



भारतीय स्टेट बैंक  
**State Bank of India**  
*The Banker to Every Indian*

REQUEST FOR PROPOSAL (RFP):

**COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING & FACILITY MAN-  
AGEMENT SERVICES AT GITC, CBD BELAPUR, NAVI MUMBAI**

**Ref: GITC/CGM(OPS),EST /HCS/ 89**

**Dated: 17/04/2017**

The Asst. General Manager (Estate)

State Bank of India

Ground Floor, 'C' Wing, Global IT Centre,

Plot no. 8, 9, & 10

Sector – 11, CBD Belapur,

Navi Mumbai – 400 614

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**1. Bid Details**

1	Date of commencement of Bidding Process (Posting of Tender Document on Website/issuance of notice in newspapers)	Date: 18.04.2017
2	Date & time for Pre-Bid Meeting	Date: 04.05.2017 Time : 3.00 pm
3	Last date and time for receipt of written queries for clarification from bidders	Date: 29.04.2017 Time: 4.00 p.m. All communications regarding points / queries requiring clarifications shall be given in writing to The Asst. General Manager (Estate) at above mentioned address, through dak, courier or email ( <a href="mailto:sbi.11342@sbi.co.in">sbi.11342@sbi.co.in</a> ).
4	Date of posting of clarifications on the Bidder's queries.	Date: 08.05.2017 [Clarifications shall be posted only on the Bank's website <a href="http://www.sbi.co.in">www.sbi.co.in</a> under the link procurement news. No individual communication shall be provided to the Bidder]
5	Last date for downloading Bidding Documents	Date: 12.05.2017
6	Last Date and Time for Bid Submission of Tender at State Bank of India Estate Department, Ground Floor, 'C' Wing, GITC, Plot No-8,9& 10, Sec-11, CBD Belapur, Navi Mumbai – 400 614	Date: 12.05.2017 Time: 3.00 pm The tender may be submitted by post/hand/courier or dropping in Tender Box, placed at C Wing, Ground Floor, GITC Building in Estate Department and also at the Security Cabin (at the entrance of GITC Building). However, in case of submission through Dak/Post/Courier, tender received within prescribed date & time, will only be considered.
7	Date and Time of Technical Bid Opening	Date: 12.05.2017 Time: 3.30 pm Representatives of Bidder may be present during opening of Technical Bid. However Technical Bids will be opened even in absence of any or all the bidders' representatives
8	Place of opening of Bids	State Bank of India, GITC Building, Plot No-8,9 & 10, Sec-11, CBD Belapur, Navi Mumbai – 400 614
9	Address for communication : Asst. General Manager (Estate) State Bank of India Estate Department, Ground Floor, 'C' Wing ,GITC, Plot No-8,9 & 10, Sec-11, CBD Belapur, Navi Mumbai – 400 614	1. Name: G. Durga Prasad Designation : Asst. General Manager (Estate) Contact Number : 27561060/9950999476 Fax : 022-2757 7001 Email : <a href="mailto:sbi.11342@sbi.co.in">sbi.11342@sbi.co.in</a>

		2. H.C. Sisodia Chief Manager harchan.sisodia@sbi.co.in Contact Number-9950999476
10	Earnest Money Deposit	Rs. 1,40,000/- (Rs. One lac forty thousands only) in the form of <b>Demand Draft or Bank Guarantee</b> in favour of State Bank of India payable at Mumbai/Navi Mumbai. EMD should be enclosed along with Technical Bid. Tenders without EMD are liable to be rejected. EMD of unsuccessful bidders will be returned within reasonable time. EMD of successful bidder will be returned after submission of the Bank Guarantee and after Submission of Service Level Agreement (SLA)
11	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 6. E-mail
12	Date of Commercial Bid Opening or Date of Online Reverse Auction	On a subsequent date, which will be communicated to such bidders who qualify in the Technical Bid.
13	On line reverse auction	The lowest bidder will be decided by online reverse auction, conducted by Bank's authorised agency. The date of reverse auction will be intimated later to the eligible bidder.
12	Contract Period	Initial period of contract is 01 (one) year. After initial contract period of one year on satisfactory performance of the vendor, the contract may be renewed twice, for the term of one year each at Bank's discretion, on same or mutually agreed upon amended terms & conditions, with overall cost escalation of 7.5% p.a. on account initial value of contract. However, if after taking into account the changes/ increase in minimum wages/ statutory payables to workers, overall contract cost increases by more than 7.5% mentioned above, such increase may be considered (even if, with that increased cost of contract will escalate more than the overall limit of 7.5% on the initial value of contract), at the sole discretion of the bank.

		However, in such case, increase will be limited on the wage component only and without increasing on the other components of the contract, at the discretion of the Bank, with same/ existing rates/level on all items, except, wages.
13	Office & Completion certificate (amount & areas both mention in certificate)	<ul style="list-style-type: none"> <li>The bidder should have an office in Mumbai/ Navi Mumbai /Thane districts.</li> <li>Completion certificate of annual contract in Commercial complexes for Housekeeping, Maintenance &amp; Facility management should have in Mumbai/ Navi Mumbai/ Thane districts.</li> <li>Completion certificates issued by the principal Employers specifying the below criteria's mention:               <ol style="list-style-type: none"> <li>Scope of work,</li> <li>Contract value,</li> <li>Area of the building,</li> <li>No. of staff deployed by the contractor for the contract</li> <li>Date of commencement of contract</li> <li>Date of completion of contract</li> </ol> </li> </ul>
14	Site Visit	The bidder should arrange for inspection of one or more sites (within the area of 200 km from Navi Mumbai, where bidder is extending services), in case bank desires so, the bidder should facilitate such.

## 2. **Overview**

Housekeeping and maintenance services are required for its State Bank of India, premises located at Global IT Centre, Plot no. 8,9,10, Sector-11, CBD Belapur, Navi Mumbai.

## 3. **Purpose**

Comprehensive Annual Maintenance Contract for various types of services such as housekeeping, plumbing, cleaning, Reception, carpentry, garden maintenance, flower arrangement, visitors desk management, DAK collection and distribution, pantry services, pest control and rodent treatment etc.

## 4. **Invitation**

Technical & commercial proposal for Housekeeping of SBI, premises located at Global IT Centre, Plot No. 8, 9, 10, Sector No.-11, CBD Belapur, Navi Mumbai is hereby invited from reputed & established vendors having their office at Mumbai, Navi Mumbai and Thane District. This RFP seeks proposal from Bidders who are having necessary experience, capability & expertise to provide SBI Maintenance and Housekeeping services, adhering to Bank's requirement outlined in

this RFP. This RFP 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 RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with a selected Bidder.

## 5. **RFP Terminology**

Definitions – Throughout this RFP, unless inconsistent with the subject matter or context:

- 5.1 Bidder/ Service Provider/ Contractor – An eligible entity/firm submitting a Proposal/Bid in response to this RFP.
- 5.2 Supplier/ Contractor/ Vendor – Selected Bidder under this RFP.
- 5.3 The Bank/ SBI - Reference to the “the Bank”, “Bank” and “SBI” shall be determined in context and may mean without limitation “State Bank of India”.
- 5.4 Proposal/ Bid – the proposal submitted by the Bidder duly filled in response to this RFP
- 5.5 RFP – the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the Bank.
- 5.6 ITB – mean instructions to the Bidder.
- 5.7 Annual Maintenance Contract (AMC) - It would be the annual cost of Maintenance for providing Services indicated above.
- 5.8 Works / services means all the services mentioned in this RFP anywhere.

## 6. **Eligibility Criteria**

Bid is open to all Bidders who fulfil the eligibility criteria. The bidder has to submit the details of eligibility criteria as per Annexure – B.

## 7. **Disclaimer**

The information contained in this Request for Proposal (RFP) 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 RFP document and all other terms & conditions subject to which such information is provided.

This RFP 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 RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information, each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary, obtain independent advice/s. 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 RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever, shall arise from the RFP 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 scrutiny 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.

**8. Earnest Money Deposit (EMD)**

Bidder to submit the EMD of Rs. 1,40,000/- (Rs. One lac forty thousand only) as Bid Security in the form of **Demand draft or Bank Guarantee** in favour of State Bank of India, Estate Dept. payable at Mumbai/Navi Mumbai.

EMD (Demand Draft/BG) should be kept in the envelope containing technical Bid. Any bid not accompanied with the requisite EMD shall be treated as non-responsive and is liable to be rejected. BG for the EMD shall be submitted from any bank other than SBI.

The EMD of the unsuccessful bidders will be returned. Successful Bidder's EMD will be returned upon the bidder signing the contract and submitting the required Bank Guarantee.

No interest is payable on the amount of EMD. Bidders claiming exemption from submission of the EMD shall submit valid NSIC certificate. Exemption will be given, only on production of valid NSIC Certificate.

If EMD is forfeited for any reason, the concerned bidder will be debarred from further participation for the RFPs, to be floated by the Bank for the period, as decided by 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 15 days; or

To furnish Security / Bank Guarantee to the Banks.

**9. Bank Guarantee (BG)**

The selected bidder will be required to submit a Bank Guarantee to the Bank for an amount equivalent to three months value of the contract within 07 days from the commencement of the work. The bank guarantee will be valid for period of 24 months or such other extended period as the Bank may decide. The bank guarantee should be issued by any scheduled commercial bank, other than SBI.

The Bank Guarantee is required to protect the interest of the Bank against the risk of non performance or default in RFP Term/s, including non-compliance of statutory provisions (viz. minimum wages act, labour laws etc or any other laws/rules/regulations), by the successful bidder. Default in successful implementation of the conditions of the contract, may warrant the invoking of Bank Guarantee (BG), and also if any act of the Contractor results into imposition of Liquidated Damages/ penalty, then the Bank reserves the right to invoke the submitted Bank Guarantee. A format for BG is attached as per Annexure G.

**10. Bidding Document**

10.1 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.

10.2 Content of Bidding Document

10.2.1 The bidding document provides overview of the requirements, bidding procedures and contract terms. It includes introduction, instructions to bidders, terms & conditions of contract, eligibility criteria, technical bid and financial bid.



10.2.2 The Bidder is required 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 into rejection of its bid. SBI has made considerable efforts to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders. Furthermore, during the RFP process, SBI has disclosed or will disclose in the RFP and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the RFP or any addenda.

### 10.3 Clarifications & Amendments

10.3.1 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.

10.3.2 The Bidder requiring any clarification of the bidding documents should submit written queries as per scheduled date

10.3.3 At any time prior to the deadline for submission of bids, SBI may modify the bidding document by amendment.

10.3.4 Any clarification issued by SBI will be in the form of an addendum/ corrigendum and will be available in SBI's website - [www.sbi.co.in](http://www.sbi.co.in). The amendment will be binding on all bidders. SBI, at its sole discretion, may extend the deadline for submission of bids which shall be informed to all through SBI's website – <https://www.sbi.co.in>.

## 11. Bidding Process

11.1 The bids shall be submitted in two separate sealed non-window envelopes, one containing Technical Bid and other Indicative Commercial Bid, both to be submitted together in one envelope. All details with the relevant information / documents / acceptance of all terms & conditions strictly as described in this RFP will have to be submitted. In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agree to comply with all terms and conditions specified in this document will be evaluated for technical specifications. Those bids that have complied to Technical bids shall be qualified for commercial bid opening and further RFP process.

11.2 The Bidder should be willing to participate in the online reverse auction to be conducted by Bank's authorized service provider on behalf of the Bank. Eligible bidders will be trained by Bank's authorized service provider for this purpose. Bidders should also be willing to abide by the e-business rules for reverse auction framed by the Bank / Authorised service provider. The details of e-business rules, processes and procedures will be provided to the short-listed bidders. It is to be noted that having digital signature by the firm, is a pre-requisite for participation in e-reverse auction process. Having digital signature is sole responsibility of the bidding firm.

## 12. Preparation and Submission of Bids

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

12.2 Vendor must provide specific and factual replies to specific questions asked in the RFP.



- 12.3 The bids should be submitted in 2 separate envelopes. In envelop 1, technical bid should comprise of the following documents and placed in a sealed envelope super-scribed as **“TECHNICAL BID for Comprehensive Annual Contract for Housekeeping & Facility Management Services at SBI**, premises located at Global IT Centre, Plot No. 8,9,10, Sector 11, CBD Belapur, Navi Mumbai. The technical bid should consist of the following:
- i. Earnest Money Deposit as specified in this document
  - ii. A letter on bidder's letter head mentioning
    - a) Details of EMD submitted
    - b) Certifying that the period of the validity of the bid is 90 days from the scheduled date of submission of bid.
    - c) Confirming that the bidder has quoted rates for all the items/services mentioned in the bid in their commercial bid
    - d) Bid Covering Letter as per **Annexure A**
    - e) Supporting documents in respect of Eligibility Criteria as mentioned in **Annexure - B**.
  - iii. Bidders information as per **Annexure - C** on bidder's letter head
  - iv. Audited balance sheets and profit & loss account statement for last 3 years, duly certified by the C.A, with mention of his registration number.
  - v. A copy of board resolution or power of attorney showing that the signatory is duly authorized to sign the tender document, except in case of proprietary firm, where proprietor himself is signatory.
  - vi. Response to all points of the Technical evaluation format as per **Annexure D**
- 12.4 Bidder should submit indicative commercial bid as per **Annexure- F** of the bid document and the indicative commercial bid should be a complete document and placed in a sealed envelope super-scribed as **“INDICATIVE COMMERCIAL BID for Comprehensive Annual Contract for Housekeeping, Maintenance & Facility Management Services at SBI**, premises located at GITC, building, CBD Belapur.
- 12.5 **Bid Prices**  
 The prices should be specified only in “Indicative Commercial Bid” and must not be specified/ mentioned at any other place in the bid document. The Price quoted should be inclusive of minimum wages (Central Govt.), EPF, ESIC, Bonus, other statutory payables, including profit, lump sum payment towards the cost such as insurance, personal protective equipment, uniform/shoes, tools required, mobile charges, consumables, etc. Price quoted should be exclusive of service tax (or other similar tax, imposed by the Govt. in lieu of service tax.
- 12.6 **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 indicative commercial bid, failure to do so make the bid liable to be rejected.
- 12.7 **Pre-Bid Meeting**  
 The Bank shall organise a pre-bid meeting as per scheduled date at GITC building, Plot no 8,9,10, Sec-11, CBD Belapur, Navi Mumbai 400614 or at the place advised later on to the bidders. All communications regarding points / queries requiring clarifications shall be given in writing to ‘The Asst. General Manager (Estate)’ at above mentioned address. The clarification on the queries shall be communicated to the bidders through the Bank's websites <https://www.sbi.co.in> .

**12.8 Validity of Bids**

Bid shall remain valid for 90 days from the stipulated date of submission of Bid. 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 into 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.

**12.9 Bid Integrity**

Wilful misrepresentation of any fact in the Bid will lead to the cancellation of the contract without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of SBI.

**12.10 Format and Signing of Bid**

12.10.1 The bidder should prepare bid document/s for submission as per minimum eligibility criteria, Technical Bid, Indicative Commercial Bid and other requisite information.

12.10.2 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.

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

12.10.4 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 RFP, 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 is falls/declared as holiday for the Bank, the bids will be received till the scheduled 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.

12.11 Bid Currency: Prices shall be expressed in Indian Rupees only.

12.12 Late Submission of bids: Any bid received by the Bank after scheduled date & time prescribed at Bid details will be rejected and will not be considered, at the bidders risk & responsibility. For the purpose of submission of bid, only actual receipt the address mentioned in this RFP will be considered and not the date of despatch etc.

**12.13 Modification and Withdrawal of Bids**

No bid should be withdrawn in the intervening period between the scheduled date for submission of bids and the expiration of period of bid validity.

### **13. Opening and Evaluation of Bids**

#### **13.1 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 opened in the presence of representatives of the bidders who choose to remain present. However, even in absence of all the bidders, bids shall be opened at the scheduled date, time & venue.

#### **13.2 Evaluation Process:**

##### **13.2.1 Preliminary examination**

The bids will be examined by the Bank to determine whether they are complete and whether required EMD 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.

##### **13.2.2 Technical Evaluation**

Detailed technical evaluation will include, scrutiny of minimum eligibility criteria (as mentioned in **Annexure B**), technical information submitted as per technical bid format (**Annexure D**), supporting documents/ papers submitted 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 commercial bid opening & evaluation / Reverse Auction.

##### **13.2.3 Commercial Evaluation**

*Bidder should provide indicative price only.*

The envelope containing the Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid set out in **Annexure F**. 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.), ESIC, EPF, Bonus, Insurance and all statutory obligations, etc. while quoting the indicative price and final price in the reverse auction. The price quoted are inclusive of minimum wages (Centre Govt.), EPF, ESIC, BONUS, Profit, lump sum payment towards the cost such as insurance, personal protective equipment, shoes, uniform, consumables, required tools & machineries. During RFP process including online Reverse auction, if the price quoted by the Bidder is found less than the above mentioned wages/provisions, the bid will be rejected. Bank will pay only Service Tax (or other similar tax, imposed by the Govt. In lieu of service tax) in addition to the price quoted.

##### **13.2.4 Final Evaluation**

The online reverse auction will be conducted through a company authorized in this regard by the Bank. Reverse auction guidelines will be communicated to all short-listed bidders.

During Reverse auction, their Bid price can not be lower than minimum wages component. (as detail under column A of Annexure F)

**14. Award & Signing of contract**

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

The successful bidder shall be required to enter into a contract/ SLA with the Bank, within 15 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, non-disclosure agreement, 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.

All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by successful bidder.

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

**15. Cancellation of Contract**

The Bank shall have the right to cancel/terminate the contract (including part termination) 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.

However, if the contractor wishes to terminate the contract he shall give 3 months notice to facilitate the Bank for making alternate arrangements.

**16. Online Complaint Management**

The Contractor would be required to procure and put into operation a computerized system with web interface for capturing and collating complaints and responding to the same. Server for porting the software and access to LAN would be provided by the Bank. If the facility is not readily available with the Contractor, he would be required to arrange for manually undertaking this process and make available the computerized process within three months of getting the contract from the Bank.

**17. Liquidated Damages and Penal Provisions**

17.1 If vendor fails to perform services with the requisite quality, minimum qualification of the man power 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 or imposing penalty, as per undernoted details:

S. No.	Area/ activity	Amount
01.	Cleaning / dusting/ sweeping/ vacuuming and mopping of toilets, cabins, passages, pantry, stairs, floors, warehouse, glass walls, water coolers, parking area, changing room, lunch room, inside glass partition, doors, chairs, work-stations, cubicles, A.H.U. rooms, ducts, lift lobby, common areas, old & new sub-station buildings, basement, podium, terrace, annexed buildings, sub-basement, porta cabin, outside corridor, portico, etc, all areas, which forms integral part of the campus.	Rs. 200/- per area*, per instance
02.	Carpentry works, including repair/maintenance of cup-boards, work stations, keyboard stands, almirahs, storage drawers, storage cabinet, fixing /replacement of doors etc,	Rs.200/- per area*, per instance

	all other furniture repairing and all kind of carpentry work.	
03.	Plumbing works: Maintenance of all plumbing & sewage lines, cleaning of choke-up, up-keeping & removing choke-up in the storm water drains, repair / replacement/fixing of plumbing fixture (i.e. taps, valves, jet spray, water dispenser in washrooms/toilets, soap case, etc)	Rs.200/- per area*, per instance
04.	Gardening: i) Maintenance of the garden & disposal of the garden waste.  ii) Dry of any border/ hedge iii) Dry of Lawn iv) No trimming of plants/ trees	i) Rs. 100/- per plant or cost of the plant, whichever is higher ii) Rs.100/- per feet iii) Rs.100/- per sq. feet iii) Rs. 2000/- per area per month
05.	Pantry Services & Flower arrangements in Executive cabins, as specified in this agreement	Rs. 200/- Per occasion
06	Attending work relating to courier/mail sending/ receiving and other related work.	Rs. 1000/-
07.	Duties of guest relation executives, including daily checking of emails regarding visitors' appointments. Printing & issuing of visitor passes, confirming appointment with host, guiding to visitors, inform security about undesirable visitors, produce customized report on daily basis to the AGM/CM (Security).	Rs. 5000/- per month
08.	Non-addressing complaints timely & promptly	Rs.500/- per instance

(Per area means any particular wing, cabin, passage, stairs, lunch room, terrace, toilet, etc.)

17.2 For the deficiency in other activities/maintenance, not mentioned above, penalty will be as under:

Sl. No.	Periodicity of activities/job prescribed	Extent of penalty in case of deficiency in service
1	Daily activities	Rs.1,000/- per activity/job on first instance and Rs. 2,000/- in case of per repetition during same week.
2	Weekly activities	Rs.2,000/- per activity/job on first instance and Rs. 4,000/- in case of per repetition during same month
3	Monthly activities	Rs.5,000/- per activity/job on first instance and Rs. 10,000/- in case of per repetition during same quarter
4	Quarterly activities	Rs.10,000/- per activity/job on first instance and Rs. 20,000/- in case of per repetition
5	In case of manpower not found properly qualified/present	Rs.1,000/- per activity/job on first instance and Rs. 2,000/- in case of per repetition during same week.

6	Non-maintenance of records, in terms of para 34.5 of this RFP document	Rs. 1,000/- per instance for daily activities Rs. 2,000/- per instance for weekly activities Rs. 5,000/- per instance for monthly activities Rs.10,000/- per instance for quarterly activities
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Recurrence of above mentioned instances, due to non-taking of action will double the penalty. However, the overall monthly penalty will not exceed 10% of the total contract price.

### **18 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 this Maintenance Contract. All questions relating to the performance of the obligations under this 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. However, merely payment of bills will not constitute that all the work was in order.

### **19. Statutory and other Regulations**

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

19.2 The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provision/ obligations. The contractor shall be responsible for maintaining record pertaining to payment of wages Act and other laws, including labour laws.

19.3 The Contractor shall bind himself/ executor or administrator or successors and shall indemnify and hold harmless 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 the contractor in respect of violation of any of the provisions of Laws/ Acts/Rules or regulations having the force of law or any award or decision by any competent tribunal, court of authority in respect of the workmen or any one, employed/engaged by the contractor in connection with this contract.

19.4. **Governing Law:** The contract shall be interpreted in accordance with the laws of the Government of India.

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

19.6 An Undertaking cum indemnity will have to be submitted by the successful bidder, wherein he will indemnify the bank, from any claim/penalty etc from any third party or government authority/ governing bodies, due to non-compliance of terms & conditions of this RFP or violation/non-compliance of law/rules/regulations etc, including provisions of minimum wages action, labour laws, etc.



**20. 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/observation regarding quality of services, inefficient service, non-adherence to agreed quality of materials or services have been received or noticed by the bank authorised officials, 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

this Maintenance Contract or may be recovered by arbitration/ action under law or otherwise from the Contractor or by invoking the Bank Guarantee furnished by the Contractor.

**21. Right to acquire more area**

The Bank at its discretion, may extend the contract to other premises/s of the Bank, with maximum upto 40% area of the existing office premises (subject matter of this RFP, i.e. GITC). The Contractor should be willing to take up the work at the new premises, on same terms & conditions. For which, additional payment would be made to him on pro-rata basis, based upon the floor area of the new premises and manpower requirement, considering the price quoted for the current contract.

**22. Period of Contract**

Initial period of contract is 01 (one) year. After initial contract period of one year on satisfactory performance of the vendor, the contract may be renewed twice, for the term of one year each at Bank's discretion, on same or mutually agreed upon amended terms & conditions, with overall cost escalation of 7.5% p.a. on account initial value of contract.

However, if after taking into account the changes/ increase in minimum wages/ statutory payables to workers, overall contract cost increases by more than 7.5% mentioned above, such increase may be considered (even if, with that increased cost of contract will escalate more than the overall limit of 7.5% on the initial value of contract), at the sole discretion of the bank.

However, in such case, increase will be limited on the wage component only and without increasing on the other components of the contract, at the discretion of the Bank, with same/ existing rates/level on all items, except, wages.

**23. Commencement Period**

The work has to be commenced within 30 days (mobilization period) from the date of Work Order. If the Contractor delays by more than 7 days over & above the specified time, the Bank is at the liberty to terminate the contract without giving any notice. Failure to commence the work within the above period may lead to imposing penalty @ rate of 0.25% of the quoted monthly value per week or forfeiture of the entire EMD amount at the discretion of bank. Bank will also be having rights for taking other action, including black listing of firm, for participating in other tender process of the bank or other action/s.

**24. Arbitration**

Any and all disputes, controversies and conflicts ("Disputes") arising out of or in connection with the Tender Document or Maintenance Contract or breach of contract or the performance or



non-performance of the rights and obligations set forth herein, or the breach, termination, invalidity or interpretation thereof shall be referred for arbitration in terms of the Arbitration and Conciliation Act, 1996 (Arbitration Act) or any amendments thereof. Prior to submitting the Disputes to arbitration the parties shall make all endeavours to settle the dispute/s through mutual negotiation and discussions. In the event that the said dispute/s are not settle within 30 days of the arising thereof as evidenced through the first written communication from any party notifying the other regarding the disputes, the same finally be settled and determined by arbitration as above . The place of arbitration shall be at Mumbai and the language used in the arbitral proceedings shall be English, Arbitration shall be conducted by a mutually appointed sole arbitrator. If the Parties are unable to agree upon a sole Arbitrator, each Party shall appoint one arbitrator and the two arbitrators so appointed by the Parties shall appoint the third arbitrator, who shall be the Chairman of the Arbitral Tribunal. The cost of such arbitration shall be shared by both the parties, i.e. bank and contractor, in the ratio of 50:50.

The arbitral award shall be in writing and subject to the provisions of the Arbitration and Conciliation Act, 1996 Act shall be enforceable in any court of competent jurisdiction.

Pending the submission to arbitration and thereafter, till the Arbitrator or the Arbitral Tribunal renders the award or decision, the Parties shall, except in the event of termination of this Agreement or in the event of any interim order/award is granted under the afore stated Act, continue to perform their obligations under this Agreement.

## **25. Right to Audit:**

The bank or its authorised representative/ agency will have the right to audit/inspect the books/accounts/balance sheets/ papers of the firm. The auditor of the bank or RBI/ other such agency will also be having such rights.

## **26. Manpower, Wages, etc.**

26.1 The Contractor shall ensure to comply with all the provisions of Labour Act / State / Central Govt. Acts /regulations. The Contractor shall be solely responsible for compliance to provisions of Various labour and industrial laws and all statutory obligations such as minimum wages as per Central Govt. rules, allowances, compensations, EPF, Bonus, gratuity, Insurance, ESIC, etc. relating to workers provided to the Bank and other law relating to tax etc. The Bank shall have no liability in this regard and bidder has to submit indemnity cum undertaking to this effect. Any penalty etc, apart from arrear/pending amount, would be at the cost of contractor.

26.2 The Contractor shall be responsible for all the claims for its employees/labourers and the said employees/ labourers of the Contractor shall not make any claims whatsoever against the Bank. The Contractor's workmen will not have any right whatsoever to get absorbed in the Bank.

26.3 The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infectious diseases.

26.4 The Contractor shall obtain necessary labour license from statutory authorities for deploying man power. No child labour shall be employed by the contractor to carry out any of the work/services covered by this RFP.

26.5 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. 26.6 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.

26.7 The documents related to submission of EPF, ESIC, salary paid, etc. to the respective statutory bodies has to be submitted to the bank, alongwith the next month bill.

26.8 The Contractor should issue a Valid Company Identity Cards to all their staff personnel who will be providing services under this contract.

26.9 The Plumber & Carpenter should report to the concerned Civil Engineer and authorised officer of the bank, every day.

26.10 The contractor will have to submit a certificate from the Chartered Accountant to the effect that firm has complied with provisions of minimum wages act and other government laws, including labour laws, at quarterly interval, i.e. for the quarter ended 30<sup>th</sup> Jun, 30<sup>th</sup> Sep, 31<sup>st</sup> Dec. 31<sup>st</sup> March.

26.11 Payment of wages to all the workers engaged by the contractor should be made by crediting to bank account. The workers should preferably keep the account with SBI or if not having open the account with SBI.

## **27. Safety, Security, etc.**

27.1 The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at Bank's premises and externally for assets belonging to SBI at all times.

27.2 In no case, safety norms shall be violated. Even in case of urgency, when temporary rectification is done, etc. no such compromise is allowed as regards to safety provisions.

27.3 The Contractor alone shall be fully responsible for safety & security and insurance or life insurance of their personnel who are working at site.

27.4 The Contractor shall provide and ensure sufficient personal protection gears like safety shoes, hand gloves, full body safety belts, ladders, etc. are being worn by their workers while carrying out works.

27.5 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 moral character.

27.6 The Contractor shall ensure that necessary tools and equipment are always available at site for the purpose of attending repairs on emergency basis. All the tool kits and meters should be of an ISI marked wherever applicable and the required numbers are to be made available by the Contractor.

27.7 All Contractor personnel will be subjected to a thorough physical checking while coming and leaving the premise. Those persons so deputed will sign in the Register for arrival and departure at the site and the registers should be made available to the Bank for verification.

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

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

## **28. Payment Terms**

28.1 Payment of AMC shall be made post monthly basis. Copy of the routine maintenance works and periodical works to be submitted alongwith the Bills.

28.2 Price payable to the vendor as stated in the contract shall be firm and there would be no increase in rates payable to the contractor during the contract period except changes in minimum wages payable to deployed manpower and / or changes in service tax (or other similar tax imposed by the govt in lieu of service tax)

28.3 The performance of the contractor shall be monitored by the bank officials. The Bank on its option, may constitute/nominate a monitoring committee, for monitoring the performance of the bidder. Feedback from the departments/staff may also be considered, while reviewing the performance.

## 29. **Commercial Bid:**

Commercial Bid should contain all the component of the contract and services/ material required, including undernoted:

29.1 Cost of manpower

29.2 The Contractor should quote yearly lump sum amount in the Commercial Indicative Price Bid for the quarterly & half yearly works.

29.3 Cost of Consumables:

29.3.1 For Plumbing & Carpentry Works:

- Spares, consumables, etc., required for the maintenance of plumbing & carpentry works shall be arranged by the contractor and the cost of such spares shall be borne by the Bank. However, the cost of consumables like nails, screws, Teflon tapes and rawal plugs etc has to be borne by the contractor.
- In case of any material required for preventive/ breakdown maintenance is not available in stock, the Contractor should immediately arrange for purchase of the materials from the market after obtaining approval from the Bank. The cost of such material purchased by the contractor shall be borne by the Bank as per the terms stated below:  
 “Only handling charges which include transportation cost shall be paid by the Bank over & above the actual material cost. Handling Charges shall be 10% of the value of material purchased as per bills submitted by the contractor. Any tax payable on such handling charges claimed by the contractor shall be borne by the Contractor himself. All purchase bills of the materials supplied by the contractor should be in the name of ‘State Bank of India, Belapur’. Bank reserves the right to verify the reasonableness of the prices.”
- All necessary components required for the breakdown maintenance of all equipments shall be arranged by the Contractor at the market rates and same shall be reimbursed by Bank as stated above, alongwith acknowledgement of having done the work from respective Department.

29.3.2 Pantry Services: Machines, crockery, consumables etc to be included in the commercial bid. All consumables shall be eco-friendly

29.3.3 Garden maintenance & horticultural services:

Costs of consumables have to be included in the House keeping equipment section of the commercial bid.

29.3.4 Cost of tools, equipments, uniforms, i-cards, etc

All these costs including hand gloves, personal protective equipment, to be included in the commercial bid.

29.3.5 Making flower arrangements:

The Contractor should quote yearly lump sum amount for making Flower Arrangements in the Commercial Indicative Price Bid.

29.3.6 Pest Control & Rodent Treatment

The Contractor should quote yearly lump sum amount for Pest Control & Rodent Treatment in the Commercial Indicative Price Bid.

29.3.7 Bathroom/ toilet cleansing material/ consumables etc:

Cost of such consumables need to be quoted in the indicative price bid under the section Consumables.

### **30. General Terms & Conditions of the Contract**

#### **30.1 Termination of Contract:**

The Bank reserves the right to terminate the agreement in case of breach of any terms & 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, without notice period, if the services provided by the Contractor are found to be dissatisfactory. Delivery of the services and performance of the services shall be made by the contractor in accordance with the time schedule, technical specifications, scope of the project and other terms & conditions as specified in the RFP. Any delay in performing the obligation/ defect in performance by the contractor may result in imposition of liquidated damages, invocation of Bank Guarantee and/ or termination of contract.

The Bank may immediately terminate the agreement if, in the reasonable opinion of the Bank, the selected contractor is in violation of Contract Labour Act or any other Labour laws applicable in the State of Maharashtra.

#### **30.2 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 use all reasonable endeavours to minimize any such delay.

If a Force Majeure situation arises, the Contractor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **30.3 Business Termination**

In the event, the contractor shall close conducting business in the normal course or winds up, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or shall avail itself or become subject to any proceeding under any Act or statute of any country or state relating to insolvency or protection of rights of creditors, then this agreement shall terminate and be of no further force and effect and any property or rights of such other party tangible or intangible shall forthwith be returned to it.

#### **30.4 Notices**

Any notice given by one party to the other pursuant to this contract shall be sent to other party in writing or by Fax and confirmed in writing to other Party's address. For the purpose of all notices, the following shall be the current address:

Address The Assistant General Manager (Estate), State Bank of India, Estate Department, Ground Floor, C-Wing, GITC, Plot no 8, 9, &10, Sector 11,CBD Belapur, Navi Mumbai-400614

Fax 022-27577001  
Telephone 022-27561060  
Email : sbi.11342@sbi.co.in

The notice shall be effective when delivered or on the notice's effective date whichever is later.

### **30.05 Right to accept part tender**

The Bank reserves the right to accept the tender either in whole or in part, at a pro-rata price (Monthly Cost) quoted by the Tenderer.

### **30.6 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 his 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.

### **30.7 Vendor's Obligation**

The vendor is obliged to work closely with SBI's staff, act within its own authority and abide by directives issued by SBI from time to time.

The Vendor is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours on the part of its personnel.

The Vendor will treat as confidential all data and information about SBI, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of SBI as explained under 'Non Disclosure Agreement' in *Annexure E* of this document.

### **30.8 No Waiver of Bank Rights or Successful Bidder's Liability**

Neither any payment sign-off by Bank, nor any payment by Bank for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by Bank shall affect or prejudice the rights of Bank against the finally selected bidders, or relieve the finally selected bidders of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in Bank to pay for alterations/ amendments/ variations, or discharge the liability of the successful bidder for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify Bank nor shall any such certificate nor the acceptance by him of any such paid on account or otherwise affect or prejudice the rights of the successful bidder against Bank.

### **30.9 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 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 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 notify Bank thereof in writing with reasons for holding such opinion and Bank 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 they said variations occurred in the contract documents. If Bank confirms his instructions, the successful bid-



der'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 bidders, 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.

### 30.10 **Subcontracting**

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

30.11 Contractor's personnel or their family members shall not be allowed to stay / reside at site, except on duty/ execution of work/maintenance.

## 31 **Schedule of Work & Minimum qualification of Manpower:**

Designation	No. of Persons	Skill Set	Minimum Qualification/ experience	Shift Details (including lunch period/ recess period)*
Manager	1	Highly Skilled	Graduation with 5 years experience in Supervising Housekeeping works, having good communication skill in Hindi, English & Marathi	9.00 a.m. to 5.00 p.m.
Supervisor	2	Skilled	12 <sup>th</sup> Standard or ITI Degree with 5 years of relevant experience in Supervising Housekeeping works	1 <sup>st</sup> shift & 2 <sup>nd</sup> Shift
Housemen / women	32 + 4 (Relievers) <b>Total = 36</b>	un-skilled	1 year experience in handling Housekeeping works	1 <sup>st</sup> & 2 <sup>nd</sup> Shift in all days. (Services will be utilised as per bank's requirement at various location/floors and shift)
Pantry Boys	10	Semi Skilled	2 years of experience in having handling relevant works	General shift: 10.00 a.m. to 6.00 p.m., 1st, 2nd, 3rd shift and as per requirement.
Plumbers Helper	1 1	Skilled Semi-Skilled	Plumber: 3 years of experience in handling relevant works Helper: 1 years of experience in handling relevant works.	10.00 am to 6.00 pm
Mail Attendants/ Couriers	3	Semi Skilled	2 years of experience in handling relevant works	10.00 a.m. to 6.00 p.m.

er boys				
Gardeners	2	Semi Skilled	2 years of experience in handling relevant works	7.00 a.m. to 3.00 p.m.
Carpenter	1	Skilled	Carpenter: 3 years of experience in handling relevant works.	9.00 a.m. to 5.00 p.m.
Attendant at medical department	1	Semi Skilled	2 years of experience in handling relevant works.	10.00 a.m. to 6.00 p.m.
Total	58			

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

### 32 Work areas covered under this comprehensive annual contract for housekeeping, maintenance & facility management services:

Areas	Brief Scope of Daily Works*
Manager's role/duties	Overseeing the entire work in the campus and monitoring the complaint mechanism Co-ordination with all relevant departments & contractors for smooth functioning of day to day activities operations.
Supervisors' roles/duties	Supervising/monitoring the works of House Men/ Women, Pantry Boys, Gardeners, Plumbers, Carpenters, etc, with proper recording
House men / women	Daily Cleaning, Dusting, Sweeping, and mopping all the areas including cabins, passages, pantry, Stairs, floors, warehouse, Glass walls, water coolers, parking area, changing rooms & lunch rooms, lift lobby common passage area walls, inside glass partition, doors, chairs, workstations, cubicles, toilets, A.H.U. rooms, service ducts, sub-station buildings, Annexed buildings, Basement, podium, terraces, lift machine room, etc. and all the other area which forms integral part of the premises. Cleaning of all electrical items/fittings like light, fans, street light, flood light, signboards, fire pump room, ACs.
Pantry Boys	Pantry Services. Apart from providing tea, coffee, snacks etc on fixed rates, tea / coffee machine etc will also be attended by the pantry boys without charging any amount to users, if machine/ material is provided by the bank (or amount may be collected as per direction of the bank).
Plumbers Helper	Maintenance of all plumbing & sewage lines, cleaning of choke up lines, up-keeping & removing chock-up in the storm water drainages, repairs / replacement of fixing of new plumbing fixtures (Taps, valves, jet spray, water dispenser in washrooms/ toilets, etc.) and sanitary fixtures/items.
Carpentry works	Repair/ maintenance of cupboard, work stations, keyboards, almirahs, storage drawers, repair of doors and replacement of doors & door closers /door stoppers, handles, etc. Carpentry work will also include repairing/ maintenance of furniture/fixtures items other than wooden viz. Steel cupboards etc.
Gardening:	Gardeners would maintain the landscapes, plants, and trees in the entire open area in and around the Bank's Buildings. Disposal of the garden waste.



Mail Attendants / Courier boys	To receive incoming mail/ parcels/packages and deliver them to the person/department concerned after entering them in a register. Obtain receiver's signature on the mail register. Send all the parcels/packages to the x-ray scanner before receiving them for further delivery. Keep a record of undelivered mail/ packets etc and bring this to the notice of the controller next day. When required, move documents within the building.
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**\*Particulars/ brief given is only illustrative and not exhaustive.** In case of periodical maintenance works, services of daily worker may be used or extra manpower may be utilised by the contractor, at their option, without compromising quality or timely completion of each activity/ work. Wherever warranted, maintenance work to be undertaken on weekend/ holidays.

### 33 PREMISES DETAILS

Site Address: State Bank of India, Global IT Centre, Plot No. 8, 9, 10, Sector -11, CBD Belapur, Navi Mumbai.

#### Details of the Building

1	Total building area in sq. ft.	2.06 lacs sq. Feet approximately (including corridor, lift lobby, main passage) plus basement, non-FSI and terrace areas.
2	No. of floors	Ground plus 5, and basement & podium
3	Annex Buildings	Old & New Sub-station buildings, Canteen building.
4	Total occupancy	Approximately 2500
5	Number of occupants (during general shift)	Approx 2100 (during peak time/ day hours)
6	For service provider/contractor, hours of operation with timings and shift details, apart from general shift	7.00 a.m. to 3.00 p. m. 1st shift 3.00 p.m. to 11.00 p. m. 2 <sup>nd</sup> shift
7	No. of staircases, if any	Basement to terrace : 2 Basement to 5th floor: 2 Ground floor to 2nd floor: 1 Basement to 2nd floor: 1 Ground to 3rd floor: 1 Ground to 2nd floor: 2
8	Type of flooring in occupied areas	Vitrified, mosaic, kota stone, china mosaic, IPS (Basement), granite/marble, checker tiles, carpeted etc.
9	No. of Toilets	VIP toilets : 4 Gents: 12 Ladies: 06
10	Water Tanks	Overhead: 2 (28*20*16 ft each) Underground: 1 (36*50*10 sq ft)
11	No. of workstations	Approx. 1500
12	No. of Conference Room / Cabins etc (Some are carpeted and some have vitrified flooring)	Conference Rooms: 2 Meeting Rooms: 2 Small meeting room: 16 (existing, may increase or decrease as per needs)
13	Total ducts	Main building : 12

		Canteen block: 4
14	External Facade, including glass area, to be cleaned	Approx 1.25 lacs sq ft (excluding glass area) Glass area 14000 sq ft
15	Blind areas (on the building external walls)	14000 sq ft
16	Area of Garden/ greenery	17000 sq ft (approx)
17	Area of chajja	12000 sq ft (approx)

@Entire GITC premises which also includes front & rear wings in all the floors, compounds, internal & external boundary walls, terraces, Annex Buildings attached to each floor, substation/s, security cabins, podium, walkways, driveways & open space including Staff/Officer/VVIP canteen. Within the compound, area constructed/created, after the date of RFP, will also be part of maintenance & housekeeping area.

### 34 Nature of work and periodicity in brief:

The contractor shall have to adhere to the periodicity chart of work as shown below:

Nature of Job	Periodicity	Description
Sweeping / cleaning	Daily	<ul style="list-style-type: none"> <li>Sweeping &amp; cleaning of all the floors areas. After sweeping all vitrified floors, areas would be machine scrub cleaned.</li> <li>Damp mopping of tiles, vitrified floors, staircase, elevators, floor, sidewalls and podium, compound areas etc. Floor shall be made free of stain, dirt, mud, sand, footprints, liquid spills and other debris.</li> <li>Chairs, computers &amp; its accessories/ printers, trash receptacles and easily movable items shall be moved to clean underneath.</li> <li>During inclement weather, the frequency of cleaning will be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or standing water.</li> <li>Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use condition.</li> <li>Daily cleaning of lift cabins, mirrors &amp; doors in all the floors.</li> </ul>
Vacuuming	Daily	<ul style="list-style-type: none"> <li>Vacuuming all carpets runners and carpet protectors so that they are free of dirt, mud etc.</li> <li>Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.</li> <li>Chair, trash receptacles and easily movables items shall be moved to vacuum underneath, and then replaced in the original position.</li> </ul>
Washrooms & Toilets Cleaning	Daily (at regular intervals, as per need)	<ul style="list-style-type: none"> <li>Thorough cleaning and sanitization of toilets, bathrooms, wash basins, using suitable non abrasive cleaners and disinfectants.</li> <li>Frequency should be more to maintain hygienic conditions of wash rooms throughout the day.</li> <li>All surfaces shall be free of grime, soap, mud and smudges.</li> </ul>

		<ul style="list-style-type: none"> <li>• Cleaning of mirrors, glass doors, glass windows etc.</li> <li>• Supply of daily requirements of paper towels, toilet papers, liquid soap dispenser with liquid soap, urinal cubes, naphthalene balls, odonil, air fresheners, etc at each wash basins, toilets, bathrooms shall be provided by the contractor.</li> <li>• Only Eco-Friendly chemicals like Polyclean /Taski or equivalents to be used.</li> </ul>
Trash removal	Daily	<ul style="list-style-type: none"> <li>• Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and return them where they were located.</li> <li>• All waste from waste paper baskets will be collected and deposited in the building's waste containers.</li> <li>• Dry and wet garbage would be segregated and dumped into designated area within the premises.</li> <li>• Collection of old newspapers, bundling &amp; shifting to specified place.</li> <li>• All the wastes, trash, debris, garden waste etc have to be disposed from the campus on daily basis as per the guidelines of NMMC/ local civic authorities. Any co-ordination in this regard with NMMC has to be carried out by the Contractor.</li> <li>• Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the Bank, the Contractor shall be penalised as per details mentioned under penalty clause at para 17 of this RFP Document.</li> </ul>
Glass surface cleaning	Daily	<ul style="list-style-type: none"> <li>• All glasses at entrance doors and windows of the premises would be cleaned using damp and dry method.</li> <li>• Glass table tops, cabin doors, cabin partitions and glass accessories, etc would also be cleaned.</li> <li>• Removal of grease marks or fingerprints on glass counters and partitions. This cleaning is done using cleaner of standard brand of established /reputed company and lint free cloth or paper towels.</li> </ul>
Spot Carpet Cleaning	Daily	<ul style="list-style-type: none"> <li>• Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals etc.</li> </ul>
Damp & Dry cleaning	Daily	<ul style="list-style-type: none"> <li>• Wipe clean all white boards of meeting rooms, conference rooms, workstations etc.</li> <li>• Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.</li> <li>• Cleaning of Glass, chairs, services room/bathrooms/toilets.</li> </ul>
Carpet/ doormats etc	Daily	<ul style="list-style-type: none"> <li>• While carpets/ doormats to be cleaned/ maintained properly on daily basis, position will be reviewed on fortnightly basis to assess that whether repair/replacement is required, particularly in case of doormats / carpet in passages/entrance etc. While carpet will be provided by the bank, repair/ size-specific modification/ stitching etc to be done by the contractor.</li> </ul>

Plumbing work	Daily	<ul style="list-style-type: none"> <li>Plumber on daily basis shall attend the all kinds of plumbing work, as directed by Bank's Engineer/ bank's officials.</li> <li>In case of need, services of carpenter may also be utilized in locally situated other premises of the bank, subject to providing transport/vehicle or conveyance charges, if distance is more than 1 km.</li> <li>Maintenance of all plumbing &amp; sewage lines, cleaning of choke-up, minor repairs/ replacement of plumbing fixtures (taps, valves, jet spray, water dispenser in washrooms/ toilets etc.) and sanitary items.</li> </ul>
Pantry services	Daily	<ul style="list-style-type: none"> <li>Pantry services shall include providing tea/ coffee/ drinking water as per need of the staff, at any place within the building.</li> <li>The tea / coffee dispenser for preparing and serving tea / coffee and consumable like cups, sugar, tea, coffee, and lemon shall be arranged by the Contractor.</li> <li>Electricity for running the machines will be provided by the Bank free of cost.</li> <li>The price at which tea and coffee (including paper cups) supplied by the Contractor will be mutually agreed between the Bank and the Contractor.</li> <li>Biscuits &amp; water bottles will be provided at the printed price/ MRP.</li> </ul>
Carpentry work	Daily	<ul style="list-style-type: none"> <li>Carpenter on daily basis shall attend to repairs of all kinds of carpentry works at within the premises, as directed by Bank's Engineer/ bank's official.</li> <li>In case of need, services of carpenter may also be utilized in locally situated other premises of the bank, subject to providing transport/ vehicle or local conveyance charges in lieu thereof, if distance is more than 1 km.</li> </ul>
Maintenance of garden/green areas, plotters etc and horticulture work	Daily  Weekly  Monthly  General	<b>The contractor has to perform following activities:-</b> <ul style="list-style-type: none"> <li>Cleaning garden areas, watering, weed removing, disposal of dry/ fallen leaves etc.</li> <li>Trimming &amp; pruning, soil mulching, lawn mowing, hedges cutting, shrubs cutting etc.</li> <li>Applying fertilizer or compost manure/ vermi culture manure alternate month or as and when required.</li> <li>Applying pesticides like insecticide and fungicide alternate month or as and when required.</li> <li>The necessary tools, manures, pesticides, other consumables, etc. required for the gardening work has to be provided by the Contractor.</li> </ul>
Shifting of items/wastes	Daily	<ul style="list-style-type: none"> <li>The Contractor has to arrange for shifting of chairs, tables, cupboards, monitors, computers, printers, e-wastes, partition, spares, plotters, carpets, doormats, stationery/records, etc within the premises using suitable trolley.</li> <li>The requirement shall be need based and instruction for such shifting shall be provided by the Estate Dept., if shifting is to</li> </ul>

		<p>be done from one department to other department or outside of one department. However, if shifting is to be done within a department, instructions will be given by the official from the department concerned.</p> <ul style="list-style-type: none"> <li>• This shifting and also shifting of other items viz. garbage/waste etc to be done in proper manner, using appropriate trolley, wheeled dustbins/drums etc.</li> <li>• No item will be taken out of premises, without written permission/ pass from the bank's authorised official/s.</li> <li>• No additional charges shall be paid for such shifting.</li> </ul>
Deep cleansing	Weekly	<ul style="list-style-type: none"> <li>• Stairways, surrounding common areas, generator rooms, AHU Rooms, basement, car parking, etc.</li> <li>• Ceiling, walls, partitions etc.</li> <li>• Toilet and Wash rooms</li> </ul>
Window glass cleaning	Weekly	<ul style="list-style-type: none"> <li>• Interior and exterior glasses will be cleaned on both sides, throughout the building.</li> <li>• Exterior cleaning of the glasses where accessible.</li> </ul>
Sanitizing	Weekly	<ul style="list-style-type: none"> <li>• Office desk paper bins would be cleaned and sanitized.</li> <li>• All washrooms dustbins would be thoroughly cleaned and sanitize.</li> <li>• Deep cleaning, dusting and wiping of sanitary fittings in the Wash room, ladies toilets etc.</li> <li>• All telephone instruments, computer/laptop keyboards would be sanitized using disinfectants.</li> <li>• Waste bins from Pantry and Cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.</li> <li>• Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectants.</li> <li>• Internal cleaning/ sanitizing water coolers at weekly intervals.</li> <li>• During monsoon season the Contractor has to ensure periodic cleaning of the basement, etc. with suitable materials for removing the algae / green patches formation.</li> <li>• Up-keeping &amp; removing choke-up in the storm water drains in the ground &amp; basement level and other drains located inside the premise. The Contractor should co-ordinate with NMMC and keep the inter-junctions clear from any obstruction.</li> </ul>
Polishing	Monthly	<ul style="list-style-type: none"> <li>• All the doors handles/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using good quality polishing agents.</li> </ul>
Dusting, wiping, cleaning,	Fortnightly	<ul style="list-style-type: none"> <li>• Deep cleaning, dusting and wiping of Handles, doors, door closers, fittings, windows, curtains etc.</li> <li>• Cleaning, dusting and wiping of false ceilings.</li> <li>• After Cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks.</li> <li>• External cleaning of all water coolers using suitable cleaning materials.</li> <li>• Cleaning of all the terraces on fortnightly basis.</li> </ul>

		<ul style="list-style-type: none"><li>• Cleaning, dusting, cobwebs &amp; Wiping of the sub-station building.</li><li>• Dusting of fire extinguishers, fire hydrant heads.</li><li>• Dusting of window sills and blinds.</li><li>• Cleaning of ceiling fans, pedestal fans, wall mounted fans, indoor split AC units, window ACs, etc.</li></ul>																
Scrubbing	Fortnightly	<ul style="list-style-type: none"><li>• Scrubbing of all floor areas with scrubbing machines.</li></ul>																
External Facade, overhead & underground tank	Quarterly	<ul style="list-style-type: none"><li>• Proper cleansing / maintenance of vertical blinds/ curtains, with repairing wherever required using suitable material.</li><li>• Deep cleaning of all service ducts, chajja in the floor, etc.</li><li>• The contractor has to ensure necessary safety precautions by the workers including wearing protective equipments like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas, etc.</li><li>• The Contractor shall also undertake deep cleaning of external building walls, external glasses, glass windows etc by using suitable method.</li><li>• Cleaning of overhead and underground tanks by using suitable equipments with proper safety precautions and optimizing water usage to avoid wastage of water.</li><li>• It will be the responsibility of the Contractor to ensure that necessary insurance cover is obtained well in advance before commencement of the cleaning work of external building walls. It will also be necessary to obtain security clearance from the Security Officer.</li></ul>																
Uniforms, tools, machines	-	<ul style="list-style-type: none"><li>• The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary plumbing / carpentry tools, etc. to all their staff members.</li><li>• Also, all the expenses towards maintenance of the equipments, tools, machines, etc will have to be borne by the Contractor.</li></ul>																
<u>Flower Arrangements</u>	-	<ul style="list-style-type: none"><li>• The Contractor should make an arrangement with florist, for providing necessary flowers in the cabins of the Top Executives of the Bank GITC building as per details furnished below on alternate days (i.e. every Monday, Wednesday and Friday).</li></ul> <table border="1"><thead><tr><th>Floor</th><th>Details</th><th>Type of flower pots</th><th>No.</th></tr></thead><tbody><tr><td>1<sup>st</sup></td><td>DMD</td><td>Medium</td><td>1</td></tr><tr><td>1<sup>st</sup></td><td>CTO</td><td>Medium</td><td>1</td></tr><tr><td>Ground</td><td>CGMs</td><td>Medium</td><td>2</td></tr></tbody></table> <ul style="list-style-type: none"><li>• In case of increased requirements, proportionate amount will be payable.</li><li>• Other than the above regular arrangements, the Contractor should also arrange to provide bouquets, whenever required, at short notice, for which he will be paid separately.</li></ul>	Floor	Details	Type of flower pots	No.	1 <sup>st</sup>	DMD	Medium	1	1 <sup>st</sup>	CTO	Medium	1	Ground	CGMs	Medium	2
Floor	Details	Type of flower pots	No.															
1 <sup>st</sup>	DMD	Medium	1															
1 <sup>st</sup>	CTO	Medium	1															
Ground	CGMs	Medium	2															



Control & rodent treatment	Fortnightly	<ul style="list-style-type: none"> <li>The pest control at messes, kitchens, drainage swath process for eradication of cockroaches, moths, spiders, fleas, houseflies, mosquitoes, etc will be taken care at fortnight interval or as &amp; when required.</li> <li>High quality Rodent Treatment will have to be undertaken on an ongoing basis and fortnightly basis to protect the highly sensitive electronic machines/equipments, computers, wires, servers and other equipments, and also to prevent rodents in the false ceiling areas.</li> <li>The Contractor shall ensure that after carrying out the high quality Rodent Treatment, no damage would be caused to the Bank's equipments. 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.</li> </ul>
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34.02 The contractor will be responsible to attend all the complaints/requirements within the purview of the contract and such complaints and requirements will be attended by the contractor immediately.

34.3 The contractor shall ensure uprooting /removing of the grass, unwanted plants, shrubs, etc. on the boundary walls, building walls & structure, terraces, inside the storm drainage lines, roof tops, on sewage pipelines of the buildings, pathways, building entrances, in & around the buildings, etc.

34.4 Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises

34.5 The contractor has to ensure maintenance of record, in respect of:

- Duty performed/ presence at site by the manpower, including supervisors & Manager.
- Work done /performed, including maintenance services and periodical services.
- Instruments / tools available, as prescribed in RFP.
- Details of consumables being used, with its quality.
- Checking by the supervisors/ manager, of the work done by the employees of contractor, with remarks of Supervisor/Manager.

## 35 HOUSEKEEPING EQUIPMENTS & CONSUMABLES

### *i. Housekeeping Equipments*

Sr. No.	Equipment	Unit	Remarks
1	Heavy duty Wet and Dry vacuum cleaner.	4	The equipments



2	Carpet and Fabric Cleaner	2	stated in these columns will need to be provided at the site by the Contractor.
3	Bucket Trolley	As Required	
4	Ladder	As Required	
5	Scrubbing Machine 3in1	2	
6	Window Applicator	As Required	
7	Window Squeeze	As Required	
8	Ext. Pole	As Required	
9	Safety Belt	As Required	
10	Trolley for shifting materials	4	

*The Contractor should use quality materials required for cleaning and proper upkeep of the premises. The Contractor should procure adequate quantity of consumables required for cleaning. An indicative list of such materials is given below:*

<ul style="list-style-type: none"> <li>• Dry Mop Set</li> <li>• Dry Mop Refill</li> <li>• Flat Mop set</li> <li>• Flat Mop Refill</li> <li>• Round Mop Set</li> <li>• Round Mop Refill</li> <li>• Soft Broom</li> <li>• Hard Broom</li> <li>• Tall Sweeping Brush</li> <li>• Scrubbing Brush with Long Handle</li> <li>• Kitchen Wiper</li> <li>• Floor Wiper (Fiber)</li> <li>• Hand Brush Hard</li> <li>• Carpet Brush</li> <li>• Feather Brush</li> <li>• Toilet Brush</li> <li>• Choke Pump</li> <li>• Dust Pan</li> </ul>	<ul style="list-style-type: none"> <li>• Scrapper</li> <li>• Glass Duster</li> <li>• Checks Duster</li> <li>• Floor Duster</li> <li>• Sponge</li> <li>• Steel Wool</li> <li>• Spray Bottles</li> <li>• Rubber Gloves</li> <li>• Cotton Gloves</li> <li>• Plastic Bucket</li> <li>• Naphthalene Balls</li> <li>• Urinal Cubes</li> <li>• Deodorant</li> <li>• Liquid Soap hand wash</li> <li>• Bathroom fresheners,</li> <li>• Bleaching powder</li> <li>• Perfume Cleaner</li> </ul>	<ul style="list-style-type: none"> <li>• Dust Pan with Brush</li> <li>• Air Freshener Bottle</li> <li>• Garbage Bag Big</li> <li>• Garbage Bag Medium</li> <li>• Garbage Bag Small</li> <li>• Toilet Tissue Rolls</li> <li>• Stain Remover</li> <li>•</li> <li>• Or any other cleaning material as required by the Bank.</li> </ul>
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**Note: All the above mentioned scope of works is indicative and not exhaustive; Bank reserves the right to add/delete any work under the scope of work. However, the Contractor has to properly maintain the campus.**

#### **Annexure - A**

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

To,  
Asst. General Manager [Estate]

**State Bank of India**  
**Ground Floor, C Wing, GITC**  
**Plot No.8, 9 & 10**  
**Sector -11 CBD Belapur,**  
**Navi Mumbai - 400614**

Sir,

**Our Bid for Comprehensive Annual Contract for Housekeeping & Facility Management Services at GITC, CBD Belapur, Navi Mumbai**

We submit our Bid Document herewith. We understand that

1. Bank is not bound to accept the lowest or any bid received, and 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 bank to do so, a contract in the prescribed form.
4. The Commercial Bidding process will be through an e-procurement reverse auction process. The online reverse auction will be conducted by the Bank or a company who have been authorized in this regard by the Bank. We are aware that 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 at SBI, premises located at GITC, CBD Belapur.

Yours faithfully,

For:

Signature:

Name:

Seal of Company

**ELIGIBILITY CRITERIA**

**Annexure - B**

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

Sr. No.	Eligibility Criteria	Documents to be submitted
1.	The bidder must be a Proprietary/ Partnership firm, Company registered under Companies Act, with minimum experience of 05 years, in the field of Housekeeping & facility management as on 31.03.2017.	In case of Proprietary firm, copy of the Service Tax Registration certificate. In case of partnership firms, copy of partnership deed and Service Tax Registration Certificate. In case of company, copy of certificate of incorporation issued by Registrar of Companies and full address of the registered office.
2.	Handled minimum 3 (three) completed annual maintenance contracts in commercial complexes for Housekeeping, Maintenance & Facility Management services in Mumbai/ Navi Mumbai/ Thane City with each contract value of not less than Rs. 56,00,000/- (Rs. Fifty Six lakhs), Or Handled minimum 2 (Two) completed annual maintenance contracts in commercial complexes for Housekeeping, Maintenance & Facility Management in Mumbai/ Navi Mumbai/ Thane City with each contract value of not less than Rs. 70,00,000/- (Rs. Seventy lacs only) Or Handled minimum 1 (one) single completed annual maintenance contract in commercial complex for Housekeeping, Maintenance & Facility Management in Mumbai/ Navi Mumbai/ Thane City with each contract having value of not less than Rs. 1,12,00,000/- (Rs. one crore twelve lacs only).	Copy of the work completion certificates issued by the principal employers specifying the below criteria's for the works carried out during the period from 01.04.2010 to 31.03.2016 <ol style="list-style-type: none"> <li>1. Scope of work,</li> <li>2. Contract value,</li> <li>3. Area of the building,</li> <li>4. No. of staff deployed by the contractor for the contract</li> <li>5. Date of commencement of work</li> <li>6. Date of completion of work</li> <li>7. Remarks on the performance/ service quality of the contractor</li> </ol> <p>(For the value purpose, only one year's value of contract will be considered, to ascertain the eligibility under this parameter. In case of contract for more than 01 year, only one year's value will be taken. For example, if contract value is Rs.90.00 lacs for 3 year, contract value will be taken as 03 contracts of Rs. 30.00 lacs each or as per the year wise value mentioned, subject to completion of contract. Similarly, renewal of annual contracts will be treated as separate contract for renewed value).</p>
3.	The bidder should have a minimum average annual turnover of Rs. 2.00 crores (Rs. 2.00 crores only) for the previous three years (as on 31-03-2016). Audited/ Certified Balance Sheet (by Chartered Accountant) for the years 2013-2014, 2014-2015 and audited Balance sheet for 2015-2016, establishing the turnover criteria should be submitted.	Copy of the audited P&L Account and Balance Sheet duly Certified by the Chartered Accountant, with the registration number of the CA.

4.	<p>Handled Annual Maintenance Contracts for Housekeeping, Maintenance &amp; Facility Management Services in three individual commercial complexes having floor area of not less than 1,00,000 sq.ft. at each site located in Mumbai/ Navi Mumbai/ Thane City</p> <p>Or</p> <p>Handled Annual Maintenance Contracts for Housekeeping, Maintenance &amp; Facility Management Services in two individual commercial complexes having floor area of not less than 1,25,000 sq.ft. at each site located in Mumbai/ Navi Mumbai/ Thane City</p> <p>Or</p> <p>Handled Annual Maintenance Contracts for Housekeeping, Maintenance &amp; Facility Management Services in one commercial complex having floor area of not less than 2,00,000 sq.ft. at site located in Mumbai/ Navi Mumbai/ Thane city</p>	<p>Copy of the work completion certificates issued by the principal Employers specifying the below criteria's for the works carried out during the period from 01.04.2010 to 31.03.2016</p> <ol style="list-style-type: none"> <li>1. Scope of work,</li> <li>2. Contract value,</li> <li>3. Area of the building,</li> <li>4. No. of staff deployed by the contractor for the contract</li> <li>5. Period of the contract for completed (Same as point no. 2 )</li> </ol>
5.	Bidder should have Office at Mumbai/ Navi Mumbai/ Thane city.	Address Proof of the firm (i.e. certificate of incorporation, registration certificate or any other documents issued by the government authorities/department, having address).

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, with seal of the firm/company. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

**Annexure - C**

**BIDDER DETAILS**

**Details of the Bidder**

1. Name
2. Date of Incorporation and / or commencement of business
3. Certificate of incorporation
4. Brief description of the Bidder including details of its main line of business
5. Company website URL, if any
6. PAN number
7. Service Tax number
8. Particulars of the Authorized Signatory of the Bidder
  - a. Name
  - b. Designation
  - c. Address
  - d. Phone Number (Landline)
  - e. Mobile Number
  - f. Fax Number
  - g. Email Address
  - h. Digital Signature details.

Signature

Seal of Company

**Annexure D****TECHNICAL BID EVALUATION (MATRIX)****Evaluation Information**

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

**TECHNICAL BID EVALUATION: Part - I**

Sr. no.	Particulars	Maximum Marks	Marks obtained	Details of documents/papers submitted
1	Average annual turnover of the Company as per Audited Balance Sheets as on 31 <sup>st</sup> March 2014, 2015 and 2016			
	> 10.00 crores	10		
	> 6.00 crores but ≤ to 10.00 crores	8		
	> 4.00 crores but ≤ to 6.00 crores	6		
	> 2.00 crores but ≤ to 4.00 crores	4		
2	Floor area in square feet serviced in any single organization for housekeeping, maintenance & facility management contract in commercial complex located at Mumbai/ Navi Mumbai/ Thane city between 1.4.2013 and 31.03.2016			
	> 3.00 lac sq.ft	10		
	> 2.00 lac sq.ft but ≤ to 3.00 lac sq.ft	8		
	> 1.00 lac sq.ft but ≤ to 2.00 lac sq.ft	6		
3	No. of Employees on payroll in housekeeping, maintenance & facility management contracts as on 28.02.2017			
	> 300	10		
	> 200 but ≤ to 300	8		
	> 100 but ≤ to 200	6		
	≤ to 100	4		
4	Number of years of experience in housekeeping, maintenance & facility management services (As on 31.03.2017)			
	> = 12	10		
	> = 8 but < 12	8		
	> = 5 but < 8	6		
5	ISO Certification			
	Available	2		
	Not Available	0		
6	Whether the Bidder had provided services in			
	Govt /PUS+Private	5		
	Govt / PSU	3		
	Private	1		
7	Constitution			
	Public Ltd.	5		
	Private Ltd.	4		

	<i>Partnership</i>	3		
	<i>Others</i>	2		
8	Value of single largest annual contract in the past three year in Housekeeping, Maintenance & Facility Management in commercial complexes located at Mumbai/ Navi Mumbai /Thane (As on 28.02.2017)			
	>2.00 crore	5		
	>1.00 crore but ≤ 2.00 crore	4		
	≤ 1.00 crore	3		
9	Complaint registration and response			
	(a) <i>Online (electronic, web-based) system available with the Contractor</i>	3		
	(b) <i>Manual system available with the Contractor</i>	1		
	(c) <i>No system used by the Contractor</i>	0		

Maximum Score for Part – I of Technical Bid Evaluation: 60 marks

Minimum marks required for qualifying in the Part – I (Technical Bid Evaluation): 36 marks

### **TECHNICAL BID EVALUATION (SITE VISIT): Part - II**

**Site visit by a panel from the Bank to one or more sites out of the sites whose reference is given by the bidder.** During site visit, the members will evaluate the work being performed by the contractor at the site and its suitability for the Bank, which will be based on, but not limited to, the following criteria:

Sr. No.	Particulars	Maxi. Marks	Marks awarded*	Remarks*
1	Observations regarding level of services (Total marks : 09 )			
a.	Level of general cleanliness	1		
b.	Quality of cleaning of toilets	1		
c.	Quality of cleanliness/ hygiene in pantry, canteen, lunch rooms, etc	1		
d.	Turnout of the workers	1		
e.	Mechanization of operations	1		
f.	Workers wearing uniform, i-card etc	1		
g.	Quality of materials, consumables being used	1		
h.	Quality / position of equipments/ tools being used	1		
i.	Use of technology in complaint redressal	1		
2	Maintenance of record and Scope of work (Maximum marks : 07)			
a.	Proper maintenance of record of complaint	1		



	received and disposed-off			
b.	Proper maintenance of records in respect of work performed	3		
c.	<b>Out of 07 services</b> (1. Cleaning 2. Pantry 3. Gardening 4. Plumbing 5. Receptionist. 6. Dak distribution/ office attendant 7. Carpenter ): If atleast 6 items are in scope of work: 3 If atleast 5 items are in scope of work: 2 If atleast 4 items are in scope of work: 1 If less than 4 items are in scope of work: 0	3		
3	Verbal feedback/opinion received from the clients served by the applicants on the basis of Cleanliness, Speed of complaints redressal, use of eco friendly material, mechanization of operation, Frequency of training provided to workers, etc. (Maximum marks: 03)	4		
		20		

\* Marks will be awarded, on the basis of site inspection/ observations of bank's officials and records/ facts produced before them. No contention/claim, in this regard, shall be entertained.

Maximum Score for Part – II (Site Visit): 20 marks

Minimum marks required for qualifying in the Part – II (Site Visit): 12 marks

The bidder has to obtain minimum qualification marks in both Part-I & Part-II of TECHNICAL BID EVALUATION (MATRIX) for opening of the Indicative price bid / Reverse auction process.

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 \_\_\_\_\_

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

[Authorized Signatory]

**Annexure - E****NON-DISCLOSURE AGREEMENT**

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at Mumbai between:

\_\_\_\_\_ constituted under the \_\_\_\_\_ Act, \_\_\_\_\_ having its Corporate Centre at \_\_\_\_\_ (hereinafter referred to as “Bank” which expression includes its successors and assigns) of the ONE PART;

And

\_\_\_\_\_ (hereinafter referred to as “\_\_\_\_\_” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. \_\_\_\_\_ is carrying on business of providing \_\_\_\_\_, has agreed to \_\_\_\_\_ for the Bank and other related tasks.

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

**NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER**

1. **Confidential Information and Confidential Materials:**

(a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement

(b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party’s disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party

other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.

(c) “Confidential Materials” shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

## **2. Restrictions**

(a) Each party shall treat as confidential the Contract and any and all information (“confidential information”) obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party’s own employees and other persons and then only to those employees and persons who need to know the same) without the other party’s written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Contractor shall appoint any Sub-Contractor then the Contractor may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause.

(b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- (1) The statutory auditors of the Bank and
- (2) Regulatory authorities regulating the affairs of the Bank and inspectors and supervisory bodies thereof

(c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement

(d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party’s business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

(e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

## **3. Rights and Remedies**

(a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

(b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party’s request, or at Disclosing Party’s option, certify destruction of the same.

(c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- a. Suspension of access privileges
- b. Change of personnel assigned to the job
- c. Financial liability for actual, consequential or incidental damages
- d. Termination of contract

(d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

#### 4. **Miscellaneous**

(a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.

(b) Any documentation provided under this Agreement is provided with RESTRICTED RIGHTS.

(c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

(d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

(e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

(f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto.

(g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.

(h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

(i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

#### 5. **Suggestions and Feedback**

(a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in



**Annexure - F****COMMERCIAL INDICATIVE PRICE BID**

To,  
 The Assistant General Manager (Estate)  
 State Bank of India,  
 Estate Department,  
 Ground Floor, 'C' Wing, GITC  
 Plot No.8, 9 &10  
 Sector – 11, CBD Belapur,  
 Navi Mumbai 400 614  
 Sir,

**COMMERCIAL INDICATIVE PRICE BID:****TENDER FOR COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING & FACILITY MANAGEMENT CONTRACT**

With reference to you Notice Inviting Tender for Comprehensive Annual Housekeeping & Maintenance Contract for your Bank's at GITC Building, Plot no. 8, 9, 10, Sector 11, CBD, Belapur, Navi Mumbai, we give below our indicative commercial prices:

<b>Sr. No</b>	<b>Particulars [1]</b>	<b>No. of Persons [2]</b>	<b>** Unit Rate Per Person /day [excluding S.TAX] [3]</b>	<b>** Total Price (Rs.) PER MONTH [EXCLUDING S TAX] [4]</b>
1	Manager	1		
2	Supervisors	2		
3	Couriers boys/ Mail Attendant	3		
4	House Men/Women	36		
5	Pantry attendants	10		
6	Plumber	1		
7	Helper	1		
8	Carpenter	1		
9	Attendant at medical department	1		
10	Gardeners	2		
	Total cost for Manpower Requirement (per month*)	58		
<b>A</b>	Annual cost for Manpower requirement	Yearly (12 months)	58 persons	
<b>B</b>	Cost of Housing Keeping Equipments / tools etc	Yearly	Lump sum	
<b>C</b>	Cost of uniform/i-cards/shoes/ hand gloves etc	Yearly	Lump sum	
<b>D</b>	Quarterly & half yearly cleaning works like 1. Water tank cleaning. 2. External wall of the building 3. Deep cleaning of all service corridors / Ducts, floor chajjas,	Yearly	Lump sum	



	etc. 4. Blinds cleaning/ upkeep etc			
<b>E</b>	Cost of consumables for:			
	Plumbing Works			
	Carpentry Works			
	Flower Arrangements			
	Pest Control & Rodent Treatment			
	Garden maintenance & Horticulture services			
	Bathroom/ toilet consumables			
	Cleansing material			
	Other miscellaneous			
<b>E</b>	Total	Yearly	Lump sum	
<b>F</b>	Management charges/ profit, with provision for future variation in minimum wages/ statutory payables to workers	Yearly	Lump sum	
	<b>** Total Cost of AMC for 12 months</b>		<b>(A+B+C+D+E+F)</b>	

**Total In words :**

\* For calculation of one month's wage, 26 days' wages to be taken.

\*\* The Prices quoted are inclusive of minimum wages (Central Govt.), EPF, ESIC, Bonus, and other all statutory dues as per labour laws; include profit, lump sum payment towards the cost such as Insurance, personal protective equipment, shoes, required tools, mobile charges, including all items mentioned in this RFP documents. Service tax (or such other tax, if implemented, in place of service tax) will be paid extra and on actual basis. It will be the sole responsibility of the bidder to bid, after considering all the expenses, costs and statutory dues towards workers, suppliers or any third party, including government authorities (except service tax or Similar tax imposed by the Govt. in lieu of Service tax)

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2017

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

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

**Annexure: - G****Format for Bank Guarantee**

To,  
 State Bank of India,  
 Estate Department,  
 GITC, Ground floor,  
 Plot No. 8, 9 & 10, Sector -11, C.B.D Belapur,  
 Navi Mumbai 400614

(Hereinafter referred to as "SBI / you")

Whereas consequent to your Request For Proposal (RFP) No \_\_\_\_\_ dated \_\_\_\_\_ you have issued a Purchase Order 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 RFP/Purchase Order 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 undertake and Guarantee to pay to you, a sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only), being three months of the value of contract amount, in the event of any breach by the Contractor of the obligations under your said Purchase Order, 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, protest 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 hereinabove, 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 from the date of the contract i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made against us on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

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

Date :

For \_\_\_\_\_

(Branch and Bank)

Place :

**Annexure H****Format for Earnest Money Deposit (EMD)**

To,  
 The Assistant General Manager,  
 State Bank Global IT Centre,  
 Sector 11, CBD, Belapur,  
 Navi Mumbai-400614,

Dear Sir,

**EMD: BANK GUARANTEE FOR COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING & FACILITY MANAGEMENT SERVICES AT GITC BUILDING.**

WHEREAS State Bank of India (SBI), having its GITC Office at CBD Belapur, Navi Mumbai, has invited Request for Proposal to Comprehensive Annual Contract for Housekeeping & Facility Management Services on behalf of SBI, vide its RFP No. \_\_\_\_\_ dated \_\_\_\_\_ on the terms and conditions mentioned in the RFP documents,

2. It is one of the terms of said Request for Proposal that the bidder shall furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as Earnest Money Deposit.

3. M/s \_\_\_\_\_, (hereinafter called as bidder), who are our constituents intends to submit their bid for the said work and have requested us to furnish guarantee in respect of the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

**4. NOW THIS GUARANTEE WITNESSETH THAT**

We \_\_\_\_\_ (Bank) do hereby agree with and undertake to the State Bank of India, their Successors, assigns that in the event of the SBI coming to the conclusion that the bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said bidder, we shall on demand by the SBI, pay without demur to the SBI, a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) that may be demanded by State Bank of India. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

5. We also agree to undertake to and confirm that the sum not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the SBI on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the SBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the SBI within 24 hours from the date of receipt of the notice as aforesaid. We confirm that our obligation to the SBI under this guarantee shall be independent of the agreement or agreements or other understandings between the SBI and the bidder. This guarantee shall not be revoked by us without prior consent in writing of the SBI.

6. We hereby further agree that –

(a) Any forbearance or commission on the part of the SBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the SBI to the bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the bidder of their oblige-

tions and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_ only)

(b) Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_ only)

(c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

(d) This guarantee shall remain in force upto 180 days provided that if so desired by the SBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

(e) Our liability under this presents will terminate unless these presents are renewed as provided herein upto 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the SBI alone is the conclusive proof, whichever date is later.

(f) Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the SBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Notwithstanding anything contained hereinabove:

(a) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupees .....only)

(b) This Bank Guarantee shall be valid upto .....

(c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before .....

Yours faithfully,

For and on behalf of

Signature and Seal of Authorized Official

**(NB: This document will require Stamp Duty as applicable in the State, where it is executed and shall be signed by the official whose signature and authority shall be verified).**