

TENDER ID: BHO201909021



**TENDER ID
Date**

**BHO201909021
27.09.2019**

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

BHOPAL CIRCLE OFFICE

**INVITES e-TENDERS ON BEHALF OF SBI
THROUGH E-TENDERING PROCESS**

For

**TENDER FOR PROVIDING CATERING SERVICES AT STATE BANK INSTITUTE OF LEARNING AND
DEVELOPMENT CENTRE, RAMNAGAR, RAIPUR**

NOTE: Firm should possess valid digital signature for this e-tender

Last date for submission of bids: 3.00 P.M. (IST) on 11.10.2019

Opening of Technical Bids: 3.30 P. M. (IST) on 11.10.2019

The Vice President & Circle Head
SBI Infra Management Solutions Pvt. Ltd., Bhopal Circle Office
Mezzanine floor, SBI LHO Building, Hoshanagabad road
Bhopal-462011
0755-2572550

NOTICE INVITING TENDER

SBI Infra Management Solutions Pvt. Limited, Mezzanine Floor, SBI, LHO Building, Hoshangabad road, Circle Office Bhopal, on behalf of State Bank Institute of Learning and Development, Raipur invite tenders in two-bid system ie Technical Bid and Price Bid in two separate envelope super scribing the name of work from Catering Contractors for providing " Catering Services at State Bank Institute of Learning and Development, Ramnagar, Karma Chowk, Raipur.

2. The other details of the tender are as under:

1	Name of the work	Tender for providing Catering services at State Bank Institute of Learning and Development Centre, Ramnagar, Raipur
2	Cost of Tender Documents cum processing fees (Non-refundable)	Tender Processing Fee amounting to Rs 3,000.00 (Rupees three Thousand only) (Non-Refundable) to be credited only through State Bank Collect. The steps involved in making the payment is provided at Annexure- AA .The receipt generated with the Reference No. will be submitted along with the EMD as a proof for payment.
3	Earnest Money Deposit (EMD)	Rs. 20,000/- (Rupees twenty thousand Only) in the form of Demand Draft issued by any Nationalized/Scheduled Bank drawn in favour of " SBI Infra Management Solutions Pvt. Ltd. " payable at Bhopal .
4	Initial Security Deposit (ISD)	The successful Contractor whose tender is accepted by the Bank shall be bound to deposit a sum equivalent to 10% of accepted "Annual Contract Value" including EMD as Security Deposit (SD) in the form of banker's Cheque/demand draft/FDR issued by any Nationalized/Scheduled Bank favoring " SBI Infra Management Solutions Pvt. Ltd. " payable at Bhopal. The contractor may choose to deposit the said Security Deposit (SD) in the form of Bank Guarantee (BG) of equivalent amount issued by any Nationalized / Scheduled Bank as per the SBIIMS/Bank's approved format.
5	Date for Downloading of Tender Document (Technical and Price Bid)	<u>From 27.09.2019 to 11.10.2019 on Bank's website www.sbi.co.in under procurement news.</u>
6	Clarification of queries	On working days from 27.09.2019 to 11.10.2019 at SBILD, Raipur. Contact No: 9406903837 / 9425111098.
7	Last date and time for submission of Technical bid (along with EMD, cost of tender documents cum processing fee and other documents as specified in the tender) and Price Bid.	Up to 3.00 PM on 11.10.2019 Note: (a) It is sole responsibility of the bidder to ensure submission of their Bid by stipulated date and time at specified address. The SBIIMS's shall not entertain bids received late due to any delay on account of delivery by the courier agency /ped post or any other mode for the reasons whatsoever. (b) Tenders received without EMD and or Tender processing fee shall be summarily rejected.

8	Address for Submission and opening of Technical Bid	Asst. General Manager & Director, State Bank Institute of Learning and Development Centre, Ramnagar, Kota road, Karma Chowk, Raipur, Pin : 492001
9	Date and time of Opening of Technical Bid	11.10.2019 at 3.30PM at the Office of the Asst. General Manager & Director, State Bank Institute of Learning and Development Centre, Ramnagar, Kota road, Karma Chowk, Raipur, Pin: 492001
10	Date and time of Opening of Price Bid	The bidder qualified and found eligible in Technical Bid evaluation shall be only eligible to quote Price Bid and will be advised individually through email. Date of opening of Price Bid shall be advised separately. Price Bid will be uploaded on Service Provider's portal at https://etender.sbi/
11	Validity for Offer	3 (three) months from the date of opening of Price Bid.
12	Date of Commencement of work	1 st Day of succeeding month of the work order
13	Penalty / Liquidated damages	As per relevant clause in the tender documents
14	Period of Honoring Payment Certificate	15 days from the date of receipt of bill (excluding Sunday and Public holidays)
15	Insurance	As per insurance clause of the tender documents.

3. In case the date of opening of tender is declared as a holiday, the tenders will be opened on the next working day at the same time.

4. Tenders received without EMD and non-refundable cost of tender documents shall be summarily rejected and such bidders shall not be allowed to participate in the online bidding process.

5. SBIIMS reserves their rights to accept any or to reject all the tenders in part or whole without assigning reasons thereof and no correspondence shall be entertained in this regard.

6. The Bidders disqualified/debarred/terminated by the SBI during the last three years from any of their projects on account of unsatisfactory performance, shall not be eligible to apply/quote.

7. Tenders can be downloaded from www.sbi.co.in (link) <Procurement News>. It shall be responsibility of the Vendor to arrange and ensure that all pages of technical and financial bid are properly bound separately. Tenders in loose pages shall be disqualified.

8. The Vendor shall sign and stamp each page of the tender document thereby ensuring the number and sequence of all pages. Tender documents without seal and signature of the authorized tenderer are liable to be rejected.

9. The intending bidders are categorically advised to submit the pre qualification documents strictly in the attached formats only. The information required should be neatly filled/typed in each and every columns and row of the Formats. The applications received with "partly filled formats" not containing desired information

in each and every columns/points/row of various annexures shall be treated as INCOMPLETE and such applications shall be summarily rejected without any reference to the bidder and at the bidder's risk and responsibility.

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

11. The Technical Bid documents have to be submitted properly bound, with index of the contents reflecting the page numbers. Loose tender documents shall be rejected, rendering the Technical bid disqualified.

12.Conditional tenders shall be summarily rejected.

Vice President and Circle Head
SBIIMS, Circle Office, Bhopal

Annexure-AA

The steps involved in making the payment through SB collect are as under:-

- * The Vendor needs to use SBI internet banking site <https://www.onlinesbi.com/>.
- * Select **"SB Collect"** from top menu that will lead to the next page.
- * **"Proceed"** will lead to the next page.
- * Select **" All India"** in **" State of Corporate / Institution"** & Select **"Commercial Services"** in "Type of Corporate / Institution".
- * **"Go"** will lead to the next page.
- * Select **" SBI Infra Management Solutions"** in Commercial Services Name and **"Submit"**
- * Select **"Tender Application Fee"** in **"Payment Category"** and enter the **"Tender ID"** exactly as we preloaded with characters in Uppercase only in place of Circle Codes.
- * The next Page will be ready with few of the Preloaded Tender Details.
- * The Vendor will have to fill up the fields properly and upon making the payment a receipt will be generated with a Reference No.

NOTE: Any type of vendor, whether dealing with SBI or other Bank can use this SBI Collect facility. Even a contractor not dealing with any Bank can use this portal and generate challan and deposit by cash any SBI Branch. The Bank charges for cash deposit will be also borne by the Vendor himself.

ELIGIBILITY CRITERIA

ANNEXURE:I

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	<p>The Bidder must be a Firm / Proprietary / Partnership / Company registered under companies ACT with an experience of minimum 3 years in the field of Catering services</p>	<p>In case of Proprietorship concerns copy of Shop License / Registration certificate and the GST Registration certificate.</p> <p>In case of firms, copy of the firm registration certificate and GST registration.</p> <p>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.</p>
2	<p>Three Similar Completed works each one having " Annual Contract Value" not less than Rs. 15.00 lacs</p> <p style="text-align: center;">OR</p> <p>Two Similar Completed works each one having " Annual Contract Value" not less than Rs. 20.00 lacs.</p> <p style="text-align: center;">OR</p> <p>One Similar Completed works having " Annual Contract Value" not less than Rs. 30.00 lacs. In commercial Buildings.</p> <p>Note: Similar Completed work" under this clause shall mean successful completion of Catering Services work for the Scheduled Banks, Financial Institutions, Central and State Governments Departments/ Organisations, Public Sector Undertaking, Multinational National Corporations etc.</p>	<p>Copy of the work order and work completion certificates issued by the Principal Employers specifying following information relating to the works carried out during the period from 01/04/2016 to 31/03/2019:</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. 6. Monthly payment.
3	<p>The Bidder should have a minimum average annual turnover of Rs. 15.00 lacs for the last three years as on 31.03.2019.</p> <p>Audited / Certificate Balance Sheet (by Chartered Accountant) for the years 2016-17, 2017-18 & 2018-19 (provisional / audited) establishing the turnover criteria should be submitted.</p>	<p>(I) Copies of the audited P&L account and Balance Sheet duly certified by the Chartered Accountant including 3CA / CD and auditor notes and accounts.</p> <p>(ii) Copies of returns submitted to the Tax authorities such as IT and Service Tax etc.</p> <p>(iii) Copies of returns submitted to the Labour Commissioner.</p>
4	<p>The Bidders should not have incurred loss in last three years ending on 31st March 2019.</p>	
5	<p>The applicant should have a solvency of Rs. 5.00 lacs certified by a Scheduled Commercial Bank. The</p>	<p>Original Solvency Certificate should be attached (If the original certificate is</p>

	Solvency Certificate should not have been obtained earlier than 1 st March 2019.	already submitted to the SBIMMS after 01.04.2019 a self attested copy can be considered. However, the details of Tender/s for which the original had been submitted to be furnished.
6	Tenderers should have applicable and valid registrations with statutory authorities, viz. Income Tax, Goods and Service Tax, Labour License under section 12 (1) of the Contract labour regulation and Abolition) Act 1970 Employees Provident Fund Organisation (EPF), Employees State Insurance (ESI) Corporation, PAN etc.	Certified copies of supporting documents to be attached.
7	The tenderer should have constituted a sexual harassment Committee under the sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act 2013.	Suitable declaration to the effect to be submitted on the letter head of the bidder duly signed by the authorized Signatory only.
8	Bidder should have Office at Bhopal / Raipur or should be able to open office at Bhopal / Raipur within two months of receiving work order.	Address Proof of the firm should be submitted.
9	Bidder should not have been dis-qualified / debarred/ blacklisted from any Governments, Semi-Governments, PSUs, Banks including any of the Offices/ Branch of State Bank Of India / SBIIMS PAN India or involved in ant illegal activity or financial frauds.	Suitable declaration to this effect to be submitted on the letter head of the firm duly signed by the authorized Signatory only.
10	The Tenderer should have valid food license from the Municipal authorities and Food Safety and standards Authority of India (FSSAI) for Catering Services.	Certified copies of supporting documents to be attached.

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

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

Signature of the Contractor With Seal

TECHNICAL BID EVALUATION MATRIX**ANNEXURE :II****TECHNICAL BID EVALUATION:**

Maximum Score for Part-I of Technical Bid Evaluation: **100 Marks**

Minimum marks required for qualifying in the Part-I (Technical Bid Evaluation): **50 Marks**

1. Technical bid of the Bidder will be evaluated on the basis of the information duly supported by the documents submitted and on the basis of the following evaluation matrix.

2. During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below: -

(i)	Place of Registration: (a) Registered/Corporate Office / Branch in Bhopal/Raipur (b) Office outside Bhopal/Raipur	Max 10 Marks: 10 Marks 3 Marks
(ii)	Number of Years in Operations (a) 3 years and up to 5 years (b) More than 5 years and up to 7 years © More than 7 years	Max 10 Marks: 5 Marks 7 Marks 10 Marks
(iii)	Average Annual Turnover of Project Cost (a) More than 15 lacs and up to 20 lacs (b) More than 20 lacs and up to 30 lacs © More than 30 lacs	Max 10 Marks 5 Marks 7 Marks 10 Marks
(iv)	Working Experience in Last 5 Years (a) Executed similar work of PSU Banks/ Public Sector Undertakings/Organisations (b) Other Govt Department etc. © Other than (a) & (b)	Max 10 Marks 10 Marks 7 Marks 5 Marks
(v)	Value of Single Largest Project Completed in Last 5 Years (a) More than 15 Lacs and up to 20 Lacs (b) More than 20 Lacs and up to 30 Lacs © More than 30 Lacs	Max 15 Marks 5 Marks 10 Marks 15 Marks
(vi)	Value of Single Largest Project In Hand (a) More than 15 Lacs and up to 20 Lacs (b) More than 20 Lacs and up to 30 Lacs © More than 30 Lacs	Max 15 Marks 5 Marks 10 Marks 15 Marks
(vii)	Quality Related Marks (a) ISO (b) SA 8000 © OHSAS 18001/ Any other International Accreditation Certificate Not available	Max 10 Marks 2.5 Marks 2.5 Marks 5.0 Marks No Marks
(viii)	Performance Certificate from the Banks, Financial Institutions, Central & State Govt. department /	Max 15 Marks

	Organisations, PSUs, MNCs etc	
	(a) If outstanding Performance Certificate from more than three Principle Employer have been issued and submitted for project above 30 lacs.	15 Marks
	(b) If outstanding Performance Submitted from two employers for project above 30 lacs.	7 Marks
	© If less than two or no certificate submitted as above	0 Marks
(ix)	Constitution of Firm	Max 5 Marks
	(a) Public Limited	5 Marks
	(b) Private Limited / LLP	4 Marks
	© Partnership	3 Marks
	(d) Others	2 Marks

3. Information required from point number (i) to (ix) above should be supported with certified/ self attested copies of the relevant documents confirming compliance of Technical bid evaluation criteria by the tenderer for evaluation.

4. Out of the various bidders achieving **minimum 50 Qualifying marks** in the Technical Bid Evaluation Part-1 above, maximum Top 7 bidders shall be short-listed for their further Site Visit based evaluation as per the Parameters mentioned in the Technical Bid Evaluation Part-II vide annexure-D.

We have read and understood the above-mentioned pre qualification criteria and shall abide by the same.

Signature of the Contractor With Seal

(B) PRICE BID EVALUATION

1. The Bidders qualified in the Technical Bid evaluation as above shall only be allowed to participate in the online price bidding through Service Provider's Portal mentioned hereinbefore.
2. The award of contract will be made to the bidder whose bid has been determined to be the lowest, responsive and complying all the pre qualification and statutory criteria stipulated in the Technical Bid, Price Bid as also the receipt of satisfactory confidential reports sought from the present/previous employer.
3. The SBIIMS reserve their rights to accept any or to reject all the bids without assigning any reasons therefore and no correspondence shall be entertained in this regard.

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

Signature of the Contractor with Seal

Name:

Place :

Date:

APPLICATION FORM

1. Name of the Organisation :
2. Address :
3. Name, Telephone Nos. including Mobile and e-mail id of contact person :
4. Fax No :
5. Constitution of the Firm (whether Public or private company / firm / Proprietary) :
6. Year of Establishment (Supporting document to be submitted) :
7. Whether registered with the Registrar of Companies / Registrar of firms (if so, mention number and date and supporting documents to be submitted) :
8. Registration with Govt. Authorities
 - (a) Income -Tax (PAN) No:
 - (b) Goods and Service Tax No: (GST)
 - © EPF Registration No:
 - (d) ESI Registration No:
 - (e) Contract Labour
9. Name of Directors / Proprietor / Partners/ Associates :
10. Bio- data of Directors / Partners / Associates, Details may be given in the format mentioned below :
11. Amount of service tax/GST paid year-wise during last 3 financial years ending 31.03.2019
12. Details of Similar works completed during the last 3 years (Details may be given in the enclosed format - Form 'B')
13. Details of under execution / awarded (Details may be given in the enclosed format - Form 'C') :
14. List of Professionals / Technical / Non- : technical Personnel employed permanently (Details may be given in the enclosed format - Form 'F') :

15. Details of Plant & Machinery / : Manufacturing unit :
/ tools / equipment owned by the company
(Details may be given in the enclosed format - Form 'G')

16. Banker's Name and address (Enclose solvency certificate :
from the Bankers)

17. Latest Income Tax Clearance Certificate to be enclosed :

18. List of empanelment / enlistment / registration with other :
Organizations / statutory bodies etc.
(If so, furnish their names, category and date of registration)

Name of the Organization	Category	Year Since Empanelled

19. Annual turnover for the last three financial years :
(year-wise) ending 31.03.2019

Financial Year	Annual Turnover
FY 2018-19	
FY 2017-18	
FY 2016-17	

20. Name and address of the persons who will be in a position :
to certify about the quality : as well as performance of your
firm.

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

Signature of the Applicant with Seal

Date:

Place:

BIODATA OF THE DIRECTORS / PARTNERS/ KEY ACCOUNTS

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

Signature and Seal of Applicant

FINANCIAL INFORMATION**1. BANK DETAILS**

Name of the Bank
Branch with address

City
Contact Person in the Bank
Contact Details

2. DETAILS OF CHARTERED ACCOUNTANT

Name

Address

Registration details of Accountant

Contact Number

E-mail address

3. FINANCIAL ANALYSIS : - Details to be furnished duly supported by figures in Balance Sheet / Profit and Loss Account for the last three years duly certified by the Chartered Accountant, as submitted by the applicant to the Income- Tax Department (Copy to be attached)

Sl.No	Years	2016-17	2017-18	2018-19
(i)	Gross Annual Turnover in Facility Management works			
(ii)	Profit / Loss			
(iii)	Financial Position a. Cash b. Current Assets c. Current Liabilities d. Working Capital (b-c) e. Current Ration f. Acid test ratio (Quick Assets / Current Liabilities (a/c))			

4. Income Tax Clearance Certificate

5. Solvency Certificate from Bankers (Schedule Bank) of Applicant

6. Financial arrangements for carrying out the proposed work

Signature of the Chartered Accountant with Seal

Signature of Applicant with Seal

ANNEXURE: 4**DETAILS OF ALL 'SIMILAR' WORKS COMPLETED DURING THE LAST THREE YEARS
ENDING BY 31ST MARCH 2019.**

Sl. No	Name of the work	Name of the client (with brief address of concerned office and contact number and e-mail id	Type of Client / Owner. Mention Govt. / Semi Govt. / PSU / Bank	Date of agreement with Client	Location and scope of work	Actual Value of the work	Date of commencement as per contract and actual date of commencement	Stipulated Date of completion and actual date of completion	Litigation / Arbitration pending / In progress with details (if any)

(Add separate sheet if required)

Note: 1. For certificates, the issuing authority shall not be less than an Executive Engineer In Charge

Signature of Applicant with Seal

ANNEXURE:5**DETAILS OF ALL 'SIMILAR' WORKS ON HAND-UNDER EXECUTION OR AWARDED (Enclose Copies of work orders issued by Clients)**

Sl. No	Name of the work	Name of the client (with brief address of concerned office and contact number and e-mail id	Type of Client / Owner. Mention Govt. / Semi Govt. / PSU / Bank	Date of agreement with Client	Location and scope of work	Actual Value of the work	Date of commencement as per contract and actual date of commencement	Stipulated Date of completion and actual date of completion	Litigation / Arbitration pending / In progress with details (if any)

(Add separate sheet if required)

Note: 1. Information has to be filled up specifically in this format

2. The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending Order).

Signature of Applicant with Seal

PERFORMANCE REPORT FOR "SIMILAR" MAJOR COMPLETED WORKS
(REFERRED TO IN FORM 'B')

Name of the Work / Project & Location :

Scope of Work :

1. Agreement No. & Date :

2. Estimated Cost / Tendered Cost :

3. Actual Value of work done :

4. Date of commencement

(a) Stipulated date of commencement :

(b) Actual date of commencement :

5. Date of Completion

(a) Stipulated date of completion :

(b) Actual date of commencement :

6. Amount of compensation levied for delayed completion :
if any

7. Performance report based on

Quality of work : Excellent / Very Good / Good / Poor

Time Management : Excellent / Very Good / Good / Poor

Financial Soundness : Excellent / Very Good / Good / Poor

Technical Proficiency : Excellent / Very Good / Good / Poor

**Superintending Engineer / Chief Project
Manager or Equivalent Name of the Organization**

Note:

1. The performance report is to be submitted for all major works mentioned in Form "B".
2. The performance report preferably be submitted in the above Performa. In case, different Performa is used, the applicant shall ensure that the report / certificate shall contain all the above information / details.

ANNEXURE:7**DETAILS OF KEY TECHNICAL AND ADMINISTRATIVE PERSONNEL EMPLOYED IN THE ORGANIZATION**

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

Note:

Details of Technical Personnel shall be provided qualification wise

Organization Chart of the Company, additional information about Technical and Administrative personnel, if any, may be submitted on separate sheet.

Signature and Seal of the Applicant

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 & Seal of the Applicant

Name in Capital Letters:

Address:

**FORM OF BANKERS' / SOLVENCY CERTIFICATE FROM A SCHEDULED
COMMERCIAL BANK**

To,
The Managing Director & CEO,
SBI Infra Management Solutions Pvt. Ltd.,
Ground Floor, Raheja Chambers,
Free Press Journal Marg,
Nariman Point, Bhopal – 400 021.

No.:
Date:

SOLVENCY CERTIFICATE

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

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

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

(Signature)

1. For the Bank

Note:

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

DECLARATION
(TO BE SUBMITTED BY THE APPLICANT ON THEIR FIRM/COMPANY'S LETTER HEAD
ALONGWITH THEIR APPLICATION)

To
The Vice President and Circle Head,
SBI Infra Management Solutions Pvt. Ltd.,
Mezzanine Floor,
SBI, LHO Building, Bhopal.

I/We hereby certify that:

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

Signature and Seal of the Applicant

INSTRUCTIONS TO TENDERER

1. Purpose:

Annual Maintenance Contract for Providing and Catering Services at SBILD, Raipur

2. Invitation:

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

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

3. 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-I.

4. Disclaimer:

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

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

The Bank reserves the right to accept or reject any Bid/ offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action. The Bank reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

The Bank reserves the right to cancel the entire Bidding / procurement process at any stage

without assigning any reason whatsoever.

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

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

5. Clarifications & Amendments:

If deemed necessary the Bank/ SBIIMS 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.

6. 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 Bank may take. All the bids with accompanying documents will become property of SBI.

7. Format and Signing of Bid:

- i. The bidder should prepare submission as per minimum eligibility criteria, Technical Bid, Price Bid and other requested information.
 - ii. All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
 - iii. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.
 - iv. Bid should be typed and submitted on A4 size paper [font times Arial 11], spirally bound securely and in serial order. Bidders responding to this Tender shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.
 - v. In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.
8. The Bidders requiring any clarification on the bidding documents should submit written queries on or before the date prescribed in the NIT.

9. At any time prior to the deadline for submission of bids, SBIIMS may modify or alter the bidding document by issuing an amendment.
10. Any addendum/corrigendum as well as clarification thus issued shall be a part of the tender documents and it will be assumed that the information contained in the amendment would have been taken into account by the tenderer in its tender submission.
11. Any clarification issued by SBIIMS will be in the form of an addendum / corrigendum and will be available in SBI's website – <https://www.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-<https://www.sbi.co.in> (procurement news).
12. The Contractor shall ensure that they are fully conversant with the premises in question as well as with the business activities there at and its related manpower requirements for the work specified.
13. The SBIIMS shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of the SBIIMS, except under emergencies / unavoidable circumstances.
14. The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.
15. The Contractor shall issue identity cards/ identification documents to all its employees.
16. The personnel of the Contractor shall not be the employees of the SBIIMS/SBI and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract.
17. The Contractor shall also provide at its own cost all benefits; statutory or otherwise to its employees and the SBIIMS/SBI shall not have any liability whatsoever on this account.
18. The details of the machinery's proposed to deploy and other technical details can be furnished in the Technical bid.
19. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
20. The Technical Bid and the Price Bid will be opened as per the schedule given in NIT.
21. Tenders received after the due date and time are liable for rejection. SBIIMS reserves its right to reject any / or all the applications without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.
22. All entries in tender documents should be in one ink. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
23. Tenderers shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & stamp in each and every page of the tender document before submitting tender.

24. The rate should be quoted in Indian Currency only.
25. In quoting rates, the tenderers are advised to take into account all factors including any fluctuations in market rates. Please note that the rate quoted in the tender shall remain firm and valid for the contract period of 'ONE YEAR' from the date of commencement of work. During this period no request for enhancement / escalation in rates shall be considered under any circumstances.
26. The rate quoted by the tenderer shall remain firm and shall cover and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisors, equipment deployed, maintenance of the machinery's, contractors profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government Minimum Wages Act but excluding Goods & Service Tax (GST).
27. The tenderers are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.
28. Please note that it is tenderers' responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Bank.
29. The Bank / SBIIMS shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
30. No employee of SBI/SBIIMS shall be engaged by the contractor during the course of carrying out the works.
31. The tenderer shall deposit a sum of Rs 20,000/- (Rupees Twenty Thousand Only) Earnest Money Deposit and receipt of payment made for tender processing fee along with the tender document. This EMD (Earnest Money Deposit) and shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of SBI Infra Management Solutions Pvt. Ltd., payable at Bhopal. The cost of tender Processing Fee amounting to Rs 3,000/- (Rupees three thousand only) (Non-Refundable) to be credited only through State Bank Collect as mentioned in NIT.
32. No interest shall be paid on the EMD. The tenders received without EMD and Cost of Tender Document shall be summarily rejected.
33. If any tenderer withdraws his tender before the said period or make any modifications in the original terms and conditions of the tender, the SBIIMS shall, without prejudice to any other right or remedy, be at liberty to cancel such tenders and forfeit full value of the EMD as aforesaid.
34. The contractor has to maintain an attendance register of the persons employed and the same will be inspected daily by the Bank's Officer-in-charge.
35. If any of the labour employed by the contractor is found to be under performing or any mobilization is found or found under the influence of alcohol or any abusive substance / reported while on duty, such person/persons shall not be allowed to work at site anymore and the SBIIMS/Bank reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.
36. The contractor has to submit the Police verification details of all the people deployed by him at

site before commencement of work. In case of any replacement during the pendency of the agreement, submission of police verification documents of such replaced staff is to be made available immediately.

37. The staff deployed at site should be physically fit to handle the works detailed in the scope. The full bio-data of the staff deployed at site like their full address, educational qualification, age proof etc shall be made available before commencement of work. The staff has to be deployed in consultation with the SBIIMS officials after performing the interview of the staff.
38. No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the SBIIMS.
39. Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected and EMD of such tenderer shall be forfeited.
40. Quoted rates per unit being different from those prescribed in the tender shall render the bid disqualified without any claim/explanation.
41. All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to tenderers, offer letter, General conditions of contract, Annexures etc. shall constitute part of the contract document.
42. The contractor shall follow such Act, rules and regulations of the Local government bodies, State/Central Government labour laws that are in force and that may be framed from time to time for completion of work. SBI/SBIIMS shall not be responsible for any infringement of the various statutes in force by the contractor.
43. The contractor shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor.
44. STATUTORY DEDUCTION towards INCOME TAX, Work Contract Tax and any other statutory deductions as per the law prevalent will be made as per Rules.
45. The contractor shall be responsible to ensure making payment of "Prevailing Minimum Wages" as notified by Regional Labour Commissioner (Central) to their labourers/ employees directly in their Bank accounts and shall produce relevant documents to the SBIIMS for verification every month along with their monthly bills failing which bills may not be paid.
46. The contractor shall be bound to submit original challans and other documents with regard to payment of ESIC/EPF/any other statutory dues /compliances/pay slip along with monthly bill to the SBIIMS, failing which bill will not be entertained.
47. PREQUALIFICATION BID DOCUMENTS & TECHNICAL BID:
 - (i) The bidders are advised to submit various documents in sealed Envelope marked as "TENDER PART-A" to the office of Assistant Director, State Bank Institute of Learning and Development, Ramnagar, Kota road, Near Karma Chowk, Raipur at the address mentioned hereinbefore by the stipulated date i.e.
 - i. Hard Copy of Technical Bid duly filled, signed and stamped by the Authorized Signatory on each page
 - ii. Demand Draft of specified amount of EMD. Copy of payment receipt towards cost of Tender documents cum Tender Processing Fee

- iii. Certified copies of all supporting documents/work orders/performance certificates/Bank's Solvency etc. required in terms of prescribed Eligibility criteria for the project as mentioned in Annexure "I".
 - iv. Prescribed pre qualification application form with all supporting annexures viz. Application form, Financial Information, details of all similar work of specified magnitude executed, etc. as mentioned in this document. (Annexure 1 to 9).
 - v. Letter of Declarations (Annexure 10 & 12).
- (ii) Contractors not submitting any one or more documents mentioned above and elsewhere in this document shall not be eligible to participate in the online price bidding.
 - (iii) The above mentioned tender documents and other supporting papers should be placed in a sealed Envelope marked "A" super scribing **"Technical Bid for Providing Catering Services at State Bank Learning and Development, Ramnagar, Raipur"**.
 - (iv) Technical Bid not accompanied by any one or more of the above mentioned documents shall be summarily rejected and such bidders shall not be allowed to participate in price bidding for the project under any circumstances.
 - (v) The EMD of the bidders not qualified for the reasons whatsoever including disqualification in the Technical Bid Evaluation shall be returned to the bidder's registered address by Speed Post/Courier/Registered Post.
 - (vi) The intending bidders are categorically advised to submit the pre-qualification documents strictly in the attached formats only. The information required should be neatly filled/typed in each and every columns and row of the Formats. **The applications received with "partly filled formats" not containing desired information in each and every columns/points/row of various annexures shall be treated as INCOMPLETE and such applications shall be summarily rejected.**
 - (vii) **The applicants are categorically advised to refrain from mentioning the remark "AS PER ATTACHEMENT/ENCLOSURES" in their applications and annexures to avoid rejection of their applications.**

48. No union formation is allowed.

49. The Contractor's supervisor shall be first line of contact for SBIIMS/SBI, who shall report to the designated officers of SBIIMS/SBI for all requirements.

50. The personnel who are appointed as Janitors shall be provided with all cleaning and safety material for cleaning purposes by the Contractor.

51. The scope of work mentioned in this tender is minimum indicative. It shall, however, be sole responsibility of the contractor to ensure services to the utmost satisfaction of client/employer/owner i.e. SBI/SBIIMS without any extra charge but within the accepted tender amount only.

52. All the materials required for the purpose of providing services should be of standard brands as specified in the tender, and as per the approval of the SBIIMS/SBI. No sub-standard materials shall be used.

SAMPLE BUISNESS RULE DOCUMENT

ONLINE E-TENDERING FOR PROVIDING CATERING SERVICES AT STATE BANK INSTITUTE OF LEARNING AND DEVELOPMENT CENTRE, RAMNAGAR, RAIPUR (C.G)

(A)Business rules for E-tendering:

1. Only contractors who fulfilled the pre-qualification criteria shall be eligible to participate.
2. SBIIMS will engage the services of an E-tendering service provider who will provide necessary training and assistance before commencement of online bidding on Internet.
3. In case, there is any change in e-tendering service provider, the SBIIMS will inform the qualified bidders suitably at appropriate time.
4. Business rules like event date, closing and opening time etc. will be communicated through service provider for compliance.
5. Contractors have to send by email, the compliance form in the prescribed format (provided by service provider), before start of E-tendering without which, bidders will not be eligible to participate in the bidding process.
6. E-tendering will be conducted on schedule date & time.
7. The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

(B)Terms & conditions of E-tendering:

SBIIMS shall finalize the Tender through e-tendering mode for which M/s. e-Procurement Technologies Ltd has been engaged by SBIIMS an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid.

1. E-tendering shall be conducted by SBIIMS through M/s e-Procurement Technologies Ltd. (abcprocure.com) Ahmedabad. website: <https://etender.sbi/> on pre-specified date. While the Contractors shall be quoting from their own offices/ place of their choice, Internet connectivity and other paraphernalia requirements shall have to be ensured by Contractors themselves. In the event of failure of their Internet connectivity, (due to any reason whatsoever it may be) it is the bidders' responsibility.
2. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives such as back-up power supply etc. whatever required so that they are able to circumvent such situation and still be able to participate in the E-tendering successfully.
3. Failure of power at the premises of Contractors during the E-tendering cannot be the cause for

not participating in the E-tendering. On account of this, the time for the E-tendering will not be extended and SBIIMS shall not be responsible for such eventualities.

4. M/s e-Procurement Technologies Ltd.(abcprocure.com) Ahmedabad. Website: <https://etender.sbi/> shall arrange to train your nominated person(s), without any cost to you. They shall also explain you all the Rules related to the E-tendering. You are required to give your compliance on it before start of bid process.
5. BIDDING CURRENCY AND UNIT OF MEASUREMENT: Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online E-tendering.
6. BID PRICE: The Bidder has to quote the rate as per the Tender Document provided by SBIIMS or their appointed Architects.
7. VALIDITY OF BIDS: The Bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.

8. Procedure of E-tendering:

Online E-tendering:

- a) The Technical as well as Price Bids will be available on the Bank's website during the period specified in the NIT.
 - b) Online e-tendering for Price Bid submission through SBIIMS's approved Service Provider shall be open to the bidders qualified by the SBIIMS as per Technical Bid Evaluation and Eligibility criteria mentioned hereinabove.
 - c) The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item.
 - d) The Contractors are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
 - e) It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
 - f) In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as "Incomplete Tender" and shall be liable for rejection.
9. **LOG IN NAME & PASSWORD:** Each Bidder is assigned a Unique User Name & Password by M/s. M/s e-Procurement Technologies Ltd.(abcprocure.com) Ahmedabad. The Bidders are requested to change the Password after the receipt of initial Password from M/s. M/s e-Procurement Technologies Ltd.(abcprocure.com) Ahmedabad. Website: <https://etender.sbi/> Limited. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
10. **BIDS PLACED BY BIDDER:** Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as

per the rates quoted, SBIIMS shall at liberty to take action as deemed necessary including de-panelling such contractors and forfeiting their EMD.

11. At the end of the E-tendering, SBIIMS will decide upon the winner. SBIIMS decision on award of Contract shall be final and binding on all the Bidders.
12. SBIIMS shall be at liberty to cancel the E-tendering process / tender at any time, before ordering, without assigning any reason.
13. SBIIMS shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
14. Other terms and conditions shall be as per your techno-commercial offers and other correspondences till date.

15. OTHER TERMS & CONDITIONS:

- a. The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
- b. The Bidder shall not divulge either his Bids or any other exclusive details of SBIIMS to any other party.
- c. SBIIMS decision on award of Contract shall be final and binding on all the Bidders.
- d. SBIIMS reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion.
- e. SBIIMS or its authorized service provider M/s. e-Procurement Technologies Limited shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- f. SBIIMS or its authorized service provider M/s. e-Procurement Technologies Limited is not responsible for any damages, including damages that result from, but are not limited to negligence.
- g. SBIIMS or its authorized service M/s. e-Procurement Technologies will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

N.B.

- All the Bidders are required to submit the following Process Compliance Statement duly signed to M/s. e-Procurement Technologies, Ahmedabad.
- All the bidders are requested to ensure that they have a valid digital signature certificate well in advance to participate in the online event.

PROCESS COMPLIANCE STATEMENT

(The bidders are required to print this on their company's letter head and sign, stamp before emailing)

e-Procurement Technologies Ltd Ahmedabad

Tel.:- 079 – 68136843/852 / 6820 / 6829 / 6857 / 6840

Mobile: +91 9904407997 / 9081000427

Email: [Sujith Motani: 079-68136843, salini.motani@eptl.in,](mailto:Sujith_Motani@eptl.in) Jaymeet Rathod : 079-68136829, [jaymeet.rathod@eptl.in,](mailto:jaymeet.rathod@eptl.in) Kanchan Kumari: 079-68136820,

kanchan.k@eptl.in, Vinayak Khambe: 079-68136835, vinayak.k@eptl.in, Anshul Juneja :

079-68136840, anshul.juneja@eptl.in, Nandan Valera: 079-68136843, nandan.v@eptl.in

Hemangi Patel : 079-68136852, hemangi@eptl.in . Nadeem Mansuri:

07968136853.nadeem@eptl.in, Deepak Narekar : 079-68136863, deepak@eptl.in, Sujith

Nair : 079-68136857, sujith@eptl.in, Devang Patel : 079-68136859, devang@eptl.in

Alternate contact no: 079-68136889, 6354919567

You are requested to contract the agency the agency for further guidance on e-tendering.

Dear Sir,

AGREEMENT TO THE PROCESS RELATED TERMS AND CONDITIONS FOR THE ONLINE E-TENDERING FOR TENDER FOR PROVIDING CATERING SERVICES AT STATE BANK INSTITUTE OF LEARNING AND DEVELOPMENT CENTRE, RAMNAGAR, RAIPUR (C.G)

This has reference to the Terms & Conditions for the E-tendering mentioned in the Tender document, this letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the E-tendering as mentioned in RFP of SBIIMS as well as this document and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the E-tendering tool and have understood the functionality of the same thoroughly.
- 4) We confirm that SBIIMS and M/s. e-Procurement Technologies Systems Limited shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-E-tendering platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the E-tendering event.
- 5) We confirm that we have a valid digital signature certificate issued by a valid Certifying Authority
- 6) We, hereby confirm that we will honour the Bids placed by us during the E-tendering process.
- 7) We confirm that we are the Contractors/Vendors/Service Providers for the captioned job. In the eventuality of any information found incorrect at any stage of the Tender, we hereby authorize SBIIMS to disqualify/reject our Tender without notice and take further action as deemed fit.

With regards,

Date:

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Scan it and send to this Document on -----

GENERAL CONDITIONS OF THE CONTRACT

DEFINITIONS:

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

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

'Employer / Bank' means SBIIMS and State Bank of India having its Circle Office at Mezzanine Floor, SBI, LHO Building, Bhopal , State Bank of India, LHO, Hoshangabd Road, Bhopal and SBILD, Raipur.

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

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

'Site' means State Bank Institute of Learning and Development Centre, Ramnagar, Raipur (C.G) where the works are to be carried out.

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

'The schedule of quantity' means the schedule of quantity as specified and forming part of this contract.

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

'Month' means calendar month.

'Week' means seven consecutive days.

'Day' means a calendar day beginning and ending at 00 hrs. and 24 hrs. respectively.

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

2.LANGUAGE:

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

3.INSPECTION OF SITE:

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

4.CONTRACTOR TO INFORM HIMSELF FULLY:

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

5.WORK TO BE CARRIED OUT:

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

6. SUFFICIENCY OF TENDER:

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

7. AWARD OF CONTRACT:

- (i) The SBIIMS/SBI will award the contract to the successful lowest tenderer whose tender has been determined to be substantially responsive and has been determined as successful evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.
- (ii) The SBIIMS/SBI reserves the right to increase or decrease the quantum of service to be provided and also reserves the right to cancel or revise any or all the tenders or part of tenders without giving any reasons thereto with no cost to the SBIIMS/SBI.

- (iii) The SBIIMS/SBI reserve their rights to split the scope of work to different agencies within its sole discretion.
- (iv) If the scope of work under this tender cover more than one sites / offices / complexes / colonies / Apartments having separate Price Bids, the SBIIMS/SBI may entrust the work to more than one bidder within its sole discretion and no claim compensation for the same shall be entertained.
- (v) The successful bidder(s) shall be bound to execute separate agreement for each site. Also, the SBIIMS/SBI reserve their rights to withdraw/cancel/delete any work of any site in part or whole any time during the currency of contract by giving one month's notice in writing without assigning any reasons therefore and the contractor shall have no right to make any representation for the same.

8. SIGNING OF CONTRACT DOCUMENTS

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

9. WORK ORDER:

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

10. CONTRACT DOCUMENT:

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

11. EARNEST MONEY DEPOSIT (EMD)

The tenderer shall furnish EMD of Rs 20,000/- (Rupees twenty thousand Only) in the form of Demand Draft / Banker's Cheque / Pay Order drawn in favour of SBI Infra Management Solutions Pvt. Ltd., payable at Bhopal. No tender shall be considered unless the EMD is so deposited in the required form along with the tender.

No interest shall be paid on EMD.

The EMD of the unsuccessful tenderer shall be returned within 30 days without interest after the decision to award the work is taken.

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

12. FORFEITURE OF EMD:

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

- a. Security Deposit is not submitted within the stipulated time;
- b. Agreement is not entered within stipulated time;
- c. If the tenderer revokes his tender during the period he is required to keep his tender open for acceptance by the Employer or the tender is accepted by the Employer but the contractor fails to enter into a formal agreement fails to commence the work within the stipulated time.
- d. If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract

13. SECURITY DEPOSIT:

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

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

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

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

17.INSURANCE OF WORKS:

Before taking up the work, the Contractor shall, obtain and submit to the Employer (Bank/SBIIMS), a third-party insurance policy in original, issued by any Public-Sector Insurance Company.

The Policy should be issued in the joint names of Employer and contractor with Employer's name appearing first. Minimum 5 employee/worker/persons should be covered under the insurance at a time for insured sum of of Rs 5 lac each, for any type of accident / incidence.

The contractor shall, from time to time, provide documentary evidence as regards payments of premium for all insurance Policies for keeping them valid till the completion of the work.

Without prejudice to any of its obligations and responsibilities specified above, the Contractor shall, within 10 days from the date of work order, submit documentary evidence as required by the Employer in support of having obtain requisite insurance cover.

No work shall be taken up by the Contractor at site unless the Insurance Policies as mentioned above are obtained.

Also, no payment shall be made to the Contractor on expiry of insurance policies unless renewed by them and renewed policy is submitted with the SBIIMS. Nothing extra shall be payable on this account.

18.ASSIGNMENT, SUBLETTING AND CONTRACTOR'S SUPERINTENDENCE:

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

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

19. PROTECTION OF WORKS AND PROPERTY:

The contractor shall continuously protect the Employer's properties from damage or loss arising in connection with contract. He shall make good any such damage, injury, loss resulting due to his fault or negligence except due to causes beyond his control. In case the contractor fails to make good the losses caused to the Bank due to his fault or due to negligence of his staff, SBIIMS reserves the right to invoke the security deposit as stated above to cover such losses.

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

In case of flooding of site on account of rain or any other cause and any consequent damage, whatsoever, no claim financially or otherwise shall be entertained not withstanding any other provisions elsewhere in the contract.

20. CONTRACTOR TO SUPPLY TOOLS & PLANTS ETC.:

Schedule of major equipment to be kept at site should be attached: The list of major equipment's to be deployed by the contractor should be enclosed.

The equipment's to be kept on site should be absolutely new and the contractor should submit the copies of the purchase bills to Bank.

The contractor should ensure that the equipment provided on site are functioning at all times.

21. WAGES TO BE PAID:

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

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

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

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

That the terms of this contract have been read by the Contractor and fully understood by him/ them. The Contractor shall not be entitled for the payments for the quantities beyond the tendered quantities unless ordered for, by specific instructions with prior approval from the Bank.

The rate quoted shall be inclusive of bonus, house rent allowance, Employees provident fund, overtime, conveyance, food expenses etc. and the Employer shall not be responsible for any payment towards the above components.

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

Basic Pay

D.A.

EPF

ESIC Bonus

Any other statutory compliances in details

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

The contractor shall compulsorily submit the detailed pay structures he proposes to give to each of his category (along with components as instructed above and also adding any other component he desires to give over and above, to any or all of the categories along with the price bid). The tenders quoted without complying payment of Minimum wages along with EPF/ESI/DA, etc. shall be summarily rejected/disqualified.

22. UNIFORM:

The contractor shall provide New Uniform (with Company's name badge) including Uniform, Shoes, Seasonal Outfit, Apron, Hand gloves and periodical Training, etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account.

23. PAYMENT OF BILLS BY THE BANK:

- a. Neither any advance nor any loan from any bank or financial institution shall be recommended on the basis of Work Order or Award of work.
- b. The bidder who is awarded the contract shall submit the bills for the services rendered only at the end of each fortnight, i.e., from 1st to 15th and 16th to the last day of every month, to the Deputy Manager (Admin.), who shall arrange for scrutiny of the bills and if found in order, certify for payment along with the certificate to the extent that all the equipment supplied by the Bank are well maintained and are in order. The payments shall be made within one week from the date of certification, subject to the condition that the Bidder has cleared all his statutory dues, viz., Labour Payments, as required to be paid by him.
- c. The charges in respect of food served to SBI staff shall be paid at the approved rates in respect of subsidized meals only. The Bidder shall be paid catering charges only in respect of SBI staff who avail the dining room facility on presentation of the relevant coupon. If any person consumes any extra item(s) in addition to normal food/plate, the cost of extra item(s) may be recovered from the persons consuming them directly by the Bidder.
- d. The coupons shall be of two types viz. (a) SBI Staff {(i) Veg.Lunch (ii) Non-Veg Lunch} and (b) non-SBI staff.
- e. The Bidder shall arrange for printing and issue of coupons. The cost of the SBI Staff coupons will be reimbursed by the Bank.

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

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

26. ADDITIONAL WORK:

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

27. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS:

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

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

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

28. OTHER COMPLIANCES:

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

Identity card should be issued by the contractors to the contract staff deputed on SBI site.

All contract staff deputed by the contractor at SBI site should have in possession Identity card issued by the contractors. The Payment slips should be issued by the contractors to the staff deputed on SBI site.

All Contract staff should bear specified uniform bearing badges of Company's name and other accessories, viz Shoes, Seasonal Outfit, Apron, Hand gloves, etc.

29. LOCAL LAWS, ACTS, REGULATIONS

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

Minimum Wages Act, 1948

Payment of Wages Act 1936

Workmen's Compensation Act 1923 (Amended), as applicable

Contract Labour Regulation and Abolition Act 1970 and Central Rules 1971

Apprentice Act 1961

Industrial Employment (Standing Order) Act 1946

Personal Injuries (Compensation Insurance) Act 1963 and any other modifications

Employees' Provident Fund and Miscellaneous Provisions Act 1952 and amendment thereof

Employees State Insurance Corporation Act

Shop and Establishment Act, as applicable

Any other Acts Central or States, that may be applicable or by law or enactment relating thereto and rules framed there under from time to time.

Factories Act,

Employment of Children Act 1938,

Employers Liability Act 1938,

Industrial Disputes Act 1947

The contractor shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the contractor by an authority empowered under the relevant Act.

Any cost incurred by SBI / SBIIMS in connection with any claim or proceedings under the said Acts or in respect of loss, injury or improper performance of this contract by the contractor or his workmen and any money which may become payable to State Bank of India as aforesaid shall be deemed to be deducted by State Bank of India / SBIIMS or may be recovered by the Bank from the contractor.

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

30. CONTRACT PERIOD:

The work shall be awarded for an initial period of one year from the date of commencement of the work subject to its renewal maximum for two similar terms on expiry of the current contract period, within sole discretion of the Bank / SBIIMS, on the same terms and conditions subject to satisfactory performance of the Contractor.

The extension of contract is to the entire discretion of the Bank and cannot be claimed as right of the Contractor.

If the contractor fails to perform any of its duties under this agreement and if the Employer is dissatisfied with the services of the contractor during the contract period or extended period of service, the Employer may terminate the services of the contractor, by issuing one month's notice in writing to winding up.

31. DISMISSAL OF WORKMEN:

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

32. TECHNICAL AUDIT / SCRUTINY:

The Employer shall have right to carry an audit / technical examination of the works and the bill of the contractor including all supporting vouchers, abstracts etc. by any of the persons or organisations as appointed by the Employer.

If as a result of the examination or otherwise any sum is found to have been overpaid or over certified, it shall be lawful for the Employer to recover the sum from any payment due to the contractor for such work.

33. RECORDS OF DAILY OPERATION:

The Contractor shall maintain and provide comprehensive logbook reflecting details of daily record of contracted activity carried out in all units of the buildings.

34. INSPECTION BY

EMPLOYER: General

The Employer shall have the right to inspect at all times any tools, instruments, materials or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections.

Rejection of work and Equipment

The Employer shall have the right to condemn any or all tools, instruments, materials, equipment or work which does not confirm to the specifications.

The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any **crockery, kitchen equipment**, light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, the SBIIMS shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and consequences.

35. REPORTING AND RECORDKEEPING:

Management reporting and process reviews:

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

Operating Meetings

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

Performance Review Meeting

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

Quality Assurance

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

36. FORCE MAJEURE:

"Force Majeure" shall mean any event beyond the control of SBIIMS/SBI or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- a. War, hostilities, invasion, act of foreign enemy and civil war;
- b. Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
- c. Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
- d. Earthquake, fire, flood or cyclone, or other natural/ manmade disaster;

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- i. The date of commencement of the event of Force Majeure;
- ii. The nature and extent of the event of Force Majeure;
- iii. The estimated Force Majeure Period,

Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.

The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.

Any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.

37. ACCIDENTS:

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

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

38. TERMINATION:

- (a) SBIIMS shall be at liberty to terminate the contract by issuing one month's notice to the contractor without assigning any reason whatsoever. Bank shall not pay any claim /compensation by Contractor for such termination of Contract.
- (b) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, the SBIIMS/State Bank of India shall have the right to terminate the contract forthwith with one month's notice and rearrange the work through other agencies at Contractor's risk, cost and consequences and under such circumstances, the security deposit paid by the contractor shall stand forfeited, besides any other action deemed fit including de-paneling the contractor or debarring them in future tendering process.

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

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

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

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

The contractor shall adopt all fire safety measures.

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

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

40. INDEMNITY BOND:

Contractor shall sign an Indemnity Bond in an approved format as per Annexure-14 before starting the work, indemnifying the SBI/State Bank of India from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the work place due to non-adherence to safety codes, not following the standard work procedures and for violating rules and regulations for which the contractor shall be solely responsible.

In case of any damage to property by the contractor, SBI/State Bank of India shall have the right to recover the cost of such damages from payments due to the contractor and decision of the SBI/State Bank of India shall be binding on the Contractor.

In the event of any damage to the loose furniture, interiors, computers and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the contractor.

If the contractor fails to improve the standards of safety in its operation to the satisfaction of SBI/State Bank of India after being given a reasonable opportunity to do so, and/or if the contractor fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized SBI/State Bank of India official, the SBI/State Bank of India shall have the right to take corrective steps at the risk and cost of the contractor after giving a notice of not less than seven days indicating the steps that would be taken by State Bank of India.

Before commencing the work, the contractor shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of State Bank of India.

41. SETTLEMENT OF DISPUTES AND ARBITRATION:

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

Arbitration: Any dispute and/or difference arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the authorized representatives of the parties. If the disputes are not resolved by discussions then the matter will be referred for adjudication to the arbitration of a single arbitrator to be appointed by mutual consent of the parties. The arbitration proceedings shall be conducted in Raipur and in English language only and in accordance with the provisions of Arbitration & Conciliation Act 1996 or any statutory re-enactment thereof. The decision of the arbitrator shall be final and binding on the parties.

Applicable Laws: The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made thereon from time to time.

Jurisdiction: All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Raipur only and not elsewhere.

Saving clause: No suits, prosecution or any legal proceedings shall lie against the State Bank of India, Raipur or any person for anything that is done in good faith or intended to be done in pursuance of tender.

42. FORECLOSURE OF CONTRACT IN FULL OR IN PART:

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

43. PROPOSED WORK METHODS, SUPPLIES AND PLAN:

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

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

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

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

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

44. PRICES:

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

45. INSOLVENCY:

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

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

46. CONFIDENTIALITY:

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

47. CORRUPT OF FRAUDULENT PRATICES

The SBIIMS/ SBI as well as tenderer shall observe the highest standard of ethics during the procurement and execution of such contracts.

" Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public officer in the procurement process in the contract execution

and

" Fraudulent Practice" means a misrepresentation or omission of facts in order to influence procurement process or the execution of a contract to the detriment of SBIIMS/ SBI and includes collusive practice among tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the SBIIMS/ SBI of the benefits of free and open competition.

" Collusive Practice" means a scheme or arrangement between two or more tenderers, with or without the knowledge of the SBIIMS/ SBI designed to establish tender prices at artificial, non-competitive level.

" Coercive Practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.

The SBIIMS/ SBI will reject a tender for awarding if it determines that the tenderer recommend for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.

The SBIIMS /SBI will declare a firm or individual as ineligible , either indefinitely or for a stated period of time to be awarded a contract if it at any time determines that they have directly or through an agent engaged in corrupt, fraudulent, collusive or coercive practices in competing for or in executing a contract.

48. PENALTIES / LIQUIDATED DAMAGES

Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the Bank / SBIIMS, the contractor shall be penalized up to 5% deduction in the monthly bills.

The bank has in place a system whereby the menu committee would give ratings on various parameters including food quality, service, cleanliness etc. on 1 to 50 point scale. The vendor should monitor quality of the food and services so that a maximum quality is ensured.

Fortnight Report of Canteen Committee

Sl.No	Norms	Total Marks	Marks Acquired
1	Cleanliness of Kitchen, Dining area, Staff	10	
2	Quality of Raw Material	10	
3	Quality of Lunch	10	
4	Quality and Quantity of Tea / Coffee, Snacks and Breakfast	5	
5	Quality of Service	10	
6	Quality of Dinner	10	
	Total	50	
	Suggestions		

The Bank shall levy penalty to the Bidder if the rating falls below the acceptable level as detailed hereunder:

Monthly Average rating given by the Mess Committee	Penalty
Below 30	Up to 10% on the total fortnightly bill amount paid by the Bank.
Rating between 30 and 40	Up to 5% on the total fortnightly bill amount paid by the Bank.
Above	Nil

49. PRICE VARIATION CLAUSE:

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

The Bank/SBIIMS may consider renewal of contract for similar two terms on the same terms and conditions except minimum wages which shall be considered as per Central Government rates prevailing at material time provided that the service rendered by the vendor are found satisfactory. However, renewal of contract is discretion of the Bank/SBIIMS and the contractor shall have no right to claim for the same.

Price Variation on material component: No escalation of Material component will be allowed during the contract period.

50. VALIDITY OF CONTRACT:

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

51. ASSIGNMENT AND SUBLETTING:

The Contractor shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, the Bank may at its discretion but without prejudice to its other rights and remedies terminate this contract.

52. SEXUAL HARASSMENT:

The Contractor shall be solely responsible for full compliance with the provision of the "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013"

- i. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the State Bank of India (SBI) against any employee/s of the contractor shall be taken cognizance of by the State Bank of India (SBI).
- iii. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment/violence by the employee of the contractor is proved.
- iv. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

53. NON-DISCLOSURE:

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

SPECIFIC TERMS & CONDITIONS

1. The Catering Contract / Arrangement in the event of the contract being awarded, among other usual conditions, shall also be subject to the following special terms and conditions:
 - i) The Bidder shall arrange for catering services of lunch on a daily basis for 60 trainees (approximately, depending upon training program numbers may vary some time it may zero) at the State Bank Institute of Learning & Development, Raipur premises and lunches for personnel for meetings.
 - ii) The Bidder shall also arrange to supply tea / coffee at workstations of SBI staff working at State Bank Institute of Learning & Development, Raipur Building premises.
 - iii) No cooking / heating on open flame shall be allowed in the Bank premises except with the aid of electrical cooking appliances.
 - iv) The TDS, if applicable, will be deducted by the Bank at the time of payment of invoices.
2. The State Bank Institute of Learning & Development Building premises have some meeting which are organized in the Conference / Meeting Rooms located in the respective premises. The Bidder is expected to provide catering service which includes service of tea, coffee, juice, snacks, lunch, etc. The Bidder shall provide minimum one stewards to service the catering of the Meetings.
3. In the dining halls, all the meals shall be served at the serving station. Sufficient stewards and waiters have to be made available for smooth service.
4. The Bidder shall ensure that his staff do not demand or accept tips for the services rendered by them. The Bank does not permit tipping.
5. All meals are served in the Dining Halls (Executive Lunch Halls). Normally, no meals are served at the workstations (except for Top Executives and under extra-ordinary circumstances e.g. to physically challenged employees and in emergencies).
6. The food must cater to both North Indian and South Indian tastes as well as have regional representation from different states on different days. Separate menu items with separate counters may be provided for North Indian / South Indian / Continental dishes at each meal.
7. The Bidder will have to provide variety of seasonal fruits and juices.
8. Bank will have the right to inspect the Bidder's office/center where he is preparing the food to check whether proper hygiene is maintained on a regular basis during the period of the contract.
9. Trained cooks with experience of cooking North Indian / South Indian / Continental Food should be engaged.

10. The Bidder shall not serve food to anyone who is not a State Bank employee, outsourced vendor personnel or bona fide guest. The cost of food served to any person other than SBI staff should be recovered by the Bidder from them directly and the Bank shall not bear any responsibility on this count.
11. The food must be served fresh, warm/hot as the case may be. No leftover cooked food shall be served in any subsequent meal. No artificial colouring agent shall be added to any of the food items.
12. The food cooked should be sufficient. If any SBI staff is unable to get food due to insufficient quantity cooked, the Bidder shall have to make immediate alternate arrangements.
13. Non-Vegetarian dishes would be supplied on days mentioned in Scope of Work as well as Price Bid. Eggs shall not be considered as a substitute for chicken, mutton and fish. A separate section in the kitchen for the preparation of non-vegetarian food is preferred.
14. The Bidder shall arrange to display day's menu every morning on the Notice Boards provided in the canteens and strictly adhere to the menu so displayed. The Bidder should rotate the daily menu on a weekly cycle as approved by the Mess Committee.
15. The Bank shall provide the Bidder all the articles/equipment for use in the Mess Kitchen at both the premises. The Bidder shall take care of the said articles / equipment as a bailee, in terms of the Indian Contract Act and return them in good working order and condition to the Bank on or earlier termination of contract. The Bidder shall be liable to reimburse the loss/damage of such articles/equipment. In the event of any default by the Bidder, the Mess Committee shall have the right to deduct from the Security Deposit of the Bidder, the amount/cost of such loss/damage, that may be determined by the Bank and the decision of the Bank in this behalf shall be final and binding on the Bidders.
16. The daily and periodical maintenance and service of all articles/ equipment shall be the responsibility of the Bidder. The cost of replacement / repair and servicing of all equipment shall be borne by the Bank during the currency of the contract.
17. Bidder should ensure proper cleaning and maintenance of utensils like plate, spoon, glass etc.
18. Maintenance of offsite kitchen, onsite kitchen, dining halls and cleaning & washing areas will be the responsibility of the bidder.
19. All the raw materials, packaged food items and masalas used in preparation of food products should be certified FSSAI / AGMARK / ISI, wherever applicable, and / or as per the brand names/others specified by the Mess Committee. The bidder should specify brand for the following food items:

ITEM	BRAND
Tea	Girnar / Brooke Bond / Lipton / Society / Tata or equivalent
Instant Coffee	Nescafe / BRU or equivalent
Filter Coffee	MR / Girnar or equivalent
Mineral water	Bisleri / Aquafina or equivalent
Butter	Amul / Mother's Dairy / Nutrela or equivalent
Oil	Saffola / Fortune / Sweekar / Gemini / equivalent
Biscuits	Parle / Britannia/ Sunfeast
Spices	Certified by FSSAI / ISI / AGMARK

20. Vegetables, fruits, other perishables, dry foods and other raw materials should be of high quality and be procured from reputed dealers/shops. The Bidder shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including its transportation to the place of delivery.
21. The Bidder shall arrange for periodic micro biological test of food items at the Bidder's cost and the reports shall be shared with the Bank. If the Bidder fails to do so, the Bank shall arrange for such tests and shall recover the cost from the Bidder.
22. The perishable items like vegetables, milk products/sweet, meats, etc. should normally be purchased on the day required. These may, at the most, be purchased on the previous evening only to the extent they can be stored in the refrigerator. Non-vegetarian items procured a day in advance must be stored at suitable temperatures in the deep freezes provided by the Bank.
23. The Bidder shall engage the services of sufficient number of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified kitchen staff for cooking vegetarian, non-vegetarian, both South and North Indian and other continental delicacies and for rendering hospitality and catering services in relation thereto. Fidelity and good character of employees engaged by the Bidder shall be the Bidder's responsibility.
24. The Bidder shall designate Mess Supervisors or Mess Managers at each of the premises. A competent person with minimum of three year experience should be appointed. The Mess Supervisors / Managers appointed by the Bidder should be available all the time during the production and service of food items at the Bank.
25. The Bidder should render catering services at his cost and shall be responsible for the good conduct and performance on the part of his personnel and the Bidder shall be deemed, for all legal and contractual purposes, as the employer of the said persons engaged by him and such persons shall not have any claim for employment in the Bank now or at a future date. The Bidder should obtain an undertaking from his employees to this effect.
26. The Bidder shall be responsible for training, allotment of duties and timing to his personnel in the kitchen and dining room and at other places connected with the catering services.
27. The Bidder shall provide proper uniforms with name badges and company logo to all his personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz. cooks, helpers, servers, supervisors, waiters, cleaners, etc. The uniforms should be clean and well turned out at all times.
28. The Bidder shall have to arrange periodic medical check-up of its employees and share the reports with the SBIIMS, Bhopal.
29. The Bidder shall, before commencement of the contract, obtain an Insurance Policy with comprehensive third-party liability, to cover the injuries/life of his employees. A copy of the same shall be submitted to the Bank.
30. The Bidder shall ensure that all / any employee(s) showing any fever or symptom of any contagious / communicable disease shall be immediately quarantined and not allowed to come in contact with the food chain or other food handlers until they get a fitness certificate from the Bank's approved doctor.
31. Cleanliness and hygiene is of utmost importance. The kitchen must be washed, cleaned, disinfected and kept spick and span at all times. The Bidder should arrange for proper and frequent up keep of the Dining Hall, kitchen area, common area in the Cellar floor, adjacent area outside the kitchen and washing area. This will also be required to be done immediately after any service is rendered. The Bidder should ultimately ensure that the entire premises are kept hygienic and clean. Preventive pest control measures shall be

done by the Bank at regular intervals. The Bidder should promptly report any signs of pest infestation(s) immediately to the Bank.

32. The Bidder should adopt modern and hygienic practices at the off-site kitchen. Bidder should ensure that tables (and not floor) should be used for kitchen work. Synthetic/marble cutting boards and stainless-steel knives should be used for cutting vegetables. Bidder should arrange for providing proper cover for wastages besides proper and regular disposal of garbage.
33. The Bidder shall devote his personal attention to the work of purchases, preparation and service and shall discharge his obligations under the arrangement most diligently, efficiently and honestly.
34. The Bidder or his employees shall not use the Bank premises provided to him for any purpose other than for the purposes of preparation, storing and servicing and shall not act in any manner so as to cause any nuisance or annoyance or disturbance to the Bank or the personnel employed at the Bank.
35. The Bidder shall at all times during the currency of the contract comply with and observe all directions and instructions which may be given by the Bank.
36. The Bidder shall bear all costs and expenses and stamp duty in respect of all documents that may be entered into with the Bank.
37. The Bidder shall alone bear all taxes, rates, charges, levies or claims whatsoever as may be imposed or levied by the State / Central Government(s) or any local body or authority for and in connection with the rendering of catering services. The Bank may, at its discretion, ask the Bidder to produce receipts of such payments effected by him.
38. All taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement shall be set-off against the bills raised by the Bidder and paid to the respective department or authorities as may be required under law and the Bidder shall have no claim against the Bank in respect of such payments.
39. The Bidder shall be asked to do special catering assignments from time to time, for special occasions for which additional payment shall be involved. These shall be negotiated on a case to case basis.
40. The Bidder shall not engage sub-contractors for the purpose of fulfilment of this contract.
41. The performance of Bidder would be assessed and monitored by the Bank at periodical interval with or without the assistance of external expertise (catering consultants) as may be decided by SBI Bhopal. The Bidder shall comply with such observations/feedback made and furnished for improvement of the services by him.
42. If the Bidder assigns or sublets the catering services without the written approval of the Bank, the Bank shall be at liberty and at its discretion to terminate the contract without any further notice.
43. In the event of Bidder being a partnership firm, the catering contract has to be executed as per terms of partnership deed which is registered as per law and if need be, the Bank can insist for execution of contract by all the partners. In the case of a body corporate, all formalities required under the Companies Act currently in force must be complied with by the Bidder.
44. All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparing the food and beverages 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 Mess Monitoring Committee / Manager (Mess) whose decision shall be final, conclusive and binding on the Bidder.

45. Any indulgence, forbearance or waiver, granted or shown or made on the part of the Bank shall not prejudice its rights under the contract.
46. The contractor will have to carry out cleaning in the kitchen & dining hall after breakfast, after lunch and after dinner invariably. Penalty of Rs. 1000/- per day will be imposed for any occasion of deviation.
47. The dining hall will be closed by 11:00 PM and will not be used as retiring room for the employees of the contractor at any point of time. Penalty of Rs. 1000/- per day will be imposed for any occasion of deviation.
48. The contractor will maintain highest standard of cleaning of the kitchen and store area. Penalty of Rs. 1000/- per day will be imposed for any occasion of deviation.
49. The contractor staff will wear pre decided uniform while on duty and suitable hand gloves during catering service. The uniform will be finalized in consultation with the SBILD.
50. In the event of insufficient/bad quality/non-serving of any eatables agreed upon to be served, the Bank will be within its rights to make suitable penalty from the contractor's bill @ Rs.250/- per Executive per day for the entire number of such days.
51. In case of shortfall of participants/ guests/ vacant slot the contractor will be paid as under:

Category – Vacant Slot Charges When both the wings are not functioning, then compensation @ Rs. 800/- per day will be paid to the contractor. Category – (payment for minimum number of participants in a programme)

a)When one wing is in operation When out of 2 wings of SBILD, only one wing is functioning and there is shortfall in the capacity of the wing, then payment upto 100% capacity of that particular wing or payment for actual number of participants present and compensation not exceeding Rs. 800/- per day, whichever is less will be made. No payment for the other wing will be made.

b)When both the wings are in operation When both the wings of SBILD are functioning and there is shortfall in the combined capacity of both the wings, then payment upto 75% of the combined capacity of both the wings or payment for actual number of participants present and compensation not exceeding Rs. 800/- per day, whichever is less will be made.

SCOPE OF SERVICES

To provide catering services to approximately 60 Trainees / personnel daily (the number of persons may vary depending on training program) and participant of Seminar / Meeting at State Bank Institute of Learning & Development, Raipur.

The brief details of scopes of services are mentioned below:

DAILY MENU

	ITEMS (These items mentioned are illustrative only)
Bed Tea / Coffee	Daily Three sachets of Tea/Coffee/Sugar/Dairy Whitener and two packets containing minimum two pieces of branded biscuits per head to be provided in Occupied Hostel Rooms.
Breakfast	<p>Vegetarian(Unlimited)</p> <p>(i) Daily compulsory items :</p> <ol style="list-style-type: none"> 1. Corn Flakes or Oat Meal in milk with 4.5% Fat Content. 2. Bread (toasted in electrical toasters), Butter & Jam. 3. Fresh Fruits/Cut Fruits (Any Two) <p>(ii) Optional List: One item each from (a) and (b) below to be served daily by rotation as per weekly menu*:</p> <ol style="list-style-type: none"> a) One South Indian Dish e.g. Idli / Vada / Masala Dosa / RavaDosa / Utappam / Upma / Appam. All with Sambar, Coconut / Groundnut Chatni& Onion / Tomato Chatni. b) One North Indian Dish e.g. Curd-Stuffed Paratha / Chole-Bhature / Puri-Bhaji / Pav-Bhaji / Aloo Subji-Paratha / Poha-Jalebi (Pure Ghee) / Veg Cutlet / Veg sandwich / Bread Pakora etc. <p>*- Refer Condition stipulated in Item 8 below at the end of this table.</p> <p>Non-Vegetarian:</p> <p>Boiled Egg or Omlet (2 Eggs)</p> <p>Beverages: Choice Readymade Tea / Coffee.</p>
Forenoon Tea/Coffee	Readymade Tea or Coffee with sufficient quantity of Bakery Biscuits
Lunch (Veg & Non-Veg)	<p>Vegetarian (Unlimited)</p> <p>(i) Daily Compulsory Items :</p> <p>Chapati (with/without ghee) / Dal / Dry Seasonal Vegetable (1) / Papad / Salad / Raita / Achar (Pickle) and,</p> <p>Plain Rice / Veg Pulao / Jeera Rice (any one by rotation)</p> <p>(ii) Optional List: One item from the items listed below to be served daily by rotation as per weekly menu.</p> <p>Shahi-Paneer/Mushroom-Mutter/Chilly-Mushroom/Mutter-Paneer/ Paneer-Bhujia/Kadhahi-Paneer/Veg-Kofta/Punjabi-Kadhi/PalakPaneer.</p>
Lunch (Veg & Non-Veg)	<p>Non- Vegetarian (Unlimited)</p> <p>Any one from the following:</p> <p>Chicken, Mutton & Fish e.g Butter Chicken , Chilly Chicken, Chicken Masala Curry, Ginger Chicken, Chicken Biryani, Fish Curry, Mutton Curry, Mutton Rogan Josh, Mutton Biryani, Mutton Keema, Egg Curry etc.</p> <p>Desert:</p> <p>Ice Cream Or</p> <p>Gulabjamun, Rasgulla, Jabebi, Custard, Fruit Cream, Moong-Ka-Halwa, Suji-Ka-Halwa, Gajar-Ka- Halwa, Rice Kheer, Sevayeen Kher - (any one by rotation)</p>

Afternoon Tea / Coffee	Tea or Coffee with sufficient Quantity Bakery Biscuits
Evening Tea / Coffee	Readymade Tea or Coffee or Keri Panna or Aam Panna
Snacks	Samosa, Cutlets, Veg Patty, Kachori, Aloo Bondas, Pakoda, Veg-Sandwich etc. (any one)
Dinner (Veg & Non-Veg)	<p>1. One Vegetarian Soup</p> <p>2. Daily Compulsory Items: Chapati/ Dal / Dry Seasonal Vegetable (1) / Papad / Salad / Raita / Achar (Pickle) and,</p> <p>3. One Vegetable with Gravy, any one of the following - Vegetarian (Unlimited)</p> <p>(i) Optional List: One item from the items listed below to be served daily by rotation as per weekly menu Shahi-Paneer/Mushroom-Mutter/Chilly-Mushroom/Mutter-Paneer/ Paneer-Bhujia/Kadhai-Paneer/Veg-Kofta/Punjabi-Kadhi/PalakPaneer.</p>
	<p>Varieties of seasonal dry Sabji and Raita</p> <p>One Seasonal Dry Subji preferably green Vegetable: Ex. Beans, Capsicum, Parwal, Brinjal Masala, Cabbage Matar, Cauliflower, Lauki Tomato, Palak with Soya Nuggets / Chunks / Granules, Tinda, PaneerBhurji, Bhindi, Boiled vegetables etc (any one)</p> <p>Raita/Dahi-Bhalla/Bundi-Raita/Veg Raita/Or Any other raita Or Buttermilk / Masala Buttermilk as desired by the Institute</p> <p>Non Vegetarian (un-limited) Items as described in Lunch.</p> <p>Desert: Ice Cream Or Gulabjamun, Rasgulla, Jalebi, Custard, Fruit Cream, Moong-Ka-Halwa, Suji-Ka-Halwa, Gajar-Ka-Halwa, Rice Kheer, Sevayeen Kheer - (any one by rotation)</p>
Executive Lunch/Dinner	The items mentioned above in Lunch/Dinner plus one fried dry vegetable/non-vegetable subji, Sweet and Fruits.
Others	Salt, Pepper, Roasted Jeera and Black Pepper all the time on each table Tooth Pics to be available all the time on each table.
Additional Condition	Salad must contain any four of the following items, by rotation, an addition to Green Chilly, Green Coriander, Lemon – Cucumber, Onion, Tomato, Carrot, Beetroot, Capsicum, Radish.

1. Fruits/Milk etc should be served for officials on fasting along with fasting diet as required.
2. Participants requiring special Diet due to sickness some deviations would be required to be made to suit their requirements such as providing oat-meal, salad, sprouted methi, sprouted moong, sprouted gram, roasted gram, boiled vegetables or any other appropriate meal etc., on their prior request / advise.
3. The charges in respect of food served to guests staying in Guest Rooms, will be paid separately on the actual consumption basis as per the charges for Breakfast, Lunch, Dinner, etc., as defined in Part-2 of the Tender Document. If the guests are served fruits, cookies etc., in addition to normal food, these may be billed separately at cost; if however, fruits, milk, etc., are served in substitution of regular Breakfast / Lunch / Dinner, the charges for Breakfast / Lunch /Dinner will be paid.
4. On request by the participants/guests for milk in addition to the daily menu items,it shall be served against a payment of Rs. 15/- per glass of 250 ml milk (fat content 4.5%). The Contractor has to recover the amount from the participant/guest.
5. Lunch to be provided, to the regular Institute staff members, if required, in the dining hall.
6. The Contractor would provide daily forenoon, afternoon and evening tea with biscuits/light

snacks to the Institute staff and faculty at no additional cost. The Contractor shall also provide daily one set of lunch and dinner to one faculty or staff member free of cost as per the instruction of the Director.

7. Daily / Weekly menus will be prepared and submitted in advance for approval by the Institute. Various items of the menu will be changed frequently to provide variety and a uniform standard shall have to be maintained at all times.
8. The Caterer may be required to provide an additional dish in the breakfast as per the discretion of the 'Institute' for select duration and for identified specific programs for which the caterer shall be paid additional cost per participant. This amount shall be in addition to the price/cost quoted in the Price Bid.
9. The Contractor shall use seasonal and fresh vegetables of good quality. No frozen vegetables / mutton / poultry / fish should be used in preparation of meals / dishes.
10. The Food Committee/other Officials of the Institute will monitor the entire area of catering including cleanliness of the kitchen, dining hall, preparation of food, servicing quality and food quality etc and will give its advise / comments / suggestions through Authorized Officer, for any improvements required, to which Contractor shall be bound to comply with. The Director or any other officer of the Institute nominated by him shall be authorized to test the food / ingredients used by the Contractor in preparation of the food at any time on regular basis for which no charges shall be payable.
11. Good quality soap, detergent, steel wool / scrubber for cleaning of utensils shall be provided by the Contractor at his own cost.
12. Salt, Pepper, Roasted Jeera and Black Pepper should be placed on all tables in dining hall on each day in food grade containers. Adequate and quality supply of Saunf/ Mouth Fresheners / Paper Napkins to be ensured.
13. Items of food to be displayed at Menu Board to be written by canteen boy during breakfast, lunch and dinner time. Specified quality of soap, detergent, pesticides and other cleaning material should be used in the pantry and kitchen by the Contractor.
14. Contractor will use trash bags in the dustbins at his own cost.
15. Contractor has to deploy extra manpower during special / extra / additional programs / conference / meeting, or as and when required by the Institute.
16. Pest Control in Canteen Hall, Kitchen and Pantry to be done on weekly basis by the Contractor and report to be submitted to the Authorized Officer. The Contractor shall ensure to keep freshly laundered towels in the wash rooms area of the dining hall after every meal.
17. The contractors shall ensure to keep freshly laundered towels in the wash rooms area of the dining hall after every meal.

STATE BANK OF INDIA
STATE BANKINSTITUTE OF LEARNING & DEVELOPMENT
 Ramnagar, Kota Road, Raipur-

List of Preferred Brands of Items to be Used in Catering

Sr	ITEM	BRAND (Any of the following listed)
1	Milk	Sanchi, Amul, Mother Dairy with minimum 4.5% fat Content.
2	Bread	Modern / Britannia / Top n Town
3	Butter	Amul / Britannia / Sanchi
4	Jam	Kissan / Maggi / Tops
5	Ketchup	Kissan / Maggi / Tops
6	Chilli Sauce	Kissan / Maggi / Ching
7	Tea/Tea Bags	Brook Bond Red Label /TajMahal/Twinning's/Tetley/Tata Tea
8	Coffee	Nescafe/ Bru
9	Oil	Sunflower/Rice Bran/Mustard/Groundnut / Olive Oil / Canola of FSSAI Approved Brand.
10	Ghee	Amul/ Mother Dairy/ Britannia/Everyday/ Sanchi
11	Rice	1 year or more aged Basmati Rice of FSSAI Approved Brand.
12	Sugar	Good Quality Sulphur less Crystal Sugar / Sugar Cubes
13	Atta/Maida/Besan	Shakti Bhog/Ashirwad/Pilbury/Annapurna/ Double Trishul
14	Pulses	FSSAI Marked Branded
15	Spices	MDH/Captain Cook/Everest/Catch/Badshah / Pushp
16	Fruits/Vegetables	Seasonal Fresh Good Quality.
17	Salad	Seasonal Green Fresh Vegetable as detailed under Daily Menu – Annexure-IV.
18	Ice Cream / Frozen Dessert	Kwality Walls/Amul/Top n Town.
19	Corn Flakes	Kellogg's / Mohan Meakins
20	Papad	Lijjat/Shri 420 or as approved by the Institute.
21	Pickle	Mother's /Bedekar/Nilon's / Tops
22	Salt	Tata, Annapurna, Nature Fresh
23	Chicken / Mutton	From Legally Operated Licensed Slaughter Houses
24	Paneer	Natural and Fresh.
25	Soya	Soyabean Chunks / granules
26	Dairy Whitener	Amul / Mother Dairy / Everyday / Nestle

The brands mentioned herein are the First Mandatory Choice. If other Equivalent Brands are to be used only after specific approval by the Institute. Failure to take prior approval for use of any other brand not mentioned herein above may attract penalty as per the penalty clause in the offer Document.

Care to be taken that the goods purchased / stored should be used **before expiry period** subject to random inspection and to the satisfaction of the Institute or otherwise penalty will be levied as per penal clause in Part-V of the Tender Document.

STATE BANK OF INDIA
STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT
RAMNAGAR , RAIPUR

Minimum Manpower Requirement Expected for Catering Services -

Description of Manpower	Nature of work	Minimum Number proposed	Timing
Head Cook (Skilled)	To Cook and Supervise Preparation of all Dishes and Eatables.	1	
Cook (Semi-Skilled)	To Assist the Head Cook	1	
Helper (Un-skilled)	To Assist the Head Cook, Cook and Other Canteen Staff in Cooking and Other Matters.	2	
Waiters (Un-skilled)	To Provide Catering / Cleaning Services in Dinning Hall.	2	
Helper (Un-skilled)	Washing of Utensils	1	
Total		7	

NOTE:

Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by the Authorized Officer.

DRAFT ARTICLES OF AGREEMENT

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

This AGREEMENT is made at Raipur on this _____ day of _____
between SBI, having its Office at represented by its authorized officer
(hereinafter called "the Employer") on the one part and M/s

(proprietorship/partnership firm/Company), incorporated under the provisions of the Companies
Act and having its registered office
at

_____ (hereinafter called
"the Contractor") represented by Shri who is authorized to enter this
agreement by its Board of Directors on the other part.

AND WHEREAS the Employer has intention of engaging a contractor to provide Integrated
Facility Management Services
at

..... situated
at
.....

AND WHEREAS the Employer had called for Tenders from eligible contractors to provide
Integrated Facility Management Services at situated at
..... as indicated in the scope of work and other documents attached to the
Tender.

AND WHEREAS the Contractor and others submitted the Tenders and the Employer has awarded
the contract relating to provide Integrated Facility Management Services at
..... situated at, as stated in the scope of work
attached to the Tender Document to the Contractor.

AND WHEREAS both the parties to this agreement are desirous of recording the terms and
conditions upon which the said services are to be rendered by the Contractor.

A. NOW IT IS HEREBY AGREED AS FOLLOWS:

- a) This agreement will come into effect from _____ and will remain in force up to
_____ or unless it is terminated as per the terms hereinafter contained.
- b) In consideration of the Contract Amount (as per attached price schedule accepted and
approved by the SBIIMS) to be paid at the times and in the manner set forth in the said
Conditions, the Contractor shall upon and subject to the said Conditions execute and
complete the work shown upon and described in the said Specifications and the priced
Schedule of Quantities.
- c) The Employer shall pay to the Contractor the said Contract Amount, or such other sum
as shall become payable, at the times and in the manner specified in the said Conditions
as per accepted Tender, covering the cost of manpower, materials etc. for efficient
rendering of the maintenance services. Such sums/dues shall be payable on monthly
basis subject to submission of bill / invoice. The specified materials / fittings/ fixtures not
covered within the scope of work, shall be arranged by the contractor and actual cost
thereof shall be reimbursed by the Bank at prevailing market Rates or any approved
rates of the Bank subject to production of GST paid Invoice/Bills duly authenticated by

the Officer/Engineer-in-Charge of SBI. The contractor has to take necessary approval of rates, make and model of various maintenance material / items from the SBIIMs prior to its use in the work and Official payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the maintenance services have been provided satisfactorily, including use of material, if any, subject to statutory deductions.

- d) The above charges do not include Goods & Service Tax, but inclusive of all other taxes/duties/levies, whether existing or levied in future by the Central Government or the State Government or any local authority.
- e) The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.

B. SERVICES TO BE RENDERED BY THE CONTRACTOR:

The contractor shall:

- i. Ensure submission of police verification certificates for all the personnel deployed in the Bank's premises.
- ii. Ensure that he deploys trained and competent persons who are physically fit (i.e. between age 18 year to 50 years for workmen and up to age of 55 year for supervisor) and are not suffering from any chronic or contagious diseases for carrying out the works.
- iii. Be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him for the purpose of rendering the services required by the Bank / employer under the agreement.
- iv. The Contractor shall ensure timely payment of wages/salary to the persons employed by him directly in their Bank accounts or through account payee cheques and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Employer every month. Further, the Contractor shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws and the Contract Labour (Regulation and Abolition) Act, 1970, are complied with, by him.
- v. Ensure that all persons employed by him, for the purpose of rendering the services required by the Bank under this agreement, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be solely responsible for any injury or damages to any persons, animals or any other things.
- vi. Ensure that his employees, while in the premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank/ employer shall be the sole judge as to whether or not the contractor and/ or his employees have observed the same.
- vii. Personally, and exclusively supervise the work of his employees so as to ensure that the services rendered under this agreement are carried out to the satisfaction of the Bank.
- viii. Ensure that no employees of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless and absolutely necessary for fulfilling contractor's obligations.
- ix. Be liable for any damages/losses caused to the Bank by way of damages to the Bank's premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
- X. Supply and install biometric access attendance system in each colony/office and provide identity cards to his / her employees or agents who shall be doing the subject job at the Bank's premises at their own cost. All the employees and agents should bear the identity card at all times, while they are working in the Bank's premises.
- xi. The Contractor agrees and undertakes that they will make it clear to all persons employed/engaged by them to perform the obligations under this agreement that they are employees of the Contractor and that they shall have no claim against the Employer and the Employer shall not be liable to pay wages, salary or any other type of

compensation to execute the contract or provide any other statutory benefits under the Labour Law and/or any other legislation and the Contractor shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.

- xii. The Contractor shall obtain license, if any, required under the Maharashtra State Government Law or Central Government Law as applicable in case of the services covered under this contract.
- xiii. Wherever warranted, as per the Scope of work, the Contractor shall provide skilled workmen staff having appropriate and valid licenses.
- xiv. All staff deployed by the contractor in the Banks' premises shall be provided with uniform bearing Company's badge and safety shoes / footwear etc., once in a year.

C. TERMINATION OF AGREEMENT:

(a) Without prejudice to what is contained hereinabove, the SBIIMS shall, at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason(s) and without payment of any compensation, if:

- (i) In the opinion of the SBIIMS (which shall not be called in question by the contractor and shall be binding on the contractor), the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/ or
- (ii) The contractor commits a breach of any terms and conditions of this agreement and /or
- (iii) for any reason whatsoever, the contractor becomes dis entitled in law to perform his obligations under this agreement and/or
- (iv) There is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the bank to such variation.

(b) In the event of termination of this agreement for any reason whatsoever, the contractor/ or persons employed by him or his/ her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

D. STAMP DUTY:

The contractor shall bear all the expenses pertaining to execution of the agreement, including the stamp duty and the registration charges. The Original copy of the agreement shall be retained by the SBI on the original of this agreement, which shall be executed in duplicate, and the SBI shall retain the original and the contractor shall be provided with a Certified / Notarized copy for their record.

E. The contractor shall ensure payment of Statutory minimum wages to the workmen employed by him/ her/ them during currency of contract.

F. The contractor shall indemnify and keep indemnified the SBIIMS and SBI against all losses and claims, damages or compensation for breach of any provisions of this Agreement and of applicable law, including without limitation, the payment of wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/ statute in force in this regard. The contractor only shall be responsible for liabilities, if any, in this regard.

G. The several parts of this contract have been read by the contractor and fully understood by the contractor.

H. The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging the contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply

with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies, including termination of the contract.

I. The Contractor shall take all appropriate actions with respect to his employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

J. The Employer reserves the right, without prejudice to the terms and conditions of this agreement, to alter the specifications and nature of the work by adding to or omitting any item of work or portions of the work/s being carried out at any time during the currency of contract, by issuing a letter to this effect to the Contractor.

K. All payments by the Employer under this Contract will be made only at Raipur.

L. In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the Contractor shall, upon and subject to the said conditions execute and complete the work shown upon the said specifications and the schedule of quantities.

M. The employer shall pay the contractor the said contract amount or such other sum as shall become payable at the times and in the manner specified in the said conditions.

N. The said Conditions and Annexures thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained. The agreement and documents mentioned herein shall form the basis of this Contract.

O. The Contractor / Agency shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013".

IN WITNESS WHEREOF the Employer (through its duly authorized official) and the Contractor (with common seal to be affixed hereunto in case of Company) have set their respective hands to these presents and two duplicates hereof, the day and year first here inabove written.

P. The Contractor / Agency shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013".

IN WITNESS WHEREOF the Employer (through its duly authorized official) and the Contractor (with common seal to be affixed hereunto in case of Company) have set their respective hands to these presents and two duplicates hereof, the day and year first hereinabove written.

Signed and delivered by SBILD, raipur.
(Name and Designation)

In the presence of:

Witnesses:

1. _____
Address:

2. _____
Address:

SIGNED AND DELIVERED BY
The Contractor by the hand of
Shri _____

And duly constituted attorney.

Note: If the party is a Partnership firm or individual, should be signed by all or on behalf of all the partners:

(Name and Designation)

In the presence of:

Witnesses:

1. _____

Address:

2. _____

Address:

Witnesses:

THE COMMON SEAL OF _____

was hereunto affixed pursuant to the resolutions passed by its Board of
Directors at the meeting held on _____ in
the presence of

Witness (1)

Address:

(2)

Address:

Directors, who have signed these presents in token thereof in the presence of

(1)

(2)

Annexure-12**LETTER OF DECLARATION**

(To be submitted duly typed, signed with stamped by the Authorized Signatory on the Letter Head of the Bidder in Original along with Technical Bid document.)

The Vice President & Circle Head,
SBI Infra Management Solutions Pvt. Ltd,
CIRCLE OFFICE,
Mezzanine Floor,
SBI, LHO Building.
Bhopal

**PROVIDING TENDER FOR PROVIDING CATERING SERVICES AT STATE BANK
INSTITUTE OF LEARNING AND DEVELOPMENT CENTRE, RAMNAGAR, RAIPUR**

Dear Sir,

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

(a)	Description of works	Providing Catering Services at SBILD, Raipur
(b)	Earnest Money Deposit	Rs. 20,000/- (Rupees twenty thousand only)
(c)	Validity of Contract	For an initial period of one year from the date of commencement of work subject to renewal of two similar terms after expiry of initial period subjected to satisfactory performance.

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

3. I/we have deposited Demand Draft / Banker's Cheque for a sum of Rs 20,000/- (Rupees twenty thousand Only) as Earnest Money Deposit with SBI Infra Management Solutions Pvt. Ltd. Should I/We do fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be forfeited by me/us to SBI Infra Management Solutions Pvt. Ltd.

4. We understand that as per terms of this tender, the SBIIMS may consider accepting our tender in part or whole or may entrust the work of housekeeping for proposed building. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of Bank / SBIIMS deciding to drop any of the scope of work of this tender at any stage during the contract period. Further, we also undertake to execute the work entrusted to us on our approved rates and within the stipulated time limit without any extra claim for price escalation as provided for in clause 47 of Terms & Conditions of this tender.

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

6. We have read and understood the various provisions / instructions governing the catering services in general and the supply of menu items of food in particular and agree to supply the same at the rates stated in the Technical Bid. We also note that these rates for catering various food Items mentioned in the Price Bid shall remain constant for the initial contract period of one year and for the subsequent periods of renewal, if any, at the rates that may be decided mutually between the Bank and us, based on the rates approved by the Bank in other offices.

7. We, hereby, agree that the Quality and Quantity of the prescribed Menu items of food services at SBILD, Raipur shall be subject to the random/periodic inspections/verification by the SBI/SBIIMS officials. In case of any deviation, we, hereby, authorize SBI/SBIIMS to recover penalty ranging from 5% to 10% on the fortnightly bill amount payable by the Bank from our Bills/dues. We further undertake that in case, more than 5 such instances are recorded/reported during the contract period, the SBI/SBIIMS shall be free to debar us from participation in future tenders.

8. Further, we confirm that we are eligible to quote this tender. In case any information is found incorrect at any subsequent point of time, our tender may be annulled / rejected by SBIIMS, including taking any action against us as deemed fit.

We have read and understood all the **terms & conditions, schedule of requirement and scope of work of the tender and accept the same.**

Signature of the Tenderer With Seal

DRAFT FORMAT OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT
(Site specific format shall be approved by the SBI prior to its execution)

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

B.G. No. _____ Value Rs. _____
Date: _____

To

The
State Bank of India,
.....
.....

Dear Sir,

BANK GUARANTEE OF RS _____ TOWARDS SECURITY DEPOSIT FOR THE WORK OF
PROVIDING CATERING TENDER FOR PROVIDING CATERING SERVICES AT STATE BANK
INSTITUTE OF LEARNING AND DEVELOPMENT CENTRE, RAMNAGAR, RAIPUR

WHEREAS (Name and address of contractor/ vendor) (hereinafter called the Contractor) have entered into contract (for providing Integrated Facility Management Services for State Bank of India, situated at Bhopal) with SBI as mentioned vide SBIIMS letter no..... datedand the correspondence and tender relating thereto which is hereinafter referred to as "the said contract" the Contractor has now agreed to produce a Bank Guarantee amounting to 5% of the annual contract value less earnest money deposit of Rs.....(Rupees only), to SBI for performing their part of the contract obligations.

AND WHEREAS in terms of said contract, the contractor is required to furnish to SBI a Guarantee of a Scheduled Bank for a value of Rs..... to be valid upto (date).

AND WHEREAS (Name of Bank and its branch) having their office at (address) the Guarantor, at the request of the contractor hereby furnishes a Performance Bank guarantee in favour of SBI and Guarantees in the manner hereinafter appearing. In consideration of the premise, we (name of Bank and its branch) having our office at (address) here after called the "Guarantor" (which expression shall include it successors and assigns) hereby expressly, irrevocably &unreservedly undertaken and guarantee under that if the Contractor fails to execute the work according to his obligations under the said contract, then notwithstanding any dispute between SBI and the contractor, the Guarantor shall, on demand without demur and without reference to the contractor pay to SBI immediately any sum claimed by SBI under the said contract up to a maximum amount of Rs._____ (Rupees only).

In case the amount demanded by SBI is not paid within 48 hours of receipt of demand, the Guarantor agrees to pay the aforesaid amount of Rs...../- (Rupees

.....only).

Such payment shall be notwithstanding any right the contractor may have directly against SBI or any disputes raised by the Contractor with SBI or any suits or proceedings pending in any competent court or before any arbitrator. SBI's written demand shall be conclusive evidence to the Guarantor that such payment is payable under the terms of the Contract and shall be binding in all respect on the guarantor.

The Guarantor shall not be discharged or released from the undertaking and Guarantee, by any arrangement, variations made between SBI and the Contractor and or indulgence shown to the contractor by SBI, with or without the consent and knowledge of the guarantor or by alterations in the obligations of the contractor by any forbearance, whether as to payment, time performance or otherwise.

This guarantee shall remain valid until or as may be caused to be extended by the contractor or until discharged by SBI in writing whichever is earlier.

This guarantee shall be a continuing guarantee and shall not be revocable during its currency except with the previous written consent of SBI

This guarantee shall not be affected by any change in the constitution of the contractor, by absorption with any other body or corporation or dissolution or otherwise and this guarantee will be available to or enforceable against such body or corporation.

In order to give effect to this guarantee SBI will be entitled to act as if the Guarantor were the Principal debtor and the Guarantor hereby waives all and any of its rights or surety ship.

This guarantee shall continue to be in force notwithstanding the discharge of the contractor by operation of law and shall cease only on payment of the full amount by the Guarantor to SBI of the amount hereby secured.

This guarantee shall be in addition to and not in substitution for any other guarantee or security for the contractor given or to be given to SBI in respect of the said contract.

Any notice by way of request and demand or otherwise here under may be sent by post or any other mode or communication to the guarantor addressed as aforesaid and if sent by post it shall be deemed to have been given at the time when it would be delivered in due course of post and in providing such notice when given by post it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of SBI that the envelope was so posted shall be conclusive.

These presents shall be governed by and constructed in accordance with Indian Law.

Notwithstanding anything contained hereinbefore the liability of the guarantor under this guarantee is restricted to a sum of Rs. _____.

This guarantee will remain valid upto _____ unless a demand or claim under this guarantee is made in writing against us within three months from that date, i.e. on or before -----

---, the guarantor shall be discharged from all liability under the guarantee thereafter.

We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our bank and the undersigned has been duly authorized by the bank (bank issuing the Bank Guarantee) to execute this Guarantee Deed.

Dated the

SIGNED AND DELIVERED For & on behalf of (the above named bank)

For & on behalf of (Bankers Name & Seal)

(Signature/s with designation/s of signatories)
(Banker's seal)

DRAFT INDEMNITY BOND FORMAT
(Site specific format shall be approved by the SBI prior to its execution)

THIS DEED OF INDEMNITY BOND executed at Bhopal on this day _____ day of _____
month of year two thousand and nineteen by M/s _____ duly
represented by the proprietor / one of its partner Shri _____ aged
_____ years, son of Shri _____ residing at
_____ (hereinafter

referred to as "the Contractor")

In favour of

SBI Infra Management Solutions Pvt. Ltd, a wholly owned subsidiary of State Bank of India, its Circle Office Bhopal.

Whereas SBIIMS on behalf of State Bank of India has invited open bid tenders from the contractors for providing Integrated Facility Management Services at
situated at

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

And whereas as per tender documents, the Contractor has to enter into a Contract Agreement with SBI Infra Management Solutions Pvt. Ltd and execute an Indemnity Bond before starting the work. The Contractor has entered into Contract Agreement with SBI Infra Management Solutions Pvt. Ltd. on _____ (hereinafter referred to as "the Contract").

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

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

Signature of Contractor with seal