SBI INFRA MANAGEMENT SOLUTIONS PVT LTD

(WHOLLY OWNED SUBSIDIARY OF SBI)

INVITES TENDERS ON BEHALF OF STATE BANK OF INDIA,

REGIONAL MANAGER, RBO-I, , GORAKHPUR.

TECHNICAL BID AND PRICE BID.

FROM THE BANK EMPANELLED CONTRACTORS

FOR ANNUAL MAINTENANCE CONTRACT/SERVICES(HOUSEKEEPING) FOR ATM / E-LOBBY(ONSITE/OFFSITE)UNDER CONTROL OF RBO-1, GORAKHPUR

START DATE: - 13.12.2018 CLOSE DATE: - 23.12.2018

Sealed tenders are invited by SBIIMS on behalf of State Bank of India on the prescribed format from Bank's empanelled contractors for maintenance and housekeeping of ATM room/E lobby (41 Nos) in Gorakhpur.

Details of the tender are given below:

`1	Name of Work	AMC for Housekeeping and maintenance of ATM sites /E lobby sites under control of RBO-I at Gorakhpur Centre.
2	Earnest Money Deposit (EMD)	Rs. 10000.00 (Rs. Ten thousand only) by Bank Demand Draft or Banker Cheque in favour of State Bank of India, RBO-I, Gorakhpur, payable at along with application.
3	Security Deposit	5% Of contract amount for one year by Bank Draft/IOI within 15 days of date of award of contract.
4	Cost of tender documents (Non refundable)	Non refundable Rs. 1000.00 (Rs. One Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of SBIIMS, Lucknow payable at Lucknow ***(to be submitted in a sealed envelope)***, Or it can be deposited online in SBIIMS A/C, Acc No:- 35980903891, IFSC code SBIN0008586, Madam Cama Road, Branch, Mumbai. (In case of online transaction , transaction slip to be enclosed)
5	Last date and time of receipt of tender	**23.12.2018 , 15:00 Hrs**
6	Address at which the tenders are to be submitted	Vice President SBI Infra Management Solutions Pvt. Ltd. State Bank of India, 6th Floor, Local Head office, Moti Mahal Marg, Hazaratganj, Gorakhpur PIN-226 001.
7	Date and time of opening of tender	**23.12.2018, 15:30 Hrs .**
8	Place of opening tenders	SBI Infra Management Solutions Pvt. Ltd. ,State Bank of India, Administrative Office , Gorakhpur, PIN-273016.
9	Validity of offer	3 (three) months from last date of submission
10	Contact Person:	Engineer SBIIMS, AO, Gorakhpur- 8601803933

		(Prashant Kumar)

In case the date of opening of tenders is declared a holiday, the tenders will be opened on the next working day at the same time. SBI has the right to accept/reject any/all tenders without assigning any reasons.

Vice President
SBI Infra Management Solutions Pvt Ltd

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INSTRUCTIONS FOR TENDERERS

1. The Empanelled contractors have to submit the application, on prescribed format duly filled in, signed on all pages and duly supported by relevant documents, in sealed cover to this office on or before **23.12.2018 up to 3:30 PM.** Any clarification in this regard may be obtained from Bank (8601803933). Incomplete information in the application may lead to summarily rejection of the same. Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever. Bank's decision in this regards will be final and binding.

2. SUBMISSION OF BIDS

The applicant should submit the tender in two bid system viz . Technical and Financial Bid in two separate sealed envelopes consisting documents, as mentioned below:

i) TECHNICAL BID

A sealed envelope, superscribed as 'Tender for annual maintenance of ATM /E Lobby sites in State Bank of India under control of RBO-I, Gorakhpur containing the following documents:

a) EMD of Rs.10000.00/- in the form of Demand Draft/Bankers Cheque/Pay Order favoring 'State Bank of India, RBO-I, Gorakhpur and payable at Gorakhpur.

b)cost of tender document Rs. 1000.00 (Rs. One Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of SBIIMS, Lucknow payable at Lucknow ***(to be submitted in a sealed envelope)***, Or it can be deposited online in SBIIMS A/C, Acc No:- 35980903891, IFSC

code SBIN0008586, Madam Cama Road, Branch, Mumbai. (In case of online transaction , transaction slip to be enclosed)

c) GST Registration certificate.

Failing to submit any of the above documents by the bidders in technical Bid shall be liable for rejection.

Note: Since the tender is invited from only Bank's empanelled contractors, therefore it is strictly advised, not to enclose unnecessary documents other than the documents mentioned above.

ii) Price Bid

It shall be submitted in a sealed envelope consisting quoated rates as specified.

3. In quoting rates, the Tenderer's are advised to take into account all factors including any fluctuations in market rates. **Please note that the rates 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 in any circumstances. If performace of the firm is found satisfactory during the one year period , the **Bank has option to extend the contract twice , one year at time at the same terms and conditions. No further extension shall be granted.**

4. The rates quoted by the tenderer shall remain firm and shall cover include cost of all materials required for up keep of premises, wages to the labourers, supervisors, equipment deployed, maintenance/ replacement of floor machines, contractor profit, transportation charges and all statuary levies, applicable taxes, and any other statuary components as per central Government Wages Act but excluding Goods& Service tax (GST).

5. The documents shall be signed by the applicant on all the pages including on all necessary documentary evidences, wherever applicable. EMD will be refunded to all except the successful bidder. Technical Bid not accompanied by the EMD in the above manner will be rejected.

6. The envelopes containing the Price Bid & EMD should be addressed to Engineer, SBI Infra Management Solutions Pvt Ltd. Administrative Office, Gorakhpur- 273016 and submitted so as to reach the office on or before 23.12.2018 by 3.30 PM.

7. In case the tenderer fails to submit Technical Bid and Price Bid in separate sealed covers, **the tender will be outrightly rejected.**

8. Terms & conditions for Price Bid

i) The rates quoted in Bid shall be inclusive of all statutory obligations of labour, materials etc. as required for maintenance/operations except GST.

ii) The Financial Bids will be opened of only those vendors who will submit the EMD & tender fees. The tenderers authorized representatives may be present at the time of opening of the Price Bids. The authorized representatives should bring necessary authority letter on an official letter head of the tenderer confirming full and comprehensive authority to deal with all matters relating to the tenders.

9. The contractors are advised to inspect the all the ATM/E Lobby sites and assess the scope of work before quoting the rates.

10. No interest will be paid on the EMD.

11. EMD of unsuccessful tenderers will be refunded within 30 days of award of Contract.

12. EMD of the successful tenderer will be retained till he will furnish a security deposit

13. Security Deposit

The successful tenderer will have to furnish a security deposit of 5 % of contract amount for **one year** in the form of Demand Draft in favor of State Bank of India, RBO-I ,payable at

Gorakhpur within a period of 15 days of the date of award of contract conveyed to him by Bank. No interest shall be paid by the bank on the security deposit.

14. Signing of Contract Documents

The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract attached herewith on Non judicial stamp paper of Rs 100/- within 15 days from the receipt of intimation of acceptance of his tender by the Bank. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful tenderer irrespective of whether such formal agreement is subsequently entered into or not. The agreement shall be signed by the Regional Manager, RBO-I, Gorakhpur from bank side.

15. Validity of Tender

Tenders shall remain valid and open for acceptance for a period of 3 (three) months from the last date of submission of Bid. If the tenderer withdraws his/her offer during the validity period or makes modifications in his/her original offer which are not acceptable to the Bank, the Bank shall be at liberty to forfeit the EMD without prejudice to any other right or remedy.

16. The applicant should not have suffered disqualification at any time in the past in rendering services like housekeeping and maintenance services in respect of matters enumerated herein.

17. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his Technical Bid forms.

18. The applicant should not form part of any cartel at any time for processing any contract including the present tender.

19. The Bank, in any manner, is not responsible for the postal delay/loss/non-receipt of tender application/documents.

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

21. The contract shall be for a period of one year from the date of commencement of the agreement, with the option for the extension of further one year , twice subject to review at the expiry of 12 months period.

22. Price bid of the bidders will be opened only if the technical bid of that bidder is found in order.

23. The contractor shall bear all the cost and expenses in respect of all charges, stamp duty etc. of the agreement.

24. In case contractor discontinue their services before expiry of contract, bank will forfeit the security money deposited by the contractor and he will not be allowed to take part in tender in future.

In case services provided by the contractor are not satisfactory, bank shall issue the notice to the contractor to improve their services. After two notices, the contractor does not improve their services bank shall terminate the contract and shall forfeit the security money. All issues related to housekeeping shall be rectified within 24 hours failing of which penalty of Rs100/- per day shall be deducted from monthly bill.

25. The Courts in Gorakhpur (U.P.) alone shall have the jurisdiction in respect of any or all matters/dispute relating to or connected with the tender.

26. The Tenderer must obtain all informations for himself at his own responsibility and expenses, all the necessary information/documents including approvals, permissions, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Bank, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the Tender documents.

27. Omission, neglect or failure on the part of the tenderer in obtaining requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.

28. If any tenderer withdraws his tender after submission or makes any modifications to the tender after its submission, which are not acceptable to Bank, the tender will be treated as having been rejected by the Bank and it will not be processed further and the Bank shall be at liberty to forfeit the EMD without prejudice to any other right or remedy.

29. The vender will visit each & every site at regular interval (not more than seven days) and shall maintain the proper record of their visit duly signed by the Branch Manager or Channel Manager and shall enclose the same with AMC bill. The bill shall be paid on quarterly basis after certification from SBI Infra Management Solutions Pvt. Ltd. After completion of contract period, the existing contractor shall handover the site to the bank in good running conditions.

30. The contract shall be terminated by efflux of time or earlier, by one month's notice at the option of the Bank without assigning any reason thereof. If during the currency of the contract, any Government notification prohibits employment of contract labour for any of these services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor. Besides if the contract is terminated as stated above the contractor shall be entitled to the payment up to the date of termination for the work already performed.

31. All consumable material and equipment's required for day to day which are to be arranged by the contractor shall be of best quality, which shall be available for inspection by the officials from the department.

32. The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other rules and regulations, which are in vogue or will become applicable in future.

33. The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensation paid or payable to persons employed by the contractor.

34. 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, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESIC, Shops and Establishment Act, 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.

35. The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance or any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.

36. The contractor binds himself executor or administrator and agrees to indemnify the Bank, 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 Bank or any of its directors, officers or employees for reasons of or

consequent upon any breach or default on the part of contract in respect of violation of

any of the provisions of Law / Act / Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employee/engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

37. The contractor shall be responsible for all the claims of his employees. The contractor's employees will not have any claim whatsoever against Bank.

38. The contractor shall engage fully trained and adequately experienced persons, who are medically fit. They should be free from all infections/diseases.

39. The contractor shall obtain adequate insurance policy in respect of his employees to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.

40. The contractor shall provide weekly off/holidays to his employees as per labour laws but it will be his responsibility to ensure uninterrupted services on all days at no extra cost.

DETAILS OF SCOPE OF WORK

i) The contractor shall engage trained, efficient, neat & clean (viz., with trim hair cut, trim moustache, nail cut) healthy, honest, well behaved persons including supervisor (s) for upkeep and maintenance work of all ATMs and upto 10 feet outside the campuses.

ii) The contractor will be responsible to attend to all complaints within the purview of the contract.

iii) The contractor will provide naphthalene balls and cleaning materials such as phenyl/harpic etc. for the toilets in the substation room of the campus.

iv) The contractor will allow the Bank to access its records, books of accounts, relevant documents pertaining to performance of housekeeping and maintenance services at Bank's convenience. Bank may ask for documents as a proof of payment or provision of amount paid / payable to the workers / Govt Agencies for the benefit of workers, which will be provided by the contractor.

v) Sweeping and Cleaning of ATM sites, including all items in the room like wall, ceiling, floor, gates, stairs, ATM exterior, ATM screen, fascia & signage etc

vi) Maintain discreet internal surveillance of the ATM site.

vii) Maintain cleanliness of the ATM Room.

viii) Ensure cleanliness of glass surfaces and proper cleaning of the ATM and ATM site by persons engaged for this purpose

ix) Arrange to empty garbage bins and arrange for disposal of garbage and waste materials.

x) Informing forthwith to the Branch Manager/Channel Manager/any authorized representative of the Bank, any irregular and/or emergency situation at the ATM Site/Kiosks, including any break down in the ATM or AC.

xii)

PART—II (PRICE BID) FOR ATM SITES /E LOBBY MAINTENANCE UNDER RBO-I, GORAKHPUR

(To be submitted in separate sealed envelope)

S.N.	Description of work	Rate Per ATM per month (Rs)
1	The maintenance work shall consist proper housekeeping/ Cleaning of ATM room/E lobby twice in a day with branded cleaning materials . (1st between 7:00AM to 9:00 AM and 2nd between 3:00PM to 5:00PM). Cleaning will include floor cleaning, dust cleaning from glasses, ceiling, machines , electrical switches etc complete as per the detail scope of the work mentioned in Part-1	
	TOTAL	

NOTE:

1. Rate should be quoted for **per ATM per month** basis. As of now total 41 no of ATMs

2. Rates are inclusive of all materials, labour, taxes, T &P etc. Only GST shall be paid extra as applicable. Payment shall be made on quarterly basis. For any discrepancy, please contact SBIIMS Engineer, Prashant Kumar -8601803933

Signature of contractor with seal