

TENDER ID	AMR201909020
DATE	07.09.2019



E -TENDER

SBI INFRA MANAGEMENT SOLUTIONS PVT LTD

(WHOLLY OWNED SUBSIDIARY OF SBI)

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

Note: Bidder should possess valid digital signature for this e-tender

PART-A

TECHNICAL BID FOR PRE QUALIFICATION

**COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING &
MAINTENANCE SERVICES**

AT

Branches under RBO1, KADAPA URBAN

Last date for submission through online: 30.09.2019 by 3.00 PM

Vice president,
SBI Infra Management Solutions Pvt. Ltd.
2nd Floor, SBI Amaravati LHO
Building, Gunfoundry,
Hyderabad – 500 001
Ph: 040-2338 7364 / 7365.

NOTICE INVITING TENDER (NIT)

E-Tenders are invited for Annual Housekeeping & Maintenance contract of Branches under RBO1, Kadapa Urban.

1	Name of the work	E-Tender Notice for Annual Housekeeping & Maintenance contract of Branches under RBO1, KADAPA URBAN
2	Cost of Tender Documents	Rs.5000/- to be paid through State Bank Collect ONLY as detailed under; 1) login https://www.onlinesbi.com 2) Select SB Collect from Top Menu, click the check box and "Proceed" 3) Select "All India" in "State of Corporate/Institution" & Select "Commercial Services" in "Type of Corporate/Institution" then "Go" 4) Select "SBI Infra Management Solutions pvt. Ltd" in Commercial Services Name and "Submit" 5) Select "Tender Application Fee" in "Payment Category" and enter the "Tender ID" exactly as given in first page top of this tender(characters in uppercase only). 6) Fill up all fields such as email, GST No., Mobile No, Vendor/Firm Name etc and make payment. 7) Enclose payment receipt having unique reference No. along with EMD.
3	Date and place where tender forms are available (From_____ to _____)	FROM 07.09.2019 to 30.09.2019 https://etender.sbi/
4	Pre-Bid Meeting date, time and place	On 20.09.2019 at 3.00 PM at conference hall, 2nd floor, SBI RBO1, Near Sandhya Circle, Kadapa
5	Last date, time and place for submission of Technical bid and Price Bids	Date: 30.09.2019 by 3.00 PM at https://etender.sbi
6	Earnest Money Deposit (EMD)	Rs.1,40,000.00 By DD drawn in favour of SBI Infra Management Solutions Pvt. Ltd. payable at Hyderabad EMD should be submitted physically at

		SBI Infra Management Solutions Pvt. Ltd. Amaravati Circle Office 2nd Floor, SBI Amaravati LHO Building, Gunfoundry, Abids Hyderabad – 500 001 Ph: 040-23387364, 365 e- mail id : headand.sbiims@sbi.co.in before 30.09.2019 by 3.00pm Note: 1) Firms registered under NSIC for specific trade etc are exempted from EMD on submission of relevant papers. 2) hard copies of Technical papers also to be submitted
7	Date, Time and place of opening of tenders (Technical Bid).	Date: 30.09.2019 at 4.00 PM at SBI Infra Management Solutions Pvt. Ltd. Amaravati Circle Office 2nd Floor, SBI Amaravati LHO Building, Gunfoundry, Abids Hyderabad – 500 001 Ph: 040-23387364, 365 email id : headand.sbiims@sbi.co.in Technical Bid of those firms/contractors who do not submit EMD shall be rejected. Representatives of Bidder may be present during opening of Technical Bid. However Technical Bids would be opened even in the absence of any or all of the bidder's representatives.
8	Date, time and place of Price-Bid Opening.	On a subsequent date which will be communicated to such bidders through email who qualify in the Technical Bid. Representative of Bidder may be present during opening of Price Bid. However Bids would be opened even in the absence of any or all of the Bidder's representatives.
9	Contact person	CM(CS&CM): SRI VENKATESWARA RAO, CM CS R1, 98496 41052, CM ADMIN, R1 : SRI VENKATAPPAIAH-98496 41037
10	Bidder Contact Details	Bidder to Provide following information: 1.Name of the Company 2.Contact Person 3.Mailing address with Pin Code 4.Telephone number and Fax number 5.Mobile Number & email.
11	Validity period of the tender.	90 days from last date for receipt of tender
12	Electronic Payment	Electronic payment shall be preferred. All the contractor must furnish details such as 1) Name of the their bank 2) Name of their branch 3) Account number

		4) Name of the account holder as in the bank account 5) IFSC No of the branch 6) PAN number.
13	Agency for arranging etender	e-Procurement technologies Limited, Ahmedabad. Primary Contact Numbers:- M:- 9081000427, 9904407997 1. Sujith Nair:- 079-68136857, sujith@eptl.in 2. Jaymeet Rathod:- 079-68136829, jaymeet.rathod@eptl.in 3. Vinayak Khambe:- 079-68136835, vinayak.k@eptl.in 4. Nadeem Mansuri:- 079-68136853, nadeem@eptl.in 5. Nandan Valera:- 079-68136843, nandan.v@eptl.in 6. Hemangi Patel:- 079-68136852, hemangi@eptl.in 7. Kanchan Kumari:- 079-68136820, kanchan.k@eptl.in 8. Deepak Narekar:- 079-68136863, deepak@eptl.in 9. Anshul Juneja:- 079-68136840, anshul.juneja@eptl.in 10. Salina Motani:- 079-68136831, salina.motani@eptl.in 11. Devang Patel:- 079-68136859, devang@eptl.in Alternate Contact No.:- SHUBHANGI BANODIYA:- 079-68136815, 9879996111, shubhangi@auctiontiger.net You are requested to contact the agency for further guidance on E tendering

The D.D./ B.C. of E.M.D. shall be submitted/sent on or before last of receipt of tender (otherwise the tender shall be summarily rejected) at the above mentioned address on or before the opening date/time.

The contractor has to provide their E-mail id, contact nos. and postal address in the bid documents. Henceforth, all official communication form Bank/SBIIMS shall be through E-mail and SMS also.

The SBIIMS reserves the right to cancel or postpone or modify the tenders at any stage without assigning any reason.

The Vice president

2. Purpose:

Comprehensive Annual Maintenance Contract for services such as housekeeping & Maintenance etc.

3. Invitation:

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

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

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

4. Eligibility Criteria:

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

5. Disclaimer:

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

This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this TENDER is to provide the Bidder(s) with information to assist the formulation of their proposals. This TENDER does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this TENDER and where necessary obtain independent advice. Bank makes no representation or warranty and shall 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.

6. Earnest Money Deposit (EMD)

Bidder to submit the EMD as given in NIT, as Bid Security in the form of Demand draft in favour of 'SBI Infra Management Solutions P Ltd' EMD (in the form of Demand Draft/Banker's Cheque) should be submitted by the date given in NIT at the address given in NIT kept in the envelope containing PART-A (technical Bid). Any bid not accompanied with the requisite EMD shall be treated as non-responsive and is liable to be rejected. (Their Technical bid will not be opened) The EMD of the unsuccessful bidders will be returned within 60 days from date of opening of technical bid. Successful Bidder's EMD will be returned upon the bidder signing the contract and submitting the required Performance Bank Guarantee.

No interest is payable on the amount of EMD.

If EMD is forfeited for any reason, the concerned bidder will be debarred from further participation for the TENDERS to be floated by the Bank during next one year, at the sole discretion of the Bank.

The EMD may be forfeited:

If a Bidder withdraws or amends its bid during the period of Bid validity specified herein:

or

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;

or

In case of a successful Bidder, if the Bidder fails:

To sign the contract with the Bank within a period of 30 days;

or

To furnish Security / Performance Guarantee to the Bank in time.

7. Performance Bank Guarantee (BG)

The selected bidder would be required to submit a performance Bank Guarantee to the Bank for an amount equivalent to **two month** value of the contract within 15 days from the issue of work order. The bank guarantee will be valid for a period of 13

months or such other extended period as the Bank may decide for due performance of the obligations undertaken by the successful bidder.

The bank guarantee should be issued by any scheduled commercial bank, other than SBI.

A format for BG is attached as per **Annexure – F**.

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

8. Bidding Document:

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

8.2 Content of Bidding Document

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

8.2.2 The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. SBIIMS 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 tendering process, SBIIMS 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.

8.3 Clarifications & Amendments:

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

8.3.2 The Bidders requiring any clarification on the bidding documents should attend pre-bid meeting and get their doubts clarified.

8.3.3 At any time prior to the deadline for submission of bids, SBIIMS may modify or alter the bidding document by issuing an amendment.

8.3.4 Any clarification issued by SBIIMS 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).

9. Bidding Process:

9.1 The tender (two bid system) shall be submitted through online(E- tendering), one containing PART-A (Technical Bid) and other Price Bid (PART-B), both to be submitted online through e-tender. 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. EMD should be submitted physically at SBI office directly by the date mentioned in NIT. Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this document will be evaluated for technical specifications. Only those who qualify in the Technical Bid shall be eligible to be considered for PART-B (Commercial Bid) opening. The Commercial Bids of those who do not qualify in the Technical Bid will not be opened.

9.2 The Bidder should be willing to participate in the on-line E- tendering to be conducted by Bank's authorized service provider on behalf of the Bank. If required Bidders will be trained by Bank's authorized service provider for this purpose. Bidder should also be willing to abide by the e-business rules for e- tendering framed by the Bank/ Authorized service provider. The details of e-business rules, process and procedures will be provided to the bidders. The bidder should obtain digital signature for participating in e-tendering.

10. Preparation and Submission of Bids:

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

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

10.3 The bids should be uploaded directly on the portal of <https://etender.sbi/>

10.4 i. The EMD as mentioned in NIT .

ii. A letter on bidder's letterhead mentioning.

a) Details of EMD submitted, technical competence and experience of the bidder.

b) Certifying that the period of the validity of the bid is 90 days from the date of submission of bid.

c) Confirming that the bidder has quoted for all the items / services mention in the bid in their commercial bid.

d) Supporting documents in respect of Eligibility Criteria as mentioned in **Annexure- B.**

iii. Bidder's information as per **Annexure –D** on bidder's letter head.

iv. Audited balance sheets and profit and loss account statement for last 3 years.

v. A copy of board resolution or power of attorney showing that the signatory has been

duly authorized to sign the tender document.

vi. Response to all points of the Technical evaluation format as per **Annexure-C**.

10.4 Bidder should submit price-bid as per **Annexure – E** of the bid document through e-tendering.

10.5 **Bid prices:** The price quoted should be inclusive of escalation on account of increase in material cost during the contract period of initial one year and renewable at the same terms and contract period of another one year, including profit, lumpsum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, consumables, duties & statutory levies etc.

The successful vendor has to submit system generated GST tax invoice incorporating Bank's GST number and vendor GST no. Manual GST invoices will not be accepted.

Any increase in minimum wages /VDA as per Central Govt. Act, the same shall be reimbursed by Bank. Bonus as per Bonus act shall be reimbursed and therefore shall be not loaded in the commercial Bid.

10.6 Revealing of Prices:

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

10.7 Pre-Bid Meeting

The Bank shall organize a pre-bid meeting on the date, time and place given in NIT. All communications regarding points / queries requiring clarifications shall be given in writing to "The Vice President, SBI Infra Management Solutions Pvt Ltd (SBIIMS), 2nd Floor, SBI Amaravati LHO Building, Gunfoundry, Hyderabad -500001". Necessary corrigendum if any will be published in the website.

10.8 Validity of Bids:

Bid shall remain valid for 90 days from date of submission mentioned at Bid Details. A bid valid for shorter period is liable to be rejected. The bidder may require to give consent for the extension of the period of validity of the bid beyond initial 90 days, if so desired by the Bank in writing or by FAX. Refusal to grant such consent would result in rejection of bid without forfeiture of the EMD. However any extension of validity of bids will not entitle the bidder to revise / modify the bid document.

10.9 Bid Integrity:

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

10.10 Format and Signing of Bid

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

10.10.2 All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-

amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

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

10.10.4 Bid should be typed and submitted on A4 size paper [font times new roman 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.

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.

10.11 Bid Currency:

Prices shall be expressed in Indian Rupees only.

10.12 Late Submission of bids:

Any bid uploaded after the due date and time will be rejected

10.13 Modification and Withdrawal of Bids:

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

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

11.2 Evaluation process

11.2.1 Preliminary examination:

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

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

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

11.2.2 PART- A Technical Evaluation:

Detailed technical evaluation will include, scrutiny of minimum eligibility criteria (as mentioned in Annexure B) and technical information submitted as per technical bid format (Annexure C) and site visits.

Bids meeting the eligibility criteria & having complied with the points of Technical Bid and attain minimum technical score shall be qualified for price bid opening & evaluation / E-tendering.

11.2.3 PART- B Commercial Evaluation:

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

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

11.2.4. e-tendering:

The online e-tendering will be conducted by M/s E-Procurement Technologies Ltd. (auction Tiger), Ahmedabad. E-tendering guidelines may be obtained from the agency. The contact details are given in NIT.

12. Award & Signing of contract:

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

The successful bidder shall be required to enter into a agreement with the Bank, within 7 days of the award of the tender or within such extended period as may be decided by the Bank along with the letter of acceptance, BG and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof.

Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter and contract should be submitted.

13. Subcontracting

As per scope of the TENDER, subcontracting is explicitly prohibited.

14. Cancellation of Contract

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

15. Liquidated Damages

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

16. Statutory and other Regulations

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

17. 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 (Premises & Estate)/ Dy. General Manager (Premises) and 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 (Premises& Estate)/Dy. General Manager (premises) 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 (Premises& Estate)/Dy. General Manager (premises) in writing in the manner and within the time aforesaid.

ii)The Assistant General Manager (Premises& Estate) / Dy. General Manager (premises) 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 (Premises& Estate) / Dy. General Manager (premises) submit his claims to the conciliating authority namely the Circle Development Officer/General Manager (Corporate Services) for conciliation along with all details and copies of correspondence exchanged between him and the Assistant General Manager (Premises& Estate)/ Dy. General Manager (premises).

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 / Dy. Managing Director &Corporate Development Officer 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/Dy. Managing Director & Corporate Development Officer. 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/Dy. Managing Director &Corporate Development Officer. 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 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.

18.1 Inspection:

The Bank shall have the right to inspect duties being performed by the personnel, and the quality of materials used, to ensure that the Contractor is effectively carrying out the obligations under the Maintenance Contract. All questions relating to the performance of the obligations under the Maintenance Contract, and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be decided by the Bank, whose decision shall be final, conclusive and binding on the Contractor.

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

18.2. Powers to Vary or Omit Work

No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful bidder to make any variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall instruct the successful bidder to make such other modified variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents .

If Bank confirms its instructions, the successful bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

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

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

18.3 No Waiver of Bank Rights or Successful Bidder's Obligations

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

19. Deduction from Monthly Costs

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

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

20. Period of Contract:

Initial period of the contract is 01 (one) year. After initial contract period of one year the contract may be renewed on the same terms and conditions for a further period of one year, at the discretion of the Bank

21. Commencement Period:

The work has to be commenced immediately on award of the contract in favour of the successful bidder. If the Contractor delays the commencement of the work or more than 7 days after award of the contract or such exceeded time as may be intimated to the successful bidder. The Bank will be at liberty to cancel the award of contract

without giving any notice. Failure to commence the contract within the above period will lead to forfeiture of the EMD amount.

22. Manpower, Wages, etc.

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

The Contractor should obtain necessary labour license form statutory authorities for deploying man power.

All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the Bank.

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

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

Contractor's personnel or their family members shall not be allowed to stay / reside at site/office.

The documents related to submission of EPF, ESIC, salary paid, etc, to the respective statutory bodies has to be submitted along with next month bill to the SBI / SBIIMS, Hyderabad for scrutiny.

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

23. Safety, Security, etc.

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

In no case, safety norms shall be violated.

The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at Bank's premises. The Contractor alone shall be fully responsible for safety and security & insurance or life insurance of their personnel.

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

The Contractor shall provide and ensure that the personnel engaged by them wear proper uniform, protection gears like helmets, safety shoes, hand gloves, fully body safety belts, ladders, etc.

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

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

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

The Supervisor, Plumber, Carpenter, Electrician and other technicians shall be available and be report to the concerned Engineers ever day.

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

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

24. Payment Terms:

Payment of wages/EPF/ESI etc. to all the workers engaged by the contractor should be through an Account maintained with any Scheduled Commercial Bank which should be witnessed by an officer of the Bank and evidences should be submitted to the Bank. The payment shall be made before 7th of the month. All the bills shall be submitted to Bank.

The performance of the contractor shall be monitored by the committee based on the feedback on quarterly basis.

25. Termination of the Contract

The Bank reserves the right to terminate the agreement in case of breach of any terms and conditions of this agreement by the Contractor, with one month notice. The Bank also reserves its right, to claim damages for such breaches and the decision of the bank in this regard shall be final. Bank can terminate the agreement if the services provided by the Contractor are found to be unsatisfactory. Delivery of the services and performance of the services shall be made by the contractor in accordance with the time schedule and other terms and conditions as specified in the TENDER. Any delay in performing the obligation/ defect in performance by the contractor may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and /or termination of contract.

26. Force Majeure

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

27. Governing Language

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

28. Signing of Agreement of Maintenance Contract

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

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

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

WORK AREAS COVERED UNDER THIS COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING & MAINTENANCE OF BRANCHES UNDER RBO1-KADAPA URBAN

Location	No. of branches	Unskilled Persons
RBO1, KADAPA URBAN, KADAPA	44	113
Total	44	113

Note: 1)Man Power requirement is indicative. It may vary plus or minus 10%.

2)Names of the branches with number of persons required is enclosed.

List of branches & Manpower required		
S.N.	Name of the branch	No. of workers required
	For total 44 offices/branches	
1	PRODDUTUR	5
2	JAMMALA MADUGU	5
3	PULIVENDULA	4
4	KAMALAPURAM	4
5	PRODDUTUR ADB	4
6	YERRAMUKKALAPALLI	4
7	CHENNUR	2
8	KONDAPURAM	2
9	MYDUKUR	3
10	VEMPALLI	4
11	YERRAGUNTALA	1
12	DUVVURU	3
13	KADAPA BAZAR	5
14	NADI MANDALAM	3
15	ONI PENTA	3
16	BALAPANUR	3
17	RBO1	3
18	CHILAMAKUR	2
19	PARNA PALLI	4
20	RGIMS PUTLAM	1
21	YOGI VEMANA UNIVERSITY	1
22	PRODDUTUR TOWN	3
23	CHINNA CHOWK KADAPA	4
24	TREASURY BR KADAPA	3
25	PULIVENDULA TOWN	3
26	MUDDANUR	2
27	JNTU CAMPUS, PULIVENDULA	2
28	KHAZIPET(SUNKESULA)	3
29	PATHA KADAPA	2
30	PRODDUTUR COURT, PRODDUTUR	2
31	PBB KADAPA	1
32	ITI CIRCLE, BR	4
33	KOMMA NUTHALA	2
34	JAMMALAMADUGU TOWN	1
35	COURT COMPLEX KADAPA	2
36	YERRA GUNTALA	2
37	KADAPA	2
38	GANDHI ROAD, PRODDUTUR	1
39	KOKATAM	2

40	RTC BUS STAND, KADAPA	1
41	EDUPULA PAYA,	1
42	KRISHNA PURAM	2
43	YSR NAGAR, MYDUKURU	1
44	SHIVALAYAM CENTRE, PRODDUTUR	1
	Total	113

S.No.	SCOPE / DETAILS OF WORK TO BE DONE
1	a)Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / ornamental & decorative wooden flooring including all floors and wooden furniture of high value, crystal glass doors / panes, modern electric gadgets, electric fixtures, lifts, windows, window panes, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins etc and exterior cleaning, polishing of glasses and metallic engravings, logos, sign names etc and pest and rodent control measures plus specific maintenance activities like electrical repairs / carpentry, sanitary repairs and such other repairs required to keep the premises in the excellent condition, maintenance of gardens / lawns / rock gardens / parks / pathways / indoor & outdoor sports facilities, etc Garbage removal and cleaning of all the lifts cars. Branch building elevation/fascade cleaning etc.
2	Maintenance of telephones & DTH including maintaining liaison with BSNL authorities/ DTH service provider.
3	Mechanized / chemical/shampoo cleaning of chairs @ 6 months interval

**SCHEDULE I
DESCRIPTION OF THE ESTABLISHMENT**

ALL BRANCHES/OFFICES UNDER RBO1 (KADAPA URBAN)	
44 BRANCHES	Each branch area approx : 1000 to 5500 sft

However, you are advised to inspect the premises and ascertain the exact requirement and other details before quoting the rates

**SCHEDULE II
HOUSEKEEPING & MAINTENANCE
GENERAL DETAILS & CONDITIONS FOR JOB WORKS**

1	Inspection of all sites / installations / buildings / electrical wiring and UPS Systems / drain pipes / manholes / compound wall / calling bells / clocks on daily basis for preventive maintenance. The work including removing blockage of drain pipelines with help of municipal if required and also liaison with Municipal in case of removing blockage of drain pipelines. The rate should include in the maintenance contract.
2	Faulty parts and equipment including all electrical and plumbing consumables like tube lights, bulbs, chokes / starters are to be replaced by the Contractor without charging anything extra towards labour charges. However, cost of the items will be reimbursed to the Contractor after the bill is duly certified by the Officer (Maintenance) / BM
3	Cleaning of water Jugs / glasses and refilling to be done by the contract labour at all the rooms in the Office building including conference Halls and other places wherever and whenever required.
4	All Cleaning materials of reputed brands approved by the Bank should be supplied by Contractor, within maintenance service contract. (As Per Annexure-III)
5	All toiletries like hand washing soap at all the toilets of the building and other toilet cleaning materials., are to be supplied at the toilets of the branch managers and other toilets in the branch and the cost will be within the maintenance service contract.
6	The Contractor shall arrange for & ensure daily cleaning and others services for the entire complex as specified in Annexure. Even if a room or any other area is not being used, the dusting / cleaning would be done as per schedule.

7	The Contractor will arrange for providing the towels / napkins wherever required twice a week or earlier if required. Towels / Napkins etc. will be supplied by the Bank. The Contractor shall keep proper account of these items and arrange for their regular washing etc. Laundry charges will be within the maintenance service contract.	
8	The Contractor shall ensure opening and proper locking of all rooms in the office building and in case of any breakage, pilferage of any fixture and / or furniture, equipment, or other material etc. the responsibility shall be of the Contractor and the Contractor shall be liable to make good the loss.	
9	The Contractor shall engage sufficient number of trained employees, for essential housekeeping and maintenance on any day, below which it will be treated as absolute default in services. The Contractor shall ensure that they observe cleanliness and wear neat and clean uniforms with plastic Name Badges, identity cards with photographs and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over the employees engaged by him. The Contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the Contractor. The Contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. (The contractor should open a Special account with CINB facility with the bank for disbursing the salary accounts of the labourers engaged at this office, and contractor should make payments directly to the accounts of contracted labour from the special account opened for the purpose and charges, if any, for remitting the amounts to be borne by the contractor) All liabilities arising out of violation of local laws and / or central laws shall be his responsibility. He will on the report of AGM/ Branch Manager immediately replace from the work any person(s) / contractor labour (s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself and such a person shall not be again deployed/ engage or allowed in the work / campus and provide a competent and suitable person.	
10	The Contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the staff members and / AGM or BM. The Contractor, duly attending to the complaint, shall submit the Complaint Register to the Officer(Maintenance)/BM every day.	
11	In the event of shortage of water supply it will be Contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking and toilet purposes: The Contractor will for this purpose ensure smooth working of the water pump, tube well and the Municipal Supply.	
12	i)	The Contractor shall be able to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in future.
	ii)	The Contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc (Except GST)., now in force or hereafter

		imposed, increased and revised from time to time by the Central or State Government or by any other local authority with respect to provision of services or arising out of or in connection with wage, salaries, or other compensations paid or payable to persons employed by the Contractor.
	iii)	The Contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment of P.F. contributions, Minimum Wages Act, Workmen's Compensation Act, ESI, CL(R&A) Act, Essential Commodities Act, Migrant Labour Act and' or such other Acts or Laws or regulations passed by the Central & State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time. Applicable GST shall be paid extra.
	iv)	The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts as required under the applicable laws / statutory provisions and' or Rules / Regulations framed there under. The Contractor shall be responsible for maintaining records pertaining to payment of Wages Act and also for depositing the P.F. contributions, ESI contribution if required, with authorities concerned. Penalties, if any, imposed by the concerned authorities will be recovered from the payments to be made to the contractor.
	v)	The Contractor shall bind himself and shall indemnify and hold the State Bank of India, harmless, in respect of this contract, including all claims, damages proceedings, Costs, charges and or any expenses whatsoever which may be imposed, enforced or brought against the State Bank of India, or any of its Officers or employees for reasons of or consequent upon any breach or default on the part of contract or in respect of violation of any of the provisions of Law / Act / Rules or Regulations having the force of Law or under any Award or decision by any competent Tribunal, Court or Authority in respect of the workmen or any one employed engaged by the Contractor in connection with this contract. This indemnity shall survive even after termination of the contract.
	vi)	The Contractor shall be responsible for all the claims of his employees and the employees of the Contractor shall not make and claim whatsoever against the State Bank of India,. The Contractor's workmen will not have any right whatsoever to get absorbed in the State Bank of India, .
	vii)	The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from any infections.
	viii)	The Contractor shall obtain adequate insurance policy / policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death / injury / disablement at work etc. The Contractor shall provide weekly off / holidays to his workmen as per applicable laws / labour laws but it will be his responsibility to ensure uninterrupted services to the Bank on all days.
	ix)	House - keeping and maintenance services are to be done in such timings that the working of the State Bank of India, is not disturbed in any way.
13		In case the Contractor, or any of his employees, fails to fulfill his obligations for any

	day or any number of days to the satisfaction of the Bank, for any reason whatsoever, the contractor shall pay by way of liquidated damages up to 5% of the monthly bill and the Bank shall without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the money, if any, payable to the Contractor.
14	The Contractor shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of this agreement and/or any other documents/agreements, which are required to be executed.
15	Maintenance of telephone lines both direct lines and intercom including the instruments. Arrange for providing new lines along with broad - band connection and disconnection of telephone lines. Maintenance of PS systems installed
16	Catching of street dogs in the Bank premises with help of Municipality within the maintenance contract.
17	Arranging sound system, photographer / Videographer and flexes at Bank's cost on special occasions.
18	Maintaining liaison with electricity department / WS & SB /Municipality for immediate attending to any problem.
19	Shifting of loose furniture from one floor to other floors (i.e. tables, chairs, storage units, cup boards, computer peripherals, electrical items, files etc.) in the bank building. The labour charges including within the maintenance contract.
20	The Contractor's, rate shall remain firm throughout the contract period.
21	Trimming of trees office Premises.
22	The Contractor shall provide the following machineries and to be placed at office building under his custody: Lack of any of these machinery will attract penalty upto 5 % monthly bill
i)	Industrial Heavy Duty Wet & Dry Vacuum Cleaners.
ii)	Shampooing Machine.
iii)	Scrubber Machine.
iv)	Jet Pressure Cleaning Machine.
v)	Spray for pest control
vi)	Drilling machine for electrical / carpentry works.
vii)	Electrical tools and Multi meter for voltage / current resistance.
viii)	Megger, crimping tools.
ix)	Lawn mover exclusive for these premises.
x)	Tree / plant cutting tools & garden maintenance tools.
xi)	Rat catching cages and other equipments.
xii)	Plumbing equipments with emergency requirements.
23	The Contractor will be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap accident etc. to the Assistant General Manager/BM. Complaint Register / Suggestion Register and First Aid Box to be provided by the State Bank of India, will be made available at the Reception Counter under the control of the Contractor's men.

24	Tentative time Schedule for services required (not exhaustive) Duty shifts of Contractor's labour will be different; depending upon the nature of services required which may be as under: <table border="1" data-bbox="261 306 1435 638"> <thead> <tr> <th data-bbox="261 306 647 369">Detail / Description</th><th data-bbox="647 306 1036 369">Periodicity</th><th data-bbox="1036 306 1435 369">Timings</th></tr> </thead> <tbody> <tr> <td data-bbox="261 369 647 501">All branch/ Office Premises cleaning including all the lifts.</td><td data-bbox="647 369 1036 501">All Working Days</td><td data-bbox="1036 369 1435 501">Before 9.00 AM and during of- fice times</td></tr> <tr> <td data-bbox="261 501 647 638">Toilets & urinals cleaning</td><td data-bbox="647 501 1036 638">Two times on all Working Days</td><td data-bbox="1036 501 1435 638">Before 9.00 AM. & after 2.00 PM.</td></tr> </tbody> </table> All workers should attend to work on all 2nd and 4th Saturdays and the works like Water tank cleaning, Window Pane cleaning, Cleaning of computers/UPS, Cleaning of fans/ACs etc or any other work assigned by the Bank should be undertaken by them. The Contractor shall provide weekly off / holidays to his workmen as per applicable laws / labour laws but it will be his responsibility to ensure uninterrupted services to the Bank on all days.		Detail / Description	Periodicity	Timings	All branch/ Office Premises cleaning including all the lifts.	All Working Days	Before 9.00 AM and during of- fice times	Toilets & urinals cleaning	Two times on all Working Days	Before 9.00 AM. & after 2.00 PM.
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Toilets & urinals cleaning	Two times on all Working Days	Before 9.00 AM. & after 2.00 PM.									
(Time Schedule may be redrawn by the Bank from time to time)											
25	a)	All the labourers of the Contractor should report for duty to the BM/ Contractor's Supervisor. All the labourers of the Contractor may be supplied with Id Card by the Contractor and photocopies of the Id cards should be handed over to us for identification and verification by Security guards at the time of entry. All the labours of the Contractor should always wear the Identity card inside the complex.									
	b)	A system of checking the quality of services by the Contractor will be as under:- i) Supervisor of the Contractor will visit all the branches/office campus with Officer (Maintenance) / BM once in a day at convenient time preferably in the evening and record their findings on a register (format to be prescribed), where Officer (maintenance) will also sign. ii) Supervisor of the Contractor will arrange to obtain a weekly certificate on a register regarding the Jobs done by his labours at all the sites. iii) Supervisor of the Contractor will also visit the pathways at branches along with Officer (maintenance) / BM and record their findings on the prescribed register on cleanliness of the open area in the campus area and daily completion of other contract works for all the sites. iv) The above registers will be maintained at the department. As per records of the registers AGM /BM will arrange to impose penalty at the time of release of payment to the Contractor every month. Each deficiency should									

		attract penalty of the 1 day's, 1 labour's cost, or 3.33% of the aggregate monthly contract value, to the minimum of Rs 5000/- per day.
26	Responsibility of the Contractor.	
	a)	(i) Contractor must have a valid license under Shops & Establishment Act, 1988 (that regulates working conditions and employment conditions of the employees). The Registration certificate is issued by Labour Dept. of the State for a calendar year and it has to be got reviewed by the Contractor every year. (ii) The Contractor shall arrange to obtain license from the appropriate authority under Contract Labour (R & A) Act Rules 1971 by applying a form IV on the basis of form V issued by the Premises & Estate Department. (iii) Contractor has to maintain Register for contract labour on Form 13 and submit ½ yearly returns to the ALC of labour / licensing officer. In case of default, the P.E. is held accountable and liable for prosecution. Every Contractor shall issue employment Card to his Labour form XIV within 3 days of employment. (iv) The Contractor has to pay the minimum wages (Central Government wages) to his employees and shall also pay ESI and PF contributions and comply with all rules and regulations. (v) The Contractor must maintain the following register:- a) Attendance Register on form XVI (16). b) Wages Register on form XVII (17) c) Leave Register. d) Overtime Register on form XXIII e) Register of fines on form XXI (21) Register of advances on form XXII (22) g) Register of deductions on account of damage or loss caused to the employees on form XX. h) Register for Contract employees on form 13. i) Contractor shall submit half yearly return before 30 days of completion of half year for the previous half year on form XXIV. j) Register of overtime in form XXIII (23). k) Every Contractor shall issue a wage slip on form XXIX (29) his employee at last 1 day prior to disbursement of wages. l) All the records to be retained for a period of 3 calendar years. m) Contractor shall possess own ESI code number and remit of ESI contribution before 20th of every month and submit a copy of the challan to the P.E. n) Every Contractor shall maintain an Inspection book in which the Inspector visiting may record his remarks. The Inspection book shall be of 18 x 15 cms size bind book. The first page of the book shall contain the following particulars:- 1. Name and address of the establishment. 2. Registration No. 3. Name of employees. 4. Father's name. 5. Postal address.

		All the above registers/records should be available for inspection /scrutiny by the officials of the Bank
	b)	Contractor shall maintain the First Aid Box in the Establishment with the prescribed contents.
	c)	AP Labour Welfare Fund Act: The Contractor should comply with the provisions of the Act meticulously.
	d)	The contractor shall abide by “The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013”

PEST CONTROL, TERMITE & RODENT TREATMENT

The pest control of OFFICES, drainage swath process for eradication of cockroaches, moths, spiders, fleas, houseflies, mosquitoes, etc will be taken care twice in a week basis.

Special high quality Rodent Treatment will have to be undertaken by the contractor on an ongoing basis and monthly basis to protect the highly sensitive electronic machines / equipments, computers, wires, servers and other equipments that have been installed/ located in the premises, from rodents / band coat , as also to prevent rodents in the false ceiling areas. The Contractor shall guarantee that after carrying out the high quality Rodent Treatment, no damage would be caused to the Bank’s equipment. In the event any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses. The Contractor should quote yearly lump sum amount for Pest Control, Termite & Rodent Treatment in the Commercial Indicative Bid.

NOTE: All the above mentioned scope of works are 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. In-case the contractor fails to perform any of the works in the tender documents to the satisfaction of the Bank and/or express inability to execute any work, the Bank will have the option to get the work done from a third party and the cost shall be recovered from the monthly bills of the contractor. In case of any negligent or intentional damage is observed on the part of contractor’s staffs, the cost of such repair / replacement shall be recovered from the monthly bill of the contractor.

***Periodicity**

S.No	SPECIFIC DETAILS OF JOB WORKS	*D	*W	*M
1	Up keeping and sprucing of all internal common areas including lobbies, cabins, etc forming part of the premises.	√		
2	Cleaning of tables, chairs and other furniture in the cabins, rooms, common and public areas etc.,	√		
3	Sweeping, mopping of hard surface of all the floors at dining hall at least 2 times a day.	√		
4	Cleaning of ceiling, others wall fixture, including light fittings, portable fire extinguishers display boards, clock, water coolers, removal of cobwebs from ceilings and walls.		√	
5	Cleaning waste baskets and removal of garbage from all the rooms / places in the building as well as premises.	√		
6	Cleaning and maintenance of windowpanes, wire mesh on windows/ ventilators/ skylights and compound walls			√
7	Cleaning of wall skirting			√
8	Cleaning of glass or other partition / screens, curtains, blinds.		√	
9	Cleaning of switches, switch plates etc.	√		
10	Cleaning and dusting of doors and cup boards	√		
11	Cleaning of toilets / fittings in Dining Hall 2 times a day.	√		
12	Cleaning of all other general toilets at all the floors in the building at least 2 times a day	√		
13	Cleaning of terrace, fans, and electrical fittings.			√
14	Cleaning of overhead tanks, sumps.			√
15	Vacuum Cleaning of carpet / sofa sets / office chambers placed at the chambers/cabins of BM/ AGMs /Conference hall.			√
16	Floor scrubbing with machine			√
17	Cleaning of water glasses/ water jugs, filling in fresh water at all the chambers/cabins/rooms at all the cabins/rooms in the building / Conference room, etc, providing mineral water bottles at chambers/cabins of BM/AGMs, Conference hall, and at other places where ever required. The mineral water bottles will be supplied by the Bank.	√		
18	Cleaning of decorative items on the walls / floors/ tables	√		
19	Polishing of metal decorative items / metal surfaces			√
20	Collecting and removal of garbage / rubbish out of the Bank's premises as per the GHMC jurisdiction.	√		
21	Spraying of disinfectants etc., spreading of Vamicol colored cubes at all toilets	√		
22	Exterior Cleaning of Chajjas, fins, sun sheds, rooftops, window glasses (internal / external).			√
23	Shampooing of cushions, carpets, sofa sets, office chairs etc.			√
24	Deodorants spraying – chambers/cabins of AGM/BMs/Conference hall etc., & changing of hand towels.	√		

25	Switching on and off fans, lights, ACs including package units	√		
26	To collect waste/ rubbish from each and every rooms and disposal to dumping ground.	√		
27	Collecting / gathering wastes / dirt / plastic wastes/ fallen leaves and disposing the same at the dustbins / pits / dumping grounds and removing entire garbage from the Banks premises / campus.	√		
28	Change of indoor decorative plants in the pots		√	
29	Vacuum cleaning of racks, almirahs, books cases and the books /files/ paper / stationary			√
30	Cleaning of water coolers.	√		
31	Sweeping / Cleaning the garden areas comprising of roads, lawns flower beds, hedges, parks, pathway and rocks, slopes, car and bike parking areas, meter rooms.	√		
32	Removing the dry leaves, dry branches / barks of tree / waste plastic bottles / containers / bags/ and disposing in the dustbins / waste pits / dumping ground.	√		
33	Watering the plants / hedges/ shrubs	√		

(*) Cost of such consumables have to be included in the House keeping maintenance contract.

All workers should attend to work on all 2nd and 4th Saturdays and the works like Water tank cleaning, Pest Control, Window Pane cleaning, terrace cleaning, Portico cleaning, Cleaning of computers/UPS, Cleaning of fans/ACs etc or any other work assigned by the Bank should be undertaken by them on all 2nd and 4th Saturdays apart from regular work.

ELECTRICAL MAINTENANCE SCHEDULE

S.No	ELECTRICAL MAINTENANCE : DETAILS OF JOB WORKs	*D	*W	*M
34	Operation and maintenance and regular up-keep of lighting and allied electrical works, within the building/premises.	√		
35	Operation and maintenance and upkeep of exhaust fans in the building/premises.	√		
36	Cleaning, dusting of electrical and telephone shafts, starters, pumps, panel boards, cable racks etc.			√
37	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.,		√	
33	Maintenance and cleaning of all electrical fixtures and fans.			√
34	Changing of fused tubes and other items by collecting from Bank's stores and handing over the fused ones to the Officer (maintenance) and / or Electrical Engineer.	√		
35	Operation and maintenance and upkeep of street lighting, garden lighting and service building electrification.	√		

36	Operation and maintenance and upkeep of sump pumps, water pumps and starters, including water sewerage plant and water treatment plant.	√		
37	Cleaning and dusting of panel boards once in every 30 days.			√
38	Liaison with APSPDCL in case of power failures/routine maintenance/shut down of power.			Σ
39	Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour charges and the items required for repairs / rectification will be supplied by the Bank. However, if Contractor supplies the items the amount will be reimbursed to the Contractor, after the bill is certified by the Bank's Engineer.			Σ
40	Replacing bulbs, tube lights etc. wherever / whenever required at Bank's cost.			Σ
41	To clean and lubricate fans, exhaust fans, wherever / whenever required			Σ
42	Operation and maintenance of Capacitor Banks to maintain the Power Factor above 0.95.			Σ
43	Cleaning of all window /Cassette /split Air Conditioners, checking electrical wiring , drain pipe, copper pipe and blowers etc.,			√
44	Cleaning the interior of all the lift cars	√		
45	Switching off all the lights and fans in the entire building soon after the employees / officials leaves their seats / building / premises.	√		

*Periodicity

Σ Items shall be done as and when necessary

\$ Once in 3 months or on change of occupancy

The following personnel who are skilled and qualified to be provided at any point of time during the day as per the work schedule:

1.Required unskilled labour : 1 year experience in handling Housekeeping works.

The qualification of certificates to be produced.

The contractor has to provide the required man power for carrying out all the works detailed in the work schedule within the time frame.

Annexure III

List of Materials: The contractor should use quality materials required for cleaning and proper upkeep of the premises.

- Room Insecticide spray (Baygon / Finit) (All Rooms / Chambers).
- Naphthalene balls (All toilets as per schedule).
- Phenyl (perfumed) (Domex / Doctor) (All Toilets at Executive Chambers / Cabins).
- Floor / toilet / wash basin cleansing materials (All Toilets as per schedule).
- Toilet deep cleansing liquid / detergents (All Toilets as per schedule).
- Room deodorant
- Insecticides for plants/ manure for gardening (Garden).
- Fumigation chemicals for open area.

The Contractor should procure adequate quantity of consumables required for cleaning / maintenance. The cost of retaining the housekeeping

Annexure-A

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

To,

The Vice President
SBI Infra Management Solutions Pvt Ltd
2nd Floor,
SBI Amaravati LHO Bldg.
Gunfoundry, Abids,
Hyderabad- 500 001

Sir,
Our Bid for -----

We submit our Bid Document herewith. We understand that

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

II CERTIFICATE:

I/We read and understood all conditions and requirements of State Bank of India , RBO1, Kadapa Urban for providing Housekeeping, gardening & maintenance services .

Yours faithfully,

For:
Signature:
Name:
Seal of Company

2. Qualification criteria:

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

S.No.	Eligibility Criteria	Documents Submitted
1	The bidder must be a Firm / Proprietary/Company registered under Companies Act. With an experience of minimum 05 years in the field of Housekeeping, Maintenance and Gardening in anywhere in INDIA.	In case of Proprietary copy of the GST Registration certificate /In case of firms Copy of the firm registration Certificate / In case of company copy of certificate of incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates.
2	Handled minimum 3 (three) completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in anywhere in Andhar Pradesh with each contract having value of not less than Rs 56LACS, PER ANNUM Or Handled minimum 2 (Two) completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in anywhere in Andhra Pradesh with each contract having value of not less than Rs 70Lacs per annum. Or Handled minimum 1 (one) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in anywhere in Andhra	Copy of the work order and work completion certificates issued by the principal Employers specifying the below criteria's for the works carried out during the period from 1/07/2014 to 31/08/2019. 1. Scope of work. 2. Contract value. 3. Area of the building. 4. No. of staff deployed by the contractor for the contract. 5. Period of the contract for completed. 6.Monthly payment Note: (i) Renewal of annual contracts shall be considered as a single contract. (ii) Copy of agreement is enclosed.

	Pradesh with each contract having value of not less than Rs.112Lacs per annum	
3	The bidder should have a minimum average annual turnover of Rs.42Lacs for the previous three years (as on 31-03-2019). Audited /Certified Balance Sheet (by Chartered Accountant) for the years 2016-2017, 2017-2018 and provisional / audited Balance sheet for 2018-2019, establishing the turnover criteria should be submitted.	(i) Copy of the audited P&L Account and Balance Sheet duly Certified by the Chartered Accountant including 3CA/3CD and auditor notes and accounts. (ii) Copies of returns submitted to the Tax authorities such as IT & Service Tax etc. (iii) Any return submitted to the labour Commissioner.

The bidder should have (i) Valid labour license under section 12 (1) of the Contract Labour Regulation and Abolition Act, 1970. (ii) Registered with ESI, EPF, GST etc. authorities and must be in possession of Permanent Account No (PAN).

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

Signature

Seal of Company

Annexure –C.

TECHNICAL BID EVALUATION (MATRIX)

Evaluation Information

The bidder should fill the table below and submit documentary evidence for all the particulars mentioned hereunder:

TECHNICAL BID EVALUATION: Part-I

S.No.	Particulars	Marks	To be filled up by the Bank	Documents attached [Yes/No]. If Yes, state the nature of documents(s).
1	Average annual turnover of the Company as per Audited Balance Sheets as on 31st March 2017, 2018 and 2019			
	>1.50 crores	10		
	>1.00 crores but <=1.50 crores	8		
	Less than 1.00 crore	5		
2	No. of Employees on payroll in housekeeping, maintenance & gardening as on 31/03/2019..			
	>200	10		
	>100 but <=200	8		
	Less than 100	6		
3	Number of years of experience in housekeeping, maintenance & gardening services			
	>= 10 years	10		
	>=8 but <10 years	8		
	>=5 but <8 years	6		
4	Latest ISO Certification			

	Available	2		
	Not Available	0		
5	Whether the Bidder had provided services in			
	Govt./PSU +Private	5		
	Govt./PSU	3		
	Private	2		
6	Constitution			
	Public Ltd.	5		
	Private Ltd.	4		
	Partnership/LLP	3		
	Others	2		
7	Value of single largest annual contract in the past Five years (_____) in housekeeping, maintenance & gardening in Commercial Complexes.			
	>2.00 Cr	5		
	>1.3 cr but <=2 cr	4		
	Less than 1.3 Cr	2		
8	Complaint registration and response			
	(a)Online (electronic, web-based) system available with the Contractor	3		
	(b)Manual system available with the Contractor	1		

	(c) No system used by the Contractor	0		
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Maximum Score for Part-I of Technical Bid Evaluation: 50 marks

Minimum marks required for qualifying in the Part-I (Technical Bid Evaluation): 25 Marks.

The bidder has to obtain minimum qualification marks of TECHNICAL BID EVALUATION (MATRIX) for opening of the price bid.

Note: The Bank will use criteria and information in addition to what has been asked above for evaluation. This would include, but may not be limited to, verification of references given by the contractor, evaluation of contractor's existing work by making site visits, etc.

Signature of Authorized Representative_____

Name of Authorized Representative _____

Place:_____

Date:_____

[DULY AUTHORIZED SIGNATORY]

Annexure – D

BIDDER DETAILS

1	Name of the Firm/company.	
2	Date of Incorporation and/or commencement of business	
3	Status of the firm whether company/ Firm/ Proprietary. mention registration number and date.	
4	Address	
	a) Land Line with STD code.	
	b) Mobile	
	c)Email- ID	
	d) website URL	
5	Name of the Director/ Partners/ Proprietor	
6	Name and Branch of Bankers.	
7	GST, Registration No and date. (enclose copy)	
8	Whether an assesses of Income Tax, if so, mention PAN number.	

	DD/Banker's Cheque No.	
	Name of Bank	
	Date	
15	Particulars of the Authorized Signatory of the Bidder	
	Name	
	Designation	
	Address	
	Phone No: Landline	
	Mobile Number	
	Fax No	
	Email	
15	Declaration regarding near relatives working in the Bank	

signature

Seal of Company

Annexure- F
Format for Performance Guarantee

BANK GUARANTEE

To,
Chief Manager (CM&CS),
State Bank of India
RBO1 (KADAPA URBAN),
KADAPA

(Hereinafter referred to as "SBI")

Whereas consequent to your Request For Tender dated _____ you have awarded the contract vide letter No. _____ dated _____ to M/s _____ having its Corporate Office at _____ (hereinafter referred to as "the Contractor") to _____. Whereas as per the payment terms of the said TENDER the Contractor has to submit a Bank Guarantee from a any scheduled commercial bank, other than SBI in favour of you. And whereas, we, _____ Bank, having our branch office at _____ (hereinafter referred to as "the Guarantor") on the request of the Contractor hereby expressly and unreservedly undertaken and Guarantee to pay to you, a sum not exceeding Rs. _____ /- (Rupees _____ only) , in the event of any breach by the Contractor of the obligations under the contract , or reasons attributable to the Contractor on account of the same. This Guarantee shall be limited to an amount not exceeding Rs. _____ /- (Rupees _____ only). You may raise a demand on us in writing stating the amount claimed under the Guarantee and on receipt of your claim in writing, without any demur, protect or contest and without any reference to the Contractor, we the Guarantor shall make the payment under this Guarantee to SBI within 24 hours of receipt of written claim / demand. We the Guarantor, further confirm that a mere letter from the SBI that there has been a breach by the Contractor of its obligations or there are sufficient reasons for invoking this Guarantee, shall without any other or further proof be final conclusive and binding on the Guarantor. We shall not be discharged or released from this undertaking and the Guarantee by any arrangement, variation, violation between you and the Contractor, indulgence to Contractor by you with or without our consent or knowledge and this Guarantee shall be in addition to any other Guarantee or security you possess against the Contractor. This Guarantee shall be a continuing Guarantee and shall not be discharged by any change in the constitution of the Bank, Guarantor or the Contractor. It is further guaranteed that the payment under this Guarantee shall be made by us on receipt of your written demand as aforesaid making reference to this Guarantee.

Notwithstanding anything contained herein above, our liability under this Guarantee is restricted to Rs _____ /- (Rupees _____ Only).

This Guarantee shall remain in full force and effect for a period of _____ years up to _____ unless a claim under this Guarantee is made against us within one month from that date i.e. on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

Thereafter, our Guarantee shall be considered as null and void whether returned to ourselves or not.

Date:

For _____
(Branch and Bank)

Place:

ANNEXURE-H**CERTIFICATE**

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the Branches of RBO1, KADAPA URBAN, Amaravati Circle for Annual Maintenance Contract for Housekeeping, & Maintenance work

for the Month.....Year

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

Signature with seal of the Contractor

ANNEXURE-I

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-laws), daughter(s), husband (son-in-law), brother(s) and brother's wife, sister(s) & sister's husband (brother-in-law).

Place :

Date :

Signature with seal of the Contractor

Name in Capital Letters:

Address:

UNDERTAKING

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

Place :

Date :

Signature with seal of the Contractor

Name in block letters:

Address: