual turnover of Rs.1500.00 Lacs for the last three years (as on 31-03-2024).</p> <p>Audited / Certified Balance Sheet (by Chartered Accountant) for the three years, 2021-22,2022-23 (Audited Balance sheet) and 2023-24 (Provisional Balance sheet) establishing the turnover criteria should be submitted.</p>	(i) Certificate by Chartered Accountant/ Copies of the audited P&L Account and Balance Sheet duly Certified by the Chartered Accountant.
4	<p>The bidder should have positive net worth of Rs.500 lacs as on 31<sup>st</sup> march 2024. The tenderer should give a certificate duly audited by the Chartered Accountant.</p>	Original Certificate should be attached.
5	<p>The Bidder should have a solvency Certificate of Rs.500.00 lacs certified by a Scheduled Commercial Bank. The Solvency Certificate should not have been obtained earlier than 31-03-2024.</p>	Original Solvency Certificate should be attached.
6	<p>The Bidder should have applicable and valid registrations with statutory authorities, Labour License under section 12(1) of the Contract Labour regulation and Abolition) Act, 1970, Employees Provident Fund Organisation (EPF), Employees State Insurance (ESI) Corporation, PAN, Goods &amp; Service Tax registration certificate , Valid ISO 9001 etc.,</p>	Certified copies of supporting documents to be attached.
7	<p>The Bidder should have constituted a Sexual Harassment Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal Act, 2013)</p>	Declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorized Signatory only, please refer annexure ...
8	<p>The Bidder should have at least 1000 Manpower on payroll as on 31-03-2024.</p>	Certified copies of EPF and ESIC payment slip paid as on 31.03.2024 to be attached.
9	<p>Bidder should have Office at Mumbai / Thane / Navi Mumbai / Maharashtra or should be able to open office at Mumbai / Thane / Navi Mumbai within one month from date of award of contract. But the registered principle office must be in state of Maharashtra.</p>	Address Proof of the firm should be submitted.



10	Bidder should not have been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, Banks including any of the Offices/Branch of State Bank of India Pan India, Multi-National Corporations or involved in any illegal activity or financial frauds.	The bidder should submit an affidavit on non-judicial stamp paper of Rs. 500/- .
11	The Bidder should either be Class-I or Class-II local supplier as defined under this RFP	Certificate of local content to be submitted as per Annexure G.
12	The Bidder should not have incurred loss in last 3 years ending on 31 <sup>st</sup> march 2024.	Certified copies of documents to be attached.

Copies of the Documentary evidences must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

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

Signature of the Contractor  
With Seal

## Pre-qualification criteria of vendor for bidding this tender

Annexure – A1

### TECHNICAL BID EVALUATION MATRIX

Maximum Score for Technical Bid Evaluation: 100 Marks

Minimum marks required for qualifying in Technical Bid Evaluation: 60 Marks

1. Technical bid of the Bidder will be evaluated on the basis of the information duly supported by the documents submitted and on the basis of the following evaluation matrix.
2. During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below: -

<b>I. Place of Registration</b>		<b>Max 10 Marks</b>
	a. Registered/Corporate Office in Navi Mumbai / Mumbai /Thane	<b>10 Marks</b>
	b. Office outside Mumbai /Thane/Navi Mumbai In Maharashtra	<b>6 Marks</b>
<b>II. Number of Years in Operations as on 31.03.2024</b>		<b>Max 10 Marks</b>
	a. More than 15 years	<b>10 Marks</b>
	b. More than 10 years and up to 15 years	<b>8 Marks</b>
	c. More than 7 years and up to 10 years	<b>6 marks</b>
<b>III. Average Annual Turnover of Project Cost</b>		<b>Max 10 Marks</b>
	a. More than ₹ 1800 Lakh	<b>10 Marks</b>
	b. More than ₹ 1600 Lakh and up to ₹ 1800 Lakh	<b>8 Marks</b>
	c. More than ₹ 1500 Lakh and up to ₹ 1600 Lakh	<b>6 Marks</b>
<b>IV. Executed similar works Working Experience in Last 5 Years</b>		<b>Max 10 Marks</b>
	a. In Office Campus of Govt., PSU, Semi Govt., Public Sector Banks, Financial Institutions in Greater Mumbai/ Navi Mumbai/Thane	<b>10 Marks</b>
	b. In Office Campus of Govt., PSU, Semi Govt., Public Sector Banks, Financial Institutions in any place other than Greater Mumbai/ Navi Mumbai/Thane	<b>8 Marks</b>
	c. Any campus of Multi National Listed Company/	<b>6 Marks</b>

	Private Banks in Greater Navi Mumbai/Thane.	
<b>V. Value of Single Largest similar work Completed in Last 5 Years as on 31.03.2024</b>		<b>Max 10 Marks</b>
	a. More than ₹ 392 Lakh	<b>10 Marks</b>
	b. More than ₹ 245 Lakh and up to ₹392 Lakh	<b>8 Marks</b>
	c. More than ₹ 196 Lakh and up to ₹ 245 Lakh	<b>6 Marks</b>
<b>VI. Value of Single Largest Project In Hand</b>		<b>Max 5 Marks</b>
	a. More than ₹ 392 Lakh	<b>5 Marks</b>
	b. More than ₹ 245 Lakh and up to ₹392 Lakh	<b>4 Marks</b>
	c. More than ₹ 196 Lakh and up to ₹ 245 Lakh	<b>3 Marks</b>
<b>VII. Quality Related Marks</b>		<b>Max 5 Marks</b>
	a. ISO 41001 or SA 8000 or OHSAS 18001 or any other equivalent certificate	<b>5 Marks</b>
	b. Not available	<b>0 Marks</b>
<b>VIII. Performance Certificates from completed projects Banks, Financial Institutions, Central &amp; State Govt. Departments / Organisations, PSUs, MNCs, etc.</b>		<b>Max 10 Marks</b>
	If satisfaction completion Certificate from more than 3 Principle Employer have been Issued and submitted for project not less than ₹ 196 Lakh / Two Employers for project not less than ₹ 245 Lakh One Employer for project not less than ₹ 392 Lakh	<b>10 Marks</b>
	If satisfaction completion Certificate submitted from Two Employers for project not less than ₹ 196 Lakh/ One Employers for project not less than ₹ 245 Lakh/	<b>7 Marks</b>
	If Certificate not submitted as above	<b>0 Marks</b>
<b>IX. Manpower on Payroll</b>		<b>Max. 10 Marks</b>
	More than 1500	<b>10 Marks</b>
	More than 1200 and up to 1500	<b>8 Marks</b>
	1000 and up to 1200	<b>6 Marks</b>
<b>X. Constitution of Firm</b>		<b>Max 5 Marks</b>
	Public/Private Ltd./LLP	<b>5 Marks</b>
	Partnership	<b>3 Marks</b>
	Others -Sole proprietorship	<b>2 Marks</b>
<b>XI. Awards &amp; Recognitions: <u>Any award from PSU/ Govt. Bank/ Listed Company on ( 2</u></b>		<b>Max. 10 Marks</b>
	a. Energy saving	<b>2 Marks</b>
	b. Excellent Services	<b>2 Marks</b>
	c. Productivity of Employee	<b>2 Marks</b>
	d. Maintenance of any Green Campus	<b>2 Marks</b>

<b><u>Marks for each category)</u></b>	e. Complement pattern in Human Resources (No gender biasness)	<b>2 Marks</b>
		<b>Max. 5 Marks</b>
<b>XII. Any mobile/ Internet/software application used for end users to raise their complaints:</b>	Mobile application	<b>5 Marks</b>
	Internet application	<b>2 Marks</b>
	No Information Technology application	<b>0 Marks</b>

3. Information required from point number (i) to (Xii) above should be supported with certified/attested copies of the relevant documents confirming compliance of Technical bid evaluation criteria by the tenderer for evaluation.
4. Out of the various bidders achieving minimum 60 Qualifying marks in the Technical Bid Evaluation above. Only those bidders who have achieved at least minimum qualifying score (60%) will be treated as qualified and only their financial proposal / Bid will be opened.
5. The Bidder will be selected as L1 on the basis of net total of the price bid.
6. We have read and understood the above mentioned pre-qualification criteria and shall abide by the same.

Signature of the Contractor  
With Seal

BID FORM (TECHNICAL BID)

[On Company's letter head]

(To be included in Technical Bid)

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

To:

< Address of tendering office >

Dear Sir,

Ref: RFP No. --- SBI: dated ----

~~~~~

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to provide Services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the price Bid through GeM Portal

While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
  - We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
  - Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
  - The Prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
  - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
  - We have quoted for all the services/items mentioned in this RFP in our price Bid.
  - The rate quoted in the price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
- i. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
  - ii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any

person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- iii. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
- iv. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.
- v. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
- vi. We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement as per template available at Annexure -T of this RFP and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.
- vii. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on the Bank and us.
- viii. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- ix. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- x. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.
- xi. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.
- xii. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.

- xiii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.
  
- xiv. We understand that Bids must be supported by a Bid Security Declaration in lieu of EMD. Accordingly, we furnish this Bid Security Declaration and undertake that (a) we shall not withdraw or modify our bid during the period of Bid validity; (b) if we are considered technically qualified Bidder by the Bank, we shall participate in the bidding by logging in; (c) we have not made any statement or enclosed any form which may turn out to be false/ incorrect at any time prior to signing of Contract; (d) if we are awarded the Contract, we shall accept Purchase Order and/or sign the Contract with the Bank and furnish Bank Guarantee, within the specified time period in the RFP.
  
- xv. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this ..... day of ..... 201

\_\_\_\_\_

*(Signature)* *(Name)*

*(In the capacity of)*

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_ Seal of the company.

APPLICATION FORM

|   |                                                                                                                                                                                           |                                                                                            |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1 | Name of the Organization                                                                                                                                                                  |                                                                                            |
| 2 | Full Postal Address of Organization with Pin code                                                                                                                                         |                                                                                            |
| 3 | <p>Contact Details</p> <p>(i) Contact Person</p> <p>(ii) Phone No.</p> <p>(iii) Mobile No.</p> <p>(iv) E-mail ID</p>                                                                      | <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>                                        |
| 4 | <p>Year of Establishment</p> <p>(Enclose certified copies of documents as an evidence )</p>                                                                                               |                                                                                            |
| 5 | <p>Constitution of Firm</p> <p>(Enclose certified copies of documents as an evidence – Annexure - ‘A’)</p>                                                                                | Sole Proprietorship/ Partnership / Private Ltd. / Public Ltd. / Any other (Please specify) |
| 6 | <p>Whether registered with the Registrar of Companies / Registrar of firms (if so, mention number and date and enclose certified copies of documents as an evidence – Annexure - ‘A’)</p> |                                                                                            |
| 7 | <p>Registration with Govt. Authorities</p> <p>(Enclose certified copies of EPI, ESI and labour License as an evidence – Annexure - ‘A’)</p>                                               |                                                                                            |
|   | a. Income Tax (PAN) No.                                                                                                                                                                   |                                                                                            |
|   | b. Goods & Service Tax no. (GST)                                                                                                                                                          |                                                                                            |
|   | c. EPF Registration No.                                                                                                                                                                   |                                                                                            |
|   | d. ESI Registration No.                                                                                                                                                                   |                                                                                            |
|   | e. Labour License No.                                                                                                                                                                     |                                                                                            |



|    |                                                                                                                                                                                                                                    |                                                                                                                                        |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 8  | Names of Directors / Proprietor / Partners / Associates                                                                                                                                                                            |                                                                                                                                        |
| 9  | Bio-data of Directors / Partners / Associates                                                                                                                                                                                      | Please fill up enclosed Annexure - 'E' along with supporting documents for their academic / professional qualification                 |
| 10 | Solvency Certificate Details<br>(i) Amount<br>(ii) Bank's Name<br>(iii) Date of Issuance<br>(Please fill up enclosed Annexure – 'F')                                                                                               | ₹.....<br>.....<br>..... / ..... / 20.....                                                                                             |
| 11 | Financial Information<br>(Enclose certified copies of documents as an evidence – Annexure- B')                                                                                                                                     | Please fill up enclosed Annexure 'H' & enclose copies of audited balance sheet, profit & loss statement and CA certificate             |
| 12 | Yearly turnover of the organization during last 3 years (year wise) and furnish audited balance sheet and Profit & Loss A/c. (Audited) for the last 3 years ending on 31.03.2024.                                                  | 2021-22: ₹.....<br>2022-23: ₹.....<br>2023-24: ₹.....(provisional Balance sheet certified by chartered accountant )<br>Average: ₹..... |
| 13 | Details of Similar works completed during the last 7 years in Scheduled Banks, Financial Institutions, Central & State Govt. Departments / Organisations, Public Sector Undertakings, Multinational National Corporations.         | Please fill up enclosed Annexure 'J' & enclose copies of Work Orders and Satisfactory Completion Certificates (as per Annexure 'L')    |
| 14 | Details of Similar works under execution / awarded in Scheduled Banks, Financial Institutions, Central & State Govt. Departments / Organisations, Public Sector Undertakings, Multinational listed company, Private sector bank. . | Please fill up enclosed Annexure 'K' and enclose copies of LOI / Work Order / Agreement                                                |
| 15 | List of Professionals / Technical / Non-technical Personnel employed permanently                                                                                                                                                   | Please fill up enclosed Annexure 'M'                                                                                                   |
| 16 | Details of Plant & Machinery / Tools / Equipment owned by the company                                                                                                                                                              | List of plant & Machinery on company letter head to be signed by competent authority. (Enclosed)                                       |
| 17 | List of empanelment / enlistment / registration with other Organizations / statutory bodies etc. (If so, furnish their names, category and date of registration):                                                                  |                                                                                                                                        |

| Name of the Organization | Category                                                                                                                                                                                                                                                            | Year since empanelled                                             |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
|                          |                                                                                                                                                                                                                                                                     |                                                                   |
|                          |                                                                                                                                                                                                                                                                     |                                                                   |
|                          |                                                                                                                                                                                                                                                                     |                                                                   |
|                          |                                                                                                                                                                                                                                                                     |                                                                   |
| 18                       | Mention if blacklisted and / or blacklisting proceedings pending with any client. Details of the same, with reasons, to be furnished.                                                                                                                               | Declaration on company letter head signed by Competent authority. |
| 19                       | Details of disputes / litigations, if any, during the period of last 05 years                                                                                                                                                                                       | Declaration on company letter head signed by Competent authority. |
| 20                       | Whether any penalty imposed by Law Enforcing Agencies such as Labour Department, Sale Tax, GST, etc.                                                                                                                                                                | Declaration on company letter head signed by Competent authority. |
| 21                       | Details of penalty / liquidated damage imposed by any client for defective / delayed / non-compliance of services / work or violation of terms of the contract, during the last 5 years, ended on 31-03-2024. If yes, please provide details thereof, with reasons. | Declaration on company letter head signed by Competent authority. |
| 22                       | Whether firm had been barred from participating in the bidding process or kept in cooling period/under suspension by any client, during the last 5 years, ended on 31-03-2024. If yes, please provide details thereof, with reasons.                                | Declaration on company letter head signed by Competent authority. |
| 23                       | Please indicate details of any bankruptcy/winding up of proceedings at any point of time in past                                                                                                                                                                    | Declaration on company letter head signed by Competent authority. |

Note: Please enclose separate sheets for additional information, photographs, and documents

Signature of the applicant with seal

Date:

Place:

### Annexure B (Financial capability)

The bidder should have a minimum average annual turnover of **Rs.1500 .00 lakhs** for the previous three years (as on 31-03-2024). Audited/Certified Balance Sheet (by Chartered Accountant) for the years 2023-24 (Provisional), 2022-23(Audited) and 2021-22(Audited), establishing the turnover criteria should be uploaded.

| S. No. | FINANCIAL YEAR | INCOME | EXPENDITURE (Rs.) | NET PROFIT/LOSS (Rs.) | ANNUAL TURNOVER (Rs.) |
|--------|----------------|--------|-------------------|-----------------------|-----------------------|
| 1.     | 2021-22        |        |                   |                       |                       |
| 2.     | 2022-23        |        |                   |                       |                       |
| 3.     | 2023-24        |        |                   |                       |                       |

Annexure – ‘E’

BIO-DATA OF THE DIRECTORS / PARTNERS / KEY ASSOCIATES

1. Name :
2. Date of Birth :
3. Associates with the organization since:
4. Professional Qualification :
5. Professional Experience :
6. Professional Affiliation :
7. Membership in :
8. Details of Published papers in:  
Magazine / Journals (if any)
9. Details of cost-effective:  
methods/innovative techniques  
adopted in the project
- 10 Exposure to new material / technology :

Signature of Applicant with Seal

Annexure – ‘F

FORM OF BANKERS’ / SOLVENCY CERTIFICATE FROM A SCHEDULED COMMERCIAL BANK

To,  
The Deputy General Manager,  
(Facilities & Office Administration)  
State Bank of India,  
First Floor, C-Wing, Global IT Centre,  
Plot No.8,9, & 10, Sector-11,  
CBD Belapur, Navi Mumbai -400614

No.:

Date:

SOLVENCY CERTIFICATE

This is to certify that, to the best of our knowledge and information, M/s / Sri....., a customer of our bank, has been maintaining Savings Bank / Current Account bearing number.....with our ..... Branch, since ..... (Month and Year).

We understand from the customer that the certificate is for the purpose of Tender with your organisation. We further certify that M/s / Shri / Smt. ....is solvent to the extent of INR ..... (Rupees.....only).

This certificate issued by the Bank on the specific request of the customer and should be regarded as without any guarantee or liability, financial or otherwise, on the part of the Bank or its officials.

(Signature)

For the Bank

Note:

1. Bankers ‘certificate should be original on the letter head of the Issuing Bank duly sealed in cover and addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Annexure – ‘J’

DETAILS OF ALL ‘SIMILAR’ WORKS COMPLETED DURING THE LAST FIVE YEARS  
ENDING BY 31.03.2024

(Enclose supporting documents i.e. Work order and Satisfactory Completion Certificate Obtained from the Clients)

| S. No. | Name of Work | Name of the Client (with Brief Address of Concerned Office & Contact No. and e-mail ID) | Type of Client / Owner Mention Govt. / Semi Govt. / PSU / Bank | Date of Agreement with Client | Location and Scope of the Work | Actual Value of the Work | Date of commencement as per contract & actual date of Commencement | Stipulated Date of completion & Actual date of completion | Litigation/ Arbitration pending/ In progress with details (if any) |
|--------|--------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------|--------------------------------|--------------------------|--------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------------|
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                                                    |                                                           |                                                                    |

*(Add separate sheet if required)*

Note:

1. Information has to be filled up specifically in this format.
2. The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending order).

Signature of Applicant with Seal

Annexure – ‘K’

DETAILS OF ALL ‘SIMILAR’ WORKS ON HAND - UNDER EXECUTION OR AWARDED  
AS ON 31/03/2024.

(Enclose Copies of Work Orders Issued by Clients)

| S. No. | Name of Work | Name of the Client (with Brief Address of Concerned Office & Contact No. and e-mail ID) | Type of Client / Owner Mention Govt. / Semi Govt. / PSU / Bank | Date of Agreement with Client | Location and Scope of the Work | Actual Value of the Work | Date of commencement as per contract | Likely date of completion | If Work Left Incomplete or Terminated (Furnish reasons) |
|--------|--------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------|--------------------------------|--------------------------|--------------------------------------|---------------------------|---------------------------------------------------------|
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |
|        |              |                                                                                         |                                                                |                               |                                |                          |                                      |                           |                                                         |

(Add separate sheet if required)

Note:

1. Information has to be filled up specifically in this format.
2. The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending order).

Signature of Applicant with Seal

Annexure – ‘L’

PERFORMANCE REPORT FOR ‘SIMILAR’ MAJOR COMPLETED WORKS  
(REFERRED TO IN ANNEXURE ‘J’)

1. Name of the work/Project & Location.
2. Scope of work.
3. Agreement No & Date.
4. Actual Value of work done :
5. Amount of compensation levied for delayed completion if any.
6. Performance report based on
  - Quality of Work, : Excellent / Very Good / Good / Poor
  - Time Management, : Excellent / Very Good / Good / Poor
  - Resourcefulness, : Excellent / Very Good / Good / Poor
  - Financial Soundness, : Excellent / Very Good / Good / Poor
  - Technical Proficiency, : Excellent / Very Good / Good / Poor

Superintending Engineer / Chief Project Manager or Equivalent  
Name of Organization:

Note :

1. The performance report is to be submitted separately for all major works mentioned in Annexure ‘J’.
2. The performance report preferably be submitted in the above Performa. In case, different proforma is used, the applicant shall ensure that the report / certificate shall contain all the above information / details.



Annexure – ‘M’

DETAILS OF KEY TECHNICAL AND ADMINISTRATIVE PERSONNEL EMPLOYED IN THE ORGANIZATION AS ON 31.03.2024

| Sr. No. | Name & Aadhar No. | Designation | EPF & ESIC No. | Educational Qualification | Professional Experience | Length of continuous service with employer in years |
|---------|-------------------|-------------|----------------|---------------------------|-------------------------|-----------------------------------------------------|
| 1       | 2                 | 3           | 4              | 5                         | 6                       | 7                                                   |
|         |                   |             |                |                           |                         |                                                     |
|         |                   |             |                |                           |                         |                                                     |
|         |                   |             |                |                           |                         |                                                     |
|         |                   |             |                |                           |                         |                                                     |
|         |                   |             |                |                           |                         |                                                     |
|         |                   |             |                |                           |                         |                                                     |

Note:

- Details of Technical personnel shall be provided qualification-wise
- Organization chart of the company, additional information about Technical and administrative personnel, if any, may be submitted on separate sheet

Signature of Applicant with Seal

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

I/We.....S/o/D/o.....  
.....Residing at  
.....

..... hereby certify that none of our relatives(s) as defined in the Tender document is/are employed in SBI as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, SBI shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

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

Place :

Date :

Signature of Applicant with Seal

Name in Capital Letters:

Address:

DECLARATION

(TO BE SUBMITTED BY THE APPLICANT ON THEIR FIRM/COMPANY’S LETTER HEAD ALONG WITH THEIR APPLICATION)

The Deputy General Manager  
(Facilities and Office Administration)  
State Bank of India, GITC  
1<sup>st</sup> Floor, C-Wing  
Plot No 8, 9 &10, Sector-11  
CBD Belapur, Navi Mumbai – 400 614.

I/We hereby certify that:

1. I / We have submitted PQ document strictly on the format prescribed by the SBI and are available on the GeM portal & there is no change in formatting, number of pages etc
2. I / We have checked that no page is missing and all pages as per the index and checklist are available & that all pages of PQ document submitted by us are clear & legible.
3. I / We have signed (with stamp) all the annexures / required documents before submitting the same.
4. I /We have read carefully & understood the instructions to the applicants.
5. I / We hereby understood and accordingly confirm that all Tender documents and supporting Prequalification documents/annexures etc. are required to be submitted by us strictly in the prescribed format only. In case, the Bid/documents submitted by us along with this tender is found in any other formats and not complying this condition, we hereby authorise the SBI to summarily reject our tender for which we shall not make any protest.
6. I / We have not made any modification / corrections / additions /deletions etc in the PQ documents downloaded from GeM by me / us. In case at any stage later, it is found there is difference in our downloaded PQ documents from the original and / or any documentation, SBI shall have the absolute right to disqualify / reject our Tender and also debar me / us in participating in any future tenders of SBI without any prior intimation to me / us.
7. I/We hereby undertake and confirm that all the information furnished in this tender is correct and true to the best of our knowledge and belief and we own full responsibility for its correctness and authenticity.

Signature of Applicant with Seal

Annexure – ‘Q’

**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 Technical Bid document.)

The Deputy General Manager,  
(Facilities & Office Administration)  
State Bank of India,  
First Floor, C-Wing, Global IT Centre,  
Plot No.8,9, &10, Sector-11,  
CBD Belapur, Navi Mumbai -400614

**TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR STATE BANK OF INDIA COMMERCIAL BUILDINGS AT GLOBAL IT CENTRE - CBD BELAPUR, MTNL BUILDING CDB BELAPUR, MIDC TURBHE, KAPAS BHAVAN CBD BELAPUR LOCATED IN NAVI MUMBAI.**

Dear Sir,

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

|   |                      |                                                                                                                                                                                                                            |
|---|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a | Description of work  | Providing Integrated Facility Management Services for State Bank of India Commercial Buildings at Global IT Centre - CBD Belapur, MTNL Building CDB Belapur, MIDC Turbhe, Kapas Bhavan CBD Belapur located in Navi Mumbai. |
| b | Earnest Money        | <b>Rs.5,00,000/- (Rupees Five Lakh Only) deposited in mentioned account (<u>NOTICE INVITING TENDER</u> - Page No. 03 &amp; Point No. 03).</b>                                                                              |
| c | Validity of Contract | The contract will be awarded for an initial period of One year from the date of commencement of work with option of renewal for two more year, subject to the satisfactory performance of identified L1 Bidder.            |

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

3. We understand that as per terms of this tender, may consider accepting our tender in part or whole or may entrust the work of Integrated Facility Management services for proposed buildings. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of Bank 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 clause of Terms & Conditions of this tender.

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

5. 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.

6. We hereby accept that, our tender/bid is liable to be rejected without assigning any reasons thereof under no circumstances, if the quoted 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.

7. We understand that, if our tender/bid does not include minimum legal amount towards "Service charges" under 'Others' column and/or total amount quoted for Gadgets & Consumables is unworkable compared with Market/wholesale rate, our bid shall be liable to be rejected without assigning any reason/notice thereof in this regard.

8. I/We, hereby, also undertake to comply with extant Minimum wages as stipulated by Central Govt. during currency of the contract.

9. I/We hereby accept that, the validity of contract is for an initial period of 1 year from the date of commencement of work with option of renewal for another 2 (Two) more years on same terms & conditions after expiry of initial period subject to satisfactory performance.

10. I/we assure you that, we have not altered/deleted/added anything in the whole tender document resulting change of meaning in the clause. In case, if we found guilty of such things, our EMD/Security deposit shall be forfeited and contract shall be cancelled without prior notice.

11. 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**

## SAMPLE BUSINESS RULE DOCUMENT

ONLINE GeM Portal FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR STATE BANK OF INDIA COMMERCIAL BUILDINGS AT GLOBAL IT CENTRE - CBD BELAPUR, MTNL BUILDING CDB BELAPUR, MIDC TURBHE, KAPAS BHAVAN CBD BELAPUR LOCATED IN NAVI MUMBAI.

### **(A) Business rules for tendering:**

1. Only contractors who fulfilled the prequalification criteria shall be eligible to participate.

### **(B) Terms & conditions of E-tendering: Through GeM portal**

SBI shall finalize the Tender through GeM portal. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid.

1. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangement / 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.
2. BIDDING CURRENCY AND UNIT OF MEASUREMENT: Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online E-tendering.
3. BID PRICE: The Bidder has to quote the rate as per the Tender Document provided by Bank or their appointed Architects.
4. 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.

### **Online E-tendering:** ON GeM Portal

- a) The Technical as well as Price Bids will be available on GeM portal during the period specified in the NIT.
- b) Online e-tendering for Price Bid submission on GeM portal shall be open to the bidders qualified by the SBI as per Technical Bid Evaluation and Eligibility criteria mentioned hereinabove.
- c) The Price-Bid shall be made available on GeM portal wherein the contractors will be required to fill-in their Item-wise rates for each item.

- d) The Contractors are advised not to wait till the last minute to submit their online GeM portal item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
  - e) It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
  - f) In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as ***“Incomplete Tender”*** and shall be liable for rejection.
5. 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 Most Successful Bidder backs out or fail to complete the work as per the rates quoted, Bank shall at liberty to take action as deemed necessary including de-panelling such contractors and forfeiting their EMD.
6. SBI shall be at liberty to cancel the E-tendering process / tender at any time, before ordering, without assigning any reason.
7. 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.
  - 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.

**DETAILS OF PREMISES:**

The bidders are required to provide Integrated Facility Management Services at the following premises:

❖ **GLOBAL IT CENTRE, CBD BELAPUR:**

|    |                                                                                                              |                                                                                                                                                                     |
|----|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Total building area in sq. ft.                                                                               | 2.06 lakh sq. ft. approximately (including corridor, lift lobby, main passage)<br>plus basement, non-FSI and terrace areas.                                         |
| 2  | No. of floors                                                                                                | Ground plus 5, basement & podium , lower basement.                                                                                                                  |
| 3  | Annex Buildings                                                                                              | Old & New Sub-station buildings, Canteen building.                                                                                                                  |
| 4  | Total occupancy                                                                                              | Approximately 3000                                                                                                                                                  |
| 5  | Number of occupants (during general shift)                                                                   | Approx. 2800 (during peak time/ day hours)                                                                                                                          |
| 6  | For service provider/contractor, hours of operation with timings and shift details, apart from general shift | 7.00 a.m. to 3.00 p. m. 1st shift<br>3.00 p.m. to 11.00 p. m. 2 <sup>nd</sup> shift                                                                                 |
| 7  | No. of staircases, if any                                                                                    | Basement to terrace : 2<br>Basement to 5th floor: 2<br>Ground floor to 2nd floor: 1<br>Basement to 2nd floor: 1<br>Ground to 3rd floor: 1<br>Ground to 2nd floor: 2 |
| 8  | Type of flooring in occupied areas                                                                           | Vitrified, mosaic, Kotah stone, china mosaic, IPS (Basement), granite/marble, checker tiles, carpeted etc.                                                          |
| 9  | No. of Toilets                                                                                               | VIP toilets : 7<br>Gents: 12<br>Ladies: 06                                                                                                                          |
| 10 | Water Tanks                                                                                                  | Overhead: 2 (28*20*16 ft each)<br>Underground: 1 (36*50*10 sq ft)                                                                                                   |
| 11 | No. of workstations                                                                                          | Approx. 2800                                                                                                                                                        |
| 12 | No. of Conference Room / Cabins etc<br>(Some are carpeted and some have vitrified flooring)                  | Conference Rooms: 2<br>Meeting Rooms: 2<br>Small meeting room: 16<br>(existing, may increase or decrease as per needs)                                              |
| 13 | Total ducts                                                                                                  | Main building: 12<br>Canteen block: 4                                                                                                                               |
| 14 | External Facade, including glass area, to be cleaned                                                         | Approx. 1.25 lacs sq ft (excluding glass area)<br>Glass area 14000 sq ft                                                                                            |
| 15 | Blind areas (on the building external walls)                                                                 | 14000 sq ft                                                                                                                                                         |
| 16 | Area of Garden/ greenery                                                                                     | 17000 sq ft (approx)                                                                                                                                                |
| 17 | Area of chajja                                                                                               | 12000 sq ft (approx)                                                                                                                                                |



❖ **OTHER PREMISES:**

- 1) MTNL Building, Plot No.-22, Sector -11, CBD Belapur, Navi Mumbai
- 2) D-41/1, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai.
- 3) Kapas Bhavan, Plot No. 3/A, Sector-10, CBD Belapur, Navi Mumbai

Details of the Building

|   |                                                                                                              |                                                                                                                                                                                                                                                                                                             |
|---|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Total building area in sq. ft.                                                                               | 1.MTNL,CBD Belapur - 19297 sq ft Approximately<br>2..MIDC, Turbhe - 34472 sq ft Approximately<br>3.Kapas Bhavan,<br>CBD Belapur - 34774 sq ft Approximately                                                                                                                                                 |
| 2 | No. of floors                                                                                                | <u>MTNL, CBD Belapur</u> – Part of Ground floor, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Floor.<br><br><u>MIDC, Turbhe</u> – Part of Ground Floor, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Floor<br><br><u>Kapas Bhavan, CBD Belapur</u> -Part of Ground Floor, 2 <sup>nd</sup> Floor, 3 <sup>rd</sup> Floor. |
| 3 | Annex Buildings                                                                                              | Sub-station buildings, Canteen building.                                                                                                                                                                                                                                                                    |
| 4 | Total occupancy                                                                                              | <u>MTNL, CBD Belapur</u> –Approximately 550 nos General Shift.<br><br><u>MIDC, Turbhe</u> - Approximately 350 nos General Shift<br><br><u>Kapas Bhavan, CBD Belapur</u> - 550 nos General Shift.                                                                                                            |
| 5 | Number of occupants (during general shift)                                                                   | Approx 1850 (during peak time/ day hours)                                                                                                                                                                                                                                                                   |
| 6 | For service provider/contractor, hours of operation with timings and shift details, apart from general shift | 7.00 a.m. to 3.00 p. m. 1st shift<br>3.00 p.m. to 11.00 p. m. 2 <sup>nd</sup> shift                                                                                                                                                                                                                         |
| 7 | No. of staircases, if any                                                                                    | Internal staircases                                                                                                                                                                                                                                                                                         |
| 8 | Type of flooring in occupied areas                                                                           | Vitrified, mosaic, kota stone, china mosaic, IPS (Basement), granite/marble, checker tiles, carpeted etc.                                                                                                                                                                                                   |
| 9 | No. of Gents Toilets                                                                                         | <u>MTNL, CBD Belapur</u> – 03 no. Ground floor, 1 <sup>st</sup> floor, 2 <sup>nd</sup> floor.<br><br><u>MIDC, Turbhe</u> - 02 no. 1 <sup>st</sup> floor, 2 <sup>nd</sup> floor<br><br><u>Kapas Bhavan, CBD Belapur</u> - 06 no. VIP -02 no. Ground floor, 2nd Floor, 3 <sup>rd</sup> floor                  |

|    |                                                                                             |                                                                                                                                                                                                                                                                  |
|----|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 | No. of Ladies toilets                                                                       | <u>MTNL, CBD Belapur</u> -03 no. Ground floor, 1 <sup>st</sup> floor, floor, 2 <sup>nd</sup> floor<br><u>MIDC, Turbhe</u> - 02 no. 1 <sup>st</sup> floor, 2 <sup>nd</sup> floor<br><u>Kapas Bhavan, CBD Belapur</u> - 04 no<br>2nd Floor, 3 <sup>rd</sup> floor. |
| 10 | Water Tanks                                                                                 | Overhead: 2<br>Underground: 1<br>Capacity of 150000 Litters                                                                                                                                                                                                      |
| 11 | No. of workstations                                                                         | Approx. 1850                                                                                                                                                                                                                                                     |
| 12 | No. of Conference Room / Cabins etc<br>(Some are carpeted and some have vitrified flooring) | Approx.35+ (All buildings)                                                                                                                                                                                                                                       |
| 13 | Total ducts                                                                                 | 17 Approx.                                                                                                                                                                                                                                                       |
| 14 | External Facade, including glass area, to be cleaned                                        | Approx 4.000 lacs sq ft                                                                                                                                                                                                                                          |
| 15 | Blind areas (on the building external walls)                                                | 32000 sq ft                                                                                                                                                                                                                                                      |
| 16 | Area of Garden/ greenery                                                                    | 1500 sq ft (approx)                                                                                                                                                                                                                                              |
| 17 | Area of chajja/corridors                                                                    | 1849 sq ft (approx)                                                                                                                                                                                                                                              |

❖ Entire GITC premises includes front & rear wings, compound wall, terraces, annex building, substation/s, security cabins, podium, walkways, driveways & open space including Staff/Officer/VVIP canteen. Within the compound, area constructed/created, after the date of RFP, will also be part of maintenance & housekeeping area.

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

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

## 1. BID PREPARATION AND SUBMISSION:

The Bid is to be submitted separately for technical and Price on GeM portal for providing of \_\_\_\_\_ in response to the RFP No. \_\_\_\_\_ dated \_\_\_\_\_. Documents mentioned below are to be uploaded on GeM portal:

- (a) Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers :-Annexure -E, Annexure -F, Annexure -G, Annexure -J, Annexure -K, Annexure -L, Annexure -M, Annexure -N, Annexure -P, Annexure -Q,

i. Price Bid for to be quoted in Indian Rupees only.

ii. Bidders may please note:

- (a) The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.
- (b) While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section.
- (c) **Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.**
- (d) The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by bidder / the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- (e) **Bids are liable to be rejected if only one Bid (i.e. Technical Bid or Price Bid) is received. Bidder is advised to submit both bid (technical Bid & Price Bid) simultaneously.**
- (f) If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- (g) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (h) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (i) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- (j) All the enclosures (Bid submission) shall be serially numbered.
- (k) Bidder(s) should prepare and submit their online Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Bank shall not be held responsible for any sort of

delay or the difficulties faced by the Bidder(s) during the submission of online Bids on GeM Portal.

- (l) Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened, due to virus or otherwise, during Bid opening, the Bid is liable to be rejected.
- (m) The Bank reserves the right to reject Bids not conforming to above.

## 2. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on GeM portal, prior to the deadline prescribed for submission of technical Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of technical Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of technical Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result black listed for one years and other appropriate action as per the terms of RFP including applicable laws.

## DECLARATION AND UNDERTAKING

I, ----- Proprietor/Partner/Director/Authorized Signatory of am competent to sign this declaration and execute this Bid document;

- i. I have carefully read and understood all the terms and conditions of the Bid and hereby convey my acceptance of the same.
- ii. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my Bid at any stage besides liabilities towards prosecution under appropriate law.
- iii. I have apprised myself fully about the job to be done during the currency of period of agreement and also acknowledge to bear the consequences of non-performance or deficiencies in services on my part.
- iv. v. Company/firm has done in past satisfactory/disciplined work and has not been indicated for any criminal or any fraudulent or anti-competitive activity has not been blacklisted in past by any client.
- v. I hereby assure that we will open an office at Navi Mumbai within one month from date of award of contract
- vi. I hereby assure that we will deposit as Security Deposit (SD) in the form of either as Fixed deposit or as Bank Guarantee (BG) issued by any Nationalized Bank favoring “State Bank of India” payable at Estate department, GITC SBI.

Signature of Owner/Managing Partner/Director/ Authorized signatory

(official stamp to be affixed)

Check list of documents (signed stamped and scanned copies to be attached)

Bidder firms which fulfil the above eligibility conditions may upload the technical bid along with the scanned copy of following documents failing which their bids may be rejected: -

| Sl. No. | Document                                                                                                                                                               | Yes / No |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 1       | Valid Labour license issued by Central Govt. or Maharashtra state Govt.<br>( Scan copy to be uploaded in GeM portal)                                                   |          |
| 2       | Technical Bid document signed and stamped<br>( Scan copy to be uploaded in GeM portal)                                                                                 |          |
| 3       | Audited Balance sheet 2021-22, 2022-23 and provisional balance sheet 2023-24. (Certified by charter accountant)<br>Scan copy of documents to be uploaded in GeM portal |          |
| 4       | Registration/Incorporation certificate<br>(scanned copy to be uploaded in GeM portal)                                                                                  |          |
| 5       | E.M.D. (Receipt of remittance of EMD should be submitted/uploaded )<br>( Scan copy to be uploaded in GeM portal)                                                       |          |
| 6       | GST registration                                                                                                                                                       |          |
| 7       | ESIC Registration                                                                                                                                                      |          |
| 8       | EPFO Registration                                                                                                                                                      |          |
| 9       | PAN Number                                                                                                                                                             |          |
| 10      | LABOUR LICENSE                                                                                                                                                         |          |
|         |                                                                                                                                                                        |          |

## INSTRUCTIONS TO TENDERER

### 1. Purpose:

TENDER FOR HIRING OF FACILITY MANAGEMENT VENDORS FOR PROVIDING HOUSE KEEPING & CLEANING AND MAINTENANCE SERVICES AT GITC MAIN BUILDING,CBD BELAPUR , NAVI MUMBAI AND 3 ANNEX PREMISES (MTNL, TURBHE AND KAPAS BHAVAN AT NAVI MUMBAI).

### 2. Invitation:

The bidders desirous of taking up the project for providing above Services for SBI are invited to submit their **online** bids through GeM Portal in response to this Tender. The criteria and the actual process of evaluation and subsequent selection of the successful bidder (L1) will be entirely at Bank's discretion. We seek proposal from Bidders who have the necessary experience, capability & expertise to provide Housekeeping Services adhering to Bank's requirement outlined in this Tender. This Tender document is not an offer by State Bank of India, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the successful Bidder. The bidders have to submit the Bid covering letter along with documents as per Annexure-'A'.

### 3. Eligibility Criteria:

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

### 4. Content of Bidding Document

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

### 5. Bidding Process:

- a. The tender (two bid system) containing PART-A (Technical Bid) to be submitted on GeM Portal as mentioned in NIT and other Price Bid (PART-B) online to be conducted through GeM Portal. All details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted. In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this

document will be evaluated for technical specifications. Only those who qualify in the Technical Bid shall be eligible to be considered for PART-B (Financial Bid) opening. The Commercial Bids of those who do not qualify in the Technical Bid will not be opened.

- b. The Bidder should be willing to participate in the on-line E-tendering to be conducted on GeM Portal. Bidder should also be willing to abide by the e-business rules for e- tendering framed by the Bank/GeM.

#### 1. **Disclaimer:**

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

This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this Tender is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this Tender and where necessary obtain independent advice. Bank makes no representation or warranty and shall 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 Bank 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 Bank's action. Bank reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

Bank 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, Eligibility Criteria, 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 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.

## **2. Clarifications & Amendments:**

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

## **3. 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.

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

- i. The bidder should prepare submission as per minimum eligibility criteria, 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. Bid should be typed and submitted on A4 size paper [font times Ariel 12], spirally bound securely and in serial order. Bidders responding to this Tender shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.
- 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.

5. The Bidders requiring any clarification on the bidding documents should submit written queries as specified in GeM portal.
6. At any time prior to the deadline for submission of bids, SBI may modify or alter the bidding document by issuing an amendment.
7. 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 taken into account by the tenderer in its tender submission.
8. Any clarification issued by SBI will be in the form of an addendum / corrigendum and will be available in SBI's website – <http://sbi.co.in> under “procurement news”. 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 SBI's website- <http://sbi.co.in> (procurement news) and GeM portal.
9. The Contractor shall ensure that they are fully conversant with the premises in question as well as with the business activities thereat and its related manpower requirements for the work specified.
10. The SBI shall have the right to have any person removed who is considered to be 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.
11. The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.
12. The Contractor shall issue identity cards/ identification documents to all its employees.
13. 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.
14. 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.

15. The details of the machineries proposed to deploy and other technical details can be furnished in the Technical bid.
16. 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.
17. The Technical Bid and the Price Bid will be opened as per the schedule given in NIT.
18. 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.
19. 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.
20. Tenderers shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & stamp in each and every page of the tender document before submitting tender.
21. The rate should be quoted in Indian Currency only.
22. In quoting rates, the tenderers are advised to take into account 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.
23. 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, 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).

24. The tenderers are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.
25. 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.
26. 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.
27. No employee of SBI shall be engaged by the contractor during the course of carrying out the works.
28. The contractor has to maintain an attendance register of the persons employed and the same will be inspected daily by the Bank's Officer-in-charge.
29. If any of the labour employed by the contractor is found to be under performing or any mobilization is found or found under the influence of alcohol or any abusive substance / reported while on duty, such person/persons shall not be allowed to work at site anymore and the Bank reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.
30. 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.
31. The staff deployed at site should be physically fit to handle the works detailed in the scope. The full bio-data of the staff deployed at site like their full address, educational qualification, age proof etc shall be made available before commencement of work. The staff has to be deployed in consultation with the SBI officials after performing the interview of the staff.
32. 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.

33. Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected.
34. Quoted rates per unit being different from those prescribed in the tender shall render the bid disqualified without any claim/explanation.
35. 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.
36. 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.
37. 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.
38. STATUTORY DEDUCTION towards INCOME TAX, Work Contract Tax and any other statutory deductions as per the law prevalent will be made as per Rules.
39. The contractor shall be responsible to ensure making payment of “Prevailing Minimum Wages” as notified by Regional Labour Commissioner (Central Government of India) to their labourers/ employees directly in their Bank accounts and shall produce relevant documents to the SBI for verification every month along with their monthly bills failing which bills may not be paid.
40. The contractor shall be bound to submit original challans and other documents with regard to payment of ESIC/EPF/any other statutory dues /compliances/pay slip along with monthly bill to the SBI, failing which bill will not be entertained.
41. No union formation is allowed.
42. The Contractor’s supervisor shall be first line of contact for SBI, who shall report to the designated officers of SBI for all requirements.

43. The personnel who are appointed as Janitors shall be provided with all cleaning and safety material for cleaning purposes by the Contractor.
44. The quantity for manpower and machines mentioned in this tender is minimum indicative
45. . 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.
46. 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 arrangement for the same and cost thereof shall be paid by the Bank on the basis of minimum wages .
47. All the chemicals, consumables required for the purpose of providing services should be of standard brands as specified in the tender, and as per the approval of the SBI. No sub-standard material shall be used. The chemicals used for the purpose of cleaning shall be eco-friendly and bio-degradable.
48. **The tender will be valid for three years on the condition of yearly renewal subject to the satisfactory performance of identified L1 bidder.**
49. **Any escalation in wages on account of increase in minimum wages time to time during the contract period will be paid to the employees by the vendor with effect from the date revision as per the Central Government notification .**
50. **The contractor shall bear all the expenses pertaining to execution of the agreement, including the stamp duty and the registration charges. The agreement will be executed in duplicate, the original will be retained by SBI and the contractor shall be provided with a Certified / Notarized copy for their record.**
51. The Bank will deduct all the taxes deductible at source and issue a certificate to that effect. Any other taxes which are directly payable by the contractor but not paid by the contractor to the respective department and if such department raises a demand on the Bank to pay such taxes, the Bank will make the payment and deduct the same from the bills payable to the contractor, if any

**PAYMENT TERMS & SUBMISSION OF MONTHLY BILLS**

The contractor shall raise the bill, in triplicate, along with attendance sheet duly verified by the Facility Coordinator in respect of the persons deployed and submit the same to the Premises Section of GITC, CBD Belapur in the first week of the succeeding month. The bill, in proper form, must be duly accompanied by Salary slip of employees, details of ESI & EPF deposit slip for the previous month.

|                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. BILL (AS PER THE PRICE-BID FORMAT)                                                                                                                                                                                                         | The Bill shall be submitted 5 <sup>th</sup> of every month and confirmation of payment of salary to the employees with Bank account statements shall be submitted by 10 <sup>th</sup> of every month.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2. SALARY SLIP                                                                                                                                                                                                                                | The vendor shall compulsorily issue salary slip to every employees and supervisor in the standard format and a copy of the same should be produced along with the bill.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3. ATTENDANCE SHEET                                                                                                                                                                                                                           | Copy of biometric attendance sheet duly verified by the project in charge should be produced along with the bill duly mention in time , out time & launch time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4. MONTHLY WAGES <ul style="list-style-type: none"> <li>• MINIMUM WAGES (BASIC +VDA)</li> <li>• EPF &amp; ESIC- 16.25%(EPF@13% &amp;ESI@3.25%) OF MINIMUM WAGES (BASIC +VDA)</li> <li>• BONUS @8.33% OF MINIMUM WAGES (BASIC +VDA)</li> </ul> | <p>The Contractor shall furnish photo copies of monthly Wages Payment Sheet duly signed by individual employee's along with bills, a copy of the same should be produced along with the bill.</p> <p>Salary should be paid to the bank account of employees. Cash payment will not be allowed. Copies of bank statement of all employees should be produced.</p> <p>The relevant account statement from the website/ account portal of EPF &amp; ESIC for having deposited this amount for the previous month to be submitted along with succeeding month's bill failing which appropriate penal action will be taken against the erring vendor.</p> <p>The vendor should produce the bonus payment details having paid to the employees by producing the bank account statement of the employees. Appropriate penal action will be taken against the vendor, if failed to make the bonus payment as per minimum wages (Government of India) to the employees.</p> |
|                                                                                                                                                                                                                                               | <p>The vendor should ensure that each employee shall be given minimum 5 paid holidays annually excluding National Holidays.</p> <p>Appropriate penal action will be taken against the vendor, if failed to ensure this.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5. Consumables                                                                                                                                                                                                                                | As per price bid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6. Management fee                                                                                                                                                                                                                             | As per price bid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7. Completion Certificate                                                                                                                                                                                                                     | For all/ time bound schedule activity/work i.e. weekly/monthly/ quarterly/ half yearly/yearly, contractor has to submit completion/work done certificate as per format mentioned below :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

7.1

| <b>S. No.</b> | <b>Nature of Services</b> | <b>Frequency</b>                                  | <b>Work Completed</b> | <b>Signature of Concerned Dept. Admn.</b> |
|---------------|---------------------------|---------------------------------------------------|-----------------------|-------------------------------------------|
| 1             | Name of Activity / Work 1 | Daily/weekly/monthly/quarterly/half yearly/yearly | Yes / No              | Dept.1<br>Dept.2<br>Dept.3                |
| 2             | Name of Activity / Work 2 | Daily/weekly/monthly/quarterly/half yearly/yearly | Yes / No              | Dept.1<br>Dept.2<br>Dept.3                |
| 3             | Name of Activity / Work 3 | Daily/weekly/monthly/quarterly/half yearly/yearly | Yes / No              | Dept.1<br>Dept.2<br>Dept.3                |



# SCOPE OF WORK

**Preamble : (1) All services within this RFP has to be provided by contractor using his own all types on enabling works including scaffolding works, ladders, safety gadgets, swings, etc. and for all heights level, leads and lifts, for all types of internal and external works.**

**(2). All tools and plants as required for the various works has to be arrange /hired by contractor.**

**(3). The safety code, safety protocol as required for the various work to complied with.**

The bidders are required to provide Integrated Facility Management Services at the following premises:

❖ **GLOBAL IT CENTRE, CBD BELAPUR:**

|    |                                                                                                              |                                                                                                                                                                     |
|----|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Total building area in sq. ft.                                                                               | 2.06 lakh sq. ft. approximately (including corridor, lift lobby, main passage) plus basement, non-FSI and terrace areas.                                            |
| 2  | No. of floors                                                                                                | Ground plus 5, and basement & podium                                                                                                                                |
| 3  | Annex Buildings                                                                                              | Old & New Sub-station buildings, Canteen building.                                                                                                                  |
| 4  | Total occupancy                                                                                              | Approximately 3000                                                                                                                                                  |
| 5  | Number of occupants (during general shift)                                                                   | Approx. 2800 (during peak time/ day hours)                                                                                                                          |
| 6  | For service provider/contractor, hours of operation with timings and shift details, apart from general shift | 7.00 a.m. to 3.00 p. m. 1st shift<br>3.00 p.m. to 11.00 p. m. 2 <sup>nd</sup> shift                                                                                 |
| 7  | No. of staircases, if any                                                                                    | Basement to terrace : 2<br>Basement to 5th floor: 2<br>Ground floor to 2nd floor: 1<br>Basement to 2nd floor: 1<br>Ground to 3rd floor: 1<br>Ground to 2nd floor: 2 |
| 8  | Type of flooring in occupied areas                                                                           | Vitrified, mosaic, Kotah stone, china mosaic, IPS (Basement), granite/marble, checker tiles, carpeted etc.                                                          |
| 9  | No. of Toilets                                                                                               | VIP toilets : 4<br>Gents: 12<br>Ladies: 06                                                                                                                          |
| 10 | Water Tanks                                                                                                  | Overhead: 2 (28*20*16 ft each)<br>Underground: 1 (36*50*10 sq ft)                                                                                                   |
| 11 | No. of workstations                                                                                          | Approx. 2800                                                                                                                                                        |
| 12 | No. of Conference Room / Cabins etc (Some are carpeted and some have vitrified flooring)                     | Conference Rooms: 2<br>Meeting Rooms: 2<br>Small meeting room: 16                                                                                                   |

|    |                                                      |                                                                          |
|----|------------------------------------------------------|--------------------------------------------------------------------------|
|    |                                                      | (existing, may increase or decrease as per needs)                        |
| 13 | Total ducts                                          | Main building: 12<br>Canteen block: 4                                    |
| 14 | External Facade, including glass area, to be cleaned | Approx. 1.25 lacs sq ft (excluding glass area)<br>Glass area 14000 sq ft |
| 15 | Blind areas (on the building external walls)         | 14000 sq ft                                                              |
| 16 | Area of Garden/ greenery                             | 17000 sq ft (approx)                                                     |
| 17 | Area of chajja                                       | 12000 sq ft (approx)                                                     |

❖ **OTHER PREMISES:**

- 1) MTNL Building, Plot No.-22, Sector -11, CBD Belapur, Navi Mumbai
- 3) D-41/1, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai.
- 4) Kapas Bhavan, Plot No. 3/A, Sector-10, CBD Belapur, Navi Mumbai

Details of the Building

|   |                                                                                                              |                                                                                                                                                                                                                                                                                                                         |
|---|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Total building area in sq. ft.                                                                               | 1.MTNL,CBD Belapur - 19297 sq ft Approximately<br>2.MIDC, Turbhe - 34472 sq ft Approximately<br>3.Kapas Bhavan,<br>CBD Belapur - 34774 sq ft Approximately                                                                                                                                                              |
| 2 | No. of floors                                                                                                | MTNL, CBD Belapur – Part of Ground Floor, 1 <sup>st</sup> floor,2 <sup>nd</sup> Floor and 4 <sup>th</sup> floor.<br><u>MIDC, Turbhe</u> – Part of Ground Floor, 1 <sup>st</sup> Floor , 2 <sup>nd</sup> Floor<br><u>Kapas Bhavan, CBD Belapur</u> - Part of Ground Floor, 2 <sup>nd</sup> Floor, 3 <sup>rd</sup> Floor. |
| 3 | Annex Buildings                                                                                              | Sub-station buildings, Canteen building.                                                                                                                                                                                                                                                                                |
| 4 | Total occupancy                                                                                              | <u>MTNL, CBD Belapur</u> –Approximately 550 nos General Shift.<br><u>MIDC, Turbhe</u> - Approximately 350 nos General Shift<br><u>Kapas Bhavan, CBD Belapur</u> - 500 nos General Shift.                                                                                                                                |
| 5 | Number of occupants (during general shift)                                                                   | <b>Approx 1850 (during peak time/ day hours)</b>                                                                                                                                                                                                                                                                        |
| 6 | For service provider/contractor, hours of operation with timings and shift details, apart from general shift | 7.00 a.m. to 3.00 p. m. 1st shift<br>3.00 p.m. to 11.00 p. m. 2 <sup>nd</sup> shift                                                                                                                                                                                                                                     |

|    |                                                                                             |                                                                                                                                                                                                                                                                                                 |
|----|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7  | No. of staircases, if any                                                                   | Internal staircases                                                                                                                                                                                                                                                                             |
| 8  | Type of flooring in occupied areas                                                          | Vitrified, mosaic, kota stone, china mosaic, IPS (Basement), granite/marble, checker tiles, carpeted etc.                                                                                                                                                                                       |
| 9  | No. of Gents Toilets                                                                        | <u>MTNL, CBD Belapur</u> - 01 no. Ground , 01 no.1 <sup>st</sup> floor floor,01 no 2 <sup>nd</sup> floor .<br><u>MIDC, Turbhe</u> - 02 no. 1 <sup>st</sup> floor, 2 <sup>nd</sup> floor<br><u>Kapas Bhavan, CBD Belapur</u> - 06 no. VIP -02 no. Ground floor, 2nd Floor, 3 <sup>rd</sup> floor |
| 10 | No. of Ladies toilets                                                                       | <u>MTNL, CBD Belapur</u> 01 no. Ground , 01 no.1 <sup>st</sup> floor floor,01 no 2 <sup>nd</sup> floor -01no. 4 <sup>th</sup> floor,<br><u>MIDC, Turbhe</u> - 02 no. 1 <sup>st</sup> floor, 2 <sup>nd</sup> floor<br><u>Kapas Bhavan, CBD Belapur</u> - 04 no 2nd Floor, 3 <sup>rd</sup> floor. |
| 11 | Water Tanks                                                                                 | Overhead: 2<br>Underground: 1<br>Capacity of 150000 Litters                                                                                                                                                                                                                                     |
| 12 | No. of workstations                                                                         | Approx. 1850                                                                                                                                                                                                                                                                                    |
| 13 | No. of Conference Room / Cabins etc<br>(Some are carpeted and some have vitrified flooring) | Approx.25+ (All buildings)                                                                                                                                                                                                                                                                      |
| 14 | Total ducts                                                                                 | 17 Approx.                                                                                                                                                                                                                                                                                      |
| 15 | External Facade, including glass area, to be cleaned                                        | Approx 4.00 lacs sq ft                                                                                                                                                                                                                                                                          |
| 16 | Blind areas (on the building external walls)                                                | 32000 sq ft                                                                                                                                                                                                                                                                                     |
| 17 | Area of chajja/corridors                                                                    | 1849 sq ft (approx)                                                                                                                                                                                                                                                                             |

❖ Entire GITC premises includes front & rear wings, compound wall, terraces, annex building, substation/s, security cabins, podium, walkways, driveways & open space including Staff/Officer/VVIP canteen. Within the compound, area constructed/created, after the date of RFP, will also be part of maintenance & housekeeping area.

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

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

At the above premises, Integrated Facility Management services for all of the following are services to be set up for an effective service delivery process:

- ❖ Housekeeping Services
- ❖ Pantry Services
- ❖ Water Management Services
- ❖ Plumbing and Sanitary Maintenance Services
- ❖ Carpentry Maintenance Services
- ❖ Horticulture / Landscaping Services
- ❖ Flower Arrangement Services
- ❖ Courier Services
- ❖ Pest Control Services & Rodent Treatment
- ❖ Electrical Maintenance Services

**The brief details of scopes of services, ie. Activities/works required under this RFP are as mentioned below:**

**A. HOUSEKEEPING SERVICES:**

| S. No. | Nature of Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Frequency                                   |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 1      | <p><u>Sweeping &amp; Cleaning:</u></p> <ul style="list-style-type: none"> <li>• Sweep and clean all floor areas, stair case from basement to terrace, driveways, walkways etc.</li> <li>• Damp moping of all types of tiled floors, staircases, sidewalls and entrance areas, lower basement, basement ducks, spaces below the raised MS pathway.</li> <li>• Floors shall be made free of stain, dirt, mud, sand, footprints, liquid spills, and other debris.</li> <li>• Chairs, computers, keyboards, trash, receptacles, and easily movable items shall be moved to clean underneath.</li> <li>• During inclement weather, the frequency of cleaning may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or water standing.</li> <li>• After sweeping all vitrified floors, areas would be machine scrub cleaned.</li> <li>• Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.</li> <li>• Daily cleaning of lift cabins, mirrors &amp; doors in all the floors.</li> <li>• Removal of stagnant water.</li> <li>• Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.</li> </ul> | Daily / To keep neat and tidy all the time. |
| 2      | <p><u>Vacuuming:</u></p> <ul style="list-style-type: none"> <li>• Vacuuming all carpets, runners and carpet protectors so that they are free of dirt, lint, mud, etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Daily                                       |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                           |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
|   | <ul style="list-style-type: none"> <li>• Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.</li> <li>• Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in the original position.</li> <li>• All Sofa set/chairs, revolving/non-revolving cushioned chairs cushioned stools, Curtains, venetian/vertical fabric blind, Roller Blinds etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | To be kept neat and tidy , dry and spot less all the time |
| 3 | <p>Washrooms &amp; toilets cleaning (To be carried out on hourly basis and should be kept clean, neat and tidy, dry , odourless all the time):</p> <p>Thorough cleaning and sanitization of toilets, bathrooms, wash basins and spray facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                           |
|   | <ul style="list-style-type: none"> <li>• Cleaning of mirrors, glass doors, glass windows, etc.</li> <li>• Replenishment of paper towels, toilet paper, liquid soap, urinal cubes, naphthalene balls, odonil, etc. in all the toilets &amp; wash rooms.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Daily                                                     |
| 4 | <p><u>Trash Removal:</u></p> <ul style="list-style-type: none"> <li>• Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.</li> <li>• All waste from waste paper baskets will be collected and deposited in the building's waste containers.</li> <li>• Dry &amp; wet garbage would be segregated and temporarily dumped into designated area within the premises.</li> <li>• Collection of old newspapers, bundling &amp; shifting to specified place.</li> <li>• All the wastes, trash, debris, garden waste etc. has to be disposed-off from the campus as per the guidelines of NMMC. Any co-ordination in this regard with NMMC has to be carried out by the Contractor.</li> <li>• <b><u>Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the Bank, the Contractor shall be penalized up to 5% of bill amount and its deduction from the monthly bills.</u></b></li> </ul> | Daily                                                     |
| 5 | <p><u>Court Yard Cleaning:</u></p> <p>Cleaning of Court yard, open area , open to sky area with the use of battery / electric operated scrubbing machine to kept 100% neat and clean. All floors should be maintained neat and clean as per scope of work.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Daily                                                     |
| 6 | <p><u>Glass Surface Cleaning:</u></p> <ul style="list-style-type: none"> <li>• All glasses at entrance, ACP, surfaces, doors and windows of the premises would be cleaned using damp and dry method.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Daily                                                     |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                          |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
|    | <ul style="list-style-type: none"> <li>• Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.</li> <li>• Removal of grease marks or fingerprints on glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                          |
| 7  | <u>Spot Carpet Cleaning:</u> <ul style="list-style-type: none"> <li>• Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals, etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Daily                                    |
| 8  | <u>Damp &amp; Dry Cleaning:</u> <ul style="list-style-type: none"> <li>• Wipe clean all white boards and writing glass of meeting rooms, conference rooms, etc.</li> <li>• Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.</li> <li>• Conference Rooms</li> <li>• Cleaning includes cleaning of Glass windows, ceiling, marble cladding, carpets, chairs, Service Rooms/ bath/ toilets, etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Daily                                    |
| 9  | <u>Shifting of Furniture:</u> <ul style="list-style-type: none"> <li>• Three attendants / hamals needed at Estate Department for Shifting of chairs, tables, cup boards, e-wastes, monitors, computers, printers, etc. within the premises using suitable trolley as per instruction of officials of Estate Department.</li> <li>• Also, will be utilized by the Dept. in events of meetings, conferences and day to day works at different departments.</li> </ul> <p><u>Note: The shifting of furniture as well as other items viz. Garbage/waste etc. to be done in proper manner, using appropriate trolley, wheeled dustbins/drums etc.</u></p> <p><u>No item will be taken out of premises, without written permission/ pass from the bank's authorised official/s.</u></p> <p><u>No additional charges shall be paid for such shifting.</u></p>                                                                                                   | Daily                                    |
| 10 | <u>Deep Cleaning:</u> <ul style="list-style-type: none"> <li>• Stairways, surrounding common areas, terraces, generator rooms, AHU Rooms, basements, lower basement car parking, etc.</li> <li>• Ceiling, walls, partitions, etc.</li> <li>• Toilets and washrooms including their ducts.</li> <li>• Interior &amp; Exterior glasses will be cleaned on both sides, throughout the building.</li> <li>• Ceiling fans, pedestal fans, wall mounted fans etc.</li> <li>• Up-keeping &amp; removing choke-up in the storm water drains in the ground &amp; basement level and other drains located inside the premise. The Contractor should co-ordinate with NMMC / CIDCO / MIDC and keep the inter-junctions clear from any obstruction.</li> <li>• During monsoon season the Contractor has to ensure periodic cleaning and dewatering of the basement, lower basement etc. with suitable materials (Pipes, water pipes etc.)for removing the</li> </ul> | Weekly (only on Sunday / other Holidays) |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|    | algae / green patches formation , stagnant and accumulate water etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |             |
| 12 | <u>Window Glass Cleaning:</u> <ul style="list-style-type: none"> <li>The service provider shall undertake cleaning of the glasses and glass panes from the interior in all floors.</li> <li>Dusting window sills and blinds, channels .</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Weekly      |
| 13 | <u>Sanitizing:</u> <ul style="list-style-type: none"> <li>All items related to Computer (Monitor, CPU, Keyboard, Mouse, printer etc.) are to be cleaned thoroughly and sanitized.</li> <li>Office desk paper bins would be cleaned and sanitized.</li> <li>All washroom dustbins would be thoroughly cleaned and sanitized.</li> <li>All telephone instruments would be sanitized using disinfectants.</li> <li>Waste bins from Pantry and Cafeteria areas would be thoroughly cleaned and sanitized with disinfectants.</li> <li>Through washing of all walls and doors of all toilets with appropriate detergent and disinfectant.</li> <li>All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant.</li> </ul>                                                                                                                                                                                                                                                                                               | Weekly      |
| 14 | <u>Dusting &amp; Wiping:</u> <ul style="list-style-type: none"> <li>Dusting and wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks.</li> <li>Applying metal polishes to accessories or door handles, name plates, hand railings, lift walls, etc. where applicable.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Fortnightly |
| 15 | <u>Scrubbing:</u> <ul style="list-style-type: none"> <li>All floor areas with scrubbing machines.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Fortnightly |
| 16 | <u>Deep Cleaning:</u> <ul style="list-style-type: none"> <li>Deep cleaning, dusting and wiping of sanitary fittings in the wash rooms, ladies' toilets etc.</li> <li>Deep cleaning, dusting and wiping of handles, doors, door closers, fittings, windows, curtains etc.</li> <li>Cleaning, dusting and wiping of false ceilings.</li> <li>After cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks.</li> <li>Cleaning/sweeping of all the terraces on fortnightly basis.</li> <li>Cleaning, dusting, cobwebs.</li> <li>Dusting of fire extinguishers, fire hydrant heads located at various places.</li> </ul> <p>Note: The Contractor will ensure that no Acid or similar cleansing agent/material should be used in the process of cleaning of C. P. Brass fittings. Any damages caused on account of violations shall be at the contractor's cost and risk. The contractor shall be responsible for replacement of such damaged fittings/fixtures with same brand/model fixtures at their own cost.</p> | Fortnightly |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                   |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 17 | <p><u>Polishing:</u></p> <ul style="list-style-type: none"> <li>All the Brass/SS door handles/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using approved quality polishing agents including buffing as and when directed.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Fortnightly                       |
| 18 | <p><u>Cleaning Work:</u></p> <ul style="list-style-type: none"> <li>Cleaning of vertical fabric blinds/ Roller Blinds and checking / rectification of the same using suitable material</li> <li>Deep cleaning of all service ducts, chajjas at all floor, basement, lower basement.</li> <li>The Contractor shall also undertake deep cleaning of external building walls, external glasses, glass windows etc by using suitable method, scaffolding, ladder etc.</li> <li>The air condition (AC) water stain cleaning from external wall.</li> </ul> <p>Note: a) The contractor has to take necessary safety precautions for their laborer by wearing personal protective equipment like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas etc.</p> <p>b) It will be the responsibility of the Contractor to ensure that necessary insurance cover is obtained well in advance before commencement of the cleaning work of external building walls. It will also be necessary to obtain security clearance from the Security Officer.</p> | Quarterly                         |
| 19 | <p><u>Chemical / Shampoo wash</u> – All sofa sets/chairs, revolving chairs, non-revolving chairs, cushioned stools, Curtains, venetian/vertical/Roller blinds etc. are to be dry cleaned/ chemical washed / Shampooing</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Quarterly or as and when required |
| 20 | <p><u>Carpets/Doormats:</u></p> <p>While carpets/ doormats to be cleaned/ maintained properly on daily basis, position will be reviewed on fortnightly basis to assess that whether repair/replacement is required, particularly in case of doormats / carpet in passages/entrance etc. While carpet will be provided by the bank, repair/ size-specific modification/ stitching etc. to be done by the contractor.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Daily                             |
| 21 | <p><u>Removal of any type of vegetation, plants grass etc including its roots from any part of the building i.e. external /internal wall, chajja, terraces, basement etc at all height level, leads &amp; lifts and then closing /chocking the holes with cement ground etc</u></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Quarterly or as and when required |
| 22 | <p><u>Monsoon preparation (for full season):</u></p> <p>(i) <u>Cleaning of all drains, storm water drains, rain water pipe lines , etc outlet and inlet &amp; maintain smooth uninterrupted water flow throughout the monsoon. .</u></p> <p>(ii) <u>Cleaning of terraces, chhajja, podiums, basement of all vegetation, levels debris and maintaining the in free from water stagnation throughout the monsoon. .</u></p> <p>(iii) <u>All rain water point to be checked &amp; kept free off any choke up all the time. No water stagnation in any part of the building compound.</u></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                   |



**B. PANTRY SERVICES:**

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 1. | <ul style="list-style-type: none"><li>• Pantry services shall include providing tea / coffee / drinking water as per need of the staff, at any place within the building.</li><li>• The tea / coffee dispenser for preparing and serving tea / coffee and consumable like cups, sugar, tea, coffee, and lemon shall be arranged by the Contractor.</li><li>• Electricity for running the machines will be provided by the Bank free of cost.</li><li>• The price at which tea and coffee (including paper cups) supplied by the Contractor will be mutually agreed between the Bank and the Contractor.</li><li>• Biscuits &amp; water bottles shall be served at the printed price / MRP.</li></ul> | Daily |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|

**C. WATER MANAGEMENT SERVICES:**

| S. No. | Nature of Services                                                                                                                                                                                                                                                                                                                               | Frequency            |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1      | Management of pump and water tanks round the clock and supply of water 24X7 basis.                                                                                                                                                                                                                                                               | Daily                |
| 2      | Draining out water from pumps                                                                                                                                                                                                                                                                                                                    | Daily                |
| 3      | Regular checking of water level controller along with the electrician to avoid wastage of water.                                                                                                                                                                                                                                                 | Daily                |
| 4      | In case of emergency / shortage of water / additional requirement, the contractor has to arrange for the water tanker after obtaining the permission from the Bank's Officials. However, the approved charges shall be paid as per actual Quantity supplied against production of Challans/Receipts duly signed by the authorised person of SBI. | As and when required |
| 5      | Cleaning of underground and overhead tanks without any additional cost to the Bank using suitable equipment with proper safety precautions and optimizing water usage to avoid wastage of water.<br><br><i>Note: The water tanks have to be cleaned by giving prior notice to the occupants.</i>                                                 | Half Yearly          |

**D. PLUMBING MAINTENANCE SERVICE:**

| S. No. | Nature of Services                                                                                                                                                                                                                  | Frequency           |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1      | Providing skilled plumber with all required tools on all days including Sundays and holidays                                                                                                                                        | Daily               |
| 2      | Removing choke-ups in all the plumbing installation inside the bathrooms, toilets & kitchen/pantry and common areas, plumbing ducts, sewer lines, supply lines etc.                                                                 | As & when required. |
| 3      | Attending to leakage from taps, showers, flushing cistern, etc., at all floors, duct areas and outside premises so as provide "first-aid" solutions to prevent any damage & undertake necessary repairs after completing all norms. | As & when required  |

|    |                                                                                                                                                                                                                                                                                                                                                  |                                                         |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 4  | Repairs to plumbing & sanitary fittings like flushing systems CI/PVC/Ceramic etc., including removal of siphons, bells, float valves, provision of cotter pin, plunger washers, nut and bolts for siphon, 'S' hooks, Ball-cock etc. including removal and re-fixing with new accessories of appropriate sizes and making it in working condition | As & when required                                      |
| 5  | Cementing of joints of various drainage lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment.                                                                              | As & when required                                      |
| 6  | Checking and monitoring of all installation and to attend any defect immediately. Major work to be informed to the Estate Department.                                                                                                                                                                                                            | Weekly                                                  |
| 7  | Clearing the vegetation from the buildings wherever it appears                                                                                                                                                                                                                                                                                   | Monthly                                                 |
| 8  | All Sewage/drainage line, inspection chambers, floor traps, etc. to be checked & cleaned inside the Premises up to Municipal Manhole (including removal of debris, sludge etc. from the line/ chambers and also out of the Premises)                                                                                                             | Quarterly and as and when required to ensure free flow. |
| 9  | Keeping the rain water outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc.                                                                                                                                                                                                   | As & when required                                      |
| 10 | Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.                                                                                                                                                | As & when required                                      |
| 11 | Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required                                                                                                              | As & when required                                      |

**E. CARPENTRY MAINTENANCE SERVICE:**

| S. No. | Nature of Services                                                                                                                                                                                                                                               | Frequency          |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1      | Providing skilled carpenter with all required tools on all days including Sundays and holidays                                                                                                                                                                   | Daily              |
| 2      | Repairs and maintenance of all the doors, windows, racks, ventilators, sliding windows, pelmets / curtain rods, hangers etc. in the buildings and of common area.                                                                                                | As & when required |
| 3      | Removing and re-fixing the loose hardware items with necessary screws as required at site etc. complete. Without claiming any extra cost.                                                                                                                        | As & when required |
| 4      | Replacement of worn out wooden beading, any wooden members and any damaged hardware fitting. Replacement of broken glass panes of door and window shutters. Polishing of furniture, doors etc. Cost of material shall be paid as per the Bank's on actual basis. | As & when required |
| 5      | Chair repair service –Providing skilled mechanic for chair repairing with all required tools .Repair and maintenance of all chairs. Cost of material shall be paid by Bank on actual basis on production of invoice.                                             | As & When required |

**F. GARDEN MAINTENANCE SERVICES:**

- (For GITC CBD Belapur Only)

| S. No.   | Nature of Services                                                                                                                     | Frequency      |
|----------|----------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>a</b> | <b>Lawn</b>                                                                                                                            |                |
| 1        | Cleaning of lawn area                                                                                                                  | Daily          |
| 2        | Watering                                                                                                                               | Alternate days |
| 3        | Forking / Earthing up                                                                                                                  | Weekly         |
| 4        | Weeding                                                                                                                                | Fortnightly    |
| 5        | Mowing / Scraping                                                                                                                      | Fortnightly    |
| 6        | Patch filling                                                                                                                          | Monthly        |
| 7        | Spraying                                                                                                                               | As required    |
|          |                                                                                                                                        |                |
| <b>b</b> | <b>Edges / Hedges</b>                                                                                                                  |                |
| 1        | Watering                                                                                                                               | Daily          |
| 2        | Forking / Loosening of soil                                                                                                            | Weekly         |
| 3        | Weeding                                                                                                                                | Fortnightly    |
| 4        | Cutting                                                                                                                                | Fortnightly    |
| 5        | Gap filling                                                                                                                            | Monthly        |
| 6        | Spraying                                                                                                                               | As required    |
|          |                                                                                                                                        |                |
| <b>c</b> | <b>Shrubs / Trees</b>                                                                                                                  |                |
| 1        | Watering                                                                                                                               | Daily          |
| 2        | Basin making                                                                                                                           | Weekly         |
| 3        | Weeding                                                                                                                                | Fortnightly    |
| 4        | Stacking / Tying                                                                                                                       | Fortnightly    |
| 5        | Trimming / Trainings                                                                                                                   | Monthly        |
| 6        | Gap filling                                                                                                                            | Monthly        |
| 7        | Spraying                                                                                                                               | As required    |
|          |                                                                                                                                        |                |
| <b>d</b> | <b>Ground Cover / Flower Bed</b>                                                                                                       |                |
| 1        | Watering                                                                                                                               | Daily          |
| 2        | Forking / Loosening of soil                                                                                                            | Weekly         |
| 3        | Weeding                                                                                                                                | Fortnightly    |
| 4        | Cutting                                                                                                                                | Fortnightly    |
| 5        | Gap filling                                                                                                                            | Monthly        |
| 6        | Spraying                                                                                                                               | As required    |
| 7        | Removing of dried leaves & branches                                                                                                    | As required    |
|          |                                                                                                                                        |                |
| <b>e</b> | <b>Compost / Fertilizer / Manure</b>                                                                                                   |                |
| 1        | Applying fertilizer or compost manure/ vermi culture manure                                                                            | As required    |
| 2        | Applying pesticides like insecticide and fungicide                                                                                     | As required    |
|          | The necessary tools, manures, pesticides, other consumables, etc. required for the gardening work has to be provided by the Contractor |                |

|   |                                                                                       |  |
|---|---------------------------------------------------------------------------------------|--|
| f | Creeper: To detach , uproot and cut an all creeper climbing of building, trees fence. |  |
|---|---------------------------------------------------------------------------------------|--|

#### **G. FLOWER ARRANGEMENT SERVICES:**

| S. No. | Nature of Services                                                                                                                                                                                                                                                              |                           |                           | Frequency                    |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|---------------------------|------------------------------|
| 1      | Providing semi-skilled Florist with all required tools on all days                                                                                                                                                                                                              |                           |                           | Daily                        |
| 2      | Monthly provision of fresh and good quality of flowers likes Roses, Carnations, Gerbera, Orchids, Liliun, Anthurium, Gladiolus including necessary decorative materials, green leaves etc. in the cabins / chambers of the Top Executives of the Bank, as per details furnished |                           |                           |                              |
|        | <i>Details</i>                                                                                                                                                                                                                                                                  | <i>Size of Flower Pot</i> | <i>Nos. of Flower Pot</i> |                              |
| a      | Dy. Managing Director's Chamber at GITC, Belapur                                                                                                                                                                                                                                | Medium                    | 1                         | Monday, Wednesday and Friday |
| b      | Chief Technology Officer's Chamber at GITC, Belapur                                                                                                                                                                                                                             | Medium                    | 1                         | Monday, Wednesday and Friday |
| c      | Chief General Managers' Cabin at GITC, Belapur                                                                                                                                                                                                                                  | Medium                    | 4                         | Monday, Wednesday and Friday |
|        | <b>Note:</b> In case of increased requirements, proportionate amount will be payable.                                                                                                                                                                                           |                           |                           |                              |
| 3      | Other than the above regular arrangement, the Contractor should also arrange to provide bouquets, whenever required, at short notice, for which he will be paid separately.                                                                                                     |                           |                           | As and when required         |

#### **H. COURIER SERVICES:**

| S. No. | Nature of Services                                                                                                                                                                           | Frequency |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1      | To receive incoming mail / parcels / packets and after entering them in a register, deliver them to the person / department concerned against a receiver's signature on the mail register t. | Daily     |
| 2      | Send all the parcels/packets to the x-ray scanner before receiving them for further delivery.                                                                                                |           |
| 3      | Keep a record of undelivered mail/ packets etc. and bring this to the notice of the controller next day.                                                                                     |           |
| 4      | When required, move documents within the building.                                                                                                                                           |           |

**PEST MANAGEMENT SERVICES & RODENT CONTROL TREATMENT:**

| S. No. | Nature of Services                                                                                                                                                                                                                                               | Frequency                                       |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| 1      | Pest Management for cockroaches (using Herbal gel), silver fish, ants, moths, spiders, fleas, house flies, mosquitoes, etc inside the premises.                                                                                                                  | Monthly or as and when required                 |
| 2      | Pest Management for cockroaches, silver fish, ants, house flies, etc to common areas at all floors like staircase, lift lobbies, terraces, stilt parking, ground floor & rooms/cabins thereat, including drains, chambers, ducts, etc.                           | Monthly or as and when required                 |
| 3      | Fogging/fumigation, chemical spray etc for mosquito control in the entire complex including drains, chambers, ducts, parking area, garden etc.                                                                                                                   | Monthly (June to Oct) & Quarterly (Nov. to May) |
| 4      | Rodent control treatment for rats, mice & bandicoots using traps, baits, stick board, etc. in the entire complex including Kitchen, Pantry, Dining areas, drains, chambers, ducts, parking area, garden, etc. and also using glue, trap pads & cages ( Hole box) | Monthly or as and when required                 |
|        | <u>The High-quality Rodent Treatment will have to be undertaken to protect the highly sensitive electronic machines/equipment, computers, wires, servers and other equipment, and also to prevent rodents in the false ceiling areas.</u>                        | As required                                     |
| 5      | Post construction Anti-Termite/white ant Pest Management treatment inside and outside the premises.                                                                                                                                                              | Quarterly and as and when required              |

- a) The work of Pest Control treatment Services shall be got carried out through approved and Licensed Pest Control agencies only. The name of the agency to be got approved from SBI in advance. Vendor has to submit approved Pest Control agency certificate having executed specified Pest Control Services as per tender specifications and periodicity in the tender along with monthly bills.
- b) The Materials to be used for Pest Control should be Govt. approved as well as ecofriendly.
- c) The Contractor shall ensure that after carrying out the high-quality Rodent Treatment, no damage would be caused to the Bank's equipment. In the event, any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses.

**J. ELECTRICAL MAINTENANCE SERVICE:**

- **(For MTNL Building CBD Belapur, MIDC Turbhe, Kapas Bhavan CBD Belapur)**

| S. No. | Nature of Services                                                                                                                          | Frequency |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2      | Operation and maintenance and regular up-keep of lighting and allied electrical works, within the building/premises.                        | Daily     |
| 3      | Operation and maintenance and upkeep of exhaust fans in the building/premises.                                                              | Daily     |
| 4      | Cleaning the interior of all the lift cars.                                                                                                 | Daily     |
| 5      | Switching off all the lights and fans in the entire building soon after the employees / officials leaves their seats / building / premises. | Daily     |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 6  | Changing of fused tubes and other items as per instructions of Engineer-in-charge and handing over the fused ones to the Officer (maintenance) and / or Electrical Engineer.                                                                                                                                                                                                                                                                                                                                                                                                               | Daily              |
| 7  | Operation and maintenance and upkeep of street lighting, garden lighting and service building electrification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Daily              |
| 8  | Operation, maintenance and upkeep of sump well pumps, water pumps and starters, including Hydro pneumatic pumps, water re-cycling & sewerage treatment plant (STP) and water treatment plant.                                                                                                                                                                                                                                                                                                                                                                                              | Daily              |
| 9  | Switch off/on the common area lights, fans, etc. as scheduled and requirement to save Energy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Daily              |
| 10 | Cleaning of mains, distribution boxes of each floor and checking up of all the electrical connections to all the gadgets including mike system, projector, video conference equipment, T.V etc.,                                                                                                                                                                                                                                                                                                                                                                                           | Weekly             |
| 11 | Cleaning, dusting of electrical and telephone shafts, starters, pumps, panel boards, cable racks etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Monthly            |
| 12 | Maintenance and cleaning of all electrical fixtures and fans.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Monthly            |
| 13 | Cleaning and dusting of panel boards once in every 30 days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Monthly            |
| 14 | Liaising with Utility service provider and govt. authorities (such as MAHADISCOM, NMMC, CIDCO, MIDC etc.) for necessary approval, correction of bills, restoration of supply etc. in case of power failures/routine maintenance/shut down of power.                                                                                                                                                                                                                                                                                                                                        | As & when required |
| 15 | Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour cost as well as cost of minor materials required as mentioned in this tender. However, the cost of specified major items mentioned in this tender document will be reimbursed to the Contractor on actual basis on production of GST paid Invoice duly certified by the Bank's Engineer provided replacement of all such Items/fittings/fixtures are considered beyond repairs by the Engineer-in-charge who have issued specific written instructions to replace the same. | As & when required |
| 16 | Replacing bulbs, tube lights etc. wherever / whenever required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | As & when required |
| 17 | To clean and lubricate fans, exhaust fans, wherever / whenever required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | As & when required |
| 18 | Operation and maintenance of Capacitor Banks to maintain the Power Factor above 0.95.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | As & when required |

➤ **FOR MTNL BUILDING CBD BELAPUR, MIDC TURBHE, KAPAS BHAVAN CBD BELAPUR**

- ❖ All above 3 buildings are either on lease or partly owned and hence housekeeping and maintenance of common areas, lifts, driveways, terraces, electrical substation are in the scope of the respective societies / owner. However, housekeeping, pest control, plumbing, carpentry, electrical, etc. of the inside area occupied by the State Bank of India are covered under the scope of work of this tender.
- ❖ There are common electricians, plumbers, carpenter, florist, supervisor and manager needs to be deployed at above four buildings for which no transportation cost shall be paid by the Bank. The location of deployment of the said manpower will be in the discretion of the Bank.

### **MACHINES / EQUIPMENT TO BE PROVIDED:**

The above-mentioned works have to be carried in mechanized system for which the essential equipment is listed which are minimum as under:

| Sr. No. | Equipment                              | No. of Units | Use                                                                                           | Remarks                                                                                       |
|---------|----------------------------------------|--------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 1)      | Heavy duty Wet and Dry vacuum cleaner. | 4            | Drying of wet surfaces, suction of spillages                                                  | The equipment stated in these columns will have to be provided at the site by the Contractor. |
| 2)      | Carpet & Fabric Cleaner                | 2            | Cleaning of Carpet & Fabric                                                                   |                                                                                               |
| 3)      | Wringer / Mopping Trolley              | As required  | Mopping of floors                                                                             |                                                                                               |
| 4)      | Ladder                                 | As Required  |                                                                                               |                                                                                               |
| 5)      | Scrubbing Machine 3 in 1               | 2            | Scrubbing / polishing of floors                                                               |                                                                                               |
| 6)      | Hand scrubber                          | As Required  | Scrubbing of inaccessible by Single Disc Scrubber (Staircases, Toilet and Bathroom Dado etc.) |                                                                                               |
| 7)      | High pressure water jet spray machine  | As Required  | Pressure cleaning of pavements, toilets etc.                                                  |                                                                                               |
| 8)      | Window applicator and squeegee         | As Required  | For window glass cleaning                                                                     |                                                                                               |
| 9)      | Telescopic pole                        | As Required  | Removal of cobwebs, dust on ceiling or high-rise areas.                                       |                                                                                               |
| 10)     | Stain Remover                          | As Required  | For removing stain on carpet, floor surfaces, curtains etc.                                   |                                                                                               |
| 11)     | Safety Belt                            | As Required  | For labour working on height                                                                  |                                                                                               |
| 12)     | Trolley for shifting Materials         | As Required  | For shifting of material, equipment, scraps etc.                                              |                                                                                               |

Note: The Vendor shall be responsible to procure adequate number of machinery / equipment, considering the area to be served.

### **MANPOWER REQUIREMENT**

| Sl. No. | Manpower requirement | Global IT Centre, CBD Belapur | MTNL Building, CBD Belapur | MIDC, Turbhe | Kapas Bhawan, CBD Belapur |
|---------|----------------------|-------------------------------|----------------------------|--------------|---------------------------|
| 1       | Supervisor           | 2                             | 2                          | 2            | 2                         |
| 2       | Housekeeping staff   | 40                            | 12                         | 9            | 12                        |
| 3       | Pantry Attendant     | 11                            | 2                          | 2            | 4                         |

|   |                                    |           |           |           |           |
|---|------------------------------------|-----------|-----------|-----------|-----------|
| 4 | Plumber                            | 1         | -         | 1         | -         |
| 5 | Carpenter                          | 1         | -         | 1         | -         |
| 6 | Electrician                        | NIL       | 3         | 3         | 3         |
| 7 | Chair Mechanic                     | 1         | -         | -         | -         |
| 7 | Gardeners                          | 3         | NIL       | NIL       | Nil       |
| 8 | Mail Attendants /<br>Courier Boys  | 2         | 1         | 1         | 1         |
| 9 | Attendant at Medical<br>Department | 1         | NIL       | NIL       | NIL       |
|   | <b>Total</b>                       | <b>62</b> | <b>20</b> | <b>19</b> | <b>22</b> |

**MANPOWER QUALIFICATION AND EXPERIENCE CRITERIA**

| <b>Sr. No.</b> | <b>Particular*</b>                                                              | <b>Manpower Category Along with Qualification</b>                                                                                                                 |
|----------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1              | <b>Supervisor</b><br>(General Shift)                                            | <i>(Skilled Category)</i><br>12 <sup>th</sup> Standard or ITI Degree with 5 years of relevant experience Supervision of Housekeeping works and Manpower Handling. |
| 2              | <b>Housekeeping staff</b><br>(7.00 am to 3.00 pm<br>and 3.00 pm to 11.00<br>pm) | <i>(Unskilled Category)</i><br>With 1-year experience in handling Housekeeping works                                                                              |
| 3              | <b>Plumber</b><br>(General Shift)                                               | <i>(Skilled Category)</i><br>with minimum 3 years of relevant experience in similar work.                                                                         |
| 4              | <b>Carpenter</b><br>(General Shift)                                             | <i>(Skilled Category)</i><br>with minimum 3 years of relevant experience in similar work.                                                                         |
| 5              | <b>Gardeners</b> (General<br>Shift)                                             | <i>(Semiskilled Category)</i><br>with minimum 2 years of relevant experience in similar work.                                                                     |
| 6              | <b>Electrician</b><br>(General Shift)                                           | <i>(skilled Category)</i><br>with minimum 2 years of relevant experience in similar work.                                                                         |
| 7              | <b>Pantry Attendant</b><br>(10.00 am to 6.00 pm<br>)                            | <i>(Semiskilled Category)</i><br>with minimum 2 years of experience in similar work                                                                               |
| 8              | <b>Mail Attendants /<br/>Courier Boys</b><br>(General Shift)                    | <i>(Semiskilled Category)</i><br>with minimum 2 years of relevant experience in similar work.                                                                     |
| 9              | <b>Attendant at<br/>Medical<br/>Department</b><br>(General Shift)               | <i>(Semiskilled Category)</i><br>with minimum 2 years of experience in similar work                                                                               |



|    |                                  |                                                                                       |
|----|----------------------------------|---------------------------------------------------------------------------------------|
| 10 | <b>Mechanic for chair repair</b> | <i>(Skilled Category)</i><br><i>With minimum 3 years of experience in chair work.</i> |
|----|----------------------------------|---------------------------------------------------------------------------------------|

\*Shifts/ timings etc will be as per bank's requirements, including lunch/recess time and subject to changes, in case of need.

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

**Note:**

- i. All the above-mentioned scope of works is indicative and not exhaustive; Bank reserves the right to add/delete any work under the scope of work. However, the Contractor has to properly maintain the campus/Building /Premises.
- ii. Also, all the expenses towards maintenance of the equipment will have to be borne by the Contractor.
- iii. In case of periodical maintenance works, timely completion of each activity/ work is necessary, without compromising quality. Wherever warranted, maintenance work to be undertaken on weekend/ holidays.
- iv. The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members twice in a year.
- v. Supervisors/Managers should visit different floors from time to time to ensure that each floors/toilet etc. remain clean and ready for use round the clock
- vi. All the consumables should be of specified make or equivalent brand of ISI mark as approved by the SBI

**RATES OF HARDWARE AND ELECTRICAL ITEMS**

The cost of high value fittings/fixtures accessories required for day to day maintenance shall be reimbursed to the bidder as per rates mentioned in the following table, which shall remain fixed for entire contract period. No escalation in rates will be permitted in any condition.

| S. No.                | Description                                                                                                                               | Make                          | Unit | Rate (₹) |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------|----------|
| 1                     | 2                                                                                                                                         | 3                             | 4    | 5        |
| <b>SANITARY ITEMS</b> |                                                                                                                                           |                               |      |          |
| 1                     | white glazed vitreous Wall Mounted Wash Basin of size 55 X 40 cm (minimum)                                                                | Hindware / Parryware / Jaquar | Nos. | 1430.00  |
| 2                     | White Glazed Vitreous Counter Top Wash Basin of Size as per existing                                                                      | Hindware / Parryware / Jaquar | Nos. | 6600.00  |
| 3                     | White Glazed Vitreous Below Counter Wash Basin of Size as per existing                                                                    | Hindware / Parryware / Jaquar | Nos. | 3850.00  |
| 4                     | White vitreous Orissa Pan water closet of size 58 X 44 cm                                                                                 | Hindware / Parryware / Jaquar | Nos. | 2640.00  |
| 5                     | White vitreous Floor Mounted European Water Closet of size as per existing with plastic seat and lid                                      | Hindware / Parryware / Jaquar | Nos. | 3850.00  |
| 6                     | White vitreous Wall Mounted Type European Water Closet of size as per existing with plastic seat and lid                                  | Hindware / Parryware / Jaquar | Nos. | 8800.00  |
| 7                     | White vitreous Flat Back Type Urinal of size as per existing                                                                              | Hindware / Parryware / Jaquar | Nos. | 9350.00  |
| 8                     | Stainless Steel A Isis 304 (18/8) Kitchen Sink with Drain Board of minimum size 1000 X 500 mm and bowl minimum size 465 X 410 X 215 mm.   | Nirali - Grace Plain - Large  | Nos. | 9340.00  |
| 9                     | Stainless Steel A Isis 304 (18/8) Kitchen Sink without Drain Board of minimum size 610 X 460 mm and bowl minimum size 560 X 410 X 215 mm. | Nirali - Grace Plain - Large  | Nos. | 6810.00  |
| 10                    | WC Plastic Seat Cover (White/Ivory) (Floor mount)                                                                                         | Parryware E8071               | No   | 880.00   |
| 11                    | CP Brass Waste Coupling                                                                                                                   | Jaquar - ALD-CHR-709          | Nos. | 484.00   |
| 12                    | CP Brass Pop-up Waste Coupling                                                                                                            | Jaquar - ALD-CHR-727          | Nos. | 1100.00  |
| 13                    | CP Brass Flush Valve for Urinal                                                                                                           | Jaquar - PRS-077              | Nos. | 2200.00  |
| 14                    | CP Brass Spreader                                                                                                                         | Hindware / Jaquar / Cera      | Nos. | 605.00   |

|    |                                                                                                                                          |                                           |      |         |
|----|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|------|---------|
| 15 | Choke-stop Strainer                                                                                                                      | Nirali / Hindware / Cera                  | Nos. | 825.00  |
| 16 | C.P. Brass Bottle Trap (32 mm dia.) with cleaning eye, extension piece and wall flange                                                   | Jaquar - ALD-769L300x190                  | Nos. | 1595.00 |
| 17 | P.V.C. Flexible Waste Pipe up to 1mtr. Length (32 mm dia.)                                                                               |                                           | Nos. | 143.00  |
| 18 | P.V.C. Flexible Waste Pipe up to 1mtr. Length (40 mm dia.)                                                                               |                                           | Nos. | 187.00  |
| 19 | Wall Mounted P.V.C. Low Level Flushing Cistern with manually controlled device handle                                                    | Hindware - Sleek Fresh Single Flush       | Nos. | 1507.00 |
| 20 | Concealed P.V.C. Flushing Cistern with wall mounted frame                                                                                | Jaquar - JCS-WHT-2400WS (including frame) | Nos. | 8745.00 |
| 21 | Concealed P.V.C. Flushing Cistern without wall mounted frame                                                                             | Jaquar - JCS-WHT-2400S                    | Nos. | 6765.00 |
| 22 | CP Flush Plate                                                                                                                           | Jaquar - Alive - JCP-CHR-852415           | Nos. | 1650.00 |
| 23 | C.P. Brass Concealed Flush Valve Dual Flow 40mm size with exposed Shut-Off Provision and 3/6 litre water per flus                        | Jaquar - FLV-CHR-1089N                    | Nos. | 3630.00 |
| 24 | Single (Rain) Flow Round CP ABS Overhead Shower of 100mm dia. (minimum) with Rubit Cleaning System                                       | Jaquar - OHS-CHR-1989                     | Nos. | 1540.00 |
| 25 | Single Flow CP ABS Hand Shower of 75 mm dia and 130 mm long handle (minimum) with Rubit Cleaning System                                  | Jaquar - HSH-CHR-1737                     | Nos. | 1650.00 |
| 26 | CP ABS Health Faucet with regulator including accessories like CP ABS Wall Hook, and 1.00 mtr. (min.) long flexible SS braided hose pipe | Jaquar - ALD-CHR-573                      | Nos. | 1485.00 |
| 27 | C.P. Brass Bib Cock (15mm)                                                                                                               | Jaquar - OPP-CHR-15037PM                  | Nos. | 1625.00 |
| 28 | C.P. Brass 2-way Bib Cock (15mm)                                                                                                         | Jaquar - OPP-CHR-15041PM                  | Nos. | 1925.00 |
| 29 | C.P. Brass Regular Pillar Cock (15mm) with 450 mm long SS flexible braided hose pipe                                                     | Jaquar - OPP-CHR-15001PM                  | Nos. | 1815.00 |
| 30 | C.P. Brass Long Neck Pillar Cock (15mm) with 450 mm long SS flexible braided hose pipe                                                   | Jaquar - OPP-CHR-15021PM                  | Nos. | 2200.00 |
| 31 | C.P. Brass Auto closing Pillar Cock with 450 mm long SS flexible braided hose pipe                                                       | Jaquar - PRS-CHR-037                      | Nos. | 2145.00 |
| 32 | C.P. Brass Swan Neck Sink Cock (15mm)                                                                                                    | Jaquar - FLR-CHR-5347N                    | Nos. | 1815.00 |

|    |                                                                                                     |                           |      |         |
|----|-----------------------------------------------------------------------------------------------------|---------------------------|------|---------|
| 33 | C.P. Brass Inclined Neck Sink Cock (15mm)                                                           | Jaquar - FLR-CHR-5347SD   | Nos. | 2255.00 |
| 34 | C.P. Brass Concealed Mixer & Divertor system (15mm) - Concealed Part                                | Jaquar - ALD-CHR-065      | Nos. | 3025.00 |
| 35 | C.P. Brass Concealed Mixer & Divertor system (15mm) - Exposed Part                                  | Jaquar - OPP-CHR-15065KPM | Nos. | 1485.00 |
| 36 | C.P. Brass Wall Mixer System (15mm)                                                                 | Jaquar - FLR-CHR-5281N    | Nos. | 5335.00 |
| 37 | C.P. Brass Bath Spout (15mm)                                                                        | Jaquar - SPJ-CHR-15429PM  | Nos. | 1375.00 |
| 38 | C.P. Brass Regular Single Lever Basin Mixer (15mm) with 450 mm long SS flexible braided hose pipe   | Jaquar - OPP-CHR-15011BPM | Nos. | 3740.00 |
| 39 | C.P. Brass Long Neck Single Lever Basin Mixer (15mm) with 450 mm long SS flexible braided hose pipe | Jaquar - OPP-CHR-15005BPM | Nos. | 4895.00 |
| 40 | C.P. Brass Angle Cock (15mm)                                                                        | Jaquar - CON-CHR-059KN    | Nos. | 825.00  |
| 41 | C.P. Brass Concealed Stop Cock (15mm) concealed body                                                | Jaquar ALD-CHR-083        | Nos. | 965.00  |
| 42 | C.P. Brass Concealed Stop Cock concealed body                                                       | Jaquar ALD-CHR-089        | Nos. | 1045.00 |
| 43 | C.P. Brass Concealed Stop Cock (20mm) Exposed Kit                                                   | Jaquar CON-CHR-083FTK     | Nos. | 525.00  |
| 44 | CP Hand Shower Stand                                                                                | Jaquar - SHA-CHR-555      | Nos. | 605.00  |
| 45 | CP Health Faucet Stand                                                                              | Jaquar                    | Nos. | 495.00  |
| 46 | Shower Arm (450 mm)                                                                                 | Jaquar - SHA-CHR-475L450  | Nos. | 1020.00 |
| 47 | Shower Arm (280 mm)                                                                                 | Jaquar - SHA-CHR-475L280  | Nos. | 745.00  |
| 48 | 1.50 mtr. And 12mm dia. long flexible SS braided hose pipe for Health Faucet                        | Jaquar - SHA-CHR-549D12   | Nos. | 1320.00 |
| 49 | 1.50 mtr. And 8mm dia. long flexible SS braided hose pipe for Health Faucet                         | Jaquar - SHA-CHR-549D8    | Nos. | 1100.00 |
| 50 | C.P. Brass Towel Rail (450mm long)                                                                  | Jaquar - ACN-CHR-1111SM   | Nos. | 1155.00 |
| 51 | C.P. Brass Towel Rail (600mm long)                                                                  | Jaquar - ACN-CHR-1111SM   | Nos. | 1295.00 |
| 52 | C.P. Brass Towel Holder Ring                                                                        | Jaquar - ACN-CHR-1121BN   | Nos. | 910.00  |
| 53 | C.P. Brass Double Coat Hook                                                                         | Jaquar - ACN-CHR-1161N    | Nos. | 525.00  |
| 54 | C.P. Brass Soap Dish Holder                                                                         | Jaquar - ACN-CHR-1131N    | Nos. | 635.00  |
| 55 | C.P. Brass Tumbler Holder                                                                           | Jaquar - ACN-CHR-1141N    | Nos. | 605.00  |
| 56 | C.P. Brass Glass Corner Shelf of 225mm X 225mm size and 8mm thick                                   | Jaquar - ACN-CHR-1173     | Nos. | 1155.00 |
| 57 | C.P. Brass Liquid Soap Dispenser                                                                    | Jaquar - ACN-CHR-1135N    | Nos. | 1320.00 |
| 58 | Push Button Soap Dispenser                                                                          | Jaquar - SDR-WHT-DJ0010F  | Nos. | 1540.00 |
| 59 | C.P. Brass Toilet Paper Roll Holder with Flap                                                       | Jaquar - ACN-CHR-1153S    | Nos. | 1155.00 |

|                         |                                                                                    |                                         |      |         |
|-------------------------|------------------------------------------------------------------------------------|-----------------------------------------|------|---------|
| 60                      | Wall mounted ABS Plastic Multi Fold Tissue Paper Dispenser                         | Kimberly Clark - Aquarius Compact 70220 | Nos. | 2552.00 |
| <b>61</b>               | <b>CPVC Pipe (SDR-11) with plain &amp; brass specials and fittings</b>             |                                         |      |         |
| a                       | 15 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 495.00  |
| b                       | 20 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 550.00  |
| c                       | 25 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 605.00  |
| d                       | 32 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 635.00  |
| e                       | 40 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 660.00  |
| f                       | 50 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 770.00  |
| <b>62</b>               | <b>PVC Pipe (6kg/sq.cm) with all specials and fittings, solvent, hardware etc.</b> |                                         |      |         |
| a                       | 32 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 495.00  |
| b                       | 40 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 605.00  |
| c                       | 50 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 690.00  |
| d                       | 75 mm dia pipe                                                                     | Astral / Supreme / Prince               | Rmt  | 715.00  |
| e                       | 110 mm dia pipe                                                                    | Astral / Supreme / Prince               | Rmt  | 770.00  |
| f                       | 150 mm dia pipe                                                                    | Astral / Supreme / Prince               | Rmt  | 1100.00 |
| <b>63</b>               | <b>Gate Valve - Bronze (15 kg/sq.cm)</b>                                           |                                         |      |         |
| a                       | 15 mm nominal bore                                                                 | Zoloto - 1035 A                         | No   | 1650.00 |
| b                       | 20 mm nominal bore                                                                 | Zoloto - 1035 A                         | No   | 2475.00 |
| c                       | 25 mm nominal bore                                                                 | Zoloto - 1035 A                         | No   | 3025.00 |
| d                       | 32 mm nominal bore                                                                 | Zoloto - 1035 A                         | No   | 4235.00 |
| e                       | 40 mm nominal bore                                                                 | Zoloto - 1035 A                         | No   | 5335.00 |
| f                       | 50 mm nominal bore                                                                 | Zoloto - 1035 A                         | No   | 8250.00 |
| <b>64</b>               | <b>Ball Valve - CP Brass (15 kg/sq.cm)</b>                                         |                                         |      |         |
| a                       | 15 mm nominal bore                                                                 | Zoloto - 1008 B                         | No   | 935.00  |
| b                       | 20 mm nominal bore                                                                 | Zoloto - 1008 B                         | No   | 1265.00 |
| c                       | 25 mm nominal bore                                                                 | Zoloto - 1008 B                         | No   | 1980.00 |
| d                       | 32 mm nominal bore                                                                 | Zoloto - 1008 B                         | No   | 2475.00 |
| e                       | 40 mm nominal bore                                                                 | Zoloto - 1008 B                         | No   | 2695.00 |
| f                       | 50 mm nominal bore                                                                 | Zoloto - 1008 B                         | No   | 3850.00 |
| <b>CARPENTARY ITEMS</b> |                                                                                    |                                         |      |         |
| 65                      | Window Glass (4 mm)                                                                | Saint Gobain                            | Sqm  | 473.00  |
| 66                      | Window Glass (6 mm)                                                                | Saint Gobain                            | Sqm  | 649.00  |
| 67                      | Plyboard (6 mm)                                                                    |                                         | Sqm  | 319.00  |
| 68                      | Plyboard (8 mm)                                                                    |                                         | Sqm  | 415.00  |
| 69                      | Plyboard (12mm)                                                                    |                                         | Sqm  | 539.00  |
| 70                      | Plyboard (18 mm)                                                                   |                                         | Sqm  | 770.00  |
| 71                      | Laminate (1mm thick)                                                               |                                         | Sqm  | 550.00  |
| 72                      | Laminate (0.8mm thick)                                                             |                                         | Sqm  | 360.00  |
| 73                      | Veneer                                                                             |                                         | Sqm  | 825.00  |
| 74                      | SS Hinge (100 mm)                                                                  | Godrej                                  | No.  | 50.00   |

|                         |                                                |                         |      |         |
|-------------------------|------------------------------------------------|-------------------------|------|---------|
| 75                      | Brass Hinge (100 mm)                           | Godrej                  | No.  | 90.00   |
| 76                      | Auto Hinge 18MM                                | Godrej                  | Pair | 135.00  |
| 77                      | Top Hinges                                     | Godrej                  | Set  | 330.00  |
| 78                      | Patch Fittings                                 | Godrej                  | Set  | 1595.00 |
| 79                      | Floor Springs 120 kg                           | Godrej                  | No.  | 6050.00 |
| 80                      | Mortice lock (twin bolt) with computerised key | Godrej                  | No.  | 1760.00 |
| 81                      | Night Latch (6 lever)                          | Godrej                  | No.  | 1210.00 |
| 82                      | SS Door Stopper                                | Godrej                  | No.  | 132.00  |
| 83                      | SS Door Handle (600 mm)                        | Godrej                  | No.  | 275.00  |
| 84                      | Brass Door Handle (600mm)                      | Godrej                  | No.  | 440.00  |
| 85                      | SS Aldrop (10" BRASS)                          | Godrej                  | No.  | 495.00  |
| 86                      | SS Tower Bolt (6")                             | Godrej                  | No.  | 85.00   |
| 87                      | Drawer/Cupboard Lock with key                  | Godrej / Vijayan        | No.  | 110.00  |
| 88                      | Drawer Handle                                  | Godrej                  | No.  | 45.00   |
| 89                      | Door Eye Lens                                  | Godrej                  | No.  | 240.00  |
| 90                      | SS Telescopic Drawer Channel (500 mm)          | Godrej                  | No.  | 330.00  |
| 91                      | Keyboard Drawer                                | Godrej                  | No.  | 385.00  |
| 92                      | Glass Shelf (600mm x 100/120mm)                |                         | No.  | 495.00  |
| 93                      | F- Bracket (SS) (For Glass Shelf)              |                         | Pair | 110.00  |
| 94                      | L- Bracket (SS) (50mm x 50mm)                  |                         | No.  | 110.00  |
| 95                      | SS Wire mesh                                   |                         | Sqm  | 275.00  |
| 96                      | Nylon Rope (8 mm diameter)                     |                         | Rmt  | 35.00   |
| 97                      | Mirror Box (SS)                                | Parasnath/Nilkamal      | No.  | 2000.00 |
| 98                      | SS Curtain Bracket (T Shape)                   |                         | No.  | 135.00  |
| 99                      | SS Curtain Socket                              |                         | No.  | 275.00  |
| 100                     | SS Curtain Rod (20 mm)                         |                         | Rmt  | 85.00   |
|                         |                                                |                         |      |         |
| <b>ELECTRICAL ITEMS</b> |                                                |                         |      |         |
| <b>MCB</b>              |                                                |                         |      |         |
| 101                     | 6 Amp                                          | Legrand/Havells/ Anchor | No.  | 220.00  |
| 102                     | 10 Amp                                         | Legrand/Havells/ Anchor | No.  | 245.00  |
| 103                     | 16 Amp                                         | Legrand/Havells/ Anchor | No.  | 245.00  |
| 104                     | 20 Amp                                         | Legrand/Havells/ Anchor | No.  | 265.00  |
| 105                     | 25 Amp                                         | Legrand/Havells/ Anchor | No.  | 265.00  |
| 106                     | 32 Amp                                         | Legrand/Havells/ Anchor | No.  | 265.00  |
| 107                     | 40 Amp                                         | Legrand/Havells/ Anchor | No.  | 660.00  |

**NOTE:**

1. The above rates will remain fixed for the entire duration of contract period and no price escalation shall be admissible during such period.
2. SBI may consider renewal of rates at the time of renewal of contract at its sole discretion and the same cannot be claimed as a right by the bidder.

3. The bills for the reimbursement of these items should be supported with GST paid invoices.
4. The cost for reimbursement of items not covered hereinabove shall be derived on the basis of prevailing market rates on production of GST paid bills / invoices against purchase of materials provided prior approval from the engineer in charge has been obtained.

I have read and understood the instructions hereinabove and shall abide by the same.

SIGNATURE OF CONTRACTOR  
WITH SEAL

NAME

ADDRESS

## GENERAL CONDITIONS OF THE CONTRACT

### 1. DEFINITIONS:

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

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

**‘Employer / Bank’** means State Bank of India having its Head Office State Bank of India, Corporate Centre, Nariman Point, Mumbai.

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

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

**‘Site’** means State Bank of India, Office Complexes at Global IT Centre - CBD Belapur, MTNL Building CDB Belapur, MIDC Turbhe, Kapas Bhavan CBD Belapur located in Navi Mumbai., where the works are to be carried out.

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

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

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

**‘Month’** means calendar month.

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

**‘Day’** means a calendar day beginning and ending at 00 hrs. and 24 hrs. respectively.

Where the context so requires, words imparting the singular only also include the plural and vice versa; and, any reference to masculine gender shall include feminine gender and vice versa.



## 2.LANGUAGE:

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

## 3 .INSPECTION OF SITE:

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

## 4. CONTRACTOR TO INFORM HIMSELF FULLY:

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

## 5.WORK TO BE CARRIED OUT:

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

## 6. SUFFICIENCY OF TENDER:

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

## 7. AWARD OF CONTRACT:

- (i) The final Award of contract shall be on L1 basis through Gem Portal.
- (ii) The SBI reserves the right to increase or decrease the quantum of service to be provided and also reserves the right to cancel or revise any or all the tenders or part of tenders without giving any reasons thereto with no cost to the SBI.
- (iii) The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of BOQ within 48 hours of the selection of the L1 bidder, failing which bank may take appropriate action

#### 8. SIGNING OF CONTRACT DOCUMENTS:

The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract with the respective establishments of SBI within 15 days from the receipt of intimation of acceptance of the tender by the SBI. However, the written acceptance of the tenders by the Bank will constitute a binding agreement between the Bank and successful tenderer whether such formal agreement is subsequently entered into or not.

#### 9. WORK ORDER:

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

#### 10. CONTRACT DOCUMENT:

On receipt of work order from the Employer, the successful tenderer shall be bound to implement the contract and within 14 days thereof, he shall sign an agreement on a non-judicial stamp paper of appropriate value. The contractor shall be furnished, one certified copy of the contract documents as may be forming part of the tender papers. None of these documents shall be used for any purpose other than that of this contract.

The Successful Bidder shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of the Agreement and/or any other documents/agreements, which are required to be executed.

#### 11. EARNEST MONEY DEPOSIT (EMD)

The tenderer shall deposited EMD of **Rs. 5,00,000/- (Rupees Five Lakh Only)** in the account mentioned in NIT. No tender shall be considered unless the EMD is so deposited in the required account. The proof of remittance is attached along with the tender.

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 Employer under the terms of this contract may be deducted from the Earnest Money Deposit if the amount so permits or from any sums payable to the contractor and the contractor within ten days after such deductions shall make good the amount so deducted.

## 12. FORFEITURE OF EMD:

Bank reserves the rights to cancel the order and forfeit the EMD if,

- b. Security Deposit is not submitted within the stipulated time;
- c. Additional security deposit, if any, is not submitted as per tender provisions
- d. Agreement is not entered within stipulated time;
- e. If the tenderer revokes his tender during the period, he is required to keep his tender open for acceptance by the Employer or
- f. The tender is accepted by the Employer but the contractor fails to enter into a formal agreement or
- g. Fails to commence the work within the stipulated time.
- h. Minimum Wages are quoted in the Price Bid below the wages specified by the Central Government (Chief Labour Commissioner, Ministry of Labour & Employment, New Delhi)
- i. If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract.

## 13. 1 SECURITY DEPOSIT:

- i. The successful bidder should submit a Security Deposit for 5% of awarded Annual contract value in the form of FDR/TDR issued by any Nationalised Bank in favour of “State Bank of India A/c M/s ..... (Name of the Contractor firm)” payable at Mumbai within fourteen days from the date of acceptance of the tender for due performance of the Contract.
- ii. The contractor may choose to deposit the prescribed Security Deposit by way of Bank Guarantee issued by a Scheduled Commercial Bank in India other than SBI in the format approved/provided by the SBI. The Bank Guarantee should be valid for initial contract period of 1 (One) year from the date of commencement of contract. The bank guarantee should also contain a claim period of three months from the last date of validity. The BG shall be further renewed on yearly basis subject to renewal of the contract by the SBI.

## 13.2 ADDITIONAL SECURITY DEPOSIT (ASD):

In case most successful bidder quotes abnormally low rates (i.e. 7.5% or more, below estimated project cost), the bank may ask such bidder to deposit additional security deposit (ASD) equivalent to difference of estimated cost vis-à-vis their quoted amount for due fulfilment of contract as performance guarantee. Such ASD could be in the form of Bank Fixed Deposit / Bank’s guarantee in the Bank’s name as per format approved by the Bank. On successful completion of work ASD will be returned to the contractor. In case contractor fails to complete the work in time or as per tender specification or leave the job incomplete, the bank will be at liberty to recover the dues from ASD or to forfeit such ASD as the case may be within its sole discretion. No interest shall be paid to the amount retained by the Bank as Security Deposit / Additional Security Deposit.

14. The contractor’s authorized representative shall be in attendance in the premises during all working hours for supervising the work. For any negligence of the service employed by the contractor or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of SBI, the contractor shall be personally responsible and shall make good the loss forthwith.

15. All activities of work done under this contract shall be entered in a register on a daily basis so that complete record of all the works performed is maintained and signed with date by both parties viz., persons authorized for and on behalf of SBI and the contractor each day on completion of work.

16. Without prejudice to any rights or remedies under this agreement if the contractor dies, the SBI authorities shall have the right to terminate this agreement without any liability whatsoever as regards execution of the work for the balance contract period after the death of the contractor.

#### 17.INSURANCE OF WORKS:

- Before taking up the work, the Contractor shall, obtain and submit to the Employer (Bank), a third-party insurance policy in original, issued by any Public-Sector Insurance Company.
- The Policy should be issued in the joint names of Employer and contractor with Employer's name appearing first. Minimum 5 employee/worker/persons should be covered under the insurance at a time for insured sum of ₹ 5 lac each, for any type of accident / incidence.
- The contractor shall, from time to time, provide documentary evidence as regards payments of premium for all insurance Policies for keeping them valid till the completion of the work.
- Without prejudice to any of its obligations and responsibilities specified above, the Contractor shall, within 10 days from the date of work order, submit documentary evidence as required by the Employer in support of having obtain requisite insurance cover.
- No work shall be taken up by the Contractor at site unless the Insurance Policies as mentioned above are obtained.
- Also, no payment shall be made to the Contractor on expiry of insurance policies unless renewed by them and renewed policy is submitted with the Bank. Nothing extra shall be payable on this account.

#### 18. ASSIGNMENT, SUBLETTING AND CONTRACTOR'S SUPERINTENDENCE:

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

In case of breach, the SBI shall be at liberty to serve notice and rescind the contract along with forfeiting of the EMD (i.e. security deposit) and invoke the bank guarantee / performance guarantee if required.

#### 19. PROTECTION OF WORKS AND PROPERTY:

The contractor shall continuously protect the Employer's properties from damage or loss arising in connection with contract. He shall make good any such damage, injury, loss resulting due to his fault or negligence except due to causes beyond his control. In case the contractor fails to make good the losses

caused to the bank due to his fault or due to negligence of his staff, SBI reserves the right to invoke the security deposit as stated above to cover such losses.

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

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

#### 20. CONTRACTOR TO SUPPLY TOOLS & PLANTS, SAFETY GADGETS.:

- Schedule of all type of equipment , tools & plants to be kept at site should be attached:
- The list of all type of equipment, tools, and plants to be deployed by the contractor should be enclosed.
- The equipments to be kept on site should be absolutely new and the contractor should submit the copies of the purchase bills to Bank.
- All safety gadgets as helmet, safety belt, safety shoes etc.
- All types of cabling work i.e. scaffolding, ladders, swings etc to work at all heights, level, leads & lifts.
- The contractor should ensure that the equipment provided on site are functioning at all times.

#### 21. WAGES TO BE PAID:

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

The payment will be made as per actual manpower deployed for the Housekeeping works and on satisfactory completion of the work and on submission of the bill.

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

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

That the terms of this contract have been read by the FM Service Contractor and fully understood by him/ them. The FM Service Contractor shall not be entitled for the payments for the quantities beyond the tendered quantities unless ordered for, by specific instructions with prior approval from the Bank. The rate quoted shall be inclusive of bonus, house rent allowance, Employees provident fund, overtime, conveyance, food expenses etc. and the Employer shall not be responsible for any payment towards the above components.

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

- Basic Pay
- D.A.
- EPF
- ESIC
- Bonus
- Any other statutory compliances in details

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

The contractor shall compulsorily submit the detailed pay structures he proposes to give to each of his category (along with components as instructed above and also adding any other component he desires to give over and above, to any or all of the categories along with the price bid. The tenders quoted without complying **payment of Minimum wages** as per Central Government of India F. No. 1/7(3)/2023-LS-II dated 01.04.2024, along with EPF/ESI/DA, etc. shall be summarily rejected/disqualified.

## 22. PROCUREMENT OF CLEANING AND OTHER MATERIALS:

All the cleaning materials and consumables (as per list enclosed in the BOQ of the tender) required for the work shall be supplied by the Contractor within their quoted rates only. All the cleaning materials shall be of make of Hindustan Unilever or other equivalent make approved by the Bank.

## 23. UNIFORM:

The contractor shall provide New Uniform twice in a year (with Company's name badge) including Safety Shoes, Helmet, Safety Belt, Hand Gloves etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account. Further the cloths worn by them shall be neat & tidy

## 24. PAYMENT OF BILLS BY THE BANK:

Neither any advance nor any loan from any bank or financial institution shall be recommended on the basis of Work Order or Award of work.

The payment of your monthly bills in respect of the captioned Contract shall be paid by the State Bank of India on the recommendations of SBI only after all documents as indicated below are submitted along with the bill:

- i) PF challan for the previous month.
- ii) A separate sheet mentioning the names of the staff deputed at SBI Site,
- iii) Wages/Salary amount credited in the Bank's account of individual,
- iv) Amount of PF & ESI Deposited in their respective account. The statement should have the PF number of the staff and the agency shall fix its official seal and signature on the statement.
- v) A separate covering letter undertaking that the PF amounts have been credited rightly as per the statement enclosed should also be submitted.
- vi) ESIC challan for the previous month along with separate sheet mentioning the names of the staff deputed at SBI Site (name of site to be mentioned) and the amount credited against their account with the ESIC office.
- vii) The statement should have the ESIC number of the staff and the agency shall fix its office seal and signature on the statement. A separate covering letter undertaking that the ESIC amounts have been credited rightly as per the statement enclosed should also be submitted. For staff who are out of the ESIC ambit, clear details of number of people covered under ESIC and Workmen compensation policy shall be indicated.
- viii) The original wages register, signed by your employees deputed to SBI sites, in token of receipt of payment for the previous month, should be submitted for certification of SBI representative, as the principal Employer, every month.
- ix) GST Paid Original Bills/Invoices in support of claims of all the material (including cleansing materials supplied to the residents, material used for Common areas as well as Plumbing, Electrical and any other material supplied/used in the maintenance during the month) duly counter signed by the Officer-in-charge/Engineer from SBI confirming the procurement and use of all such material at site.

25. Whenever under the contract any sum of money shall be recovered from, or payable by the contractor, the same shall be paid by the contractor on demand. The SBI may also deduct such amounts from any dues of the contractor, or from any sum which at any time there after becomes due to the contractor under his contract or under any other contract or from his security deposit, in respect of this work or in respect of any otherworks.

26. If State Bank of India engages workers to complete any part or whole of the work as per this contract for any period, due to failure of the contractor to engage adequate number of workers, in that event, contractor has to reimburse to SBI, the extra cost involved on this account.

27. WORK ON SUNDAY AND HOLIDAYS:

The contractor has to arrange/manage for engaging his workers on Sunday and holidays, for thorough deep cleaning of the internal and external areas as required by the employer. No Extra payment on this account will be made by the Employer. However, there will be one weekly holiday for each employee on rotation basis.

## 28. ADDITIONAL WORK:

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

## 29. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS:

The Contractor shall comply with all statutory requirements prescribed by the local as well as state / central government authorities from time to time and submit required proof of compliance to the Employer as and when required by the Employer. The contractor shall produce all the relevant statutory documents for inspection by the Employer and the government authorities.

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

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

## 30. OTHER COMPLIANCES:

The Contractor should ensure compliance of the following for smooth execution of work:

- Identity card should be issued by the contractors to the contract staff deputed on State Bank of India site.
- All contract staff deputed by the contractor at SBI site should have in possession Identity card issued by the contractors.
- The Payment slips should be issued by the contractors to the staff deputed on SBI site.
- All Contract staff should bear specified uniform bearing badges of Company's name and other safety accessories, viz Helmet, Safety belt, etc.

## 31. LOCAL LAWS, ACTS, REGULATIONS

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

- Minimum Wages Act, 1948
- Payment of Wages Act 1936



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

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 may be recovered by the Bank from the contractor.

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

### 32. CONTRACT PERIOD: THREE YEARS

(A) The work shall be awarded for an *initial period of one year* from the date of commencement of the work subject to its renewal maximum for two similar terms on expiry of the current contract period, within sole discretion of the Bank, on the same terms and conditions subject to satisfactory performance of the Contractor except minimum wages which shall be considered as per Central Government rates prevailing (irrespective of the rate quoted in bidding) at material.

- The extension of contract is to the entire discretion of the Bank and cannot be claimed as right of the Contractor.
- If the contractor fails to perform any of its duties under this agreement and if the Employer is dissatisfied with the services of the contractor during the contract period or extended period of service, the Employer may terminate the services of the contractor, by issuing one month's notice in writing to winding up.

(B) Increase in 2<sup>nd</sup> and 3<sup>rd</sup> year of contract.

- (i) Amount quoted shall be firm during the first year of contract.

- (ii) During second & third years the amount will be revised as under:
- (a) Cost of manpower will be increased based on notification of ministry of labour & employment office of Central Government of India and Bank will ensure its compliance as principal employer.
- (b) Other cost (except cost of Manpower) will be increased by 7 % over previous year's amount..

Example:-

| Sr. No.              | First year<br>(Example) | Second year                                                                                | Third year                                                                                  |
|----------------------|-------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Cost of manpower (A) | 90 (say)                | Will be revised as per Notification of Central Government of India in month April'25. (A1) | Will be revised as per notification of Central Government of India in month April' 26. (A2) |
| (B) Other            | 10 (say)                | 10.70                                                                                      | 11.449                                                                                      |
| Total (A+B)          | 100 (say)               | (A1)+10.70                                                                                 | (A2) +11.449                                                                                |

The above example is only explanatory. The engagement of the vendor will be for 1 year from the date of commencement of work as mentioned in purchase order. The extension of the contract for another 2 year would be sole discretion of the Bank.

(Note: Extension of contract will be on yearly basis at sole discretion of Bank)

### 33. DISMISSAL OF WORKMEN:

The contractor shall on the request of the Employer immediately dismiss from works any person employed thereon by him, who may in the opinion of the Employer be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of any claim for compensation or damages against the Employer or any of their officer or employee. The contractor shall take necessary steps as per law in such situations.

### 34. TECHNICAL AUDIT / SCRUTINY:

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

### 35. RECORDS OF DAILY OPERATION:

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

### 36. INSPECTION BY EMPLOYER:

- The Employer shall have the right to inspect at all times any tools, instruments, materials / chemicals, staging or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections.
- Rejection of work and Equipment
- The Employer shall have the right to condemn any or all tools, instruments, materials / chemicals, equipment or work which does not confirm to the specifications.
- The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, the Bank shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and consequences.

### 37 REPORTING AND RECORD KEEPING:

#### Management reporting and process reviews

The Employer shall approve the format for the monthly report to be submitted by the contractor along with every monthly bill.

#### Operating Meetings

During the early stages of the agreement, it is expected that the frequent operation meetings will be required between the service contractor's manager and employer's representative/s to discuss priorities to establish satisfactory reporting procedures. The contractor shall make the appropriate personnel available for attending all these meetings.

#### Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The Senior Management of the contractor and Employer shall attend these meetings.

### Quality Assurance

The contractor shall implement a quality system in accordance with ISO standards. The contractor shall develop, in conjunction with the Employer's representatives, the standards of service to be provided and how performance to be measured and monitored.

### 38. FORCE MAJEURE:

“Force Majeure” shall mean any event beyond the control of 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, 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.

### 39. ACCIDENTS:

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

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

### 40. LABOUR:

- i. The Contractor shall employ suitable labour to carry out the respective work to the satisfaction of the Bank.
- ii. The contractor shall furnish to the SBI at the intervals specified by SBI, a distribution of the number and description of labour employed in carrying out various works / activities.
- iii. The Contractor shall submit on every month to the SBI a statement showing in respect of the preceding month:
  - (a) The number of labourers employed by them on the work.
  - (b) Their working hours.
  - (c) The wages paid to them.
  - (d) The accidents occurred, if any, during the said month showing the circumstances under which they happened and the extent of damage and injury caused by them and
  - (e) The number of female workers who have been allowed maternity benefits as provided in the maternity benefit Act, 1961 or Rules made there under and the amount paid to them.
- iv. The contractor shall apply and obtain license under the Contract Labour (R&A) Act 1970 and comply with the relevant provision of this Act, in respect of the labour employed by him for executing this contract. The contractor shall furnish necessary returns to the authority through Bank.
- v. The minimum age of the labour employed shall not be below 18 years.
- vi. The contractor should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his workmen under the employee's provident fund schemes and Employees State Insurance Act 1948 and show proof of payment of subscriptions/contributions to the concerned authorities.
- vii. Both in respect of ESI/EPF the contractor shall obtain necessary declaration forms from his employees and obtain individual insurance and PF number and shall

- furnish to the Bank every month, necessary proofs for having made remittance of ESI and PF contributions in respect of all contract labourers engaged by him.
- viii. As regards Employees State Insurance Act, the contractor shall submit photostat copies of the challans of remittance of the contributions (both the employee's contributions and his own contribution there on) to the ESI corporation in respect of the employees engaged in State Bank of India by him for this work for the relevant period before any payment is released by State Bank of India.
  - ix. As regards the Employees Provident Fund and Miscellaneous Provision Act 1952 and rules and regulations and schemes framed there under, he shall be liable to pay employees compensation under the Act in respect of all labour employed by him for the execution of the contract. For this purpose, he shall indicate the code number obtained by him from the Regional Provident Fund Commissioner and produce the Photostat copy of the challan receipt of monthly remittance.
  - x. He shall also furnish such returns as are due under the Act to be sent to the appropriate authorities through State Bank of India.
  - xi. The contractor is required to take Insurance for all the workers employed on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of work and has to be provided at the signing of the agreement.
  - xii. The contractor shall be fully responsible for the consequences arising out of default and Bank may treat it as breach of Contract and reserves the right to terminate the Contract.
  - xiii. The contractor shall pay wages to his workmen at the rates as applicable under the Minimum Wages Act as per Central Government guidelines for unskilled and for semiskilled/equivalent categories.
  - xiv. The contractor shall disburse the wages through credit to their accounts and account statement should be enclosed along with the monthly bill.
  - xv. The duration of duty is eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest minimum.
  - xvi. The staff/workers employed by the contractor shall not find under the influence of alcohol or any abusive substance at any point of time. Further, the mobilization of the workers engaged shall be such that they maintain the dignity of the office at all time and any incident of mobilization or indecency is noticed at the work place bank shall have the right for asking replacement of such workers employed by the contractor.

#### 41. TERMINATION:

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

- (b) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, the State Bank of India shall have the right to terminate the contract forthwith with one month's notice and 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-paneling the contractor or debarring them in future tendering process.
- (c) This contract shall stand terminated by efflux of time or earlier by giving 3 months advance notice by the party of its intention to do so. The Bank may instruct the contractor to continue to render the services till the next contractor/ service provider is appointed by the Bank and contractor / service provider will not be entitled to additional amount for rendering the services during the notice period.
- (d) On termination or conclusion of the instant contract, as the case may be, the contractor / service provider will return the machine / equipment provided to him for performance of the obligation under this contract, if any and assist in smooth transition of the service to the next contractor/ service provider appointed by the Bank

**42. SAFETY CODE – RESPONSIBILITIES OF THE CONTRACTOR IN RESPECT OF SAFETY OF MEN, EQUIPMENT, MATERIAL AND ENVIRONMENT:**

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

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

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

- Safety Helmets conforming to IS-2925:1984
- Safety Belts conforming to IS-3521:1983
- Safety Shoes conforming to IS-1989:1978

- Eye and Face protection devices conforming to IS-8520:1977 and IS-8940:1978.
- Hand and body protection devices conforming to: IS-2573:1975, IS-6994:1973, IS-8807:1978, IS-8519:1977,

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

The contractor shall adopt all fire safety measures.

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

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

The contractor has to provide minimum two sets of First Aid kits at site. The contractor has to ensure that all the items in the kit are within the valid usable dates

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

#### 43. INDEMNITY BOND:

- Contractor shall sign an Indemnity Bond in an approved format as per Annexure – 'V' before starting the work, indemnifying the SBI from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the work place due to non-adherence to safety codes, not following the standard work procedures and for violating rules and regulations for which the contractor shall be solely responsible.
- In case of any damage to property by the contractor, SBI shall have the right to recover the cost of such damages from payments due to the contractor and decision of the Bank shall be binding on the Contractor.



- In the event of any damage to the loose furniture, interiors, computers and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the contractor.
- If the contractor fails to improve the standards of safety in its operation to the satisfaction of SBI after being given a reasonable opportunity to do so, and/or if the contractor fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized SBI official, the SBI shall have the right to take corrective steps at the risk and cost of the contractor after giving a notice of not less than seven days indicating the steps that would be taken by State Bank of India.
- Before commencing the work, the contractor shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of State Bank of India.

#### 44. SETTLEMENT OF DISPUTES AND ARBITRATION:

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

**Arbitration:** Except where otherwise provided in the contract all questions and disputes relating to the meaning of the specifications, design, drawings and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the work or the execution or failure to execute the same, whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter :

i) If the contractor considers that he is entitled to any extra payment or compensation in respect of the works over and above the amounts admitted as payable by the Architect or in case the contractor wants to dispute the validity of any deductions or recoveries made or proposed to be made from the contract or raise any dispute, the Contractor shall forthwith give notice in writing of his claim, or dispute to the Assistant General Manager (Estate) endorse a copy of the same to the Architect, within 30 days from the date of disallowance thereof or the date of deduction or recovery. The said notice shall give full particulars of the claim, grounds on which it is based and detailed calculations of the amount claimed and the contractor shall not be entitled to raise any claim nor shall the Bank be in any way liable in respect of any claim by the contractor unless notice of such

claim shall have been given by the contractor to the Assistant General Manager (Estate) in the manner and within the time as aforesaid. The contractor shall be deemed to have waived and extinguished all his rights in respect of any claim not notified to the Assistant General Manager (Estate) in writing in the manner and within the time aforesaid.

ii)The Assistant General Manager ( Estate) shall give his decision in writing on the claims notified by the contractor. The contractor may within 30 days of the receipt of the decision of the Assistant General Manager (Estate) submit his claims to the conciliating authority namely the Dy. General Manager (F&OA) ) for conciliation along with all details and copies of correspondence exchanged between him and the Assistant General Manager (Estate).

iii)If the conciliation proceedings are terminated without settlement of the disputes, the contractor shall, within a period of 30 days of termination thereof shall give a notice to the concerned Chief General Manager (IT-CH&OPS) of the Bank for appointment of an arbitrator to adjudicate the notified claims failing which the claims of the contractor shall be deemed to have been considered absolutely barred and waived.

iv)Except where the decision has become final, binding and conclusive in terms of the contract, all disputes or differences arising out of the notified claims of the contractor as aforesaid and all claims of the Bank shall be referred for adjudication through arbitration by the Sole Arbitrator appointed by the Chief General Manager (IT-CH&OPS). It will also be no objection to any such appointment that the Arbitrator so appointed is a Bank Officer and that he had to deal with the matters to which the Contract relates in the course of his duties as Bank Officer. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever another sole arbitrator shall be appointed in the manner aforesaid by the said Chief General Manager (IT-CH&OPS). Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each dispute along with the notice for appointment of arbitrator.

It is also a term of this contract that no person other than a person appointed by such Chief General Manager (IT-Ch &Ops) aforesaid should act as arbitrator.

The conciliation and arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under.

It is also a term of the contract that if any fees are payable to the arbitrator these shall be paid equally by both the parties. However, no fees will be payable to the arbitrator if he is a Bank Officer.

It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any of the arbitrator) shall be in the discretion of the arbitrator who

may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

- **Applicable Laws:** The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made thereon from time to time.
- **Jurisdiction:** All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Navi Mumbai/ Mumbai only and not elsewhere.
- **Saving clause:** No suits, prosecution or any legal proceedings shall lie against the State Bank of India, Mumbai or any person for anything that is done in good faith or intended to be done in pursuance of tender.

#### 45. FORECLOSURE OF CONTRACT IN FULL OR IN PART:

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

#### 46. PROPOSED WORK METHODS, SUPPLIES AND PLAN:

The Contractor shall be required to prepare and submit a detailed description of the arrangement, sequence and methods of service performance which the contractor proposes to adopt for carrying out the services.

The Bank at its sole discretion shall ask at any time for changes in the anticipated work sequence due to operational requirements. Such change in work sequence shall not entitle the contractor to any additional payment.

*The contractor shall be required to submit for the Bank's approval a schedule of materials that shall be mobilize for the above services wherever applicable. This information shall be submitted with full identification of specific manufacturer's products together with their catalogues.*

The contractor shall be required to submit for the Banks approval a detailed utilization plan and a detailed manpower deployment schedule with details of manpower assigned to each task. All comments by Employer will be incorporated and executed at no extra costs to the Employer.

The contractor will schedule the cleaning operations in such a way that the premises remains neat and clean all the time. The contractor may deploy his labourers in shifts accordingly in keeping with the prevailing labour law of the state.

i. PRICES:

The amount quoted and accepted will be binding on the tenderer. In case of any change in GST or introduction of any new tax due to Statutory Act of The Government after the date of submission of tenders and during the tender period, the quantum of additional taxes so levied will be allowed to be charged extra as separate item without any change in price structure of the items approved under the tender. Similarly, if there is any reduction in tax etc. shall be deducted. Price structure will be solely dependent upon the rate approved as per work order and revisions of the same as per price variation/escalation clause mentioned in the tender. For claiming the additional cost on account of the increase in tax structure, the tenderer should produce proof from the concerned Competent Authorities for having paid additional tax on the services provided to the SBI and can also claim the same in the invoice.

48. INSOLVENCY:

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

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

the SBI and provided also that the contractor shall be liable to pay the SBI for any extra expenditure, it is thereby put to but shall not be entitled to any gain on repurchased.

49. CONFIDENTIALITY:

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

50. CORRUPT OR FRAUDULENT PRACTICES:

- The 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 in order to influence a procurement process or the execution of a contract to the detriment of 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 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, 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 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 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.

#### 51. PENALTIES /LIQUIDATED DAMAGES:

- The Contractor shall disburse salary to its deployed manpower as per Central Govt. minimum wages Act latest by 15<sup>th</sup> of every month, failing which penalty equivalent to one-day salary (Basic + DA) per delayed day shall be credited by the contractor into the account of the respective employees whose salary has been delayed, apart from his regular remuneration which the contractor is payable to him. Proof of the same shall be submitted to the SBI along with the bills of the next month. If such scenario continues for a period of 3 continuous months then the contract shall be liable to be terminated. Security Deposit / Performance Bank Guarantee shall be forfeited and Bank guarantee shall be encashed. The Bank will have the power to appoint any other agency for the manpower services at the risk and cost of the Contractor.
- The Contractor has to maintain adequate number of manpower as per this contract and also arrange a pool of standby manpower/supervisor. If the required number of manpower/supervisors are less than specified number as mentioned in the contract, a penalty of ₹1000/- per absentee per day shall be deducted from the bill(s).
- In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Contractor failing to provide requisitioned number of manpower, the BANK shall make deductions at double the rate of hiring rate on pro-rata basis from the bills preferred by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from the Contractor to be paid within seven days to the credit of the Bank.
- An amount of ₹5000/- will be levied as liquidated damages per day per floor for any /all building from the Contractor whenever and wherever if found that the work is not up to the mark or if the work is not carried out (Activity / work of daily duration ). If the Contractor fails to perform as per the satisfaction of the Bank within 15 days, liquidated damages clause as incorporated in the tender document of the Contractor will be invoked.

Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the Bank, the Contractor shall be penalized up to 5% of the monthly Bill amount which will deducted from any bills/dues of Contractor.

If the contractor does not perform any activity and also does not submit the work completion certificate, mentioned under scope of services then the following amount shall be deducted from his/her monthly bill as mentioned below:

- (i) Rs. 20,000/ per instances per week for non-performance, non submission of completion certificate of the activity of weekly duration.
- (ii) Rs. 50,000/ per instances per fortnight for non-performance, non submission of completion certificate of the activity of fortnight duration.
- (iii) Rs. 1,00,000/ per instances per month for non-performance, non submission of completion certificate of the activity of monthly duration.
- (iv) Rs. 1,50,000/ per instances per quarter/half yearly for non-performance, non submission of completion certificate of the activity of quarter/half yearly duration.

#### 52. PRICE VARIATION CLAUSE:

**Price variation for Labour component:** Please note that all rates (Manpower etc.) quoted by the vendor shall remain fixed and valid for a period of one year i.e. initial contract period from the date of commencement of work and no escalation/price increase, whatsoever shall be considered during this period. Accordingly, contractor has to take due care on this account while quoting the rates.

#### 53. VALIDITY OF CONTRACT: THREE YEARS

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

#### 54. ONLINE COMPLAINT MANAGEMENT:

The Contractor would be required to procure and put into operation a computerized system with web interface for capturing and collating complaints and responding to the same. Server for porting the software and access to LAN would be provided by the

Bank. If the facility is not readily available with the Contractor, he would be required to arrange for manually undertaking this process and make available the computerized process within three months of getting the contract from the Bank.

55. ASSIGNMENT AND SUBLETTING:

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, the Bank may at its discretion but without prejudice to its other rights and remedies terminate this contract.

56. RIGHT TO ACQUIRE MORE AREA:

The Bank at its discretion, may extend the contract to other premises/s of the Bank, with maximum up to 25% area of the existing office premises (subject matter of this Tender). The Contractor should be willing to take up the work at the new premises, on same terms & conditions. For which, additional payment would be made to him on pro-rata basis, based upon the floor area of the new premises and manpower requirement, considering the price quoted for the current contract.

57. 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.
- iv. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

58. NON-DISCLOSURE:

The Contractor shall not disclose directly or indirectly any information, materials and details of the State Bank of India’s infrastructure / systems/ equipment etc., which may



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

59. Green house keeping Materials:

The contractor shall use only Green housekeeping materials for the GITC main building and 3 annex buildings ( MTNL, Kapas Bhavan, Turbhey).The contractor shall make composting off waste generated from canteen and garden and reuse the composite waste.

60 . **Uses of mobile by the manpower during duty hour :**

Man powers shall not be allowed to watch video/Whats app /social media during their duty hours . However , they may use the same for attending necessary calls. Violation of this rule may attract penalty Rs. 50/ per instance/per labour per day.

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

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

Annexure – ‘T’

Draft Agreement

FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR FOUR PREMISES OF STATE BANK OF INDIA I.E.(I) GLOBAL IT CENTRE - CBD BELAPUR, (II) MTNL BUILDING CDB BELAPUR, (III) MIDC TURBHE, (IV) KAPAS BHAVAN CBD BELAPUR LOCATED IN NAVI MUMBAI

LOCATED IN NAVI MUMBAI

Between

State Bank of India

And

M/s-----

Date of Commencement: -----

Expiry date: -----

THIS Agreement is made on ----- day of ----- ..... (hereinafter referred to as "Agreement") by and between State Bank of India, a corporation incorporated under State Bank of India Act 1955 having its State Bank Global IT Centre at Sector 11, CBD Belapur, Navi Mumbai, Maharashtra, India 400614 through Estate Department ,State bank Global IT Centre(hereinafter referred to as the "Bank/SBI") and which expression shall unless repugnant to the context, mean and include its successors and assigns,

And

M/s ----- incorporated under the Companies Act 1956 having its registered Office at ----- (hereinafter referred to as the "Service Provider / Contractor/ Agency") which expression unless repugnant to the context shall mean and include its successors and permitted assigns.

SBI and M/s ----- are each sometimes referred to individually as a "Party" and together as the "Parties."

WHEREAS, the Bank is desirous for providing Integrated Facility Management Services for four premises of State Bank of India i.e.(i) Global IT Centre - CBD Belapur, (ii) MTNL Building CDB Belapur, (iii) MIDC Turbhe, (iv) Kapas Bhavan CBD Belapur located in Navi Mumbai.

as described in the Request for Proposal (read with its corrigendum and clarifications) No. ----- dated ----- (hereinafter referred as "RFP" and annexed as Annexure-A):

(i) Work Order No ----- dated ----- (hereinafter referred as "PO/ Work Order" and annexed as Annexure-B) and the same shall be part of this Agreement.

(ii) The terms contained under RFP the same shall be part of this Agreement.

Service Provider has agreed to provide the product/services as may be required by the Bank under the RFP.

NOW THEREFORE, in consideration of the mutual covenants, undertakings and conditions set forth below, and for other valid consideration the acceptability and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

### **1 COMMENCEMENT & TERM:**

1.1 This Agreement shall commence from its date of execution mentioned above/ deemed to have commenced from ----- (Effective Date).

1.2 This Agreement shall be in force for a period of one year, unless terminated by the Bank by notice in writing in accordance with the termination clauses of the RFP, Work order and Agreement.

1.3 Unless terminated earlier in accordance with this Agreement, the Agreement shall come to an end on completion of the term specified in the Agreement or on expiration of the renewed term.

### **2 SCOPE OF SERVICES:**

2.1 The scope is defined in the RFP No. ----- dated ----- and PO No. ---- Dated ----- and also any corrigendum.

### **3 FEES, TAXES DUTIES & PAYMENTS:**

3.1 Service Provider shall be paid fees and charges in the manner detailed in RFP and PO, the same shall be subject to deduction of income tax thereon wherever required under the provisions of the Income Tax Act by the Bank. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations for the time being in force. Nothing in the Agreement shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Agreement.

3.2 All duties and taxes (excluding GST or any other tax imposed by the Government in lieu of same), if any, which may be levied, shall be borne by Service Provider and Bank shall not be liable for the same. All expenses, stamp duty and other charges/ expenses in connection with execution of this Agreement shall be borne by Service Provider. GST or any other tax imposed by the Government in lieu of same shall be borne by the Bank on actual upon production of original receipt wherever required.

### 3.3 Payments

3.3.1 The payment for the works to be executed under this Agreement shall be made as described under RFP No. -----dated ----- and P.O. No.----- dated ----- for Rs. ----- (Rs. ----- only) plus GST for one year.

3.3.2 The Bank may withhold payment of any product/services that it disputes in good faith and may set-off penalty amount or any other amount which Service provider owes to the Bank against amount payable to Service provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.

### 4 MISCELLANEOUS:

4.1 Service Provider shall furnish performance security in the form of Bank Guarantee/Security Deposit for an amount of Rs. ----- valid for a period of 1 year(s) 3 month (s) from a Scheduled Commercial Bank other than State Bank of India in a format provided by the Bank.

4.2 If any part or any provision of this Agreement is or becomes illegal, invalid or unenforceable, that part or provision shall be ineffective to the extent of such invalidity or unenforceability only, without in any way affecting the validity or enforceability of the remaining parts of said provision or the remaining provisions of this Agreement. The Parties hereby agree to attempt to substitute any invalid or unenforceable provision with a valid or enforceable provision, which achieves to the greatest extent possible the economic, legal and commercial objectives of the invalid or unenforceable provision.

4.3 Any provision of this Agreement may be amended or waived, if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each party, or in this case of a waiver, by the Party against whom the waiver is to be effective.

4.4 No failure or delay by any Party in exercising any right, power or privilege hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any other right, power of privilege. The rights and remedies herein provided shall be cumulative and not exclusive of any rights or remedies provided by law.

4.5 If this Agreement is signed in counterparts, each counterpart shall be deemed to be an original.

4.6 Service Provider agrees that they shall not use the logo, trademark, copy rights or other proprietary rights of the Bank in any advertisement or publicity materials or any other written communication with any other party, without the prior written consent of the Bank.

## 5 ENTIRE AGREEMENT

5.1 This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior written agreements, undertakings, understandings and negotiations, both written and oral, between the Parties with respect to the subject matter of the Agreement, except which are expressly annexed or attached to this Agreement and saved by this Agreement. No representation, inducement, promise, understanding, condition or warranty not set forth herein has been made or relied upon by any Party hereto.

5.2 The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:

5.2.1 This Agreement.

### SPECIAL CONDITIONS OF CONTRACT:

The contractor shall:

- i. Ensure submission of police verification certificates for all the personnel deployed in the Bank's premises.
- ii. Ensure that he deploys trained and competent persons who are physically fit (i.e. between age 18 year to 50 years for workmen and up to age of 55 year for supervisor) and are not suffering from any chronic or contagious diseases for carrying out the works.
- iii. Be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him for the purpose of rendering the services required by the Bank / employer under the agreement.
- iv. The Contractor shall ensure timely payment of wages/salary to the persons employed by him directly in their Bank accounts or through account payee cheques and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Employer every month. Further, the Contractor shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws and the Contract Labour (Regulation and Abolition) Act, 1970, are complied with, by him.
- v. Ensure that all persons employed by him, for the purpose of rendering the services required by the Bank under this agreement, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be solely responsible for any injury or damages to any persons, animals or any other things.
- vi. Ensure that his employees, while in the premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behaviour and general discipline laid

- down by the Bank or its authorized agents and the Bank/ employer shall be the sole judge as to whether or not the contractor and/ or his employees have observed the same.
- vii. Personally, and exclusively supervise the work of his employees so as to ensure that the services rendered under this agreement are carried out to the satisfaction of the Bank.
  - viii. Ensure that no employees of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless and absolutely necessary for fulfilling contractor's obligations. ix. Be liable for any damages/losses caused to the Bank by way of damages to the Bank's premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
  - x. All the employees and agents should bear the identity card at all times, while they are working in the Bank's premises.
  - xi. The Contractor agrees and undertakes that they will make it clear to all persons employed/engaged by them to perform the obligations under this agreement that they are employees of the Contractor and that they shall have no claim against the Employer and the Employer shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the Labour Law and/or any other legislation and the Contractor shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.
  - xii. The Contractor shall obtain license, if any, required under the Central Government Law as applicable in case of the services covered under this contract.
  - xiii. Wherever warranted, as per the Scope of work, the Contractor shall provide skilled workmen staff having appropriate and valid licenses.
  - xiv. All staff deployed by the contractor in the Banks' premises shall be provided with uniform bearing Company's badge and safety shoes / footwear etc., twice in a year.
  - xv. If by any act/ ordinance / rules or statute prohibits employment of contract labour for the services as envisaged in the presents or otherwise, the present contract shall come to an end forthwith and no compensation whatsoever will be payable to the contractor or his workman/ employees.

#### TERMINATION OF AGREEMENT:

- (a) Without prejudice to what is contained hereinabove, the SBI shall, at its sole and absolute discretion, be entitled to terminate this agreement forthwith 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) for 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.

(b) 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.

5.2.2 RFP No. ----- dated ----- (Annexure-A)

5.2.3 Purchase Order No ----- dated ----- (Annexure -B)

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date and day first mentioned above.

State Bank of India

M/s -----

By \_\_\_\_\_

By \_\_\_\_\_

Authorized Signature

Authorized Signature

Name \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Designation \_\_\_\_\_

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

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

Witness: \_\_\_\_\_

Witness: \_\_\_\_\_

Annexure – ‘U’

BANK GUARANTEE FORMAT  
(TO BE STAMPED AS AN AGREEMENT)

1. THIS BANK GUARANTEE AGREEMENT executed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2024 by \_\_\_\_\_ (Name of the Bank) \_\_\_\_\_ having its Registered Office at \_\_\_\_\_ and its Branch at \_\_\_\_\_ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) IN FAVOUR OF State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at \_\_\_\_\_ (procuring office address), hereinafter referred to as "SBI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).
2. WHEREAS M/s \_\_\_\_\_, incorporated under \_\_\_\_\_ Act having its registered office at \_\_\_\_\_ and principal place of business at \_\_\_\_\_ (hereinafter referred to as "Service Provider/ Vendor" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to develop, implement and support \_\_\_\_\_ (name of Service) (hereinafter referred to as "Services") to SBI in accordance with the Request for Proposal (RFP) No. SBI:xx:xx dated dd/mm/yyyy.
3. WHEREAS, SBI has agreed to avail the Services from Service Provider for a period of \_\_\_\_\_ year(s) subject to the terms and conditions mentioned in the RFP.
4. WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated \_\_\_\_\_, Service Provider is required to furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) for due performance of the obligations of Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.



5. WHEREAS, the Bank Guarantee is required to be valid for a total period of \_\_\_\_\_ months and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

NOW THIS GUARANTEE WITNESSETH THAT

1. In consideration of SBI having agreed to entrust Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and notwithstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).
2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this Guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and Service Provider.
4. This Guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-

- i. Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the

- terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- ii. This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.
  - iii. This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
  - iv. The Guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
  - v. This Guarantee shall be a continuing guarantee during its validity period.
  - vi. This Guarantee shall remain in full force and effect for a period of \_\_ year(s) \_\_\_\_\_ month(s) from the date of the issuance i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made against us on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
  - vii. This Guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this Guarantee.

Notwithstanding anything contained herein above:

- i. Our liability under this Bank Guarantee shall not exceed Rs \_\_\_\_\_/-  
(Rs. \_\_\_\_\_ only)
- ii. This Bank Guarantee shall be valid upto \_\_\_\_\_
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before \_\_\_\_\_

Yours faithfully,

For and on behalf of bank.

\_\_\_\_\_  
Authorised official

Annexure – ‘V’

DRAFT INDEMNITY BOND FORMAT

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

THIS DEED OF INDEMNITY BOND executed at Mumbai on this ..... day of ..... month of year Two Thousand and ..... (20....) by M/s ..... duly represented by proprietor / one of its partners / directors Shri / Smt / Miss ....., aged ..... years, son of Shri ..... residing at ..... (hereinafter referred to as “the Contractor”)

In favour of State Bank of India, Global IT Centre ,Belapur Navi Mumbai.

Whereas on behalf of State Bank of India has invited open bid tenders from the contractors for Tender for Providing for housekeeping and facility Management services for two building for Railway station premises, Belapur Navi Mumbai and Balaji Bhavan Premises, Belapur Navi Mumbai

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

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

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

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

Signature of Contractor with seal

Appendix-G

Format for Self-Certification of Local Content

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

Ref.: RFP No. : \_\_\_\_\_ Dated: \_\_\_\_\_

This is to certify that proposed \_\_\_\_\_ < details of services > is having the local content of \_\_\_\_\_ % as defined in the above mentioned RFP.

1. The details of location(s) at which the local value addition is made are as under:

| SI No | Product details | Name of place |
|-------|-----------------|---------------|
| 1     |                 |               |
| 2     |                 |               |

3. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.

Signature of authorised official

Name:

Company seal: