



State Bank of India

Regional Business Office-III

2ndFloor,SBI Building, Sherawala Gate, Patiala

INVITES COMPOSITE TENDERS

FOR

HOUSE KEEPING ANDMAINTENANCEWORK OF

Branches (Cluster1) under RegionalBusinessOffice-03, Patiala

TENDER DOCUMENTS

Name of tenderer:.....

Address:.....

GST No.....

Date of issue of tender: **07.08.2021**

State Bank Of India,Regional Business Office-3,Patiala
NOTICE INVITING TENDER

State Bank of India (SBI) Invites Sealed Tenders from The Empaneled Contractors of SBI for the Branches under RBO-03,Patiala (Cluster-1)

Details of tenders are as under :-

1	Name of work	HOUSE KEEPING AND MAINTENANCE OF STATE BANK OF INDIA Branches under RBO-3 , Patiala (Cluster-1)
2.	Time allowed for completion	12 months from the date of commencement.
3	Earnest Money Deposit	30,000/- (Thirty Thousand Only) by crossed Bank draft/ Banker's cheque drawn in favour of State Bank of India payable at Patiala.
4.	Security Deposit	3 % of the accepted value of the contract including earnest money.
6	Last date and time of submission of tender	OFFLINE 24/08/2021 upto 3:00PM
7.	Address at which the tenders are to be submitted	Off line tenders along with EMDs are to be submitted at : RBO-03, 2 nd Floor, SBI Building, Sherawala Gate, Patiala-147001.
8.	Date and time of opening of tender	OFFLINE 25/08/2021 at 3 :30PM
9.	Place of opening tenders	SBI, Regional Business Office-03, 2 nd Floor, SBI Building, Sherawala Gate, Patiala-147001
10.	Defects Liability Period	NA
11.	Validity of offer	90 days on the date of opening of tenders.
12.	Liquidated Damages	As per tender document
13.	Value of Interim certificate	Once in a month

For and behalf of State Bank of India

MODE OF SUBMISSION OF TENDER: OFFLINE TENDER

The tender shall be submitted OFFLINE in cover system in accordance with the procedure detailed herein below. Specified documents shall be sealed in envelopes of appropriate size each of which shall be sealed.

a)	1)	First Envelope marked cover-1 shall contain covering letter, clarification (if any), technical and commercial terms, duly signed and requisite EMD, is to be deposited at SBI, Regional Business Office-03, 2 nd Floor, SBI Building, Sherawala Gate, Patiala-147001, latest by 24/08/2021 upto 3:00PM.
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Opening of Tender:

1)	OFFLINE
2)	Cover 1 containing the Earnest Money Deposit, covering letter, terms and conditions, if any, will be opened first.
3)	After opening of cover 1 and after evaluating the clarifications/conditions, if any, stipulated by the contractors, i.e. if the vendor are qualified, cover 2 containing priced BOQ will be opened OFFLINE of those qualified vendors

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

State Bank of India has the right to accept / reject any or all tenders without assigning any reasons.

Yours faithfully,

_____S/d_____

Regional Manager, State Bank of India, RBO-3, Patiala

Signature of the Tenderer

LIST OF BRANCHES OF RBO-1, PATIALA

SR. NO	BR CODE	BRANCH NAME	AREA	CLUSTER	LINKED ATM
1	1637	MAIN PATIALA	PATIALA	1	Onsite
2	7273	MODEL TOWN PATIALA	PATIALA	1	Onsite
3	8303	NOC, PATIALA	PATIALA	1	Onsite
4	11586	TRIPURI	PATIALA	1	Onsite
5	15031	HNI, LEELA BHAWAN	PATIALA	1	Onsite Offsite (Mohan Continental)
6	16901	SIRHIND ROAD PTA	PATIALA	1	Onsite
7	17886	GURBAX COLONY PTA	PATIALA	1	Offsite (Near Easyday)
8	50007	CHOWK FORT ,PTA	PATIALA	1	Onsite
9	50008	INDUSTRIAL ESTATE, PATIALA	PATIALA	1	Onsite
10	50011	DHARAMPURA BAZAR,PTA	PATIALA	1	Onsite
11	50138	TRIPURI SAIDAN,PTA	PATIALA	1	Onsite
12	50198	NIS,PATIALA	PATIALA	1	Onsite
13	50238	PATIALA; MODEL TOWN	PATIALA	1	Onsite
14	50311	GDNS PATIALA	PATIALA	1	Onsite
					Total Location: 14

MODE OF SUBMISSION OF TENDER: OFFLINE TENDER

The tender shall be submitted OFFLINE in two bid system i.e. Technical bid and Price bid in accordance with the procedure detailed herein below.

Opening of Tender:

a)	1)	First bid i.e. Technical Bid shall contain covering letter, clarification (if any), technical and commercial terms to be submitted offline.
	2)	Second bid i.e. price bid shall contain Bill of Quantities duly filled and shall be opened as per given schedule in NIT.

Opening of Tender:

1)	OFFLINE
2)	Earnest Money Deposit and tender fee will be deposited as per given schedule in NIT
3)	After opening of offline technical bid and after evaluating the clarifications / conditions, if any, stipulated by the contractors, i.e. if the vendor are qualified, price bid will be opened OFFLINE of those qualified vendors

IMPORTANT NOTE:-

- * **Contractor shall submit offline bid with signed copy of all the pages of technical bid.**
- * **Contractors are advised to submit offline tender.**
- * **If more than one Vendor will quote the same L-1 amount. The work will be awarded through draw, Single draw per Cluster.**

ANY FIRM QUOTING LESS THAN MINIMUM WAGES WILL NOT BE CONSIDERED AND WILL BE DISQUALIFIED FROM TENDER.

State Bank of India have the right to accept / reject any or all tenders without assigning any reasons.

Signature of the Tenderer

Yours faithfully,

Regional Manager
SBI,RBO-3,SBI Building,
Sherawala Gate, Patiala

NOTICE FOR INVITATION OF TENDERS FOR

HOUSE KEEPING AND MAINTENANCE OF BRANCHES OF STATE BANK OF INDIA BRANCHES UNDER RBO-03, PATIALA

The specification of the work for which the Tenders are invited is as per Schedule II (Price proposal).

2. Offline Tender documents duly completed in all respects shall be submitted to State Bank Of India, RBO-03, 2nd Floor, SBI Building, Sherawala Gate, Patiala on or before **24/08/2021 up to 3:00 P.M.**

No consideration will be given to a Tender received after the date and time specified above and such Tenders are deemed to be rejected.

* The Tender Documents are not transferable.

* Incomplete Tenders and not conforming to the requirements of the invitation for tenders are liable to be rejected. Tenders submitted by a firm shall be signed separately by each member thereof and in the absence of any partner, shall be signed by the Power of Attorney holder. Tender by a company shall be executed by person/s duly authorized under the resolution of the Board of Directors of the Company.

3. The EMD and a copy of the receipt of tender fees of the required amount as mentioned above are to be submitted in envelope and duly super scribed as Tender for **HOUSE KEEPING AND MAINTENANCE OF BRANCHES UNDER RBO-3, PATIALA (CLUSTER 1)**
4. Earnest money deposited will be refunded to all except the successful bidder
5. Technical bid will be opened offline on **25/08/2021 at 3.30 P.M.** as notified by the Competent Authority.
6. The price bid of those qualified bidders whose successfully submitted EMD, Tender fees & Technical bid is found in order will be opened offline by the Competent Authority on the same day or later date at the time as advised by the Bank. The authorized representatives should bring necessary authority letter under an official letter head of the bidders conferring full and comprehensive authority to deal with all matters relating to the tenders.
7. The tenders should also submit the **Earnest Money Deposit of Rs 30,000/- in the form of pay demand draft/Banker Cheque from any scheduled bank in favor of SBI and payable at Patiala.** The tenders without EMD will be rejected.
8. The contract for services would be for a period of **Twelve months from the date of acceptance** subject to renewal for a further period of one year on the same terms and conditions at the sole discretion of the Bank and upon renewal of License by the Contractor on or before expiry of the License granted by the Appropriate Authority under the Contract Labour (Regulation & Abolition) Act, 1970. **However, the contract will not be renewed beyond 1 year.**
9. The Courts in Patiala city alone shall have the jurisdiction in respect of any or all matters relating to or connected with the Tender.
10. The Bank does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason.
11. Final award of the contract for Housekeeping and maintenance services will be subject to the approval of the Competent Authority in the Bank.
12. The specification, duration of the work and the Terms & Conditions under which the contract is required to be performed and also the rights and obligations of the person/s whose tender is accepted shall be under an Agreement to be executed in the form, enclosed and the person submitting the Tender shall have read the same and is always deemed to have read and understood the same before submitting his tender.

SCHEDULE-II

Terms & Conditions

HOUSE KEEPING AND MAINTENANCE OF BRANCHES UNDER RBO-3, 2ND FLOOR, SBI BUILDING, SHERAWALA GATE, PATIALA

The selected contractor will have to do the work related to the upkeep and maintenance of the said Buildings for services of sweeping, mopping, dusting, cleaning and other maintenance services described in the price bid and in detailed terms & conditions, which are specifically mentioned hereinafter and more particularly stated in the annexure hereto.

The Contractor will have to do the aforesaid work services at the total consideration as quoted in tender per annum payable in monthly equal installments on completion of work every month and on production of monthly bills.

1. **The site of work:** HOUSE KEEPING AND MAINTENANCE OF BRANCHES (CLUSTER-1) OF STATE BANK OF INDIA, UNDER RBO-3, PATIALA
2. **Contract period:** The contract shall be for a **period of one-year** w.e.f. the date of award of work. The bank shall have full discretion to terminate the contract at any time subject to notice of one month. Besides, if the job entrusted under the contract is declared illegal or prohibited at a later date by operation of law and in that situation the contract will come to an end forthwith. In no circumstances, compensation shall be payable by the Bank to the Contractor, and the contract labourers employed by the Contractor shall not have any right to get employed or absorbed in the Bank.
3. **The area of Services:** Entire complex, all the floors, ceiling roofs, removal of garbage, disposal of garbage and walls of the above mentioned buildings including the open premises of parking, gardens, basements including compound walls, terraces, drainage of clogged drains/sewer lines, stairs cases, lifts, on site or off site ATM/ E-LOBBY of the branch.
4. **Nature of Services:** The Contractor shall arrange for performance upkeep including sweeping, washing, cleaning, dusting, mopping etc. of furniture and fixture, windows, windows glasses, doors, carpets, windscreens, polishing of metal surfaces including removing and disposal of garbage. The contractor shall ensure that even those areas of premises shall be well maintained and cleaned, which are not in the immediate use and/or is vacant. The contractor shall ensure cleaning of toilets and streetlight etc.

The Contractor shall arrange for upkeep of entire buildings and residences including furniture and fixtures, air conditioners at the frequency/interval as are specified in the Annexure-1 to these terms & conditions.

The Contractor shall ensure a very high standard of housekeeping, cleanliness and maintenance of the entire buildings/premises at all times with due regard to hygiene. Disposal of all garbage/wastes shall be the responsibility of the Contractor to arrange.

The Contractor shall ensure top class upkeep and maintenance, services of aforesaid buildings and the premises by employing sufficient number of skilled/unskilled contract labourers. The hours of work of each contract labourer shall be fixed by the contractor at its sole discretion. The said work shall include maintenance, externally and internally of the Building from basement to all floors including roof, parking spaces, terraces and all around the premises including roads drainage and gardens and lawn area.

The contractor will be responsible to attend to the complaints/ requirements within the purview of the

contract and such complaints and requirements will be attended to by the contractor immediately.

The Contractor shall arrange cleaning of toilets including W.C. urinals, washbasins with first grade phenyl and detergents on ongoing basis and costs for such cleansing materials shall be borne by the contractor.

The Contractor shall also arrange polishing of planters, gamlas, shining of brass plates and other name plates.

The Contractor shall arrange for pest control of flies, mosquitoes including spraying with Finit/Baygon spray in the entire complex building, etc. to be carried out at regular intervals **at monthly intervals** and costs shall be borne by the contractor.

5. The Contractor shall engage trained contract labour for housekeeping, maintenance and specialized works. The Contractor shall ensure that its contract labourers, observe cleanliness and wear neat and clean uniforms with plastic name badges for identification of them and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The contractor shall have full control over its contract labourers engaged by it. The contractor shall give necessary guidance and instructions to its contract labourer to carry out the jobs assigned to them by the Contractor. The contractor shall also be responsible for payment of their wages and/or other dues to its contract labour including compliance of hours of work and condition of employment in consonance of its applicable laws and rules. All liabilities arising out of violation of local laws and/or Central laws shall be the contractor's responsibility. The contractor on request of the **Chief Manager** will immediately remove from the work any contract labour who may in the opinion of the Bank found to be unsuitable in the interest of the Bank or who may misconduct himself and such personnel shall not be again engaged or allowed to work in the campus/premises.
6. The Contractor shall be responsible to register himself and obtain a valid license under the contract labour (Regulation and Abolition) Act 1970 and rules there under and the contractor must comply with and carry out all the provisions and obligations under the said Act and Rules there under, including renewal of license and furnish all information to the Bank as may be required by Act/Rules and the Contractor shall indemnify the Bank against the penalties/claims or for any default on their part.
7. It will be Contractor's responsibility to ensure that each obligation under this contract is duly performed and observed. The Contractor shall also designate one supervisor or such number of supervisors as required for proper supervision of the services to be rendered by the contractor and/or through its contract labour.
8. The Contractor shall carry out improvements as may be needed for ensuring satisfactory service and shall take due notice of complaints made by the employees or the Chief Manager. The Contractor shall submit the complaint register to the Chief Manager on first working day of every week for further putting up to the competent authority.
9. The contractor shall be responsible for any loss due to theft/pilferage/ damage to the Bank's property under the contractor's area of service of the fittings, fixtures, furniture or other equipments entrusted in his charge or any property belonging to the Bank's staff/guest/customers when such a loss/damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on Contractor's part or that of his supervisor or any of contractor's labourers and the contractor shall be liable to pay to the Bank such amount in respect of such damages/losses as may be assessed by the **Chief Manager** (Any other officer authorized in this regard. Further the contractor shall be personally responsible for good conduct and satisfactory antecedent of the contract labour employed by contractor.

10. **The contractor shall comply with prohibition of employment as manual scavengers and their Rehabilitation Act 2013.**
11. The Bank will not be responsible financially or otherwise for any injury/death caused to any staff of contractor while executing the work under the agreement.
12. The Contractor shall not permit any of his employees to use any area of the premises/building for residential/any other purposes.
13. All material and equipments required for day to day housekeeping will be provided by the Contractor in sufficient quantity and these shall be of best quality as approved by the Bank. All expenses for cleansing materials shall be borne by the contractor.
14. The Contractor shall be liable to comply with all applicable laws, rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations which are in vogue or will become applicable in future.

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

The Contractor shall fully comply with all the applicable laws, rules and regulations relating to contract labour (Regulation of abolition) Act 1970 and contract labour (R&A) central rule 1971 P.F. Act including the payment of P.F. contribution, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, Contract Labour (R&A) Act, Essential Commodities Act, Migrant Labour Act and/or such other Act or laws or regulations passed by the Central, State, Municipal and Local Government agency or authority including TDS as per I.T. Act, applicable from time to time. The contractor shall deposit a certificate every month along with the bill having paid all wages, ESI and EPF contribution in the department.

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

The Contractor shall bind himself/executor or administrator and shall indemnify and hold harmless the Bank in respect of this contract, including all claims, damages proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of the contractor in respect of violation of any of the provisions of Laws/Acts/Rules or regulations having the force of law or any award or decision by any competent tribunal, court or authority in respect of the workmen or any one, employed/engaged by the contractor in connection with this contract. Such indemnity bond has to be furnished/executed on a non-judicial stamp paper worth the applicable stamp duty affixed thereon. The cost of such stamp paper, demi paper etc. shall be borne by the Contractor.

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

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

The contractor shall provide weekly off/holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services to bank on all days.

15. The contract shall be terminated by efflux of time limited under this or earlier by one month notice by the Bank.
16. In case the Contractor fails to fulfill his obligations for any day or any number of days, to the satisfaction of the Bank, for any reasons whatsoever, he shall pay by way of liquidated damages up to a sum of Rs.1000/- per day for the entire number of such days and the Bank shall without prejudice to their other rights and remedies, shall be entitled to deduct, such damages from the money, if any, payable to the contractor besides its right to recover otherwise.
17. All questions relating to the performance of the obligations under this contract and all the disputes and differences, which may arise either during or after the contract period or other matter arising out of or relating to this contract or payment to be made in pursuance thereof, shall be referred to the **Regional Manager,RBO-3, 2ndFloor, SBI Building, Sherawala Gate, Patiala, State Bank of India** whose decision shall be final, conclusive and binding on the parties to this agreement.
18. The contractor shall have to execute an agreement as per the enclosed format within seven days from the date he has been advised to do so, failing which his tender will be rejected and EMD will be forfeited. The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. of this agreement. All the terms & conditions will also form a part of the agreement.
19. **The Contractor shall have to deposit 3 % of the accepted value of the contract including earnest money as Security Deposit at the time of execution of agreement. The Security Deposit will be refunded on termination of the contract after adjusting the dues payable by the Contractor to the Bank without any interest.**
20. The Contractor's rate shall remain firm throughout the contract period.
21. The Contractor shall be paid at monthly intervals upon presenting his bill(s) for the previous months of contract work.
22. The tender will remain open for acceptance for 90 days from the date of opening of this tender.
23. All type of taxes applicable now or made applicable in future for the materials, equipments will have to be borne by the contractor and bank shall not make any extra payment. **However, the GST will be paid extra.**
24. The contractor will take out adequate Insurance Cover at his cost.
25. The firm should submit the bill at the end of month and payment will be released within 7 days from the receipt of the bill.
26. Any damage to the property by natural calamities will be borne by the Bank.
27. During lock-outs and strikes, the contractor will have to carry out the activity as usual and if for any reason it is not possible to carry out the job due to the reasons attributable to the Bank, the Bank will not deduct any payment.
28. The successful contractor should have valid Class A electrical license from Electrical Inspectorate Office in his name or in the name of his partner/Associates. In case of Associates, the valid agreement must produce to the Bank within three days from date of letter issued by the Bank. In case of failure of the contractor to do so, the tender shall be cancelled and EMD submitted along with tender by the contractor shall be forfeited. The replacement of any parts of the transformer and H.T/L.T. panel shall be borne by the Bank. However, the repair, maintenance and operations will be borne by the contractor.

The tenderer, whose tender is accepted, shall provide to the Bank a list of works which are required to be replaced/carried out within first week from the allotment of work or taking over whichever is later.

29. The contractor should periodically submit a certificate to the principal employer stating that he is fulfilling all his obligations towards his staff/employees in terms of their welfare and providing good working environment.
30. The benefits like contribution to provident fund, medical facility, safety equipments, uniforms, gratuity should be compulsorily provided by the contractor to the contractual workers.
31. The payment of wages to the SafaiKaramcharis should be strictly made by Cheques/ECS only.
32. The representative of SafaiKaramcharis should also be made a party in the contract/agreement to be executed by Principal Employer and Contractor so that they are also aware of the contents of the agreement.
33. The firm will provide minimum one person for housekeeping at each branch respectively throughout the day on all working days of and ensure to submit relevant documentary evidence monthly to Branch Manager of payment of minimum wages as per Central Govt rules and ensure monthly deposit of staff **ESI & PF" ANY FIRM QUOTING LESS THAN MINIMUM WAGES WILL NOT BE CONSIDERED AND WILL BE DISQUALIFIED FROM TENDER.**

HEALTH & MEDICAL FACILITIES:

1. SafaiKaramcharis engaged for cleaning the sewer system/manhole should be provided with gloves, face masks and other advanced equipments.
2. Free Health Checkups for SafaiKaramcharis may be organised on periodical intervals by the contractor.
3. ESI facility/Free Health Insurance Cover should be provided to all the Safai Karamcharis employed.

SIGNATURE OF CONTRACTOR

Periodicity of House Keeping Services:

(a)	Sweeping & mopping all areas of the branch /ATM /E-LOBBY at all floors	Once a day
	Lobbies & corridors	Sweeping & mopping twice a day
	Staircase	Mopping once a day
	Open terraces, roof , road/basement	Sweeping once a week Sweeping once a day
(b)	Dusting of furniture/wall paneling	Once a day
(c)	Vacuum cleaning of carpets/curtains/ Venetian blinds/sofa	Once a week

	sets/chair cushions/seats etc.	
(d)	Cleaning of toilets	Twice a day
(e)	Cleaning of buckets/mugs with vim/detergent	Once a week
(f)	Cleaning of toilet walls skirting/tiles of walls	Once a week
(g)	Cleaning of window panes/doors panes/ wall paneling	Minimum once a week and as &when required
(h)	Cleaning of fans/switch boards/wall/tube lights/wall hanging	Once a month
(i)	Cleaning of planters	Once in a day
(j)	Cleaning of inside sewerage	Once in a day
(k)	Cleaning of dustbin and disposal of garbage	Once a day
(l)	Pest control and anti termite treatment	Once in a quarter and on advise of the occupants
(m)	Supply of water and management of the pump and water tanks etc.	Daily
(n)	Cleaning of the underground and overhead tanks	Twice a month
(o)	Servicing and maintenance of all type air conditioners (WALL, SPLIT, CASSETE, DUCTABLE, TOWER)	Once in a quarter and on advise of the occupants

NOTE

The staff should wear immaculate dress with company's logo and photo-identity card.

The contractor to provide quality naphthalene balls, Odonil, phenyl, All-out, toilet soap and vim/detergents. The quality and quantity shall be approved/ determined by the bank.

In case it is observed that the cleaning material used is of inferior quality or insufficient quantity is used, the bank will reserve the right to purchase the same itself and deduct the cost thereof from the monthly bill payable to the contractor.

The contractors have to maintain all registers and records/log books for conformity in regard to periodicity of each activity of work and shall produce the same with their bills in the first week of every month or as and when required for verification at the RBO-3, PATIALA.

SIGNATURE OF CONTRACTOR

ANNUAL MAINTENANCE CONTRACT

LANDSCAPING & HORTICULTURE SERVICES:-

MAINTENANCE OF LAWNS, TREES, SHRUBS, POTSETC.

The contractor will provide/maintain/rotate plants at each floor/open areas in and around the building (including area outside the boundary wall on the front, back all the four sides). He will also maintain lawns, trees shrubs etc.

He will provide/place/replace additional plants in various rooms/halls/lawns etc.

He will establish and maintain a green house in the back yard of the building for proper rotation maintaining and developing of new foliage plants. The required number of plants will be provided by the Bank in the initial stage and the contractor will replace the old/dry plants with new plants at his cost as and when the need arises including and around the boundary, thus maintains the same strength of plants at all times.

He will regularly treat/spray the plants, trees, shrubs etc. with pesticides/other chemicals.

He will regularly undertake trimming/pruning of plants, trees, shrubs and cutting of grass in lawns.

He will undertake painting of flowerpots at monthly intervals or as and when required, however material will be supplied by the bank.

All inputs like Farm Yard Manure, sweet earth; insecticides/pesticides etc. will be supplied by the bank.

He will provide regular consultancy services to the department for the said contract.

The firm will be responsible for the good conduct and the safety of their workers engaged for the operation/maintenance and bank shall not be liable for any claim an account of any mishap.

The scope of work will be the entire existing installations and any installations that come up in future.

SIGNATURE OF CONTRACTOR

**ANNUAL MAINTENANCE CONTRACT FOR SERVICING CLEANING,
PERFUMING AND ALLIED SERVICES OF LANDLINE / MOBILE TELEPHONES,
INTERCOMS AND EXCHANGE CONNECTION**

The firm will have:-

To ensure that all the landline telephones/intercom/mini exchange lines are in working condition at Branches.

To check all the telephone/ISDN lines during morning hours and attend to the faults reported immediately in the building.

To clean & perfume all the operates in the building, at least once in a week.

To attend the requests for shifting from one residence. to another, extensions/parallel extensions of existing lines, within the same premises.

2. During the period of contract sufficient employees of the contractor will be made available to our office on all working days to attend day to day faults during working hours.
3. Firm's persons will at all times comply with all security norms, which will be imposed from time to time by the Bank.
4. The firm will be responsible for safety of their workers engaged for the operation/maintenance and bank shall not liable for any claim on account of any mishap.
5. The firm will maintain liaison with the telephone /Mobile authorities and will get the work relating to new connection/disconnection of telephone provision and withdrawal of STD/ISD facilities. Shifting of telephone from one office to another or one residence to another, to collect details of telephone bills /Mobile phone bills and all other work related to telephone from the concerned agencies.
6. The firm will also maintain close liaison with mobile phone services providers and get all the work relating to mobile phones done.
7. The scope of work will be the entire existing installations and any installations that come up in future.

SIGNATURE OF CONTRACTOR

SAFETY CODE FOR HOUSEKEEPING AND MAINTENANCE WORKS

The safety code has to be observed by the contractor as under:

1. There shall be maintained in a readily accessible place first aid appliances including adequate supply of sterilized dressings and cotton wool.
2. The injured person shall be taken to a public hospital without loss of time. In case where the injury necessitates hospitalizations etc. at his cost.
3. Suitable and strong safety harnesses should be provided for workmen for all works that cannot be safely done from ground.
4. No portable single ladder be used over 3 metres in length. The width between the side rails shall not be less than 30cm. (clear) and the distance between two adjacent rungs shall not be more than 30 cm. when a ladder is used, an extra Mazdoor shall be engaged for holding the ladder.
5. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fences or railing minimum height of which shall be one meter.
6. No floor roof or other parts of the structure shall be loaded with rubbish or materials.
7. Suitable face masks should be supplied for use by the workers, when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
8. Ropes used in hoisting or lowering material or as a means of suspension should be of durable quality adequate strength and free from defects.
9. The contractor will ensure that all types of safety measures as advised by Government are taken care of during the performance of work.

SIGNATURE OF CONTRACTOR

PENALTY:

1. The contractor has to attend the complaint within 24 hours. In case of failure on part of contractor, the bank is at liberty to impose penalty @ Rs.1000/- per day on account of delay in attending the complaint/rectifying the defects and deduct the same either from the bills submitted by the contractor or at its discretion from the Security deposit for any damage caused to bank's property by the contractor or for unsatisfactory work.
2. The contractor shall while maintaining or repairing the plumbing/ carpentry/ minor masonry and development works at the aforesaid area only shall use the aforesaid area for the aforesaid maintenance and repair purposes, and not to any other purpose and any violation or breach of this condition shall make the contractor liable for all the losses and of damages suffered or may be suffered by the bank in addition to pecuniary liability for all the consequences, besides forfeiture of the security deposit.
3. The contractor shall keep all the walls floors and structures of the various buildings in the aforesaid areas and water drainage mains and pipes and sanitary apparatus of whatsoever nature in good, and proper working order and condition while carrying out the maintenance and repairs operations of the aforesaid work and shall not cause any damage or destruction to the aforesaid fixtures and fittings and material and contractor shall undertake to indemnify and keep the bank indemnified from all monetary losses, legal actions proceedings against the bank and pay all the costs charges of expenses and whatsoever nature immediately on demand by the bank.
4. The contractor specifically agree for the safe custody and storage of the various materials supplied to him by the bank and shall indemnify the bank for all the losses in the event of any theft, robbery, dacoity, fire or civic circumstances and will not allow any free access to any person who is not acceptable to the bank.

SIGNATURE OF CONTRACTOR

SPECIAL CONDITIONS

1. The staff shall be for round the clock operation.
2. Contractor's man will inform to the Branch Manager concerned in advance, any problem he may face, in smooth operation of pump and electrical system.
3. Contractor will have the following instruments with them:-
 1. Techno meter – one no.
 2. Tong tester – one no.
 3. Megger – one no.
 4. Multimeter – one no.
 5. Tool Kit – twos ets
 6. Testers and test lamps – with each manpower

And other tools and instruments required in case of emergency will be arranged by contractor at his cost. However, the dehydration plant required for Transformer oil etc. will be arranged by the contractor. Hiring charges for which shall be paid by the Bank.

4. The work includes weekly maintenance like cleaning of panel tightening of nuts and bolts, greasing of the grease points and cleaning of the H.T. Room, Substation and Transformer Room etc. D.G set be kept well maintained.
5. The contractor will depute one skilled service engineer at the time of major overhaul, maintenance work or in case of major breakdown rectified. No extra charges shall be paid for the same by the Bank.
6. The contractor will have to maintain log book for each parameter of substation and D.G. set.
7. All work will be done as per Indian Electricity rules.

SIGNATURE OF CONTRACTOR

AGREEMENT

AGREEMENT CONTRACT FOR HOUSE KEEPING AND MAINTENANCE OF BRANCHES UNDER RBO-03, PATIALA

This agreement made at _____ on _____ between State Bank of India, a body corporate constituted under the State Bank of India Act, 1955, having its Central Office Madam Cama Road, Mumbai-400021 and oneofits **RBO-3, 2ndFloor, SBI Building, Sherawala Gate, Patiala** hereinafter referred to as "the Bank" which expression shall include wherever the context so permits its successors and assigns of THE ONE PART.

AND

..... referred to as "The Contractor" which expression shall include wherever the context so permits its/his successors and assigns) of OTHER PART.

Whereas the bank has invited offers for rendering Housekeeping/Maintenance services (services) at SBI branches (Cluster1) under **RBO-3, 2ndFloor, SBI Building, Sherawala Gate, Patiala** more fully described in the Schedule I and for that purpose the bank advertised in the Newspaper inviting of interest from eligible contractors and finally after due process selected the Contractor for the upkeep and maintenance of the aforesaid colonies and residences. The contractor was advised by way of letter of intent/acceptance vide letter no.....datedstating therein the references of documents which are to be made part of the contract.

And Whereas the Contractor offered its/his services for a consideration more fully described in Annexures.

And Whereas pursuant to the acceptance of the offer, the parties hereto are desirous of entering into an agreement being these presents on the various terms and conditions hereinafter appearing.

Now in consideration of the premises, it is hereby agreed by and between the parties thereto as follows:

1. The Contractor shall arrange for the services at the Establishment. He shall adhere to the Schedule as to the time and work to be performed as mentioned in the Schedule II more specifically described hereunder.
2. The Charges for rendering the services payable by the Bank to the Contractor shall be Rs.....per annum +GST payable in monthly equal installments of Rs.-----+ GST on completion of work every month and production of monthly bills and on terms and conditions herein after inclusive of all taxes. The details of which are as detailed in Annexures. This agreement is for providing the services and is not for supply of Contract Labour and that the persons employed by him for providing the services more fully described in Schedule II shall be the employees of the contractor and not of the bank.

3. The Bank may provide (but not bound to do so) a few selected articles/equipments for use in the bank's premises for the purpose. The contractor shall take care of the said articles/equipments as a bailee, in terms of the provisions contained under the Indian Contract Act and duly return them in good working order and conditions to the Bank on and at the expiry of the currency of these presents. The daily and periodical maintenance of the articles/equipments shall be the sole responsibility of the contractor. The cost of replacement/repair and servicing of all the articles/equipments during the currency of these presents shall be borne exclusively by the contractor only.
4. All the materials used for services/repairs/maintenance should be certified ISI mark and or as per the brand names/others as may be specified by the Bank. Chemicals, Sprays, detergents and other materials should be of high quality satisfactory to the bank and shall be procured from reputed dealers/shops. The contractor shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation.
5. The contractor will have to daily collect garbage from the BRANCH and dispose it off at the local authority authorized garbage disposal area.
6. The Contractor shall carry out the anti termite and pest control treatment for eradication of Pests/Insects like silver fish, cockroaches, rodents, flies, mosquitoes and other household pests and treatment to be carried out minimum once in every month with chemical including infestation/fumigation of traps, manholes, inspection chambers, enclosed spaces like almirahs false ceiling, ***AC etc. in the entire complex, buildings and residences. The work has to be carried out as per Indian standard rules and regulation and by an authorized person.
7. The contractor shall always have on his active rolls the services of sufficient number (as indicated in his offer document) of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering services at the Establishment/s.
8. The Contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall and be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the Bank in whatsoever and howsoever manner or in any connection therewith against the Bank now or at a future date. He will, at the request of the authorized officer of the bank/establishment remove from the work any person engaged by him for the services, who may be unsuitable and/or is not courteous, polite with the employees of the Bank's it's customers or third parties.
9. The contractor shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the Contractor and he shall be solely responsible or all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the bank and said personnel so engaged by the contractor. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the Contractor and it shall be the sole responsibility and liability of the Contractor to answer all such claims or demands of the said personnel so engaged, under any law for the time being inforce.
10. The contractor shall be responsible for the training, allotment of duties. Hours of work and timings to the engaged personnel for the purpose. The contractor shall alone have the right to exercise control, give directions and manage the personnel engaged for the purpose.

11. The contract shall provide proper uniform to all personnel and ensure their cleanliness and upkeep. Separate uniform need to be provided for different categories of staff viz. Technical, supervisors, skilled/unskilled and others etc.
12. The contractor shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. Preventive pest control measures will also have to be done by the contractor. The cleansing materials, equipments should be arranged by the contractor.
13. The contractor shall discharge his obligations under these presents most diligently, efficiently and honestly.
14. The contractor shall bear all the costs and expenses and stamp duty in respect of all Agreements that may be entered into with the bank to give effect to this agreement.
15. The contractor 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 services exclusive of service tax.
16. The contractor will be obligated to meet the Premises Committee once in a month for assessing and monitoring the quality of housekeeping services rendered as may be decided by the bank and for which notice will be given to the contractor either in person or by a written communication. The contractor shall comply with such observations/feedback made and furnished by the bank for improvement of the services by him/her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the bank for any period under such review, the bank at its discretion, reserves its right to terminate these presents under due notice to the contractor without incurring any further liability therefore.
17. The agreement shall come into force and be effective from _____ for a period of 1 (one) year and expires on _____ subject to the review of satisfactory performance as mentioned herein above. This agreement shall be terminated by efflux of time or earlier by one month's notice at the option of the bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the contractor under these presents, if he so desires at any time during the course of the currency of this agreement. The contract may be renewed for a further period of 12 months under the same terms and conditions stated in this Agreement.
18. The Contractor shall deposit 3 % of the accepted value of the contract including earnest money as Security Deposit with the bank for due fulfillment and performance of the contract. The Security Deposit will be refunded on termination of the contract after adjusting the dues payable by the Contractor to the Bank without any interest. The Security Deposit will be returned to the contractor after three months from the date of expiry of these presents provided that there are no defects or loss or damage caused to the Bank and/or materials/articles/equipments provided to him are duly accounted for and returned to the Bank in good working order and condition by the contractor to the satisfaction of the Bank and all his dues to the Bank and all other liabilities under any law or otherwise arising out of or in connection with or in connection with or in respect of the services are fully settled.
19. The contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirement of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs,

damages, expenses, fines penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The contractor shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensations etc. if any as aforesaid.

20. The Contractor shall arrange and pay for policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which are used by the Contractor during the course of the housekeeping services under these presents.
21. The Contractor shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents.
22. The contractor will submit the bills for the services rendered, only at the end of each month to be authorized officer who will scrutinize the bills and if found in order, certify for payment along with the certificate to the extent that all the equipments supplied by the Bank are well maintained and are in order. The payments as far as possible will be made within one week from the date of certification, subject to the condition that the contractor has cleared/paid all his dues, viz., Labor Payments, taxes, levies, etc. as required to be paid/payable by him under any law for the time being in force.
23. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed quality of materials or services have been received or notices by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.
24. In case the contractor fails to fulfill his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages, a sum of Rs.1000/- per day for the entire number of such days and the Bank shall without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the contractor.
25. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to Chief Manager in the Bank, whose decision shall be final, conclusive and binding on the contractor.
26. All the taxes, which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the contractor under the law by no so paid, shall be set-off against the bills raised by the contractor and paid to the respective government departments or authorities as may be required under law and the contractor shall have no claim against the Bank in respect of any or all such payments.
27. The contractor should possess, for the entire duration of these presents, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1950 and rules hereunder. The Contractor shall comply with all rules and regulations in force under the said Act and rules. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, payment of Bonus, Minimum Wages or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the contractor.

28. The Contractor shall in terms of the Provisions of Sections 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the Contractor in complying with the said provision, the Bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under these presents. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations.
29. In terms of the provision of the aforesaid Contract Labor (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the Contractor, the Contractor shall disburse the minimum wages payable to its personnel only in the presence of the Authorized Representative of the Bank and shall obtain due certification to that effect from the said Authorized Representative of the Bank. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such panel consequences as may be attended with under these presents.
30. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/ equipments or any part thereof by the Bank to the Contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.
31. 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.
32. The Contractor shall be responsible for any loss due to theft/pilferage and/or damage to the Bank's property, when such damage is, in the opinion of the Bank, caused due to negligence, carelessness or any fault on the part of the Contractor or his workmen/employees engaged for the services. The Contractor shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement.
33. If during the currency of the Contract, any Statute, rules/Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the Contractor or his workmen/employees.
34. Any indulgence, forbearance or waiver, granted or shown or made on the part of the Bank will not prejudice its rights under the contract.
35. In case your firm fails to execute any of the work as specified in the tender/agreement, the Bank reserves the right to get the work executed from some other firm/contractor at your risk and cost and additional cost, if any, incurred by the Bank in this regard will be recovered from any of your outstanding bills with the Bank.
36. The Courts in Patiala city alone shall have jurisdiction in respect of any matter touching these presents.

SIGNATURE OF CONTRACTOR



PART-B

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

PRICE- BID

COMPREHENSIVE ANNUAL CONTRACT FOR

HOUSE KEEPING & MAINTENANCE SERVICES

AT

BRANCHES UNDER RBO-III(CLUSTER 1) UNDER ADMIN OFFICE-MOHALI

The Regional Manager,
State Bank of India,
Regional Business Office-3,
2nd Floor, SBI Building, Sherawala Gate, Patiala

COMMERCIAL PRICE BID

TO

The Regional Manager,
State Bank of India,
Regional Business Office-III,
2nd Floor, SBI Building,
Sherawala Gate, Patiala-147001

Sir,

TENDER FOR PROVIDING HOUSE KEEPING, & MAINTENANCE CONTRACT ETC. AT BRANCHES UNDER RBO-III PATIALA, UNDER ADMIN OFFICE-MOHALI

With reference to your Notice Inviting Tender for providing Housekeeping, & Maintenance Contract etc. for BRANCHES UNDER RBO-III PATIALA, UNDER ADMIN OFFICE-MOHALI

We give below our prices:

Sr. No.	Particulars	No. of Persons
1	Unskilled labour	14
	Total Manpower Requirement	14

S.No	Description	Unit	Qty	Rate	Amount
1	Central Minimum wages including DA as per Govt. of India rules, EPF and ESI	No. of persons	14		Central Minimum wages shall be paid as per the prevailing rates as fixed by the Govt. of India from time to time by the contractor and claim the same as reimbursement. Therefore, it shall be not loaded in the commercial Bid
2	Cost of uniforms, tools & pest control per month				
2.1	For branches	Per Branch Per Month	14		
3	Contractors Service Charges per month (Minimum 1% of Sr.no 1)				
3.1	For branches	Per Branch Per Month	14		
	Total Variable Cost of for one month(S.No 2.1+3.1)-A				
	Total Variable Cost for one year (A*12)				
	Total In words :				

GST should not be included in the above amount. .

NOTE: GST amount should not be loaded in the Commercial Bid and shall be paid extra as applicable, by Bank. The successful vendor has to submit system generated GST tax invoice incorporating Bank's GST in number and vendor GST no. Manual GST invoices will not be accepted. Bonus amount as per Bonus Act will be reimbursed and should not be loaded in the Commercial Bid.

- 2. Man Power requirement is indicative. It may vary plus or minus 10%.
- 3. Housekeeping materials/consumables will be supplied by the Contractor.

Dated this _____ day of _____ 2021

For and on behalf of _____
(With seal)

Signature _____

Name _____

Designation _____

Firm Name with seal: