

NIT NO	SBIIMS/53/18
DATE	5/6/2018



SBI INFRA MANAGEMENT SOLUTIONS PVT LTD
(WHOLLY OWNED SUBSIDIARY OF SBI)

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

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

PART-A

TECHNICAL BID FOR PRE QUALIFICATION
COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES

AT

SBIRB
STATE BANK INSTITUTE OF
RURAL BANKING
LINGAMPALLY, HYDERABAD

The Sr. Vice President,
SBI Infra Management Solutions Pvt. Ltd.
3rd Floor, SBI LHO Building,
SBIIMS Street, Koti,
Hyderabad – 500 095
Telangana

Notice Inviting Tender (NIT)

SBI Infra Management Solutions Pvt Ltd (SBILMS) Invites E-tenders in two bid system on behalf of STATE BANK INSTITUTE OF RURAL BANKING (SBIRB) LINGAMPALLY, HYDERABAD

1	Date of download of tender documents from SBILMS's web site under "procurement news".	From 6/6/2018 up to 26/6/2018 .
2	<u>Pre-Bid Meeting.</u> at 1 st floor, Mini Conference Hall , State Bank of India, Local Head Office, Koti, Bank Street, Hyderabad.	20/6/2018 at 12.00PM
3	Last date and time for receipt of written queries for clarification from bidders	By 12.00PM on 20/6/2018
4	Date of posting of clarifications on the Bidder's queries	21/6/2018 (Clarifications shall be posted only on the SBI website. No individual communication shall be provided to the Bidder).
5	Last date and time for submission of online e-tender.	Date: 26/6/2018 by 3.00 PM at https://sbi.abcpocure.com
6	Tender Cost	Rs 500 in favour of " SBILMS, Hyderabad" BC/DD
6 A	EMD and Tender Cost amount to be submitted at:	<p>a) SBI Infra Management Solutions Pvt. Ltd, 3rd Floor, SBI LHO Building, SBILMS Street, Koti, Hyderabad -500 095</p> <p>b) Firms registered under NSIC for specific trade etc are exempted from EMD.</p> <p>By 26/6/2018 by 3.00 PM Contact: Sr Vice president/Vice President 040-23466346. vg.reddy@sbi.co.in</p>
7	Date and Time of opening of e-tenders (Technical Bid).	Date: 26/6/2018 at 3.30 PM at above office address. Technical Bid of those firms/contractors who do not submit EMD shall be rejected. Representatives of Bidder may be present during opening of Technical Bid. However Technical Bids would be opened even in the absence of any or all of the bidder's representatives.
8	Place of opening of Bids	at 1 st floor, Conference Hall , State Bank of India, Local Head Office, KOTI, BANK Street, Hyderabad.
9	Address for communication:	SBI Infra Management Solutions Pvt. Ltd, 3 rd Floor, SBI LHO Building, BANK Street, Koti, Hyderabad -500

		095
10	Contact person	Sr Vice president, SBIIMS, Hyderabad. Ph: 040- 23466310
11	Earnest Money Deposit	DD or BC of Rs.96,000/- (Rupees Ninety six Thousand only) in favour of "SBIRB, Hyderabad" and to be submitted at SBIIMS, Hyderabad office by 14/6/2018 by 3.00pm
12	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 & E-MAIL
13	Date of Commercial Bid Opening	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid. Representative of Bidder may be present during opening of Price Bid. However Bids would be opened even in the absence of any or all of the Bidder's representatives.
14	Agency for arranging online bidding	M/s e-procurement Technologies limited, Ahmedabad. E-tendering guidelines may be obtained from Mr Yashraj Sinha Rathod, Business Development Executive, Phone: 079-40016815/24/26/14 cell: 9879996111, Email: yashrajsinh@auctiontiger.net

2. Purpose:

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

3. Invitation:

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

This Tender document is not an offer by SBIIMS, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the Tender

process unless and until a formal contract is signed and executed by duly authorized official(s) of SBIRB with the successful Bidder.

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

4. Eligibility Criteria:

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

5. Disclaimer:

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

This Tender is neither an agreement nor an offer and is only an invitation by SBIIMS to the interested parties for submission of bids. The purpose of this TENDER is to provide the Bidder(s) with information to assist the formulation of their proposals. This TENDER does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this TENDER and where necessary obtain independent advice. SBIIMS makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this TENDER. SBIIMS may in its absolute discretion, but without being under any obligation to do so, add all amend or supplement the information in this TENDER. No contractual obligation whatsoever shall arise from the TENDER process until a formal contract is signed and executed by duly authorized officers of the SBIRB with the selected Bidder.

The SBIIMS 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 SBIIMS's action. SBIIMS reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

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

6. Earnest Money Deposit (EMD)

Bidder to submit the EMD amount favoring "SBIIMS, Hyderabad" by 26/6/2018 by 3.00 PM. EMD not submitted by bidders online shall be treated as non-responsive and is liable to be rejected.(Their Technical bid will not be opened). NSIC registered contractors/firms are exempted from submitting EMD. NSIC registered bidders should submit NSIC certificate along with Technical bid. In case the contractor/firm who is NSIC registered, becomes L-1 and subsequently backs out of the work for some rea-

son, we shall black list them from quoting any works in SBI and also recommend to NSIC to delist them from their registration.

The EMD of the unsuccessful bidders will be returned within 30 days from date of opening of Price bid. Successful Bidder's EMD will be returned upon the bidder signing the contract and submitting the required Performance Bank Guarantee.

No interest is payable on the amount of EMD.

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

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 SBIRB within a period of 30 days; or

To furnish Security / Performance Guarantee to the SBIRB.

7. Performance SBIIMS Guarantee (BG)

The selected bidder would be required to submit a performance bank Guarantee to the SBIRB for an amount equivalent to **two month** value of the contract within 15 days from the issue of work order. The BG will be valid for a period of 13 months or such other extended period as the SBIRB may decide for due performance of the obligations undertaken by the successful bidder.

The BG should be issued by any scheduled commercial BANK, other than SBI. A format for BG is attached as per **Annexure –E.**

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

8. Bidding Document:

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

8.2 Content of Bidding Document

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

8.2.2 The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. SBIIMS/SBIRB has made considerable effort to ensure that accurate information is contained in this TENDER and is supplied solely as guidelines for Bidders. Furthermore, during the TENDER process, SBIIMS/SBIRB is entitled to issue corrigendum to Tender relevant to the Scope of Work. Nothing in this TENDER or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the TENDER or any addenda.

8.3 Clarifications & Amendments:

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

8.3.2 The Bidders requiring any clarification on the bidding documents should submit written queries on or before Date: **20/6/2018 by 12.00 PM.**

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

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

9. Bidding Process:

9.1 The tender (two bid system) shall be submitted through online(E- tendering), one containing PART-A (Technical Bid) and other Price Bid (PART-B), both to be submitted online through e-tender. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this tender document will have to be submitted. In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this document will be evaluated for technical specifications. Only those who qualify in the Technical Bid shall be eligible to be considered for PART-B (Commercial Bid) opening. The Commercial Bids of those who do not qualify in the Technical Bid will not be opened.

9.2 The Bidder should be willing to participate in the on-line E- tendering to be conducted by SBIIMS's authorized service provider on behalf of the SBIIMS. If required Bidders will be trained by SBIIMS's authorized service provider for this purpose.

Bidder should also be willing to abide by the e-business rules for e-tendering framed by the SBIRB/ Authorized service provider. The details of e-business rules, process and procedures will be provided to the bidders. The bidder should obtain digital signature for participating in e-tendering.

10. Preparation and Submission of Bids:

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

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

10.3 The bids should be uploaded directly on the portal of M/s abc procure i.e <https://sbi.abcprocure.com>

10.4

- i. The EMD of **Rs.96,000/-** (Rupees Ninety Six Thousand only) in favour of “SBIRB, Hyderabad” before 26/6/2018 by 3.00pm
- ii. A letter on bidder’s letterhead mentioning.
 - a) Details of EMD submitted, technical competence and experience of the bidder.
 - b) Certifying that the period of the validity of the bid is 90 days from the date of submission of bid.
 - c) Confirming that the bidder has quoted for all the items / services mentioned in the bid in their commercial bid.
 - d) Supporting documents in respect of Eligibility Criteria as mentioned in **Annexure- B**.
- iii. Bidder’s information as per **Annexure –D** on bidder’s letter head.
- iv. Audited balance sheets and profit and loss account statement for last 3 years.
- v. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
- vi. Response to all points of the Technical evaluation format as per **Annexure- C**.

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

10.5 Bid prices:

The price quoted should inclusive of escalation on account of increase in material cost during the contract period of initial one year and renewable at the same terms and contract period of another one year, including profit, lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, consumables, duties & statutory levies etc. **The successful vendor has to submit system generated GST tax invoice incorporating SBIRB's GST in number and vendor GST no. Manual GST invoices will not be accepted.** Any increase in minimum wages /VDA as per Central Govt Act, the same shall be reimbursed by SBIRB. Bonus as per Bonus act shall be reimbursed and therefore shall be not loaded in the commercial Bid.

10.6 Revealing of Prices:

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

10.7 Pre-Bid Meeting:

The SBIIMS shall organise a pre-bid meeting on **20/6/2018** at 12.00 PM at State bank of India, Local Head Office, First Floor, Conference Hall, Koti, Hyderabad. All communications regarding points / queries requiring clarifications shall be given in writing to "The Sr Vice President, SBI Infra Management Solutions Pvt Ltd, 3rd Floor, SBI LHO Building, SBIIMS Street, Koti, Hyderabad - 5000 95". The clarification on the queries shall be communicated to the bidders through the bank website www.sbi.co.in under procurement news.

10.8 Validity of Bids:

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

10.9 Bid Integrity:

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

10.10 Format and Signing of Bid

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

10.10.2 All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

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

10.10.4 Bid should be typed and submitted on A4 size paper [font times new roman 12], spirally bound securely and in serial order. Bidders responding to this TENDER shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.

In the event of the target date for the receipt of bids being declared as holiday for the SBIIMS, the bids will be received till the target time on the next working day. The SBIIMS may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the SBIIMS.

10.11 Bid Currency:

Prices shall be expressed in Indian Rupees only.

10.12 Late Submission of bids:

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

10.13 Modification and Withdrawal of Bids:

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

11. Opening and Evaluation of Bids:

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

11.2 Evaluation process

11.2.1 Preliminary examination:

The bids will be examined by the SBIIMS to determine whether they are complete and whether required bid security has been furnished. A bid determined

as not substantially responsive will be rejected. The SBIIMS may, at its discretion waive any minor non conformity or irregularity in a bid which does not constitute a material deviation.

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

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

11.2.2 PART- A Technical Evaluation:

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

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

11.2.3 PART- B Commercial Evaluation:

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

11.2.4. Final Evaluation:

The online e-tendering will be conducted by M/s E-Procurement Technologies Ltd (abc procure/auction Tiger), Ahmedabad. E-tendering guidelines may be obtained from Yashraj Sinha Rathod, Business Development Executive, Phone: 079-40016815/24/26/14
cell: 9879996111, Email: yashrajsinh@auctiontiger.net

12. Award & Signing of contract:

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

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

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

13. Sub contracting

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

14. Cancellation of Contract

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

15. Liquidated Damages

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

16. Statutory and other Regulations

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

17. Arbitration

In case of any dispute or difference arising out of or in connection with the successful bidder and the SBIIMS/SBIRB the parties shall first endeavour to settle such disputes or differences amicably. If both the parties fail to reach such am-

icable settlement, all the disputes or differences shall be finally settled by arbitrator as provided herein.

In case of failure of such amicable settlement by the parties, either party may within 28 days of such a failure give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. Such written notice shall specify the matters, which are in dispute, or differences, which require to be referred to the arbitrator. A single arbitrator should be appointed by both the parties jointly or in case of disagreement as regards appointment of a single arbitrator, both the parties shall appoint one arbitrator each and the two arbitrators so appointed shall appoint an umpire. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitrations.

In the event of the Arbitrator or any one of the arbitrators, as the case may be, dying, neglecting, refusing to act or resigning or being unable to act for any reason or the award being set aside by the Court for any reason, it shall be lawful for the parties to appoint another Arbitrator in the manner provided herein above.

The venue of arbitration shall be Hyderabad, India.

The Arbitrator or Arbitrators so appointed under this Schedule shall hold the arbitration proceedings.

The Arbitrator, Arbitrators or Umpire, as the case may be shall give reasoned award in respect of each item of disputes, which shall be final and binding on both the parties.

In case during the arbitration proceedings, the parties mutually settle, compromise or compound their dispute or difference, the reference to arbitration and the appointment of the Arbitrator or Arbitrators ,or Umpire , as the case may be , shall be deemed to have been revoked and the arbitration proceeding shall stand withdrawn or terminated with effect from the date on which the parties file a joint memorandum of settlement thereof with the Arbitrator or Arbitrators or the Umpire, as the case may be.

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

18.1 Inspection:

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

the SBIIMS/SBIRB, whose decision shall be final, conclusive and binding on the Contractor.

18.2. Powers to Vary or Omit Work

No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful bidder except as directed in writing by SBIIMS/SBIRB. The SBIIMS/SBIRB shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful bidder to make any variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall instruct the successful bidder to make such other modified variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents . If SBIIMS confirms its instructions, the successful bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

In any case in which the successful bidders has received instructions from SBIIMS/SBIRB 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 SBIIMS/SBIRB shall prevail.

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

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

19. Deduction from Monthly Costs

The SBIIMS/SBIRB reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed quality of materials, **non**

attendance of agreed number of workers(to be included) or services have been received or noticed by the Committee comprising of four members specifically constituted by SBIIMS for the purpose, without assigning any reason whatsoever and no claim will be entertained in this regard.

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

20. Period of Contract:

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

21. Commencement Period:

The work has to be commenced immediately on award of the contract in favour of the successful bidder. If the Contractor delays the commencement of the work or more than 7 days after award of the contract or such exceeded time as may be intimated to the successful bidder. The SBIIMS/SBIRB will be at liberty to cancel the award of contract without giving any notice. Failure to commence the contract within the above period will lead to forfeiture of the EMD amount.

22. Manpower, Wages, etc.

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

- That the Contractor will not sub-contract or permit any other person to perform any of the work or services agreed to without prior written permission from the SBIRB.
- The Contractor shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules.
- Contractor's personnel or their family members shall not be allowed to stay / reside at site.
- The documents related to submission of EPF, ESIC, salary paid, etc, to the respective statutory bodies has to be submitted along with next month bill to the SBIRB Hyderabad for scrutiny.
- The contractor shall abide by "The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013"

23. Safety, Security, etc.

- That the SBIRB shall not be liable for any compensation in case of any fatal injury / death caused to any of the Contractor's employees while performing / discharging their duties/ visiting SBIRB's premises for inspection or otherwise. The contractor shall alone be fully responsible for safety and security & insurance or life insurance of their personnel who are engaged for maintenance work.
- In no case, safety norms shall be violated.
- The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at SBIRB's premises. The Contractor alone shall be fully responsible for safety and security & insurance or life insurance of their personnel.
- The Contractor should issue valid Company identity cards to all their staff personnel who will be providing services under this contract.
- The Contractor shall provide and ensure that the personnel engaged by them wear proper uniform, protection gears like helmets, safety shoes, hand gloves, fully body safety belts, ladders, etc.
- The Contractor shall ensure to get the police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good character and conduct.

- The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the SBIRB in whatsoever and howsoever manner or in any connection therewith against SBIRB now or at a future date. The contractor will at the request of the authorized officer of the SBIRB / Establishment will remove from the work place any person engaged by him for the services, who may be unsuitable or incompetent or whose conduct is not trustworthy or who misbehaves and / or is not courteous , polite with the employees of the SBIRB or its customers. The contractor should undertake to thoroughly verify the antecedents, addresses, qualifications, character, family background and technical qualification etc of its personnel.
- The Contractor shall ensure that necessary tools and equipment are always available for the purpose of attending repairs on emergency basis.
- The Supervisor, Plumber, Carpenter, Electrician and other technicians shall be available and be report to the concerned Engineers ever day.
- All Contractor personnel will be subjected to physical checking while coming and leaving the premises. The contractor should maintain a register of its personnel who carry out the work and such register shall be kept open for inspection by the SBIRB as and when required.
- The contractor is required to maintain First Aid kits for use whenever it becomes necessary.

24. Payment Terms:

- Payment of wages/EPF/ESI etc to all the workers engaged by the contractor should be through an Account maintained with any Scheduled Commercial SBIRB which should be witnessed by an officer of the SBIRB and evidences should be submitted to the SBIRB. The payment to be made before 07th of the month
- The performance of the contractor shall be monitored by the committee based on the feedback on quarterly basis.

25. Termination of the Contract

The SBIRB reserves the right to terminate the agreement in case of breach of any terms and conditions of this agreement by the Contractor, with one month notice. The SBIRB also reserves its right, to claim damages for such breaches and the decision of the SBIRB in this regard shall be final. SBIRB can terminate the agreement if the services provided by the Contractor are found to be unsatisfactory. Delivery of the services and performance of the services shall

be made by the contractor in accordance with the time schedule and other terms and conditions as specified in the TENDER. Any delay in performing the obligation/ defect in performance by the contractor may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and /or termination of contract.

26. Force Majeure

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

27. Governing Language

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

28. Signing of Agreement of Maintenance Contract

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

29. **Income Tax** will be deducted on the gross amount of the monthly bill at the rates notified under Income Tax Act, 1961, from time to time by Govt. of India. TDS will be deducted as applicable from the total bill which includes cost of Manpower.

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

SCHEDULE OF WORK

Description of the Establishment & Works:-

Covered Area	80,000 Sq.ft. (approx)
Total No. of Faculty Rooms	25
Admn. Block Rooms/Halls (including G.M & DGM rooms)	8
VIP Dining Hall with Pantry Attached	1
Special Lunch Hall	1
Green Room	1
Hostel Rooms (Washrooms Attached)	66
Guest Rooms (Washrooms Attached)	6
Lecture Halls In Academic Block, Gram Chaupal, Kislaya (old and New)	6+3
Auditorium With 128 Seating Capacity And Upper Rooms	1+ 2 rooms
Conference Hall With 77 Capacity	1
Mini Conference Hall With 20 Capacity	1
Total No. Of Washrooms In Admn. block, Library, Lecture Hall block, Faculty Block,etc	18
Library And Upper Rooms Including Record Room	1+ 4 rooms
E-Learning Centre With Upstairs & hall	1
Black Top Road	500 meters (approx)
Parking Area	2 Parking Areas

Other rooms:

Security Post & security room upstairs	2
Generator Room/Pump room/Panel rooms	3
Gym / Dispensary room/ Recreation room	3

NOTE : The applicants may verify the premises on any working day between 10.00 A.M to 3.00 P.M.

STATE BANK INSTITUTE OF RURAL BANKING
(SBIRB)
LINGAMPALLY, HYDERABAD

Special conditions of the Contract

1. The contract for housekeeping & maintenance services, at the discretion of the Institute shall be for a period of 2 years subject to review at the expiry of every six month period on the same term and conditions and upon renewal of license by the Contractor on or before expiry of the License granted by the Appropriate Authority under the contract Labour (Regulation & Abolition Act 1970). However the contract will not be renewed beyond 2 years.
2. The housekeeping maintenance services contract - shall be for the entire premises occupied by State Bank Institute of Rural Banking, lingampally, Hyderabad - 500 019. The Electrical, Carpentry, & Plumbing services would have to be provided in the Institute's campus, and Masonry & other/services as and when required.
3. The Contractor shall engage required number employees including supervisors for upkeep and maintenance of entire premises occupied by State Bank Institute of Rural Banking LINGAMPALLY, Hyderabad-500 019.
4. The Contractor shall arrange for & ensure daily cleaning and other services for the entire complex as specified in **Annexure G**. Even if a room or any other area is not being used, the dusting / cleaning would be done at their cost as per the schedule. Cleaning of Solar Power Panels, Daily dusting (Before 8 AM), Weekly twice wet cleaning (Saturday & Wednesday)
5. The Contractor shall arrange cleaning of all Washrooms with first grade phenyl and detergents. Soap, toilet paper and other materials as specified in **Annexure H** will be supplied by the Contractor. All chemicals should be of First class BIS/ (ISI) marked companies like Johnson / Diversey / Ecolab / Schevaran. All materials should be non-hazardous and environment friendly. Sufficient quantity of material and consumables are to be stocked at this site to ensure their un-interrupted supply.
6. The Contractor will arrange for setting / making beds in the hostel / guest rooms, replace the room linen i.e. bed sheets, bed covers, pillow covers and towels twice a week or earlier if required / as directed, Bed sheets, covers, towels, pillow covers etc. will be supplied by the SBIRB. The Contractor shall keep proper account of these items and arrange for their regular quality washing and cleaning of sofa sets, chairs etc. on regular interval with carpet shampooing

machine/ other machine required. etc. Laundry/dry wash charges will be borne by the Contractor.

- 7. The Contractor shall maintain all equipments, - installations and maintain electrical, plumbing, carpentry and masonry work by qualified electrician, plumber, carpenter, Audio Visual and Communication Technician and mason, equipped with proper tools. The measures for maintenance should be pro-active, anticipatory preventive and not fighting an emergency or break down situation after an event has occurred. The Contractor shall ensure that the Plumber, Carpenter, Audio Visual and Communication Technician and Mason are available during the working hours and whenever required in emergency. The services of the Electrician should be available round the clock. The cost of replacement of any items shall be borne by the Institute.**
- 8. The scope of electrical maintenance shall include the labour component of operation, and maintenance of various electrical cables, fans, fixtures, fittings, water-heaters etc. The cost of replacement of these items, where required shall be borne by the Institute.**
- 9. The Contractor shall arrange to clean, refill of drinking water in flasks/water bottle/ water dispensers, which will be provided by the Institute in the Hostel rooms, Guest rooms, Lecture Halls, Administrative block, faculty rooms, Library Block, Director's room, DGM & Dean's room & Secretariat etc. on daily basis.**
- 10. The Contractor shall provide for pest control against flies, mosquitoes termites, init / Baygon / anti termite spraying should be carried out at regular intervals as also whenever necessary and advised to be carried out by the Chief Manager (Administration). The Contractor shall provide mosquito repellent machines and repellent of good quality such as All out, Good night etc. at his cost.**
- 11. Specialized machines for wet scrubbing, wet mopping, wet and dry vacuum cleaning; carpet-shampooing machine etc. will be provided by the Contractor.**
- 12. The Contractor shall ensure opening and proper locking of all rooms in Hostels and all other blocks. In case of any breakage, pilferage of any fixture and / or furniture, equipment, or other material etc. it will be responsibility of the Contractor and he shall be liable to make good the loss.**
- 13. The Contractor shall deploy suitable trained personnel round the clock at reception lobby for receiving the trainees, guests & others for allotting them rooms as per instructions / guidelines given from time to time by the Competent Authority, carrying their luggage to and from the rooms allotted to them and for entering the details of the**

participants including check in and check-out time in the Computer or in the Register as the case may be, provided by the SBIRB. These records will be SBIRB's property.

14. The Contractor will be responsible to attend to all complaints/requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to the Hostel Superintendent / Chief Manager (Admn.) / DGM & Dean. Complaint Register / Suggestion Register and First Aid Box to be provided by the Institute will be made available at the Reception Counter under the control of the Contractor's men.
15. The Contractor shall engage sufficient number of trained employees for house-keeping and maintenance. The contractor shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor shall ensure that they observe cleanliness and wear neat and clean uniforms with plastic Name Badges, identity cards with photographs and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over the employees engaged by him. The Contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the Contractor. The Contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and or central laws shall be his responsibility. He will on the advise of DGM & Dean/ Chief Manager (Administration) , immediately remove from the work any person(s) / employee(s) who may, in the opinion of the Institute are unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work / campus without the permission of the Chief Manager (Administration).
16. The Contractor will pay rates and wages and observe hours of work and conditions of employment as per existing Rules, agreement and applicable laws. He shall be responsible to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and he must comply with and carry out all the provisions and obligations under the said Act and the Rules & Regulations framed under the said Act; and furnish all information to the Chief Manager (Admn.) as may be required by the Act / Rules and shall indemnify the Institute against any penalties / claims from any default on his part, and the said obligation shall survive even after the termination of the agreement.
17. It will be the Contractor's responsibility to ensure that the obligations under the house-keeping maintenance service contracts are duly performed and observed. The Contractor shall also designate supervisor(s) by name who will personally check the working of the Electrician, Plumber, Carpenter, Mason and other house-keeping maintenance staff every day. The Contractor shall forward the Daily

Report register every day to the Chief Manager (Admn.).

- 18. The Contractor shall ensure a very high standard of house-keeping and maintenance of the entire complex at all times, with due regard to hygiene and cleanliness. Disposal of all garbage shall be the responsibility of the Contractor.**
- 19. The Contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the Participants/Trainees/Guests/Faculty Members / Chief Manager (Admn.)/DGM& Dean. The Contractor shall submit the Complaint Register to the Chief Manager (Admn.) every day for further putting up to the Competent Authority.**
- 20. The Contractor shall be responsible for any loss due to theft / pilferage of / damage to the Institute's property, including any portion of the building under the Contractor's occupation, or the fittings, fixtures, furniture or other equipments entrusted in his charge, or any property belonging to the trainees / guests, when such loss / damage is, in the Institute's opinion, caused due to negligence or carelessness or any fault on Contractor's part or that of his representative or any of his employee, he shall be liable to pay to the Institute such amount in respect of such damage as may be assessed by the Chief Manager (Admn) or any other officer authorized in this regard. Accordingly, the Contractor shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.**
- 21. In the event of shortage of water supply it will be Contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing and toilet purposes. The Contractor will for this purpose ensure smooth working of the water pump, tube well and the Municipal Supply.**
- 22. The Contractor shall not permit the Administrative Block or the Hostel Block or any portion thereof or any other area in the Institute campus to be used for residential purpose by him and / or any of his employees.**
- 23. All consumable material and equipment required for day-to-day house-keeping and room service will be provided by the Contractor and these shall be of best quality and approved by the SBIRB as per Annexure-H .**
- 24. i) The Contractor shall be able to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable as per the law of the land at that time.**

ii) The Contractor shall accept and bear full and exclusive liability

for the payment of all taxes etc now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to provision of services or arising out of or in connection with wage, salaries, or other compensations paid or payable to persons employed by the Contractor.

- iii) The Contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment. of P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, CL(R&A) Act, Essential Commodities Act, Migrant Labour Act and or such other Acts or Laws or regulations passed by the Central & State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.
- iv) The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts as required under the applicable laws/ statutory provisions and or Rules/Regulations framed there under. The Contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.
- v) The Contractor shall bind himself executors or administrators and shall indemnify and hold harmless the Institute, 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 Institute or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract or in respect of violation of any of the provisions of Law Act Rules or regulations having the force of law or under any award or decision by any competent tribunal, court or authority in respect of the workmen or any one employed' engaged by the Contractor sub-Contractor in connection with this contract. This indemnity shall survive even after termination of the contract.
- vi) The Contractor shall be responsible for all the claims of his employees and the employees of the Contractor shall not make and claim whatsoever against the Institute. The Contractor's workmen will not have any right whatsoever to get absorbed in the Institute.
- vii) The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infectious diseases.
- viii) The Contractor shall obtain adequate insurance policy/policies in

respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death / injury / disablement at work etc. The Contractor shall provide weekly off / holidays to his workmen as per applicable laws/labour laws but it will be his responsibility to ensure uninterrupted services on all days.

- ix) House- keeping and maintenance services are to be done in such timings that the working of the Institute is not disturbed in any way.
25. In case the Contractor, or any of his employees, fails to fulfil his obligations under the provisions as per above clause no.24 for any day or any number of days, to the satisfaction of the Institute, for any reason whatsoever, he shall pay by way of liquidated damages up to a sum of Rs.5,000/- (Rupees Five Thousand Only), per day for the entire number of such days and the Institute shall without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the money, if any, payable to the Contractor.
26. The contract shall be terminated by efflux of time or earlier, by one month's notice at the option of the Institute. The Contractor shall have the option to terminate the agreement after giving three months notice to the Institute of such termination. If during the currency of the contract, any Government notification prohibits employment of contract labour for House-keeping and maintenance services, the contract shall come to an end forthwith and no compensation shall be paid, or payable to the Contractor. Besides, if the contract is terminated as stated above the Contractor shall be entitled to the payment for the work already performed up to the date of termination.
27. The Contractor shall undertake to bear all taxes, rates, charges, levies or claims whatsoever as may be imposed by the Central / State Government or Local Body or Authority.
28. Complaint of any nature reported / recorded in any of the form are to be redressed within a reasonable time prescribed / as considered reasonable by SBIRB. Else the penalty clause will be invoked as per Annexure - I. In case the contractor found negligent in taking proactive measures in avoiding recurrence of these lapses penalty as per amount specified in Annexure- I would also be levied by the Institute at its discretion.
29. In case contractor fails to fulfil the obligation to the satisfaction of SBIRB for any reason whatsoever with a minimum rating of **4.5 on 5.00** point scale on monthly average of the programmes conducted, (basing on participants feed-back / rating); the penalty as detailed hereunder will be levied.

MONTHLY AVERAGE RATING	PENALTY
4.25 TO 4.49	5% OF THE MONTHLY BILL AMOUNT
4.00 TO 4.24	7.5% OF THE MONTHLY BILL AMOUNT
BELOW 4.00	10% OF THE MONTHLY BILL AMOUNT

30. Contractor shall ensure that peace, order and decorum are maintained in the premises by the Contractor's employees. Any disturbance in the premises by the Contractor or his representatives / employees would render the termination of the contract without notice by the Institute
31. All questions relating to the performance of the obligations under this agreement and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof, shall be referred to the Director, State Bank Institute of Rural Banking, Lingampally, Hyderabad - 500 019, whose decision shall be final, conclusive and binding on the parties to this agreement.
32. Contractor should not claim amount for the workers who come as substitute for any worker's leave reserve.
33. The Contractor shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of this agreement and/or any other documents/agreements, which are required to be executed
34. The Contractor shall be paid at monthly intervals upon presenting his bill (s) and evidence of deposit of EPF / ESI / premium and actual payment of Bonus (if any), subject to imposition of penalty for defects / deficiencies as agreed.
35. The Contractor shall provide the following machineries:
 - ii) Industrial Heavy Duty Wet & Dry Vacuum Cleaners
 - iii) Shampooing Machine
 - iv) Scrubber Machine
 - v) Jet Pressure Cleaning Machine

Over and above this, the other equipments which are required for Housekeeping Maintenance services are to be provided.

NOTE:

- (i)** Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by the Chief Manager (Admn) / Dy Manager (Hospitality) / Dy Manager (Estate)
- (ii)** The staff should wear immaculate dress with Company's logo and photo-identity card.
- (iii)** The Contractor should provide excellent quality naphthalene balls, odonil, phenyl, All-out, toilet soap, liquid soap, toilet paper and Vim /detergents, Baygon / Finit repellents etc. in Admn. Block/Academic/Library block and all hostel rooms, as per Annexure - H.
- (iv)** In case it is observed that the cleansing material used is of inferior quality or insufficient quantity is used, the SBIRB will reserve the right to purchase the same itself and deduct the cost thereof out of the monthly bill payable to the Contractor.
- (v)** The Contractor shall pay the wages of his employees through Bank account only. He has to submit monthly salary slip to all the employees working under them mentioning the details of payment and deductions.

Signature of the Tenderer with seal

Duty shifts of Contractor's employees will be different; depending upon the nature of services required which may be as under:

Supervisor All days (Three shifts a day – round the clock) The supervisor should have passed S.S.C. able to communicate in English, Telugu and Hindi.

- **Electricians with helper All days : 3 shifts a day (round-the-clock) The candidates should have passed S.S.C., a wire man certificate from an ITI in the Ministry of Labour and employment or equivalent qualification, knowledge of high tension and low tension wiring, and at least 3 years of experience in wiring maintenance of electric fitting and pump sets in big establishments. Electricians has to note energy meter reading, Solar Power plant reading, HT meter readings, fountain energy meter reading, pump house energy meter reading, Sewage Treatment Plant energy meter reading etc. They have to supervise Generator Operation.**

- **Plumber services All days: 6 a. m. to 10.00 p.m.**
To check the water level in different tanks in different buildings at the institute. To check both water and drainage connections at administration, hostels, and canteen, valve changing of sewage pipelines at SBLC/ SBI quarters to SBIRB. Noting & recording of water reading of all water meter on daily basis.

- **Audio visual & communication Assistant : (Weekdays working hour)**
- **Carpentry services : 6 days a week**
- **Reception service at All days : 3 shifts a day (round-the- clock)**
- **Hostel & Guest rooms**

Receptionist should be a graduate with diploma in hospitality services and should be able to communicate all the three languages essentially.

A helper should be provided for porter-age services

- **General sweeping / cleaning / mopping services all areas : 7 A. M. to 4 P.M.**

(Excluding Library and E-LC) : All days

Carrying out cleaning, mopping and up keep of floor area by using necessary tools and cleansing material. The scope of work include removal of cob webs, cleaning of fans, tube lights, cleaning of doors & windows, glass panes, cleaning of floor etc.

Adequate No of persons should be provided exclusively for maintenance of wash rooms at canteen dining hall /administration block /faculty /library as per schedule specified

- **Library & E-Learning (Week days) : 8.00 AM. to 8.00 PM
(Sweeping, cleaning, and general attendants' service etc.,)**

The Contractor shall arrange to provide Attendants services beyond the specified time too, if required.

1. All the labours of the Contractor should report for duty to the Contractor's Supervisor. All the labour of the Contractor may be supplied with Id-Card by the Contractor and photocopies of the Id-cards should be handed over to us for identification and verification by Security guards at the time of entry. All the labours of the Contractor should always wear the Id-card inside the complex.

2. A system of checking the quality of services by the Contractor will be as under:-

- i) Supervisor of the Contractor will visit the site 1 as per Annexure- G with Dy. Manager (Hospitality) daily twice, in the morning & evening and record their findings on a register (format to be prescribed), where Dy. Manager (Hospitality) will also sign.**
- ii) Supervisor of the Contractor will also visit site 2, 3 & 5 as per Annexure-G with Manager (Estate) daily and complete the process.**
- iii) Supervisor of the Contractor will visit the Library (site 4) and E-LC (site 4) and obtain certificate from the Manager (Library) / E-LC regarding proper completion of Jobs done/ punctuality etc.**
- iv) The above registers will be maintained at the department. As per records of the registers, Chief Manager (Admn.) will arrange to impose penalty at the time of release of payment to the Contractor every month. Each deficiency should attract penalty of the 1 day's, one labour's cost, or 3.33% of the aggregate monthly contract value, to the minimum of Rs 5000/- per day.**

01 Responsibility of the Contractor.

- i) Contractor must have a valid license under Shops & Establishment Act, 1988 (that regulates working conditions and employment conditions of the employees). The Registration certificate is issued by Labour Dept. of the State for a calendar year and it has to be got reviewed by the Contractor every year.**
- ii) The Contractor shall arrange to obtain license from the appropriate authority under Contract Labour (R & A) Act Rules 1971 by applying a form IV on the basis of form V issued by the P.E.**
- iii) Contractor has to maintain Register for contract labour on form 13 and submit ½ yearly returns to the ALC of labour / licensing officer. Every Contractor shall issue employment Card to his Labours form XIV within 3 days of employment.**
- iv) The Contractor has to pay the minimum wages to his employees and shall also pay ESI and PF contributions and comply with all rules and regulations. The Institute will put a suitable mechanism in place to ensure payment of minimum wages, ESI and PF contribution.**
- v) The Contractor must maintain the following register:-**
 - a) Attendance Register on form XVI (16).**
 - b) Wages Register on form XVII (17)**
 - c) Leave Register.**
 - d) Overtime Register on form XXIII**
 - e) Register of fines on form XXI (21)**
 - f) Register of advances on form XXII (22)**
 - g) Register of deductions on account of damage or loss caused to the employees on form XX.**
 - h) Register for Contract employees on form 13.**
- vi) Contractor shall submit half yearly return before 30 days of completion of half year for the previous half year on form XXIV.**
 - i) Register of overtime in form XXIII (23).**
 - j) Every Contractor shall issue a wage slip on form XXIX (29) to his employee at least 1 day prior to disbursement of wages.**
 - k) All the records to be retained for a period of 3 calendar years.**
 - l) Contractor shall possess own ESI code number and remit ESI**

contribution before 20th of every month and submit a copy of the challan to the P.E.

m) Every Contractor shall maintain an Inspection book in which the Inspector visiting may record his remarks. The Inspection book shall be of 18 x 15 cms size bind book. The first page of the book shall contain the following particulars:-

- a. Name and address of the establishment**
- b. Registration No.**
- c. Name of employees.**
- d. Father's name.**
- e. Postal address.**

2. Contractor shall maintain the First Aid Box in the Establishment with the prescribed contents.

3. T.S. Labour Welfare Fund Act: The provisions of this act to be complied with.

4. Non Compliance of above provisions will attract penalty the contractor as per clause no.25 of special condition of contract.

HOUSEKEEPING & MAINTENANCE**Location (Site) Nos.**

Number 1	Number 2	Number 3	Number 4	Number 5
Number 1 Hostel Reception Hostel- 1 to Hostel- 2 (all room; corridors and side walls), Gymnasium (includes all equipments thereat), Clinic (including all beds, equipments etc.), TT Room, 2 nd Dinning Hall, & Canteen Area	Number 2 Admn. Block Main office: (Cabins of Director, DGM & Dean, Secretariat, VIP Pantry, All Faculty Members / Accounts/ Admn. Visitors Room, Conference Halls, Lecture Halls, Estate Dept, Liaison Room, Engineer Room Typist Room, Xerox Room, Sub- Staff Room, Security officer's Cabin Record Room, Scooter shed, Car shed etc., Generator Room and Security Posts etc Discussion room, mini conference room etc. Gram Chaupal, Shuttle Court, Basketball Court, Duck pond.	Number 3 Pathway, Streets, Garbage pits, Wells, Parks, Boundary wall, Rocks and Barbed wire fencing etc.,	Number 4 Library & E- Learning (ELC)	Number 5 Auditorium & Amphi- Theatre, Kislya (Treehouse), Sitting Hut in-front of Admin. block

*Periodicity

S.N o.	Specific details of job works	* D	* W	* M	Locati on
1.	Reception work at Hostel & Administrative block / recording of arrival and departure of participants and room allotment etc.,	√			1,2
2.	All internal common areas including lobbies, cabins, etc forming part of the premises – up keeping, sprucing	√			1,2,4,5,
3.	Cleaning of chairs and other furniture in common and public areas.	√			1,2,4,5,
4.	Cleaning of Roof including wiping rain water during and after rain.			√	1,2,4,5,
4a	Cleaning of all Solar Power Panels, Daily dusting (Before 8 AM), Weekly twice wet cleaning(Saturday and Tuesday	√			1,2,4,5
5.	Cleaning of ceiling, others wall fixture, including light fittings, portable fire extinguishers display boards, clock, water coolers, removal of cobwebs from ceilings and walls.		√		1,2,4, 5
6.	Cleaning wastebaskets / and removal of garbage at place indicated	√			1,2,4
7.	Cleaning and maintenance of windowpanes, wire mesh on windows/ ventilators/ skylights and barbed wire fencing.			√	1,2,4, 5
8.	Maintenance of Fish Aquariums and their feed (cost to be borne by the contractor)	√			2
9.	Cleaning of wall skirting			√	1,2,4,5,
10.	Cleaning of glass or other partition / screens, curtains, blinds.		√		1,2,4, 5
10a.	Dry/wet cleaning curtains, blinds, woollen blanket.			√	1,2,4, 5
11.	Cleaning of switches, switch plates etc.		√		1,2,4, 5
12.	Cleaning of doors.	√			1,2,4,
13.	Cleaning of pantry rooms and furniture including dispensers.	√			2
14.	Cleaning of Washrooms/fittings in Common Washrooms, Admn. Building for every 2 hours (5 times) – once in Hostel Rooms	√			1,2
15.	Cleaning of terrace, fans, electrical fittings.			√	1,2,3
16.	Checking / Cleaning of tank, sump, & washroom fittings.	√			1,2,3, 4

17.	Vacuum Cleaning of carpet in Director Chamber, Guest rooms etc.			√	1,2
18.	Floor scrubbing with machine	√			1,2,5
18a.	Maintenance of Duck pond, rabbit, pet animal and its feed (cost to be borne by contractor)	√			2
18b	Cleaning of all water Tanks, Sump, Drinking steel UV tank(Weekly)			√	

19.	Dusting and upkeep of bed linen, pillow cover etc., at Guest rooms, hostel rooms, cleaning of water glasses/ water jugs, filling in fresh water at Hostel, all rooms at Adm. Block / Conference room Lecture halls etc, providing mineral water bottles at Board room, Director's room / DGM & Dean's Chamber, Conference hall, general attendants service at Adm. Block, Lecture halls/ Conference room, portorage service at Guest rooms/Hostels.	√			1,2,5,
20	Cleaning of decorative items on the walls / floors/ tables	√			1,2
21	Polishing of metal decorative items / metal surfaces			√	1,2
22	Removal of garbage / rubbish disposal & burning	√			3,4
23	Sweeping of 1.2 K M of walking trail	√			3
24	Spraying of disinfectants etc., spreading of naphthalene balls in all the Washrooms.	√			1,2
25	Exterior Cleaning of Chajjas, fins, sun sheds, roof tops			√	1,2,4,5
26	Proper cleaning of Sofa Sets, cushions Chairs etc.			√	1,2,4,5,
27	Providing Cleaning services at VIP Dining Hall	√			1,2
28	Checking of TVs, AV equipments at Lecture halls / Auditorium, Conference halls, e-LC/ and arranging for maintenance	√			1,2
29	Dusting of mattresses, Cushions, drying (dehumidating) mattress, shampooing of cushions, carpets etc. (monthly)			√	1,2
30	Deodorants spraying – Guest Rooms/ Lecture Hall / Conf. Halls, Admn Block , Auditorium, official cabins & changing of hand towels The cost of the deodorants, sprayers etc. Are borne by the Contractor.	√			1,2
31	Providing Marker's service at hostel and maintenance & upkeep services for Shuttle courts through- out the month.	√			1,2
32	Switching of / on, fans, lights, Acs (when ever required)	√			3,4,5
33	To collect waste/ rubbish from each and every rooms and disposal to dumping ground.	√			1,2,3,4,5,
34	Collecting old newspapers, magazines from hostel rooms , guest room and arrange designated place.	√			1,2,4,

35	Collecting / gathering wastes / dirt / plastic wastes/ fallen leaves and disposing the same at the dustbins / pits / dumping grounds and removing entire garbage from the Institute	√			1,2,3,4,5
36	All cabins of all Officials including Library to be provided with all out machines and refills.	√			1,2,4,5
37	Vacuum cleaning of racks, almirahs, books cases and the books /files/ paper / stationary		√		1,2,4
38	Changing the flowers in the flower vases, cleaning the potted plants in the Board Room/ Director / DGM& Dean cabin/ Conference Room/ guest house, any- where else. (The cost of the flowers would be borne by the Institute	√			1,2,4,
39	Cleaning & up keeping of Washing Machine, Iron & Iron Board, Water dispensers, Aqua guards.			√	1,2,4,5

*Periodicity

S.N o.	Specific details of job works : Library	* D	* W	* M	Locati on
40	Replacement of the library books (classification no. wise)	√			4
41	Replacement of the journals	√			4
42	Replacement of the bound periodicals, newspapers	√			4
43	Stapling of newspapers,	√			4
44	Book processing viz., pasting the books pockets, rubber stamping at the various places		√		4
45	Getting the dak	√			4
46	Filing the news items	√			4
47	Distributing the news briefs , files etc.,	√			4
48	Providing the Xerox copies,	√			4
49	Issue and return of books, periodicals to the participants	√			4
50	Delivery the reminders to the participants, officers, staff	√			4
51	Filling in water jugs / water filters	√			4
52	Rubber stamping of the bills	√			4
53	Identification of the torn out books for binding purpose			√	4
54	Proper arrangement of books by putting the books supports		√		4
55	Proper arrangement of chairs, Newspapers, books etc.,	√			4

*Periodicity

S.N o.	Audio Visual & Communication System	\$ * D	* W	* M	Locati on
56	Arranging and daily checking of all audio equipment which include amplifier, microphone, collar microphone, conference system, tape recorder etc. In lecture halls, conference hall, board room, CLC etc.	√			2,5
57	Arranging and daily checking of all video / computer equipment which include LCD / DLP projector, computer, DVD player in lecture halls, conference hall, mini-conference hall, CLC, reception, administrative blocks etc.	√			2,5
58	Arranging of 'Polycom' video conference system and 'Sony' handy cam (as and when required)	√			2,5
59	Recording of audio in lecture halls etc and recording of video conference system(as and when required)	√			2,5
60	Ensuring proper working of all the above audio visual equipment by arranging outside wherever / as and whenever required at the instruction of .Mgr(E-learning Centre)	√			2,5

S.No.	E-learning Centre (Non- Technical) Details of job works	* D	* W	* M
61	Sweeping and mopping of floors	√		
62	Dusting of PCs / PC tables / PC chairs / Board / Walls /Blinds / Curtains etc	√		
63	Cleaning of window panes	√		
64	Cleaning of chairs / desks	√		
65	Cleaning of jugs and changing water in the jugs	√		
66	Replacement of towels on weekends	√		
67	Shifting of PCs whenever / wherever required	√		

ELECTRICAL MAINTENANCE

S. No.	Electrical maintenance: Details of job works	* D	* W	* M	Location
68	Operation and maintenance and regular up-keep of lighting and allied electrical works, within the premises.	√			1,2,3,4,5,
69	Operation and maintenance and upkeep of exhaust fans in the premises.	√			1,2,3,4,5,
70	Cleaning, dusting of cable shaft, starters, pumps, panel boards, cable racks etc.			√	1,2,3,4,5,
71	Cleaning of Mains, distribution boxes of each floor and checking up of all the electrical connections.			√	1,2,3,4,5,6
72	Operation, maintenance and upkeep of musical system in the building.	√			1,2,3,4,5,
73	Operation, maintenance and upkeep of solar water heating system related to electrical equipment.		√		1,2,3,4,5,
74	Maintenance of electrical kitchen equipment and exhaust system.		√		1,2,3,4,5,
75	Maintenance and cleaning of all electrical fixtures and fans.			√	1,2,3,4,5
76	Changing of fused tubes and other items by collecting from Institute stores and handing over the fused ones to the Manager (Estate).	√			1,2,3,4,5
77	Operation and maintenance and upkeep of street lighting, garden lighting and service building electrification.	√			1,2,3,4,5,
78	Operation and maintenance and upkeep of sump pumps, water pumps and starters.	√			1,2,3,4,5,
79	Cleaning and dusting of panel boards by using a vacuum cleaner once in every 30 days.			√	1,2,3,4,5,
80	Liaison with TSCPDCL in case of power failures/routine maintenance/shut down of power.			Σ	1,2,3,4,5,
81	Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour charges. Institute shall supply the items required for repairs/rectification. However, if Contractor supply the items the amount will be reimbursed to the Contractor, after the bill is certified by the Manager (Estate)/ HS.			Σ	1,2,3,4,5,
82	Replacing bulbs, tube lights etc. Wherever / whenever required Cost of bulb / tube will be borne by Institute.			Σ	1,2,3,4,5,
83	To clean and lubricate fans, exhaust fans, wherever / whenever required			Σ	1,2,4,5,
84	Topping up of oil in transformer. However cost of the oil will be reimbursed to the Contractor, on receipt of vouchers.			Σ	-----

85	Maintenance of logbook, indicating the number of breakdowns and voltage fluctuations and record the readings such as voltage, current, K.W., P.F. etc.			Σ	-----
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Periodicity

S.N o.	Electrical maintenance: Details of job works	* D	* W	* M	Locatio n
86	The off-load tap changer of the transformer should be operated and the voltage should be kept within the normal levels.			Σ	
87	Operation and upkeep of AB Switch, HG fuse, transformer, LT Air circuit breaker, relays etc & other allied equipment.			√	
88	Operation and maintenance of Capacitor, SBIRBs to maintain the Power Factor above 0.90.			Σ	
89	The Contractor should maintain required breakdown strength of the transformer oil, if it is less than 40 KV voltage rise in one minute, the Contractor should arrange for filtration of the transformer oil of all the equipments and maintain the required 40 KV breakdown strength (BDV). However, the filtration charges (40ctual) will be paid extra to the Contractor on receipt of the vouchers.			Σ	
90	The Contractor shall take the sub-meter readings fixed at the kitchen (dining hall) on every first day of the month and submit the same to Dy. Manager (Hospitality). The Contractor should arrange for handing over cheques for payment of electricity charges with TSCPDCL whenever required.			√	
91	Apart from the electrical maintenance of the premises the Contractor should take care of the maintenance of all the streetlights, garden lights, sign board lights and all lights situated in the premises			Σ	
92	Generator operation fuel management , Maintenance of log book, Manual changes over if auto change over is not working, Electricians need to be trained for operation of generator			Σ	
93	Housing keeping supervisors should have liaison with Hotel, SBLC, and Electricity Department, Water board etc for smooth functioning.			Σ	

* Specific intervals mandatory.

Σ As & when required

Penalty clauses will be imposed as under:

- 1) Cleaning of Washrooms if not done - Rs 500/- per complaint.**
- 2) Cleaning of rooms if not done - Rs 500/- per room**
- 3) Cleaning of tanks, sumps quarterly not done – Rs 500/- per each tank**
- 4) Change of curtains / towels / bed sheets as per schedule if not done, Rs. 100/- per room**
- 5) Corridors cleaning if not done at hostel, faculty room/ recreation room / Kislaya/ Gymnasium, where ever cleaning is found not done – Rs 100/- per area**
- 6) Cleaning of Conference hall / mini conference hall / auditorium cleaning if not done as per schedule – Rs 500/- per room**
- 7) Cleaning of roof of all block , cob webs over chajjas and over windows if not done Rs- 500/- Per complaint.**
- 8) Cleaning of Solar panel found deficiency any day attract penalty Rs.1000/- per day**
- 9) All out to be replaced immediately if not done for non fixing of refills Rs 100/- per room.**
- 10) Cleaning of fans, tube lights every 30 days –if not done- Rs 500/- per complaint.**
- 11) Maintenance of Ducks pond to be cleaned weekly twice, feeding of Ducks / rabbits /Gunia fowl /other pet animals(existing and proposed) – if not done- Rs 500/-**
- 12) Any deficiency other than mentioned above from Annexure G will attract penalty of Rs.500/- per item per area.**
- 13) Using of inferior quality / non-specified material will attract penalty of Rs.500/- per case.**
- 14) Non disposal of garbage: Rs 2000 per occasion**
- 15) If required staff not provided: Rs 1000 per day.**

PROPOSED MANPOWER FOR HOUSE KEEPING & MAINTENANCE SERVICES AT STATE BANK INSTITUTE OF RURAL BANKING, HYDERABAD.

Description of Manpower	Description	Category of manpower	Minimum Employees proposed	No of days
Supervisor	Round the clock service to supervise the entire house keeping & maintenance service/Reception work.	Skilled	3	30
Receptionist	Round the clock service . Receptionist service at Hostel Reception with fluency in English Hindi and Telugu	Skilled	3	30
One Tech supervisor to over- see the electrical works (with 11 KV sub-station & 500 KVA Generator) and two other electricians.	To Supervise the electrical works including Sub- station and to maintain liaison with Electricity Department and Round the clock service	Skilled	3	30
Audio Visual Assistant	general shift only.	Skilled	1	26
Carpenter.	Should be available in general shift.	Skilled	1	26
Plumber	Should be available from 6 AM to 10.PM in shift	Skilled	2	30
General attendants	general shift only.	Unskilled	4	26
Housekeepers(minimum 2 male)	Should be available in general shift all the days.	Un skilled	11	30
Room Boys(for Hostel)	Round the clock service	Un skilled	3	30
** Note: All the skilled workers should have working knowledge either in Hindi or in English apart from local language Telugu.				

****Note: If the rate quoted for the respective category is less than the applicable mandated wages in line with current Central Govt. Minimum Wages, ESI, EPF, Bonus, Insurance and all statutory obligations etc., tender shall summarily be rejected and shall be deemed invalid.***

- * Any Increase in VDA component of the minimum wage would be paid whenever it is increase by Govt. of India.**
- * General shift will be counted 26 days.**
- * The contractor shall ensure the availability of a reliever for weekly off and a Substitute is provided if a person is absent.**

**QUANTITY AND DETAILS OF HOUSEKEEPING CONSUMABLES
(INDICATIVE LIST)**

S No	Description of Material	Estimated quantity per Month	
1	Small Size Soap (Medimix/santoor/lifeboy)	700	Nos
2	Mosquitto Repellent Refills (All out/ good kinght)	150	Nos
3	Hand Wash (in 18Toilets)	20	Nos
4	Scented Phenyl	75	Ltrs
5	Floor Cleaner	80	Ltrs
6	Bleaching Powder	05	Kgs
7	Harpic Toilet Cleaner	20	Ltrs
8	Laisal (500 MI packs)	20	Nos
9	Napthaline Balls (including Sanicubes)	5	Kgs
10	Odonil	200	Nos
11	Liquid Soap	30	Ltrs
12	Soft Brooms(Bombay Broom)	30	Nos
13	Hard Broom (Coconut Brooms)	100	Nos
14	Yellow Cloth	30	Nos
15	Checks Cloth	30	Nos
16	Brass Polish	1	Nos
17	Mops (cloth)	150	Nos
18	Detergent Powder	10	Kgs
19	Utensil Wash (Pril)	10	Ltrs
20	Colin (big size)	10	Nos
21	Hit (Big size)	10	Nos
22	Aiwick	05	Nos
23	Wipers Including Glass Wipers	10	Nos
24	Sweeping Brush	10	Nos
25	Room Fresheners	20	Nos
26	Toilet Tissue Rolls	75	Nos
27	Tissue Papers (box containing 2000)	2	Nos
28	Toilet Brushes	10	Nos
29	Hand Brushes	10	Nos
30	Buffing and Scrubbing Pad	50	Nos
31	Laundry, dry-washing services	As per schedule	
32	Fogging, pest control and rodent repellent	Weekly	Entire premise
33	Duck/Rabbit or any other pet animal feeding material to be provided daily at Contractors cost.	Daily	

Brand / Quality and their specifications of above items shall be approved by the SBIRB

Signature of Tenderer

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

To,

The Sr Vice President
SBI Infra Management Solutions Pvt Ltd
3rd Floor, SBI LHO Building,
SBIIMS Street, Koti,
Hyderabad- 500 095

Sir,

Our Bid for _____

We submit our Bid Document herewith. We understand that

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

II CERTIFICATE:

I/We read and understood all conditions and requirements of State SBIIMS of India , AO , Hyderabad for providing Housekeeping, gardening & maintenance services .

Yours faithfully,

For:
Signature:
Name:

Seal of Company

2. Qualification criteria:

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

Sr.No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm / Proprietary / Company registered under Companies Act. With an experience of minimum 05 years in the field of Housekeeping, Maintenance and Gardening.	In case of Proprietary copy of the GST Registration certificate / In case of firms Copy of the firm registration Certificate / In case of company copy of certificate of incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates.
2	<p>Handled minimum 3(three) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in <u>Hyderabad City or anywhere in Telangana State</u> with each contract having value of not less than Rs 38,00,000/- .</p> <p>Or</p> <p>Handled minimum 2(Two) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in <u>Hyderabad City or anywhere in Telangana State</u> with each contract having value of not less than Rs 48,00,000/- .</p> <p>Or</p> <p>Handled minimum 1(one) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in <u>Hyderabad City or anywhere in Telangana State</u> with each contract having value of not less than Rs 77,00,000/- .</p>	<p>Copy of the work order and work completion certificates issued by the principal Employers specifying the below criteria's for the works carried out during the period from 30/4/2013 to 1/5/2018.</p> <ol style="list-style-type: none"> 1. Scope of work. 2. Contract value. 3. Area of the building. 4. No. of staff deployed by the contractor for the contract. 5. Period of the contract for completed. 6. Monthly payment <p>Note:</p> <p>(i) Renewal of annual contracts shall be considered as a single contract.</p> <p>(ii) Copy of agreement is enclosed.</p>
3	The bidder should have a minimum	(i) Copy of the audited P&L Ac-

	average annual turnover of Rs 29,00,000/- for the previous three years (as on 31-03-2017). Audited / Certified Balance Sheet (by Chartered Accountant) for the years 2014-2015, 2015-2016 and provisional / audited Balance sheet for 2016-2017 , establishing the turnover criteria should be submitted.	count and Balance Sheet duly Certified by the Chartered Accountant including 3CA/3CD and auditor notes and accounts. (ii) Copies of returns submitted to the Tax authorities such as IT & Service Tax etc. (iii) Any return submitted to the labour Commissioner.
5	Bidder should have Office at Twin cities only.	Address Proof of the firm should be submitted.

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

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

Signature
Seal of Company

Annexure –C.

TECHNICAL BID EVALUATION (MATRIX)

Evaluation Information

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

TECHNICAL BID EVALUATION: Part-I

Sr. No.	Particulars	Marks	To be filled up by the SBIMS	Documents attached [Yes/No]. If Yes, state the nature of documents(s).
1	Average annual turnover of the Company as per Audited Balance Sheets as on 31 st March 2015, 2016 and 2017			
	>1.50 crores	10		
	>1.00 crores but ≤1.50 crores	8		
	>0.75 crores but ≤to 1.00 crores	6		
	>0.50 crores but ≤0.75 crores	4		
	>0.27 crores but ≤ 0.50 crores	2		
2	No. of Employees on payroll in housekeeping, maintenance & gardening as on 1/5/2018..			
	>75	10		
	>50 but ≤75	8		
	>33 but ≤50	6		
3	Number of years of experience in housekeeping, maintenance & gardening services			
	≥ 10 years	10		
	≥8 but <10 years	8		
	≥5 but <8 years	6		
4	Latest ISO Certification			
	Available	2		
	Not Available	0		
5	Whether the Bidder had provided			

	services in			
	Govt./PSU +Private	5		
	Govt./PSU	3		
	Private	2		
6	Constitution			
	Public Ltd.	5		
	Private Ltd.	4		
	Partnership/LLP	3		
	Others	2		
7	Value of single largest annual contract in the past Five years (_____) in house-keeping, maintenance & gardening in Commercial Complexes located at Hyderabad.			
	>1.00 Cr	5		
	>0.90cr but <=1.00 cr	4		
8	Complaint registration and response			
	(a)Online (electronic, web-based)system available with the Contractor	3		
	(b)Manual system available with the Contractor	1		
	(c) No system used by the Contractor	0		

Maximum Score for Part-I of Technical Bid Evaluation: 50 marks

Minimum marks required for qualifying in the Part-I (Technical Bid Evaluation): 30 Marks.

TECHNICAL BID EVALUATION (SITE VISIT): PART-II

Sr. No.	Particulars	Maximum Marks
1	Site visit by a panel from the SBIIMS to one or more sites out of the sites whose reference is given by the bidder.	10
	<p>During site visit, the members will evaluate the work being performed by the contractor at the site and its suitability for the SBIIMS, which will be based on, but not limited to, the following criteria:</p> <ul style="list-style-type: none">• Level of general cleanliness – 2 Marks• Quality of cleaning of toilets – 3 Marks• Turnout of the workers – 1 Mark• Use of technology in complaint redressal- 1 Mark• Mechanization of operations - 1Mark• Scope of the Contract: 1.Cleaning.2.Gardening, 3.Plumbing, 4.Other Services – 1 Mark• Maintenance of suitable records - 1 Mark	
2	Verbal feedback 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.	5

Maximum Score for Part-II (Site Visit): 15 marks

Minimum marks required for qualifying in the Part-II (Site Visit): 9 marks

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

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

Signature of Authorized Representative_____

Name of Authorized Representative _____

Place:_____

Date:_____

[DULY AUTHORIZED SIGNATORY]

Annexure – D

BIDDER DETAILS

Details of the Bidder

1. Name of the Firm:
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 business:
5. Company website URL, if any
6. 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:

Signature

Seal of Company

Format for Performance Guarantee

BANK GUARANTEE

To,

SBIRB
Lingampally, Hyderabad

(Hereinafter referred to as "SBIRB")

Whereas consequent to your Request for Tender dated _____ you have awarded the contract vide letter No. _____ dated _____ to M/s _____ having its Corporate Office at _____ (hereinafter referred to as "the Contractor") to _____. Whereas as per the payment terms of the said TENDER the Contractor has to submit a Bank Guarantee from any scheduled commercial Bank, other than SBI in favour of you.

And whereas, we, _____ SBIRB, having our branch office at _____ (hereinafter referred to as "the Guarantor") on the request of the Contractor hereby expressly and unreservedly undertaken and Guarantee to pay to you, a sum not exceeding Rs. _____ /- (Rupees _____ only) , in the event of any breach by the Contractor of the obligations under the contract , or reasons attributable to the Contractor on account of the same. This Guarantee shall be limited to an amount not exceeding Rs. _____ /- (Rupees _____ only). You may raise a demand on us in writing stating the amount claimed under the Guarantee and on receipt of your claim in writing, without any demur, 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 SBIRB 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 SBIRB, Guarantor or the Contractor. It is further guaranteed that the payment under this Guarantee shall be made by us on receipt of your written demand as aforesaid making reference to this Guarantee.

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

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

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

Date:

For_____
(SBIRB)

Place:

CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the State Bank Of India , SBIRB, Banjara hills, Hyderabad for Annual Maintenance Contract for Housekeeping, & Maintenance work for the Month.....Year

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

Signature with seal of the Contractor

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

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

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

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

Place :

Date :

Signature with seal of the Contractor

Name in Capital Letters:

Address:

ANNEXURE-O

UNDERTAKING

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

Place :

Date :

Signature with seal of the Contractor

Name in block letters:

Address:



**SBI INFRA MANAGEMENT SOLUTIONS PVT LTD
(WHOLLY OWNED SUBSIDIARY OF SBI)**

PART-B

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

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

PRICE- BID

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

AT

**SBIRB
STATE BANK INSTITUTE OF
RURAL BANKING
LINGAMPALLY, HYDERABAD**

**The Sr. Vice President,
SBI Infra Management Solutions Pvt. Ltd.
3rd Floor, SBI LHO Building,
SBIIMS Street, Koti,
Hyderabad – 500 095
Telangana**

COMMERCIAL PRICE BID

To,

The Chief Manager (Admin)
SBIRB, LINGAMPALLY,
Hyderabad

Sir,

COMMERCIAL INDICATIVE PRICE BID:
TENDER FOR PROVIDING HOUSE KEEPING & MAINTENANCE CONTRACT AT
SBIRB,LINGAMPALLY, HYDERABAD

With reference to your Notice Inviting Tender for providing Housekeeping, Gardening & Maintenance Contract for your SBIRB, LINGAMPALLY, Hyderabad, we give below our commercial prices:

A	Cost for Manpower requirement	Unskilled: 18 Skilled: 13 persons as per Annexure-P	Minimum wages shall be paid as per the prevailing rates as fixed by the Govt. of India from time to time by the contractor and claim the same as reimbursement based on monthly average of attendance of skilled/ unskilled staff.	
B	Tools Electrical ,Plumbing and other Equipments etc		monthly	
C	Cost for housekeeping cleansing materials including phenyl, detergents, Room fresheners, naphthalene balls, sprayers as per annexure Plus Uniform for staff		monthly	
D	Miscellaneous expenses like garbage removal, fascade cleaning, liaison with BSNL,GHMC,Electricity Board, Labour dept, etc.		monthly	
E	Contractors service charges etc		monthly	
	Total Cost of for one month		(B+C+D+E)	
Total				
Total In words :				

NOTE: Bidder should include cost for cleansing material, lump sum payment towards the cost such as Insurance, personal protective equipment, uniform, consumables, required tools & machineries etc. GST amount should not be loaded in the Commercial Bid and shall be paid extra as applicable, by SBIRB. The successful vendor has to submit system generated GST tax invoice incorporating SBIRB's GSTin number and vendor GST no. Manual GST invoices will not be accepted. Bonus amount as per Bonus Act will be reimbursed and should not be loaded in the Commercial Bid.

2. Man Power requirement is indicative. It may vary plus or minus 10%.

Dated this _____ day of _____ 2018

For and on behalf of _____ (With seal)

Signature _____

Name _____

Designation _____

Firm Name with seal: