

Tender ID	CHA/PE/06
Date	28.08.2021

e-TENDER



**STATE BANK OF INDIA
PREMISES & ESTATE DEPARTMENT
SBI LOCAL HEAD OFFICE, SECOTOR 17-A,
CHANDIGARH-160017**

PART-A

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

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

TECHNICAL BID FOR PREQUALIFICATION

**TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR
STATE BANK OF INDIA AT SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES
AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH**

Name of tenderer:.....

Address:.....

GST No:.....

**Assistant General Manager,
(Premises & Estate)**

Ground Floor, SBI LHO, Sector-17A, Chandigarh-160017

Phone: 0172-4567103, 4567010 to 12

Email:

agmpre.lhocha@sbi.co.in

Last Date for Submission of Technical Bid: 18.09.2021 by 03:00pm

Signature of Bidder along with Firm seal

C O N T E N T S

Sl. No	Description/ Clause	
1.	Notice Inviting Tenders	
2.	Letter of Declaration	
3.	Instructions to the Tenderer	
4.	Sample Business Rule Document	
5.	Details of Premises (I&II)	
6.	General Conditions of Contract	
7.	Scope of Work (I&II)	
8.	Manpower Requirement	
9.	Tentative list of material to be used	
10.	Bid Covering Letter	Annexure-A
11.	Manpower requirement	Annexure-AA
12.	Tentative list of material	Annexure-AAA
13.	Eligibility Criteria	Annexure-B
14.	Technical bid evaluation	Annexure-C
15.	Bidder details	Annexure-D
16.	Experience details	Annexure-DD
17.	Indemnity bond format	Annexure-E
18.	Experience details	
19.	Draft memorandum of contract	Annexure-F
20.	Draft format of bank guarantee	Annexure-G
21.	Certificate: EPF/ESI	Annexure-H
22.	Details of litigation / arbitration cases	Annexure-I
23.	Commercial price bid	Annexure-J

Notice InvitingTender (NIT)

State Bank of India (SBI) Invites E-Tenders From the eligible Contractors of for **HOUSE KEEPING AND MAINTENANCE SERVICES AT SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH** Details of tenders are as under :-

(Vendors are requested to visit website for any corrigendum)

1	Name of Work	e-Tender Notice for INTEGRATED FACILITY MANAGEMENT SERVICES FOR STATE BANK OF INDIA AT <u>SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH</u>
2	Date and time where tender forms are available	From 28.08.2021 upto 18.09.2021 Bank's web site https://www.sbi.co.in under "SBI in the news" in "procurement news". and https://etender.sbi
3	Pre Bid Meeting/contact person /telephone no/email address	08.09.2021 at 03:00 pm Assistant General Manager PREMISES & ESTATE DEPTT CHANDIGARH CIRCLE OFFICE Ground Floor, SBI Local Head Office, Sector-17A, Chandigarh-160017 Phone:0172-4567103, 4567010 to 12 Email: agmre.lhocha@sbi.co.in
4	Last date, Time and address for submission of offline Technical bid	Contractors shall Download the entire Technical Bid from the bank's website www.sbi.co.in under e-procurement and to get acquainted with the terms and conditions and physically submit the bid to the address by 18.09.2021 by 03:00pm Assistant General Manager PREMISES & ESTATE DEPTT CHANDIGARH CIRCLE OFFICE Ground Floor, SBI Local Head Office, Sector-17A, Chandigarh-160017
5	Date, Time and place of opening of Technical Bid	18.09.2021 at 03:30 pm at above address Representatives of Bidder may be present during opening of Technical Bid. However Technical Bids would be opened even in the absence of any or all of the bidders representatives.
6	Address for Communication	Assistant General Manager PREMISES & ESTATE DEPTT CHANDIGARH CIRCLE OFFICE Ground Floor, SBI Local Head Office, Sector-17A, Chandigarh-160017

Signature of Bidder along with Firm seal

7	Earnest Money Deposit	NIL, In view of Government order in lieu of which only Bid Security Declaration" to be submitted along with tender document i.e Technical Bid.
8	Bidder Contact Details	Bidder to provide following Information:- 1.Name of the Company/Firm/Proprietor 2.Contact Person 3.Mailing address with Pin Code 4.Telephone number and Fax number 5.Mobile Number and e-Mail
9	Submission of Online Price Bid	Only technically qualified bidders are eligible to submit online price bid on portal of https://etender.sbi
10	Date of Commercial Bid Opening	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid, online price bid will be conducted through service provider on the portal of https://etender.sbi
11	Performance Security/Guarantee	Performance/Financial Bank Guarantee for an amount equivalent to 3% of the value of contract (i.e 12 month value of contract) within 15 days from the date of issue of work order. The Bank guarantee will be valid for a period of 15 months or such other extended period as the Bank may decide for due performance undertaken by the successful bidder
12	Date of Commencement of Work	Within 7 days from the date of issue of the Work Order
13	Period of Honoring Payment Certificate	The payment to be made before 07th of the month
14	Insurance	As per insurance clause of the tender document
15	Agency for arranging online bidding	e-Procurement technologies Limited, Ahmedabad. Primary Contact Numbers:-M:- 9081000427,9904407997 Sujith Nair:-079-68136857,sujith@eptl.in Jaymeet Rathod:-079-68136829,jaymeet.rathod@eptl.in Vinayak Khambe:-079-68136835,vinayak.k@eptl.in Nadeem Mansuri:-079-68136853, nadeem@eptl.in Nandan Valera:-079-68136843,nandan.v@eptl.in Hemangi Patel:-079-68136852,hemangi@eptl.in Kanchan Kumari:-079-68136820,kanchan.k@eptl.in Deepak Narekar:-079-68136863,deepak@eptl.in Anshul Juneja:-079-68136840,anshul.juneja@eptl.in Salina Motani:-079-68136831,salina.motani@eptl.in

Signature of Bidder along with Firm seal

		Devang Patel:-079-68136859, devang@eptl.in Jainam Belani:-6354919566, 9510813528, 9328931942 jainam@eptl.in Alternate Contact No.:- SHUBHANGI BANODIYA:-079-68136815, 9879996111, shubhangi@auctiontiger.net You are requested to contact the agency for further guidance on E tendering
--	--	---

16. In lieu of E.M.D. Bid Security Declaration shall be submitted/sent on or before last of receipt of tender (otherwise the tender shall be summarily rejected) at the above mentioned address on or before the opening date/time.

17. The contractor has to provide their E-mail id, contact nos. and postal address in the bid documents. Hence forth, all official communication from Bank shall be through E-mail/SMS.

The Bank reserves the right to cancel or postpone or modify the tenders at any stage without assigning any reason.

18. Conditional tenders shall be summarily rejected.

**Assistant General Manager,
(Premises & Estate)**

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.)

**Assistant General Manager
(Premises & Estate Deptt),
Chandigarh Circle Office,
Ground Floor, SBI Local Head Office, Chandigarh**

**TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR
STATE BANK OF INDIA OFFICE AT SBI, LHO, SECTOR 17, CHANDIGARH & CMC
RESIDENCES AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH.**

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 on the minimum manpower including consumable etc. basis 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 work	Providing Integrated Facility Management Services for State Bank Of India Office at. SBI, LHO, Sector 17, Chandigarh & Cmc Residences At Sector 9, 8, 27, 16 And 21, Chandigarh
b	Earnest Money	NIL, In view of Government order, only Bid Security Declaration " to be submitted along with tender document i.e Technical Bid.
c	Validity of Contract	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 subject 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, the amount mentioned in the said conditions.

3. We understand that as per terms of this tender, the SBI may consider accepting our tender in part or whole or may entrust the work of housekeeping for proposed building. We, therefore, undertake that

Signature of Bidder along with Firm seal

we shall not raise any claim / compensation in the eventuality of Bank / SBI 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 per the 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. 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 SBI, 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

Signature of Bidder along with Firm seal
Page 7 of 79

INSTRUCTIONS TO TENDERER

1. The following copy of documents to be enclosed with the Technical bid:-

1. Bid Security declaration copy.
2. PAN of the Firm/ Proprietor
3. Labour License
4. ESI Registration
5. EPF Registration
6. GST Registration
7. Experience— List of Top 3 completed Annual Housekeeping & Maintenance contracts. (details filled in sheet scan copy to be enclosed)

2. Purpose:

Comprehensive Annual Maintenance Contract for services such as housekeeping, plumbing, carpentry, electrification, pest control and rodent treatment at SBI, LHO, Sector 17, Chandigarh & CMC residences at Sector 9, 8, 27, 16 and 21, Chandigarh.

3. Invitation:

The bidders desirous of taking up the project for supply of above Services for SBI are invited to submit their technical and online 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.

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

4. Eligibility Criteria:

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

5. Disclaimer:

The information contained in this Tender document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of 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.

Signature of Bidder along with Firm seal

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 in unreliability under any law, statute, rules & regulations 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. Bank reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

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

6. Earnest Money Deposit (EMD)

In lieu of EMD, Bid Security Declaration" to be submitted along with tender document any bid not accompanied with the requisite declaration shall be treated as non-responsive and is liable to be rejected. (Their Technical bid will not be opened)

Bid Security Declaration stating that *If bidder backs out after being selected for any reason, the concerned bidder will be debarred from further participation for the TENDERS to be floated by the Bank during next one year.*

Firms registered under NSIC / MSME under valid, renewed, specific grade are exempted to submit the EMD. The firms should submit the copies of the valid certificates.

7. Performance Bank Guarantee (BG)

The selected bidder would be required to submit a performance Bank Guarantee to the Bank for an amount equivalent to **3% of the value of contract (i.e 12 month value of contract)** within 15 days from the issue of work order. The bank guarantee will be valid for a period of 15 months or such other extended period as the Bank may decide for due performance of the obligations undertaken by the successful bidder.

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

The Performance Bank Guarantee is required to protect the interest of the Bank against the risk of non performance of the successful bidder or breach of performance of the conditions of the contract which may warrant invoking of Bank Guarantee (BG). Also, if any act of the Contractor

Signature of Bidder along with Firm seal

results in imposition of Liquidated Damages then the Bank reserves the right to invoke the Performance Bank guarantee.

8. Bidding Document:

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

8.2 Content of Bidding Document

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

8.2.2 The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. SBI 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, SBI is entitled to issue corrigendum to tender relevant to the Scope of Work. Nothing in this TENDER or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the TENDER or any addenda.

8.3 Clarifications & Amendments:

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

8.3.2 The Bidders requiring any clarification on the bidding documents should submit written queries on or before **Date:8.09.2021 at 03:00 pm**

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

8.3.4 Any clarification issued by SBI will be in the form of an addendum /corrigendum and will be available in SBI's website –<https://sbi.co.in> under “SBI in the news” in “procurement news” and at <https://etender.sbi> 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://sbi.co.in> (SBI in the news/procurement news) and at <https://etender.sbi>.

8.3.5 The Contractor shall ensure that they are fully conversant with the premises in question as well as with the business activities thereat and its related manpower requirements for the work specified.

Signature of Bidder along with Firm seal

8.3.6 The SBI 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 SBI, except under emergencies / unavoidable circumstances.

8.3.7 The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.

8.3.8 The Contractor shall issue identity cards/ identification documents to all its employees.

8.3.9 The personnel of the Contractor shall not be the employees of the SBI and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract.

8.3.10 The Contractor shall also provide at its own cost all benefits; statutory or otherwise to its employees and the SBI shall not have any liability whatsoever on this account.

8.3.11 The details of the machineries proposed to deploy, and other technical details can be furnished in the Technical bid.

8.3.12 Tenders received after the due date and time are liable for rejection. SBI reserves its right to reject any / or all the applications without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.

8.3.13 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.

8.3.14 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.

8.3.15 The rate should be quoted in Indian Currency only.

8.3.16 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.

8.3.17 The bank 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.

8.3.18 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. In addition to this, the contractor shall also arrange to supply and install Bio-metric attendance system at his own cost close to the Security Cabin or any other location approved by the Bank for maintaining daily record of attendance of all employees deployed at the site during the month and record thereof should be produced with monthly bills as a proof of claim for the same.

8.3.19 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 SBI/Bank

Signature of Bidder along with Firm seal

reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.

8.3.20 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 SBI officials after performing the interview of the staff.

8.3.21 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 SBI.

8.3.22 Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected.

8.3.23 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.

8.3.24 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 SBI, failing which bill will not be entertained.

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

8.3.26 In case, any demand is raised by the SBI for providing additional manpower for any extra work /activity other than those pertaining to the scope of work of the captioned project, the contractor shall make arrangements for the same and cost thereof shall be paid by the Bank on the basis of minimum wages plus 10% handing charges.

8.3.27 All the chemicals, consumables required for the purpose of providing services should be of standard brands as specified in the tender, and as per the approval of the SBI. No sub-standard material shall be used. The chemicals used for the purpose of cleaning shall be eco-friendly and bio-degradable

9. Bidding Process:

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

9.2 The Bidder should be willing to participate in the on-line E-tendering to be conducted by Bank's authorized service provider on behalf of the Bank. If required Bidders will be trained by Bank's authorized service provider for this purpose. Bidder should also be willing to abide by the e-business rules for e- tendering framed by the Bank/Authorized service provider. The details of

Signature of Bidder along with Firm seal

e- business rules, process and procedures will be provided to the bidders. The bidder should obtain digital signature for participating in e-tendering.

10. PREQUALIFICATION & TECHNICAL BID

- (i) The bidders are advised to submit various documents in sealed Envelope marked as "TENDER PART-A" to the office of SBI at the address mentioned in NIT herein before by the stipulated date i.e.
 - 1.a.a) Hard Copy of Technical Bid duly filled, signed and stamped by the Authorised Signatory on each page.
 - 1.a.b) Bid Security Declaration.
- (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 Integrated Facility Management Services for State Bank of India Office at SBI, LHO, Sector 17, Chandigarh & CMC Residences At Sector 9, 8, 27, 16 And 21, Chandigarh.**"
- (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.

10.1 Preparation and Submission of Bids:

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

10.3 Bidder must provide specific and factual replies to specific questions asked in the Tender.

10.4 The technical bid containing following details are as mention:-

- I. Bid Security Declaration.
- II. A letter on bidder's letter head mentioning.
 - a) Technical competence and experience of the bidder.
 - b) Certifying that the period of the validity of the bid is 90 days from the date of submission of bid.
 - c) Confirming that the bidder has quoted for all the items/services mention in the bid in their commercial bid.
 - d) Supporting documents in respect of **Eligibility Criteria** as mentioned in Annexure-B.
- III. Bidder's information as per **Annexure-D** on bidder's letterhead.

Signature of Bidder along with Firm seal

- IV. Audited balance sheets of profit and loss account statement for last 4 years i.e. 2017-18,2018-19,2019-20 and 2020-21 (Financial Year)
- V. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
- VI. Response to all points of the **Technical evaluation format as per Annexure – C**
- VII. Bidder should submit **price bid as per Annexure–J** of the bid through e-Tendering.

10.5 Bid prices:

The price quoted should inclusive of escalation on account of increase in tool cost during the contract period of initial one year and renewable at the same terms and contract period of another one year, including profit, lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, duties & statutory levies etc. 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. Any increase in minimum wages /VDA as per Central Govt Act, the same shall be reimbursed by Bank. **Bonus as per Bonus act shall be reimbursed and therefore shall be not loaded in the commercial Bid.**

10.6 Revealing of Prices:

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

10.7 Pre-Bid Meeting:

The Bank shall organize a pre-bid meeting on the date as mentioned in the NIT at the office address as mentioned in the NIT. All communications regarding points / queries requiring clarifications shall be given in writing to the address as mentioned in NIT. The clarification on the quires shall be communicated to the bidders through the Bank's website www.sbi.co.in under procurement news.

10.8 Validity of Bids

Bid shall remain valid for 90 days from date of submission mentioned at Bid Details. A bid valid for shorter period is liable to be rejected. The bidder may require to give consent for the extension of the period of validity of the bid beyond initial 90 days, if so desired by the Bank in writing or by email. Refusal to grant such consent would result in rejection of bid. However, any extension of validity of bids will not entitle the bidder to revise / modify the bid document

10.9 Bid Integrity:

Willful 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.

10.10 Format and Signing of Bid

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

Signature of Bidder along with Firm seal

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

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

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

10.10.5 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.

10.11 Bid Currency:

Prices shall be expressed in Indian Rupees only.

10.12 Late Submission of bids:

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

10.13 Modification and Withdrawal of Bids:

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

11. Opening and Evaluation of Bids:

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

11.2 Evaluation process

11.2.1 Preliminary examination:

The bids will be examined by the Bank to determine whether they are complete and whether **required bid security has been furnished**. A bid determined as not substantially responsive will be rejected. The Bank may, at its discretion waive any minor non conformity or irregularity in a bid which does not constitute a material deviation.

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

Signature of Bidder along with Firm seal

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

11.2.2 PART-A Technical Evaluation:

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

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

11.2.3 PART-B Commercial Evaluation:

The price bid of only those Bidders, who are short-listed after technical evaluation, would be opened online. The format for **quoting price bid set out in Annexure-E.** The commercial offer should consist of comprehensive Cost for the tendered work. Bidder must provide detailed cost breakdown, for each and every categories mentioned in the commercial bid.

Note: The Bidders should ensure to follow the minimum wages (Central Govt.) Labour act, ESIC, EPF, Insurance and all statutory obligations, etc. while quoting the price bid and final price in the e-tendering. The price quoted should inclusive of escalation on account of increase in tool cost during the contract period of initial one year and renewable at the same terms and contract period of another one year, including profit, lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, duties & statutory levies etc. The successful vendor has to submit system generated GST tax invoice in corporating Bank's GST in number and vendor GST no. Manual GST invoices will not be accepted.

Any increase in minimum wages/VDA as per Central Govt Act, the same shall be reimbursed by Bank. **Bonus as per Bonus act shall be reimbursed and therefore shall be not loaded in the commercial Bid.**

11.2.4. Final Evaluation:

The online e-tendering will be conducted by M/s E-Procurement Technologies Ltd (abc procure/auction Tiger), Ahmadabad. E-tendering guidelines may be obtained from the contact details given in the NIT.

12. Award &Signing of contract:

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

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

Signature of Bidder along with Firm seal

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

13. Sub contracting

As per scope of the Tender, sub contracting is explicitly prohibited.

14. Cancellation of Contract

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

15. Liquidated Damage

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

16. Statutory and other Regulations

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

17. SETTLEMENT OF DISPUTES AND ARBITRATION:

- i. **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.
- ii. **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 Chandigarh 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.
- iii. **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.
- iv. **Jurisdiction:** All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Chandigarh only and not elsewhere.
- v. **Saving clause:** No suits, prosecution or any legal proceedings shall lie against the **State Bank of India, Chandigarh** or any person for anything that is done in good faith or intended to be done in pursuance of tender.

Signature of Bidder along with Firm seal

18. Governing Law:

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

18.1 Inspection:

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

The Bank may also require that the Contractor should get the quality and quantity of tool used by him, and the jobs completed/executed by him, certified by an official of the Bank, before the bills related to those items/ jobs are paid by the Bank.

18.2. Powers to Vary or Omit Work

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

In any case in which the successful bidders has received instructions from Bank as to the requirement of carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of Bank shall prevail.

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

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

Signature of Bidder along with Firm seal

19. Deduction from Monthly Costs

The Bank reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, in efficient service, non-adherence to agreed quality of tools or services have been received or noticed by the Committee comprising of four members specifically constituted by Bank for the purpose, without assigning any reason whatsoever and no claim will be entertained in this regard.

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

20. Period of Contract:

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

21. Commencement Period:

The work has to be commenced immediately an award of the contract in favour of the successful bidder. If the Contractor delays the commencement of the work or more than 7 days after award of the contract or such exceeded time as may be intimated to the successful bidder. The Bank will be at liberty to cancel the award of contract without giving any notice.

22. Manpower, Wages, etc.

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

The Contractor should obtain necessary labour license from statutory authorities for deploying man power. All personnel provided by the Contractor will be on the payrolls of the Contractor/Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the Bank.

That the Contractor will not sub-contractor permit any other person to perform any of the work or services agreed to without prior written permission from the Bank. The Contractor shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules.

Contractor's personnel or their family members shall not be allowed to stay / reside at site. The documents related to submission of EPF, ESIC, salary paid, etc, to the respective statutory bodies has to be submitted along with next month bill for scrutiny.

Signature of Bidder along with Firm seal

The contractor shall abide by "The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013"

23. Safety, Security, etc.

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

In no case, safety norms shall be violated.

The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at Bank's premises.

The Contractor should issue valid Company identity cards to all their staff personnel who will be providing services under this contract.

The Contractor shall provide and ensure that the personnel engaged by them wear proper uniform, protection gears like helmets, safety shoes, hand gloves, fully body safety belts, ladders, etc.

The Contractor shall ensure to get the police verification for all the man power deployed by them and the contractor should ensure that the manpower deputed should bear good character and conduct.

The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the Bank in whatsoever and howsoever manner or in any connection therewith against Bank now or at a future date. The contractor will at the request of the authorized officer of the Bank / Establishment will remove from the work place any person engaged by him for the services, who may be unsuitable or incompetent or whose conduct is not trustworthy or who misbehaves and / or is not courteous, polite with the employees of the Bank or it's customers. The contractor should undertake to thoroughly verify the antecedents, addresses, qualifications, character, family background and technical qualification etc of its personnel.

The Contractor shall ensure that necessary tools and equipment are always available for the purpose of attending repairs on emergency basis.

The Supervisor, Plumber, Carpenter, Electrician and other technicians shall be available and be report to the concerned Engineers everyday.

All Contractor personnel will be subjected to physical checking while coming and leaving the premises. The contractor should maintain a register of its personnel who carry out the work and such register shall be kept open for inspection by the Bank as and when required.

The contractor is required to maintain First Aid kits for use whenever it becomes necessary.

Signature of Bidder along with Firm seal

24. Payment Terms:

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

25. Force Majeure

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

26. Governing Language

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

27. Signing of Agreement of Maintenance Contract

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

28. Income Tax will be deducted on the gross amount of the monthly bill at the rates notified under Income Tax Act, 1961, from time to time by Govt. of India.

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

SAMPLE BUSINESS RULE DOCUMENT

ONLINE E-TENDERING FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR STATE BANK OF INDIA OFFICE AT SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH

:-

(A) Business rules for E-tendering:

1. All the contractors as per the criteria of tender in providing Maintenance and Housekeeping services shall be eligible to participate.
2. SBI 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 SBI 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:

SBI shall finalize the online price bid tender through e-tendering mode for which **M/s. e-Procurement Technologies Ltd.** Has been engaged by SBI an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same.

1. E-tendering shall be conducted by SBI through **M/s. e-Procurement Technologies Ltd.**, 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.

Signature of Bidder along with Firm seal

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 SBI shall not be responsible for such eventualities.
4. M/s. **e-Procurement Technologies Ltd., Ahmedabad** 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 SBI.
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:

- i. The Price Bids will be available on the Bank's website during the period specified in the NIT.
 - ii. Online e-tendering for Price Bid submission through SBI approved Service Provider shall be open to the bidders qualified by the SBI as per Technical Bid Evaluation and Eligibility criteria mentioned herein above.
 - iii. 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.
 - iv. 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.
 - v. It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
 - vi. 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. **e-Procurement Technologies Ltd., Ahmedabad**. The Bidders are requested to change the Password after the receipt of initial Password from M/s. **e-Procurement Technologies Ltd., Ahmedabad**. 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.
 11. At the end of the E-tendering, SBI will decide upon the winner. SBI decision on award of Contract shall be final and binding on all the Bidders.
 12. SBI shall be at liberty to cancel the E-tendering process / tender at any time, before ordering, without assigning any reason.

Signature of Bidder along with Firm seal

13. SBI 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 SBI to any other party.

c. SBI decision on award of Contract shall be final and binding on all the Bidders.

d. SBI reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion.

e. SBI or its authorized service provider M/s. **e-Procurement Technologies Ltd., Ahmedabad** shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.

f. SBI or its authorized service provider M/s. **e-Procurement Technologies Ltd., Ahmedabad** is not responsible for any damages, including damages that result from, but are not limited to negligence.

g. SBI or its authorized service M/s. **e-Procurement Technologies Ltd., Ahmedabad** 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 Ltd., 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.

DETAILS OF PREMISES:

The bidders are required to provide Integrated Facility Management Services for State Bank of India Fully Owned Office and Residential Complexes at the following premises:

SI No .	Name of Premises	Floor Number	Approx Floor Area Sq.Ft	Ownership Status
1	SBI, Local Head Office, Sec-17A	Basement & Ground	Plot area 11667 sq mt Build up area Basement and all floors app 11400 sq mt	Owned
		1 st		
		2 nd		
		3 rd		
		4 th		
		5 th		
		6 th		
2	CMC Residence Sec-8			Owned
3	CMC Residence Sec-9			Owned
4	CMC Residence Sec-16			Owned
5	CMC Residence Sec-21			Owned
6	CMC Residence Sec-27			Owned

Note: There may be marginal variation in area on either side. No extra claim will be entertained for variation in area of any buildings.

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 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 State Bank of India having its Head Office at Ground Floor, Raheja Chambers, Free Press Journal Marg, Nariman Point, Mumbai and State Bank of India, Corporate Centre, Nariman Point, Mumbai, respectively.

‘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 SBI to carry out the work. It shall also include their legal representative(s), successors or assigns.

‘Site’ means State Bank of India, Office / Residential Complexes, 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.

Signature of Bidder along with Firm seal
Page 26 of 79

‘Week’ means seven consecutive days.

‘Day’ means a calendar day beginning and ending at 00hrs. and 24hrs. 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 at **SBI, Circle Office, Sector 17A, Chandigarh**, as detailed in the NIT. 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 works 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. 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 7 days from the receipt of intimation of acceptance of the tender by the SBI. 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.

8. WORK ORDER:

Within the validity period of the tender, the Employer shall issue a work order by registered post / courier or otherwise handover 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.

9. CONTRACT DOCUMENT:

On receipt of work order from the Employer, the successful tenderer shall be bound to implement the contract and within 7 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 the se documents shall be used for any purpose other than that of this contract.

10. PERFORMANCE SECURITY/GUARANTEED DEPOSIT:

- i. The successful bidder should submit a Performance/ Financial Bank Guarantee for an amount equivalent to 3% of the value of contract (i.e. 12 month value of contract) within 15 days from the date of issue of work order. The Bank guarantee will be valid for a period of 15 months or such other extended period as the Bank may decide for due performance undertaken by the successful bidder.

11. INSURANCE OF WORKS:

- i. Before taking up the work, the Contractor shall, obtain and submit to the Employer (Bank), a third-party insurance policy in original, issued by any Public-Sector Insurance Company.
- ii. 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 Rs 5 lac each, for any type of accident / incidence.

Signature of Bidder along with Firm seal

- iii. The contractor shall, from time to time, provide documentary evidence as regards payments of premia for all insurance Policies for keeping them valid till the completion of the work.
- iv. 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.
- v. No work shall be taken up by the Contractor at site unless the Insurance Policies as mentioned above are obtained.
- vi. 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 SBI. Nothing extra shall be payable on this account.

12.ASSIGNMENT, SUBLETTING AND CONTRACTOR'SSUPERINTENDENCE:

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 underlet 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.

13. 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, SBI tools 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.

14. CONTRACTOR TO SUPPLY TOOLS & PLANTSETC.:

- i. Schedule of major equipment to be kept at site should be attached:
- ii. The list of major equipments to be deployed by the contractor should be enclosed.

Signature of Bidder along with Firm seal

- iii. The equipments to be kept on site should be absolutely new and the contractor should submit the copies of the purchase bills to Bank.
- iv. The contractor should ensure that the equipment provided on site are functioning at all times.

15. 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 manpower deployed for the Housekeeping 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 Chandigarh 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 Facility Management (FM) Service 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 FM Service Contractor and fully understood by him/ them. The FM Service 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 compliance 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.

16. UNIFORM:

The contractor shall provide New Uniform (with Company's name badge) including Safety Shoes, Helmet, Safety Belt, Hand Gloves 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.

17. WORK ON SUNDAY AND HOLIDAYS:

The contractor has to arrange for engaging his workers on all Saturday & holidays, for thorough deep cleaning of the internal and external areas as required by the employer. No Extra payment on this account will be made by the Employer.

18. 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.

19. 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 therefrom.

Signature of Bidder along with Firm seal

20. 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 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 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.

21. TECHNICAL AUDIT /SCRUTINY:

- i. 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.

Signature of Bidder along with Firm seal

- ii. 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.

22. RECORDS OF DAILY OPERATION:

The Contractor shall maintain and provide comprehensive logbook of cleaning procedure adopted, record of chemicals used, details of daily record of cleaning activity carried out in all units of the buildings.

23. 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 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 State Bank of India. In addition, the contractor to the authorized State Bank of India, official shall also submit periodic reports on safety from time to time as prescribed.

24. TERMINATION:

- (a) SBI 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 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.

25. 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 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 shall have right to review and suggest modification in the Safety Plan. Contractor shall abide by the SBI's decision in this respect.

Signature of Bidder along with Firm seal

The contractor shall take all necessary safety precautions and arrange for appropriate appliances as per direction of SBI 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 following personal protective equipment as found necessary and as directed by the authorized SBI officials: -

- Safety Helmets conforming to IS-2925:1984
- Safety Belts conforming to IS-3521:1983
- Safety Shoes conforming to IS-1989:1978
- Eye and Face protection devices conforming to IS-8520:1977 and IS-8940:1978.
- Hand and body protection devices conforming to:IS-2573:1975,IS-6994:1973, IS-8807:1978, IS-8519:1977,

All tools, tackles, lifting appliances, material handling equipment scaffolds, cradles, safety nets, ladders, equipment's etc. used by the contractor shall be of safe design and construction. These shall be tested and certificate of fitness obtained before putting them to use and from time to time as instructed by authorized SBI official who shall have the right to ban the use of any item.

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.

The contractor shall be held responsible for any violation of statutory regulations local, state or central and 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 instructions shall be borne by the contractor.

26. INDEMNITY BOND:

- i. Contractor shall sign an Indemnity Bond in an approved format as per **Annexure-E** before starting the work, indemnifying the SBI 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.
- ii. In case of any damage to property by the contractor, SBI shall have the right to recover the cost of such damages from payments due to the contractor and decision of the SBI shall be binding on the Contractor.

Signature of Bidder along with Firm seal

- iii. 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.
- iv. If the contractor fails to improve the standards of safety in its operation to the satisfaction of SBI 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 official, the SBI 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.
- v. 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.

27. FOR ECLOSURE 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.

28. INSOLVENCY

The competent authority of the Office of the SBI, Chandigarh 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 assignment or arrangement 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 or 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 SBI and provided also that the

Signature of Bidder along with Firm seal

contractor shall be liable to pay the SBI for any extra expenditure, it is thereby put to but shall not be entitled to any gain on repurchased.

29. CONFIDENTIALITY:

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

30. CORRUPT OR FRAUDULENT PRACTICES:

- i. The SBI as well as Tenderer shall observe the highest standard of ethics during the procurement and execution of such contracts.
- ii. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution, and.
- iii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the detriment of 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 SBI of the benefits of free and open competition.
- iv. "Collusive practice" means a scheme or arrangement between two or more tenderers, with or without the knowledge of the SBI, designed to establish tender prices at artificial, non-competitive level; and.
- v. "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.
- vi. The SBI will reject a tender for award if it determines that the tenderer recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- vii. The 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.

31. PENALTIES /LIQUIDATED DAMAGES:

- i) The Contractor shall disburse salary to its deployed manpower as per Central Govt. minimum wages Act latest by 15th of every month, failing which penalty equivalent to one-day salary (Basic + DA) per delayed day shall be credited by the contractor

Signature of Bidder along with Firm seal

into the account of the respective employees whose salary has been delayed, apart from his regular remuneration which the contractor is payable to him. Proof of the same shall be submitted to the SBI along with the bills of the next month. If such scenario continues for a period of 3 continuous months, then the contract shall be liable to be terminated. Security Deposit / Performance Bank Guarantee shall be forfeited, and Bank guarantee shall be encashed. The SBI will have the power to appoint any other agency for the manpower services at the risk and cost of the Contractor.

- ii) The Contractor has to maintain adequate number of manpower as per this contract and also arrange a pool of standby manpower/supervisor. If the required number of manpower/supervisors are less than specified number as mentioned in the contract, a penalty of Rs. 1000/- per absentee per day shall be deducted from the bill(s).
- iii) In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Contractor failing to provide requisitioned number of manpower, the SBI shall make deductions at double the rate of hiring rate on pro-rata basis from the bills preferred by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from the Contractor to be paid within seven days to the credit of the SBI.
- iv) An amount of Rs.2500/- will be levied as liquidated damages per day per floor for any building from the Contractor whenever and wherever if found that the work is not up to the mark. If the Contractor fails to perform as per the satisfaction of the SBI within 15 days, liquidated damages clause as incorporated in the tender document of the Contractor by SBI will be invoked.
- v) Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the SBI, the Contractor shall be penalized up to 5% of the monthly Bill amount which will be deducted from any bills/dues of Contractor.

32. 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 may consider renewal of contract for similar one 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 and the contractor shall have no right to claim for the same.

Price Variation on material component, pest control and housekeeping: No escalation of Material component will be allowed during the contract period.

Signature of Bidder along with Firm seal

33. 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 one year 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/statutory requirement/satisfactory services etc., the SBI 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 SBI.

34. 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.

35. 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.

Signature of Bidder along with Firm seal

SCOPE OF WORK

The bidders are required to provide Integrated Facility Management Services for State Bank of India at **SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH** at the following premises:

SI No.	Name of Premises	Floor Number	Approx Floor Area Sq.Ft	Ownership Status
1	SBI, Local Head Office, Sec-17A	Basement	Plot area 11667 sq mt Build up area Basement and all floors app 11400 sq mt	Owned
		Ground		
		1 st		
		2 nd		
		3 rd		
		4 th		
		5 th		
		6 th		
2	CMC Residence Sec-8			Owned
3	CMC Residence Sec-9			Owned
4	CMC Residence Sec-16			Owned
5	CMC Residence Sec-21			Owned
6	CMC Residence Sec-27			Owned

Note: There may be marginal variation in area on either side. No extra claim will be entertained for variation in area of any buildings.

At the above premises, Integrated Facility Management services for all of the following services to be set up for an effective service delivery process

- i. Housekeeping/cleaning.
- ii. Electrical Maintenance Services
- iii. Plumbing and Sanitation.
- iv. Carpentry Maintenance work.
- v. Pest Control Services.

The brief details of scopes of services are mentioned below:

Signature of Bidder along with Firm seal

A. HOUSEKEEPING SERVICES:

S. No.	Nature of Services	Frequency
1	<u>Sweeping & Cleaning:</u> <ul style="list-style-type: none"> Sweep and clean all floor areas, roads etc. Damp moping of tiles, vitrified floors, staircases, sidewalls and entrance areas. Floors shall be made free of stain, dirt, mud, sand, footprints, liquid spills, and other debris. Chairs, computers, keyboards, trash, receptacles, and easily movable items shall be moved to clean underneath. During inclement weather, the frequency of cleaning may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or water standing. After sweeping all vitrified floors, areas would be machine scrub cleaned. Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions. Daily cleaning of lift cabins, mirrors & doors in all the floors. Removal of stagnant water. Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises. 	Daily
2	<u>Vacuuming:</u> Vacuuming all carpets, runners and carpet protectors so that they are free of dirt, lint, mud, etc. All Sofa set/chairs, revolving/non-revolving cushioned chairs cushioned stools, Curtains, venetian/vertical fabric blind, Roller Blinds etc.	Fortnightly
3	Washrooms & toilets cleaning (To be carried out on hourly basis): Thorough cleaning and sanitization of toilets, bathrooms, wash basins and spray facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.	
	<ul style="list-style-type: none"> Cleaning of mirrors, glass doors, glass windows, etc. Replenishment of paper towels, toilet paper, liquid soap, urinal cubes, naphthalene balls, odonil, etc. in all the toilets & wash rooms. 	Daily
4	<u>Trash Removal:</u> 1. Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.	Daily

	<p>2. All waste from waste paper baskets will be collected and deposited in the building's waste containers.</p> <p>3. Dry & wet garbage would be segregated and temporarily dumped into designated area within the premises.</p> <p>4. Collection of old newspapers, bundling & shifting to specified place.</p> <p>5. All the wastes, trash, debris, garden waste etc. has to be disposed from the campus on daily basis as per the guidelines of MCC. Any co-ordination in this regard with MCC has to be carried out by the Contractor.</p> <p>6. Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the Bank, the Contractor shall be penalized up to 5% of bill amount and its deduction from the monthly bills.</p>	
5	<p><u>Glass Surface Cleaning:</u></p> <ul style="list-style-type: none"> • All glasses at entrance doors and windows of the premises would be cleaned using damp and dry method. • Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned. • Removal of grease marks or fingerprints on glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels. 	Daily
7	<p><u>Spot Carpet Cleaning:</u></p> <ul style="list-style-type: none"> • Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals, etc. 	Daily
8	<p><u>Damp & Dry Cleaning:</u></p> <ul style="list-style-type: none"> • Wipe clean all white boards of meeting rooms, conference rooms, etc. • Wipe clean all table tops of workstations, cubicles and other furniture and fixtures. • Conference Rooms • Cleaning includes cleaning of Glass windows, ceiling, marble cladding, carpets, chairs, Service Rooms/ bath/ toilets, etc. 	Daily
9	<p><u>Shifting of Furniture:</u></p> <ul style="list-style-type: none"> • Three attendants / hamals needed at Estate Department for Shifting of chairs, tables, cup boards, e-wastes, monitors, computers, printers, etc. within the premises using suitable trolley as per instruction of officials of Estate Department. • Also, will be utilized by the Dept. in events of meetings, conferences and day to day works at different departments. 	Daily

10	<u>Deep Cleaning:</u> <ol style="list-style-type: none"> 1. Stairways, surrounding common areas, terraces, generator rooms, AHU Rooms, basements, car parking, etc. 2. Ceiling, walls, partitions, etc. 3. Interior & Exterior glasses will be cleaned on both sides, throughout the building. 4. Ceiling fans, pedestal fans, wall mounted fans, Indoor split AC units, etc. 5. Up-keeping & removing choke-up in the storm water drains in the ground & basement level and other drains located inside the premise. The Contractor should co-ordinate with Municipal Corporation, Chandigarh and keep the inter-junctions clear from any obstruction. 6. During monsoon season the Contractor has to ensure periodic cleaning of the basement, etc. with suitable materials for removing the algae / green patches formation. 	Weekly (only on Sunday / other Holidays)
12	<u>Window Glass Cleaning:</u> <ul style="list-style-type: none"> • The service provider shall undertake cleaning of the glasses and glass panes from the interior in all floors. • Dusting window sills and blinds. 	Weekly
13	<u>Sanitizing:</u> <ul style="list-style-type: none"> • All items related to Computer (Monitor, CPU, Keyboard, Mouse etc.) are to be cleaned thoroughly and sanitized. • Office desk paper bins would be cleaned and sanitized. • All washroom dustbins would be thoroughly cleaned and sanitized. • All telephone instruments would be sanitized using disinfectants. • Waste bins from Pantry and Cafeteria areas would be thoroughly cleaned and sanitized with disinfectants. • Through washing of all walls and doors of all toilets with appropriate detergent and disinfectant. • All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant. 	Weekly
14	<u>Dusting & Wiping:</u> <ul style="list-style-type: none"> • Dusting and wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks. • Applying metal polishes to accessories or door handles, name plates, hand railings, lift walls, etc. where applicable. 	Fortnightly
15	<u>Scrubbing:</u> <ul style="list-style-type: none"> • All floor areas with scrubbing machines. 	Fortnightly
16	<u>Deep Cleaning:</u>	Fortnightly

Signature of Bidder along with Firm seal

	<ul style="list-style-type: none"> • Deep cleaning, dusting, and wiping of sanitary fittings in the washrooms, ladies' toilets etc. • Deep cleaning, dusting, and wiping of handles, doors, door closers, fittings, windows, curtains etc. • Cleaning, dusting, and wiping of false ceilings. • After cleaning, dusting, and wiping of various items, these shall be free from dirt, grime, dust, and marks. • Cleaning/sweeping of all the terraces on fortnightly basis. • Cleaning, dusting, cobwebs. • Dusting of fire extinguishers, fire hydrant heads located at various places. <p>Note: The Contractor will ensure that no Acid or similar cleansing agent/material should be used in the process of cleaning of CP/Brass fittings. Any damages caused on account of violations shall be at the contractor's cost and risk. The contractor shall be responsible for replacement of such damaged fittings/fixtures with same brand/model fixtures at their own cost.</p>	
17	<p><u>Polishing:</u></p> <ul style="list-style-type: none"> • All the Brass/SS door handles/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using approved quality polishing agents including buffing as and when directed. 	Fortnightly
18	<p><u>Cleaning Work:</u></p> <ul style="list-style-type: none"> • Cleaning of vertical fabric blinds/ Roller Blinds and checking / rectification of the same using suitable material • Deep cleaning of all service ducts, chajjas in the floor, etc. <p>Note: The contractor has to take necessary safety precautions for their laborer by wearing personal protective equipment like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas etc.</p>	Quarterly
19	<p><u>Chemical / Shampoo wash</u> – All sofa sets/chairs, revolving chairs, non-revolving chairs, cushioned stools, Curtains, venetian/vertical/Roller blinds etc. are to be dry cleaned/ chemical washed / Shampooing. Cost of dry cleaning will be borne by the Bank.</p>	Quarterly or as and when required

B. ELECTRICAL MAINTENANCE SERVICE FREQUENCY AND SCOPE OF WORK:

S. No.	Nature of Services	Frequency
1	Providing licensed electrician with helper round the clock on all days including Sundays & holidays	Daily
2	Operation and maintenance and regular up-keep of lighting and allied electrical works, within the building/premises.	Daily
3	Operation and maintenance and upkeep of exhaust fans in the building/premises.	Daily
4	Changing of fused tubes and other items with LED lights as per instructions of Engineer-in-charge and handing over the fused ones to the Officer (maintenance) and / or Electrical Engineer. Cost of the material will be borne by Bank.	Daily
5	Switch off/on the common area lights, fans, etc. as scheduled and requirement to save Energy.	Daily
6	Cleaning of mains, distribution boxes of each floor and checking up of all the electrical connections to all the gadgets.	Weekly
7	Cleaning, dusting of electrical and telephone shafts, starters, pumps, panel boards, cable racks etc.	Monthly
8	Maintenance and cleaning of all electrical fixtures and fans.	Monthly
9	Cleaning and dusting of panel boards once in every 30 days.	Monthly
10	Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour cost as well as cost of minor materials required as mentioned in this tender. However, the cost of specified major items mentioned in this tender document will be reimbursed to the Contractor on actual basis on production of GST paid Invoice duly certified by the Bank's Engineer provided replacement of all such Items/fittings/fixtures are considered beyond repairs by the Engineer-in-charge who have issued specific written instructions to replace the same.	As & when required
11	Replacing bulbs, tube lights etc. wherever / whenever required. Cost of the material will be borne by Bank.	As & when required
12	To clean fans and exhaust fans, wherever / whenever required	As & when required
13	Disposal of complaint has to be made on first come first serve basis. However, in some cases, priority shall be accorded by the in charge of the work.	
14	The contractor will have to do the repair maintenance of existing Air Conditioners of the Split, Cassette, Window, Tower, (app 125 ACs), wherever / whenever required. Cost of the material will be borne by Bank.	
15	Replacement of fuses (all types)/MCB, repair/replacement of faulty switches, holders, screws etc at its own cost.	As & when required
16	Oiling, greasing of fans (ceiling and exhaust) as and when required its own cost.	As & when required
17	Repair and replacement of existing tube lights, bulbs, chokes &	

Signature of Bidder along with Firm seal

	starters, ceiling fan regulators at its own cost. If the existing light is replaced by Led lights then the cost of material/light will be borne by the bank.	
18	New Wiring of circuit wiring, point wiring, power point, Lan/networking on need basis and the material cost will be borne by the Bank.	
19	Checking of earthing system on regular basis to make it functional and effective	
20	Electrical maintenance of pumps, motors and general electric equipments, Electrical maintenance works including H.T/L.T. Panels, Capacitor panels, MCCB, relays, internal wiring, 1100/440V transformer(s), earth pits, lightening arrestors, Lift Panels, UPS panels etc. If any material is replaced/repared the cost of material will be borne by the bank.	
21	Maintain power factor to unity to avoid any penalty from electricity department. If any penalty imposed on bank by electricity department due to poor power factor, then the same will be borne by the vendor.	
22	Electrical load in all three phases must be maintain in balanced condition	
23	Any other work directly related to Electrical maintenance of specified buildings.	
24	Vendor has to make logbook for records of servicing of HT/LT panels, Capacitor Panel(s), VCB, ACB, 1100/440V Transformers, checking earthing work, cables insulations data etc. carried out by him in the premises.	
25	The firm/agency shall have to arrange all necessary T& P like (Electrical measuring instruments, Operative instruments like screwdriver set, spanner set both open and ring type, Megger, Insulation Tester, Multimeter, crimping tool, torch hand lamp bucket, container, table, chair, almirah, Hand gloves, Cable fault detector, Aluminium Ladder of suitable length, Telescopic ladder, & other unforeseen T & P Tester items at their own cost and shall be kept ready at site for which nothing extra shall be paid.	
26	In the event of any hazard occurred at site due to lack of preventing maintenance/poor workmanship, or otherwise, the vendor will be held responsible, and the vendor has to attend to it on top priority, otherwise the same will be executed at his risk and cost and recovery/penalty shall be deducted from his bills.	
27	In case of any accident during the operation / maintenance of the equipment leading to injuries /damages to human beings /	

Signature of Bidder along with Firm seal

	equipments and / or loss of life, the contractor shall be fully responsible for settling all claims and indemnify the department against any claims arising out of such accidents.	
28	The successful tenderer has to liaison with the local authorities/Electricity department in case of HT failures, load shedding, etc during maintenance.	
29	The agency shall carry out the maintenance of any new equipment added in the system without any extra cost. If any material is replaced, then the cost will be borne by the bank.	
30	It is the responsibility of the agency to carry out the electrical work to the best satisfaction and requirement of Bank/ Bank's Engineer-in-charge and additional strength of staff shall be deployed without any extra cost whenever required.	
31	Logbook maintenance and Frequency of following work are as follows:	
i.	Servicing & maintenance of HT/LT panel	Quarterly
ii.	Servicing & maintenance of Bank's D.G. Set	Quarterly
iii.	Servicing & maintenance of all type of earthing	Quarterly
iv.	Servicing & maintenance of Transformer(s)	Yearly
v.	Maintenance and Servicing of capacitor panel(s)	Quarterly
vi.	Electric Load Balancing work	Quarterly
Note:	With reference to above mention electrical works, Bank will bear the cost of material only(if any) for any repair/replacement	

C. PLUMBING MAINTENANCE SERVICE:

S. No.	Nature of Services	Frequency
1	Providing skilled plumber with all required tools on all days including Sundays and holidays	Daily
2	Removing choke-ups in all the plumbing installation inside the bathrooms, toilets & kitchen/pantry and common areas, plumbing ducts, sewer lines, supply lines etc.	As & when required.
3	Attending to leakage from taps, showers, flushing cistern, etc., at all floors, duct areas and outside premises so as provide "first-aid" solutions to prevent any damage & undertake necessary repairs after completing all norms.	As & when required
4	Repairs to plumbing & sanitary fittings like flushing systems CI/PVC/Ceramic etc., including removal of siphons, bells, float valves,	As & when required

Signature of Bidder along with Firm seal

	provision of cotter pin, plunger washers, nut and bolts for siphon, 'S' hooks, Ball-cock etc. including removal and re-fixing with new accessories of appropriate sizes and making it in working condition	
5	Cementing of joints of various drainage lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment.	As & when required
6	Checking and monitoring of all installation and to attend any defect immediately. Major work to be informed to the Estate Department.	Weekly
7	Clearing the vegetation from the buildings wherever it appears	Monthly
8	All Sewage/drainage line, inspection chambers, floor traps, etc. to be checked & cleaned inside the Premises up to Municipal Manhole (including removal of debris, sludge etc. from the line/ chambers and also out of the Premises)	Quarterly and as and when required to ensure free flow.
10	Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.	As & when required
11	Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required	As & when required

D. CARPENTRY MAINTENANCE SERVICE:

S No.	Nature of Services	Frequency
1	Providing skilled carpenter with all required tools on all days including Sundays and holidays	Daily
2	The complaints registered by the staff in the complaint book maintained with the Premises & Estate Department will be routinely checked daily and all complaints will be attended promptly.	Daily
3	Repairs and maintenance of all the doors, windows, racks, ventilators, sliding windows, pelmets / curtain rods, hangers etc. in the flats and of common area.	As & when required
4	Removing and re-fixing the loose hardware items with necessary screws as required at site etc. complete. without claiming any extra cost.	As & when required
5	Replacement of worn out wooden beading, any wooden members and any damaged hardware fitting. Replacement of broken glass panes of door and window shutters. Polishing of furniture, doors etc. Cost of material shall be paid as per the Bank's on actual basis.	As & when required

Signature of Bidder along with Firm seal

E. PEST MANAGEMENT SERVICES

S. No.	Nature of Services	Frequency
1	Pest Management for cockroaches (using Herbal gel), silver fish, ants, house flies, etc inside the premises.	Quarterly
2	Pest management for cockroaches, silver fish, ants, house flies, etc to common areas at all floors like staircase, lift lobbies, terraces, stilt parking, ground floor & rooms/cabins thereat, including drains, chambers, ducts, etc.	Monthly
3	Rodent control treatment for rats, mice & bandicoots using traps, baits, stick board, etc. in the entire complex including Kitchen, Pantry, Dining areas, drains, chambers, ducts, parking area, garden, etc	Monthly
4	Post construction Anti-Termite/white ant Pest Management treatment inside the premises. Cost of service/material shall be paid by the Bank's on actual basis.	As and when required

- i. The work of Pest Control treatment Services shall be got carried out through approved and Licensed agencies only. The name of the agency to be got approved from SBI in advance.
- ii. The Materials to be used for Pest Control should be Govt. approved as well as ecofriendly.
- iii. The Contractor shall ensure that after carrying out the high-quality Rodent Treatment, no damage would be caused to the Bank's equipment. In the event, any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses.

F. PUMP SETS (INTERNAL & EXTERNAL), AT SBI, LHO, CHANDIGARH & CMC RESIDENCES

Sr.No.	Description	Quantity
1.	<p>The LHO building having a carpet area of 1.90 lac sq.ft. (basement, ground floor and 6 stories, along with North & South block on ground floor and basement) and CMC residences at Sector 9, 8, 16, 21 and 27 Chandigarh.</p> <p>Operations & Comprehensive Maintenance of Internal Electrification.</p> <p>Fans, fixtures, lights, power plugs, other gadgets and equipments such as call bells, floor sub distribution boards, mechanized doors/glass doors etc.</p> <p>External Electrical Installations</p> <p>L.T. Panel and other electrical panels such as distribution panel, external panel, main panel for distribution, external lighting, A.M.F. panels, cables etc.</p> <p>PA system: Comprehensive Maintenance of PA system as per manufacturer's recommendations and providing qualified attendant(s) during meetings/seminars as per Bank's requirement.</p> <p>Maintenance of all electrical appliances.</p> <p>Pump Sets:</p> <p>15 Numbers of pump sets, ranging from 2 H.P. to 15 H.P.</p> <p>Diesel Generating Sets</p> <p>1 No. 250 KVA capacity.</p>	1 job
2	<p>Dismantling and relaying of all sizes of cables with sand and brick protection.</p> <p>Dismantling and relaying of all sizes of cables with old bricks and fresh sand Straight through joint kit for L.T.</p>	As per Annexure- IV

G. LANDSCAPING & HORTICULTURE SERVICES: -

MAINTENANCE OF LAWNS, TREES, SHRUBS, POTS ETC. AT SBI, LHO, CHANDIGARH & CMC RESIDENCES AT SECTOR 8, 9, 16, 21 AND 27, CHANDIGARH

The contractor will maintain/rotate plants (ornamental & flowering plants) at each floor/open area in and around all the buildings (including area outside the boundary walls on all the sides of the buildings). The contractor will also maintain lawns, trees shrubs etc.

- a) The contractor will place/replace additional plants in various rooms/halls/lawns etc. at its own cost.

Signature of Bidder along with Firm seal

- b) The contractor will establish and maintain a green house in the back yard of the LHO building and CMC residences, 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 later on, the contractor will replace the old/dry plants with new plants at bank's cost, as and when needed, in and around the boundary, thus maintaining the same strength of plants, at all times.
- c) The contractor will regularly treat/spray the plants, trees, shrubs etc. with pesticides and other chemicals, the cost of which will be borne by the bank.
- d) The contractor will regularly undertake trimming/pruning of plants, trees, shrubs and cutting of grass in lawns.
- e) The contractor will ensure painting of flowerpots at bi-monthly intervals or as and when required, cost of material of which will be borne by the bank.
- f) All inputs like farmyard manure, sweet earth, insecticides/pesticides etc. will be supplied by the contractor at bank's cost.
- g) The contractor will provide regular consultancy services to the department for the said contract.
- h) The contractor will be responsible for the good conduct and the safety of his workers engaged for the operation/maintenance. Bank shall not be liable for any claim which may arise on account of any mishap.
- i) The scope of work will be the entire existing installations and any installations that are to be done in future, as per the requirement of the bank.

H. LANDLINE TELEPHONES, INTERCOMS &

SERVICING, CLEANING, PERFUMING AND ALLIED SERVICES OF LANDLINE / MOBILE TELEPHONES AND INTERCOMS AT SBI, LHO, CHANDIGARH & CMC RESIDENCES AT SECTOR 8, 9, 16, 21 AND 27, CHANDIGARH

The contractor will have: -

- i) to ensure that all the landline telephones/intercom/mini-exchange lines are in working condition at LHO and CMC residences at all the times.
- ii) to check all the telephone/ISDN lines during morning hours and immediately attend to the faults reported in the building.
- iii) to clean & perfume all the apparatuses in the building, at least once in a week, the cost of which will be borne by the contractor.
- iv) to attend the requests for shifting from one connection to another, extensions/parallel extensions of existing lines, within the same premises.
- v) During the period of contract, sufficient employees of the contractor will be made available at the office on all working days to attend day to day faults during working hours.
- vi) The contractor's persons will always comply with all security norms, that are imposed from time to time by the Bank.
- vii) The contractor 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.

Signature of Bidder along with Firm seal

- viii) The contractor will maintain liaison with the Telephone / Mobile authorities and will get the work related to new connection/disconnection of telephones, provision and withdrawal of STD/ISD facilities. Contractor will also undertake shifting of telephones from one office to another or one residence to another, at its own cost.
- ix) The contractor will ensure collection of Telephone / Mobile phone bills and all other work, related to telephone, from the concerned agencies at its own cost.
- x) The contractor will also maintain close liaison with mobile phone service providers and get all the work relating to mobile phones done.
- xi) The scope of work will be the entire existing installations and any installations that come up in future, as per the requirement of the bank.
- xii) New point, if installed, cost shall be paid extra by the Bank.
- xiii) Repair / servicing of Telephone (Cost of Telephone Set & wire will be borne by bank).

MANDATORY DATA/ KYC REQUIREMENT OF EMPLOYEES

The following data relating to employees has to mandatorily provided by the vendor:-

1. Name & Address of the employees
2. ID & Address proof
3. Two copies of Recent coloured photographs of the employees
4. EPFO registration details
5. ESIC registration details
6. Account numbers in which salary of the employees is to be credited, along with details of the Bank (viz. Name of the Bank, IFSC Code, Branch Name, Address of the Bank)

Signature of the contractor

Signature of Bidder along with Firm seal
Page 51 of 79

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

To,

**Assistant General Manager
Premises & Estate Deptt,
Chandigarh Circle Office, Ground Floor,
SBI Local Head Office, Chandigarh**

Sir,

Our Bid for _____

We submit our Bid Document herewith. We understand that

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

IICERTIFICATE:

I/We read and understood all conditions and requirements of State Bank of India, LHO Chandigarh for providing Housekeeping, gardening & maintenance services.

Yours faithfully,

For:

Signature:

Name:

Seal of Company

Signature of Bidder along with Firm seal

MANPOWER REQUIREMENT**NO OF PERSONS REQUIRED FOR INTEGRATED FACILITY MANAGEMENT SERVICES
FOR STATE BANK OF INDIA**

Total no of employees required for Integrated Facility Management Services are as under:-

Sr No	PLACE OF WORK	NO OF PERSONS REQUIRED FOR	
		CLEANING (Unskilled)	GARDENING (Un skilled)
1	LHO Ground Floor + Basement	3	4
2	LHO First Floor	2	-
3	LHO Second Floor	2	-
4	LHO Third Floor	2	-
5	LHO Fourth Floor	2	-
6	LHO Fifth Floor	2	-
7	LHO Sixth Floor + Roof	2	-
8	LHO Outer Area + Surroundings	2	-
9	CGM Residence at sector 9 (Maintenance & cleansing)	2	2
11	GM Residence at Sector 8 (Maintenance & cleansing)	1	1/2
	GM Residence at Sector 21 (Maintenance & cleansing)	2	1/2
13	GM Residence at Sector 27 (Maintenance & cleansing)	1	1/2
14	GM Residence at Sector 16 (Maintenance & cleansing)	1	1/2
Total		24	8

In addition to above, following specialized persons will also be provided by the Contractor for LHO and all the above mentioned sites: -

Sr No	PARTICULARS	No OF PERSONS
1	Supervisor	1
2	Electricians	3
3	Plumbers	1
4	Telephone Lineman	1
5	House Keepers (CGM's residence)	2
Total		8

Signature of Bidder along with Firm seal
Page 53 of 79

The contract labour should not be allowed to work for long tenure in the office. The contractor should be advised to depute the contract labour on **ROTATION** basis. The contractor will ensure leave arrangements, so that the said number of manpower may be available on daily basis without fail. In case of non-deployment of the requisite number of manpower, the clause of **WAGE CUT** will be applicable on prodata basis.

MANPOWER QUALIFICATION AND EXPERIENCE CRITERIA

Sr. No.	Particular	Manpower Category Along with Qualification
1	Supervisor General Shift	<i>(Semiskilled Category)</i> HSC Passed and/or above with Minimum 5-year experience in Supervision and Manpower Handling.
2	Housekeeping staff <i>(General Shift)</i>	<i>Unskilled Category</i>
3	Electrician (general shift)	<i>(Skilled Category)</i> Electrical Technician with Govt. recognized technical course (ITI or equivalent) in electrical trade with 1 to 2 years' relevant experience and possess mandatory License to work as Electrician as per Chandigarh Electricity rules.
4	Plumber (general shift)	<i>(Skilled Category)</i> Plumbing Technician with Minimum 3 Years of relevant experience in similar field.
5	Carpenter (general shift)	<i>(Skilled Category)</i> with Minimum 3 Years of relevant experience in similar field.
6	House Keepers	<i>(Semi-Skilled Category)</i>

****Note:** *Wherever the duty hours of the respective Employee/workman/Technician etc. mentioned above is exceeding 8 Hours, it will be sole responsibility of the Contractor to ensure relief arrangements and to quote their rates accordingly.*

Note:

- i. All the above-mentioned scope of works is indicative and not exhaustive; Bank reserves the right to add/delete any work under the scope of work. However, the Contractor has to properly maintain the campus/Building /Premises.
- ii. Also, all the expenses towards maintenance of the equipment will have to be borne by the Contractor.
- iii. The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.
- iv. Supervisors/Managers should visit different floors from time to time to ensure that each floors/toilet etc. remain clean and ready for use round the clock
- v. All the consumables should be of specified make or equivalent brand of ISI mark as approved by the SBI.

Signature of Bidder along with Firm seal

TENTATIVE LIST OF MATERIAL TO BE USED AT LHO PREMISES CHANDIGARH & CMC RESIDENCES AT SECTOR 8, 9, 16, 21 AND 27, CHANDIGARH

S. No.	Description	Periodicity	Unit
1	2	3	5
1	Dry Mop Set of Gala/Kleenal or equivalent	Quarterly	No
2	Dry Mop Refill of Gala/Kleenal or equivalent	Monthly	No
3	Flat Mop Set of Gala/Kleenal or equivalent	Quarterly	No.
4	Flat Mop Refill of Gala/Kleenal or equivalent	Monthly	No.
5	Round Mop Set of Gala/Kleenal or equivalent	Quarterly	No
6	Round Mop Refill of Gala/Kleenal or equivalent	Monthly	No
7	Soft Broom Gala/Kleenal or equivalent	Monthly	No
8	Hard Broom Gala/Kleenal or equivalent	Monthly	No
9	Tall Sweeping Brush Gala/Kleenal or equivalent	Monthly	No
10	Long Handle Scrubbing Brush With Handle of Amco/Kleenal/Gala or equivalent	Quarterly	No
11	Kitchen Wiper of Amco /Kleenal /Gala or equivalent	Quarterly	No
12	Floor Wiper (Fibre) of Amco /Kleenal /Gala or equivalent	Quarterly	No
13	Hand Brush-Hard of Kleenal /Gala or equivalent	Quarterly	No.
14	Carpet Brush of Kleenal /Gala or equivalent	Quarterly	No.
15	Feather Brush of Kleenal /Gala or equivalent	Quarterly	No.
16	Liquid Soap (Hand Wash) of Good Quality	Monthly	Litre
17	Bathroom Fresheners of Good quality (100 gms)	Monthly	No
18	Bleaching Powder of Good Quality	Monthly	Kg
19	Perfume Cleaner of Good Quality	Monthly	Litre
20	Dust Pan with Brush of Gala/Kleenal or equivalent	Half yearly	No
21	Air fresheners Bottles	Monthly	No
22	Multipurpose Cleaning Chemicals (R1 to R7)	Monthly	Litre
23	Toilet Brush of Gala/Kleenal or equivalent	Quarterly	No
24	Choke Pump of Good Quality	Monthly	No
25	Dust Pan of Gala/Kleenal or equivalent	Monthly	No
26	Scraper of Good Quality	Monthly	pcs
27	Glass Duster of Good Quality	Monthly	No

Signature of Bidder along with Firm seal

28	Check Duster of Good Quality	Monthly	No
29	Floor Duster of Good Quality	Monthly	No
30	Sponge of Good Quality	Monthly	No
31	Steel Wool of Good Quality	Monthly	No.
32	Spray Bottles of Gala/Kleenal or equivalent: 500 ml	Monthly	No
33	Rubber Gloves of Good Quality	Monthly	No.
34	Cotton Gloves of Good Quality	Monthly	No
35	Plastic Buckets of Gala/Kleenal or equivalent (18 Litre)	Quarterly	No.
36	Naphthalene Balls of Good Quality	Monthly	Kg
37	Urinal cubes of good quality	Monthly	Packets
38	Room Freshener	Monthly	No.
39	Garbage Bag: Big of Good Quality	Monthly	Pkt
40	Garbage Bag: Medium of Good Quality	Monthly	No.
41	Garbage Bag: Small of Good Quality	Monthly	No.
42	Toilet Tissue Rolls of Good Quality	Monthly	No.
43	C-Fold Paper-150 sheets of Good Quality	Monthly	No.
44	Kimberly Jumbo Rolls	Monthly	No.
45	Silva 7 brasso-100 ml	Monthly	ML.
46	Urinal Pad of Good Quality	Monthly	Pcs
47	Detergent Powder	Monthly	Kg
48	Liquid Dettol handwash (in all toilets)	Need Basis	Ltrs
49	Sanitizers (on all floors)	Need Basis	Ltrs

Signature of Bidder along with Firm seal
Page 56 of 79

ELIGIBILITY CRITERIA

Annexure-B

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

S.No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm/Proprietary/Company registered under Companies Act. With an experience of minimum 07 years in the field of House keeping & Maintenance	In case of Proprietary copy of the GST Registration certificate/In case of firms Copy of the firm registration Certificate /In case of company copy of certificate of incorporation issued by Registrar of companies and full address of registered office.
2	Handled minimum 3 (three) completed annual contracts in Housekeeping and Maintenance with each contract having value of not less than Rs.32.80 lakhs Or Handled minimum 2 (Two) completed annual contracts in Housekeeping and Maintenance with each contract having value of not less than Rs.41.00 lakhs Or Handled minimum 1 (one) completed annual contracts in Housekeeping and Maintenance with each contract having value of not less than Rs.65.60 lakhs	Copy of the work order and work completion certificates issued by the principal Employers specifying the below criteria's for the works carried out during the period from 01/04/2014 to 31/03/2021. i. Scope of work. ii. Contract value. iii. Area of the building. iv. No. of staff deployed by the contractor for the contract. v. Period of the contract for completed. vi. Monthly payment Note:(i) Renewal of annual contracts shall be considered as a single contract.(ii)Copy of agreement is enclosed.
3	The bidder should have a minimum average annual turnover of Rs.24.60 lakhs for the previous three years (as on 31-03-2021). Audited/Certified Balance Sheet (by Chartered Accountant) for the years 2018-19, 2019-20 and 2020-21, establishing the turnover criteria should be submitted.	Copy of the audited P&L Account and Balance Sheet duly Certified by the Chartered Accountant.
4	Bidder should have office in Twin Cities i.e anywhere in India and should be able to open one office at Chandigarh/Mohali/Panchkula with in one month from date of award of contract.	Address Proof of the firm should be submitted.

5	Vendor must produce copy of valid 11 KV/HT Grade A (Class-I) electrical contract license from Central Government or any State/UT Government in his/her name or in name of his/her associate at the time of bidding. And the vendor has to produce the agreement signed between him and it's associates at the time of bidding (along with technical bid). It will be the responsibility of vendor to get the renewal of the license (if any) from concerned department own its own and no extra cost will be paid for the same.
---	---

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

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

Signature
Seal of Company

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

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

Sr.	Particulars	Marks	To be filled up	Documents
			By the Bank	Attached [Yes/No]. If Yes, state the Nature of document(s).
1	Average annual turnover of the Company as per Audited Balance Sheets as on 31 st March 2019, 2020 and 2021			
	>4.00crores	10		
	>3.20croresbut<=4.00crores	8		
	>2.40croresbut<=3.20crores	6		
	>1.60croresbut<=2.40crores	4		
	>0.80 crores but<=1.60crores	2		
2	Area in square feet serviced in Any single organization for house keeping, maintenance located in Punjab or any where in India between 01/04/2014 to 31/03/2021.			
	>1.50 lac sq.ft.	10		
	>1.00 lac sq.ft. But <=1.50lac sq.ft.	8		
	>0.60 lac sq.ftbut<=1.00lac sq.ft.	6		
	>0.30 lac sq.ftbut<=0.60lacsq.ft	4		
3	No. of Employees on payroll in House keeping maintenance Services as on 31/03/2021			
	>75	10		
	>50 but <=75	8		
	>25 but <=50	6		
	<=25	4		
4	Number of years of experience in house keeping, maintenance services			
	>= 10years	10		
	>= 8 but < 10 years	8		
	>= 5 but < 8years	6		
5	Latest ISO Certification			
	Available	2		
	Not Available	0		

Signature of Bidder along with Firm seal

6	Whether the Bidder had provided services in			
	Govt./PSU+Private	5		
	Govt./PSU	3		
	Private	2		
7	Constitution			
	Public Ltd.	5		
	Private Ltd.	4		
	Partnership	3		
	Others	2		
8	Value of single largest annual contract in the past seven years (31 st March 2021) in housekeeping, maintenance in Commercial/ Residential Complexes located at Punjab or anywhere in India.			
	>0.82 Cr	5		
	>0.66 Cr but ≤ 0.82Cr	4		
	≤0.66 Cr	3		
9	Complaint registration and Response			
	(a) Online (electronic, web-based) system available with the Contractor	3		
	(b) Manual system available with the Contractor	1		
	(c) No system used by the Contractor	0		
	Total Marks	60		

Technical Bid Evaluation Part-I: Max marks 60

Minimum marks required for qualifying in the Technical Bid Evaluation: **36 Marks.**

Note: Evaluation of Technical Bid is only for Qualifying purpose.

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

Signature of Authorized Representative_____

Name of Authorized Representative_____

Place:_____

Date:_____

[DULY AUTHORIZED SIGNATORY]

Signature of Bidder along with Firm seal
Page 60 of 79

BIDDER DETAILS

Details of the Bidder

1. Name of the Firm:
2. Date of Incorporation and/or commencement of business:
3. Certificate of incorporation:
4. Brief description of the Bidder including details of its mainline business:
5. Company website URL, if any
6. Labour License no.
7. ESI No .EPF No.
8. GST No.
9. PAN No.
10. Particulars of the Authorized Signatory of the Bidder
 - a) Name:
 - b) Designation:
 - c) Address:
 - d) Phone number (Landline):
 - e) Mobile Number:
 - f) Fax Number:
 - g) Email Address

Signature
Seal of Company

EXPERIENCE DETAILS

LIST OF TOP-3 COMPLETED ANNUAL HOUSEKEEPING & MAINTENANCE CONTRACTS (With individual contract value above Rs. 32.80 Lakhs & contract period from 01/04/2016 to 31/03/2021). The experience certificate with completed contract value duly issued by the client to be enclosed as evidence.

S.No.	Description	Details (please fill)
Completed Annual Contract -1		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: To
4	Client representative Name:	
5	Contact Nos (Landline/Mobile Nos)	
6	Mail id:	
Completed Annual Contract -2		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: To
4	Client representative Name:	
5	Contact Nos (Landline/Mobile Nos)	
6	Mail id:	
Completed Annual Contract -3		
1	Client Name & Address:	
2	Annual Contract Value (completed value):	
3	Duration of the contract:	From: To
4	Client representative Name:	
5	Contact Nos (Landline/Mobile Nos)	
6	Mail id:	

DRAFT INDEMNITY BOND FORMAT

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

THIS DEED OF INDEMNITY BOND executed at Chandigarh on this ____day of ____month of year Two Thousand and Twenty one (2021) By M/s____duly represented by proprietor / one of its partners Shri__, aged years, son of Shri_____,residing at_____(here in after referred to as "the Contractor")

In favour of Whereas State Bank of India has invited open bid tenders from the contractors for Providing Integrated Facility Management Services for State Bank Of India Office Complexes at **SBI, LHO, Sector 17, Chandigarh &CMC residences at Sector 9, 8, 27, 16 and 21, Chandigarh .**

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 vide their letter.....

And whereas as per tender documents, the Contractor has to enter into a Contract Agreement with SBI and execute an Indemnity Bond before starting the work. The Contractor has entered into Contract Agreement with SBI on _____(here in after referred to as "the Contract").

In consideration of SBI having awarded the above said Contract, the Contractor hereby undertake to indemnify and keep harmless the SBI 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, Contactor hereby indemnifies and keep SBI 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

Signature of Bidder along with Firm seal

**DRAFT MEMORANDUM OF CONTRACT FOR PROVIDING INTEGRATED FACILITY
MANAGEMENT SERVICES FOR STATE BANK OF INDIA AT SBI, LHO, SECTOR 17,
CHANDIGARH & CMC RESIDENCES AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH**

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

THIS CONTRACT IS ENTERED AT CHANDIGARH ON THIS DAY OF 2021 BETWEEN

State Bank of India, a body corporate constituted under the State Bank of India Act, 1955 and having its Corporate Centre at 'State Bank Bhavan', Madame Cama Road, Nariman Point, Mumbai-400021, India ("SBI"), acting through Premises & Estate Department, Local Head Office, Chandigarh (hereinafter referred to as the 'Bank' which expressions shall include its successor and assigns) of the ONE PART.

AND

M/s. ----- a Proprietorship concern/ Partnership firm / a company registered under the provision of Companies Act 2013 having its registered office at ____ acting through its... {strike off whichever is not relevant to the context} (Hereinafter referred to as the Contractor/ Service Provider) which expressions shall include its successor and assigns) of the OTHER PART

Whereas the contractor / service provider has participated in the tender process / offered their services in pursuance of the tender notice/ offer and after screening of proposals received and completion of due tendering process, the contractor / service provider has been declared as the successful AND accordingly has agreed to render their services for valued consideration.

AND WHEREAS in pursuance to the acceptance of the tender of the contractor / service provider, both parties are desirous to enter into the present contract on the terms and conditions as set forth herein.

The Bank and contractor / service provider are collectively referred to as the "Parties" and are individually referred to as a "Party." Any reference made to male gender includes female and vice versa.

NOW THAT IN CONSIDERATION OF ABOVE PREMISES, the parties hereby agree as follows

1. That the contractor/ service provider hereby agrees to render the _____ service, at Bank's premises located at _____.
2. It is hereby agreed between the parties that, all the Provisions, Terms and Conditions of the Original Tender Documents, Work Order and correspondence taken place between the parties shall form part and parcel of this agreement and undertakes to abide by the same.
3. The Bank will pay to the contractor/ service provider Rs. -----, subject to rendering the services and delivering goods to satisfaction of the Bank. The Bank reserves its unfettered right to deduct

Signature of Bidder along with Firm seal

Page 6 of 79

penalty / reduce the payment for the services not rendered / goods not delivered as per the terms of the Tender Document / Work Order and the decision of the Bank will be final. The charges payable to the contractor/ service provider do not include the Goods & Services Tax, but inclusive of all other taxes/ duties/ levies, whether existing or levied in future by Central Government or State Government or Local bodies as the case may be.

4. The contract will 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 within the sole discretion of the SBI subject to satisfactory performance and not be claimed as right of the Contractor / Service Provider. In case of breach of contract or in the event of not fulfilling the minimum requirements/statuary requirement/satisfactory services etc., the SBI shall have the right to terminate the contract forthwith 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 the contractor / service provider solely at the discretion of the SBI.

5. (i) The contractor / service provider has quoted the rates after duly considering the prevalent rates of minimum wages prescribed by the Central / State Government and the rates 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 will be considered during this period.

(ii) The Bank may consider renewal of contract for similar two terms on the same terms and conditions and provision contained in Point no. 4 above, except the minimum wages, which shall be considered as per Central Government rates prevailing at material time provided that the services rendered by the vendor are found satisfactory. However, renewal of contract is discretion of the Bank and the contractor shall have no right to claim for the same.

(iii) No price escalation on account of material components, pest control, housekeeping & horticulture, etc., will be allowed during the contract period.

6. All the material used for rendering the services should be of ISI mark produced by reputed brands / or as specified by the Bank in the tender documents and at no point of time the contractor / service provider shall use any substandard products.

7. The contractor will always maintain on his roll sufficient numbers of employees (as indicated in the Tender documents), of able body, medically fit, honest, well behaved, skilled workman and technical and supervisory staff to oversee the work to be carried out by the employees engaged by the contractor / service provider. At no point of time the contractor will employ a person below 18 years and more than 50 years of age for workmen and up to age of 55 years for Supervisors. The contractor undertakes to get the antecedents of all his employees verified from the police authorities before being deployed at the Bank's premises and also obtain their proof the identity and residence and provide copies of the same to the Bank. The contractor will be liable to maintain the employee strength on the Bank's site,

considering the absentees / leaves of the employees. The contractor / service provider will provide list of the employees deployed at the site of the Bank with their complete address.

8. The contractor will at his own expense to get the medical examination done of the employees engaged by him, once in a year and retain on record the medical report and ensure that, the employees deployed at the site of the Bank are not suffering from contagious/virulent diseases. No extra payment will be made by the Bank for conducting such medical examination.

9. The contractor / service provider shall be solely responsible for the good conduct and performance of the employees engaged by him. The contractor will at the request of the Bank remove from Bank's site any employees engaged by him, who may not be suitable, not trustworthy, incapable to work or who has misbehaved / not been courteous, polite with the Bank employees or customers of the Bank or any other third party while being present at the Bank's premises. The contractor will ensure that the employees employed by him, do not report to work under influence of / consume any narcotics / liquors/ psychotropic substances at the Bank's site.

10. The contractor / service provider will strictly comply with all the labour and such other statutory laws pertaining to the engagement of the employees and the contractor will be solely responsible for the acts of the employees engaged by him. The contractor / service provider will insure the employees engaged by him against risk of occupational hazards / personal injuries.

11. The contractor will be responsible for the employment, training, allocation of duties of the employees engaged by him. The contractor will only have the right to control, give directions and manage the employees engaged by him.

12. The contractor shall maintain Attendance Register and provide New Uniform (with Company's name badge) and photo ID Card, Safety Shoes, Helmet, Safety Belt, Hand Gloves 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. In addition to this, the contractor shall also arrange to supply and install Bio-metric attendance system at his own cost close to the Security Cabin or any other location approved by the Bank for maintaining daily record of attendance of all employees deployed at the site during the month and record thereof should be produced with monthly bills as a proof of claim for the same. The Contractor has to ensure that the employees all the time wear their uniforms, safety equipment and photo id cards while working at the premises of the Bank and also replace the worn-out uniforms / safety equipment as and when deemed necessary.

13. The contractor / services provider will bear all the expenses/ costs, stamp duty, legal fees to be incurred to execute this contract. This contract will be executed in duplicate, the Bank shall retain the original and the contractor shall be provided with a Certified / Notarized copy for their record and reference purpose.

14. The contractor / service provider will bear all taxes/ cesses, levied by Central / State government / local body and payable in respect of rendering the service under this contract.

Signature of Bidder along with Firm seal

Page 6 of 79

15. The contractor/ service provider will meet the Premises & Estate Department / officer in charge once in month or at the frequency mutually agreed between the parties to assess the quality of the services rendered by the contractor/ service provider. The contractor shall be duty bound to carry out the suggestions / observations done by the premise's department/ officer in charge. The continuance of the contract will depend upon the satisfactory performance of the service and the Bank exclusively retains the right to terminate this contract in the event the services rendered by the contractor / service provider are found to be non-satisfactory and the decision of the Bank in this regard will be final and binding, without there being incurring any liability and the Bank will also not be responsible for any loss arising out of termination of the present contract.

16. It is aptly made clear that, this contract is for rendering _____ services and it is not intended or by any means to be construed that the contractor would supply contract labour to the Bank. By this contract, it is not intended to create employer-employee relationship, or a partnership / joint venture between the parties. The persons employed by the contractor will always be the employees of the contractor and the contractor will make it clear to its employees that they will not have any right to claim service/ permanency in the Bank or salary and benefits available to the employees of the Bank.

17. (i) This contract shall stand terminated by efflux of time or earlier by giving 3 months advance notice by the party of its intention to do so. The Bank may instruct the contractor to continue to render the services till the next contractor/ service provider is appointed by the Bank and contractor / service provider will not be entitled to additional amount for rendering the services during the notice period.

(ii) Bank 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.

(iii) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract / tender documents / work order by the contractor or abandoning the work, the /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 / Bank Guarantee tendered by the Contractor will be invoked, besides any other action deemed fit including de-paneling the contractor or debarring them in future tendering process.

(iv) On termination or conclusion of the instant contract, as the case may be, the contractor / service provider will return the machine / equipment provided to him for performance of the obligation under this contract, if any and assist in smooth transition of the service to the next contractor/ service provider appointed by the Bank.

18. The contractor undertakes, accepts and admit the absolute and complete responsibility for the service conditions, claims, damages and other compensations payable to its employees and

Signature of Bidder along with Firm seal

Page 6 of 79

unequivocally assume responsibility for due compliance with all the requirements of its statutory obligation, duties and responsibilities and liabilities (including insurance policy).

19.(i) Before taking up the work, the Contractor shall, obtain and submit to the Employer (Bank), a third-party insurance policy in original, issued by any Public-Sector Insurance Company and also ensure to pay the premium on time and keep the policies valid during the currency of the contract.

(ii) 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.

20. After completion of each month the Contractor will submit his bills to the , with copies of the records / registers showing that the contractor has paid the salary to his employees and paid their statutory dues. Bank will make the payment to the Contractor. No advance payments will be made to the contractors.

21. If there are any complaints or Bank observes that the quality of the services rendered by the contractor is sub-standard, not as per terms and conditions mentioned in the tender document, the Bank will have sole right to delete or reduce any items of bills before making payment to the contractor, without assigning any reasons thereof and the decision of the Bank will be final and binding.

22. In the event the contractor fails / neglects to fulfill his obligations on any day or for number of days, to the satisfaction of the Bank for any reason, whatsoever it may be, the Bank will levy the liquidated damages as per the terms and conditions mentioned in the Tender Documents, this is however without prejudice the right of the Bank to terminate this contract and also recover further damages from the money payable to the contractor.

23 (i) Any and all disputes controversies and conflicts (disputes) arising out of this contract or in connection with this contract or the performance or non-performance of the right and obligations set forth herein, or breach, termination, invalidity or interpretations thereof shall be referred for arbitration, prior to submitting the disputes to arbitration the both parties shall make all endeavours to settle the dispute(s) through mutual negotiation and discussions. In the event, that the said dispute(s) are not settled within 30 days of the arising thereof as evidenced through the first written communication from any party notifying the other regarding the disputes, the same shall finally be settled and determined by arbitration as above.

(ii) The place of arbitration shall be at Chandigarh and the language used in the Arbitration Proceedings shall be in English. Arbitration shall be conducted by a mutually appointed Sole Arbitrator. The sole arbitrator would not be past or present employee of the parties. If the parties are unable to agree upon a sole Arbitrator, each party shall appoint one arbitrator and the two arbitrators so appointed by parties, shall appoint the third arbitrator, who shall be the Chairman of the Arbitral Tribunal.

(iii) The arbitral award shall be in writing and subject to the provisions of the Arbitration and Conciliation Act 1996 and any amendments thereof. The award shall be enforceable in any court of competent jurisdiction.

(iv) Pending the submission to arbitration and thereafter, the arbitrator or the Arbitral Tribunal render the award or decision, the parties shall, except in the event of termination of this contract or in the event of any interim order/award is granted under the afore stated Act, continue to perform their obligations under this contract.

23 (b) In the event of the arbitrator dying, neglecting, or refusing to act or resigning or being unable to act for any reason, it shall be lawful for the parties to the dispute to appoint another sole arbitrator by mutual consent or the arbitrator appointed by them in terms of provisions of the 23(i).

23(c) The arbitrator may from time-to-time with the consent of all the parties to the reduce / extend the time for making the arbitral award.

23(d) Upon every and any such reference, the assessment of the cost incidental to the reference and award respectively shall be in the discretion arbitrator.

23 (e) Subject as aforesaid, the Arbitration & conciliation Act, 1996, and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause.

24. The Bank will deduct all the taxes deductible at source and issue a certificate to that effect. Any other taxes which are directly payable by the contractor but not paid by the contractor to the respective department and if such department raises a demand on the Bank to pay such taxes, the Bank will make the payment and deduct the same from the bills payable to the contractor, if any.

25. The contractor / service provider is duty bound to obtain and retain during the currency of this present contract, all the license, clearances, certificates from the appropriate authorities under the Contract Labour (Regulation and Abolition) Act 1950 and rules framed thereunder required to provide the services to the Bank. The contractor will arduously strive to confirm /comply with the Laws pertaining to Employees Provident Fund, ESIC, Bonus Payment, Payment of Minimum Wages and all other statutory requirements and submit to the Bank copies of the returns filed with the appropriate government authorities evidencing such compliance. In the event, any dispute arises out of the non-compliance on the part of the Contractor, the contractor will have to sort out such disputes at their end, without the Bank being incurring any liability thereof. The contractor will display all the charts, notices at the work place which are mandatory as the Contract Labour (Regulation and Abolition) Act 1950.

26. The contractor shall in terms of the provisions of the Section 17,18 and 19 of Contract Labour (Regulation and Abolition) Act 1950 and rules framed thereunder will provide the amenities to the

Signature of Bidder along with Firm seal

Page 6 of 79

employees employed by him. In case the contractor fails / neglects to provide such amenities, the Bank will provide such amenities and cost incurred for providing such amenities will be deducted from the bills payable to the contractor. The contractor will be responsible / liable to maintain all the statutory registers / records and accounts in compliance with all the statutory provision / requirements for providing services to the Bank.

27. In terms of the Contract Labour (Regulation and Abolition) Act 1950 and rule no. 72 and 73 framed there under, in case the same is applicable to the contractor, the contractor undertakes to disburse / pay by cheque or by bank transfer the minimum wages payable to its employees only in the presence of the authorised representative of the Bank and also obtain due certification from such authorised representative. Any violation of the aforesaid provisions of the law will entail the termination of the instant contract in addition to such other penal consequences.

28. Notwithstanding anything to the contrary in this contract, the contractor shall not assign it's right to any third party to perform any of its obligations hereunder and in the event of such violation, the Bank reserves it's right to terminate the present contract without prejudice to its other rights and remedies.

29. Notwithstanding anything contained in the presents, the contractor shall be responsible for the loss caused to the Bank due to theft/ pilferage and / or damage the Bank's property, when in the opinion of the Bank, such loss has been caused due to the acts or omission, negligence, recklessness or any fault which is attributable to the Contractor or its employees / workman engaged by him for rendering the services.

30. If by any act/ ordinance / rules or statute prohibits employment of contract labour for the services as envisaged in the presents or otherwise, the present contract shall come to an end forthwith and no compensation whatsoever will be payable to the contractor or his workman/ employees.

31. This contract, and the rights and obligations of the Parties, shall be governed by and construed, interpreted and enforced in accordance with the laws of India. Both the parties irrevocably agree that any legal action or proceedings arising out of this contract or in relation to the transactions contemplated herein, may be brought in the Courts at Chandigarh having jurisdiction over the matter and both the parties irrevocably undertake submit themselves to the jurisdiction of Courts at Chandigarh.

32. No change, deletion, modification, amendment, or supplement to this contract shall be binding upon a Party hereto unless made in writing and signed by duly authorized representatives of both Parties and such changes will form the part of the present contract for all purposes.

33. Any notice required or permitted to be given under this contract shall be in writing and shall be deemed given effective immediately upon the receipt thereof, as evidenced by a written record of

delivery. All notices shall be sent on the addresses mentioned here in above, unless the parties convey the change in writing to the other.

34. The provisions of this contract shall be severable and, if any provision of this contract is held or declared to be illegal, invalid, or unenforceable, such illegality, invalidity, or unenforceability will not affect any other provision hereof, and the remainder of this contract, disregarding such invalid portion, will continue in full force and effect as if such void provision had not been contained in it.

35. After conclusion / termination of the contract, the contractor will remove its employees / machines deployed at the premises of the Bank and duly hand over the machines / equipment's, if any provided to the contractor to render the services in working condition, subject to normal wear and tear.

36. The contractor do hereby undertake to indemnify and hold harmless SBI and its employees against any damages, prosecution, other legal suits and claims which may arise terms and conditions of the presents and which is directly arise out of any accident taking place at the site which is directly attributable to non-adherence / negligence of safety norms, not adhering to the standard work procedures and for violating rules and regulations for which the service provider / contractor will be solely responsible.

37. Neither Party will be liable under this contract for any failure of or delay in performance of its obligations hereunder, if performance of the Party is delayed or prevented by acts of God, fire, explosion, war, terrorism, earthquakes, riots, Laws, or other similar causes beyond such Party's control (each, a "Force Majeure Event"), but only to the extent of and during continuance of the Force Majeure Event and only provided such Party, as soon as practicable, gives the other Party written notice of the Force Majeure Event. During the pendency of any Force Majeure Event, the Party affected shall work diligently to perform its obligations hereunder to the extent commercially reasonable.

38. 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 contract, 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 contract are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.

39. The competent authority of the Office of the SBI, Chandigarh 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 SBI and provided also that the contractor shall be liable to pay the SBI for any extra expenditure, it is thereby put to but shall not be entitled to any gain on repurchased.

40. Both Parties hereby represents and warrants that it has all requisite power and authority to enter into and fully perform its obligations under this contract; the execution, delivery and performance of this contract and the consummation of the transactions contemplated hereby have been duly and properly authorized by all requisite action on the part of each Party; this contract has been duly executed and delivered by such Party; and is an enforceable obligation of such Party except as such enforceability may be limited by bankruptcy, moratorium, insolvency and similar laws affecting the rights and remedies of creditors and obligations of debtors generally and by general principles of equity.

41. The contractor / service provider hereby confirms that he has / they have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender documents, the contents of the present contract and undertakes to abide by the same.

IN WITNESS WHEREOF, both the parties have each caused their respective hand on the present on the date mentioned above.

Witness: -

For State Bank of India

For the Contractor/ Service Provider

1.

1.

2.

2.

Signature of Bidder along with Firm seal

Page 72 of 79

**DRAFT FORMAT OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT
FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR STATE BANK OF
INDIA AT SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES AT SECTOR 9, 8, 27, 16
AND 21, CHANDIGARH**

(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 Integrated Facility Management Services for State Bank Of India Office Complexes at .

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 Chandigarh) with SBI as mentioned vide 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 **3%** of the annual contract 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 Commercial 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

Signature of Bidder along with Firm seal

“Guarantor” (which expression shall include its 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.

Signature of Bidder along with Firm seal

Page 74 of 79

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 herein before 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 authorised 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)

Signature of Bidder along with Firm seal

Page 75 of 79

CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the _____ Office for Providing Integrated Facility Management Services for State Bank Of India at SBI, LHO, Sector 17, Chandigarh & CMC Residences at Sector 9, 8, 27, 16 and 21, Chandigarh

For the Month.....Year.....

Office in which subscription remitted	BillNo. &Date	Emp. Prov. Fund (EPF)	ESI	Others

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

Place:

Date :

Signature with seal of the Contractor

Name in block letters:

Address

Signature of Bidder along with Firm seal

ANNEXURE-I

DETAILS OF LITIGATION / ARBITRATION CASES RESULTING FROM THE CONTRACTS EXECUTED IN THE LAST SEVEN YEARS OR CURRENTLY UNDER EXECUTION

Year	Award for organist applicant	Name of client	Cause of litigation and matter of dispute	Disputed Amount	Actual Awarded Amount

Note:

10.a.1. Information has to filled up specifically in this format

10.a.2. Indicate other points, if any, to show your technical competence to indicate any important in your favour.

Name of the authorized Signatory

Sign & seal of the applicant

Signature of Bidder with Firm seal

Page 71 of 79

e-TENDER



STATEBANKOF INDIA

PART-B

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

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

PRICE BID

(To be submitted Tender. Any cover containing Price-Bid along with Technical Bid will be rejected.)

TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR STATE BANK OF INDIA AT SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH

**Assistant General Manager,
(Premises & Estate)**

Ground Floor, SBI LHO, Sector-17A, Chandigarh-160017

Phone: 0172-4567103, 4567010 to 12

Email: agmpre.lhocha@sbi.co.in

Signature of Bidder with Firm seal

Page 78 of 79

COMMERCIAL PRICE BID
(To be submitted through online)

**TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR
STATE BANK OF INDIA AT SBI, LHO, SECTOR 17, CHANDIGARH & CMC RESIDENCES
AT SECTOR 9, 8, 27, 16 AND 21, CHANDIGARH**

	Description	Reference	Periodicity	Total Amount in Rs.(lump sum claim in respect the premises)
1	Cost of Manpower for 40 persons	Annexure-AA	26 days	Wages as per Central Government Minimum Wages w.e.f 28.04.2021
A	Charges towards Utility items/ Consumables i.e Uniform, Tools, Pest Control & Rodent Treatment etc. (should not be less than 5 % of manpower component i.e Sr.1)	Annexure- AAA	Monthly	
B	Service/Departmental charges Charges i.e contractors profit and supervision charges. (should not be less than 1 % of manpower component + Utility items/ Consumables)		Monthly	
C	Cost offer for one Month		(A+B)	
D	Total Cost offer for 12 (Twelve) Months		C*12	
Total(D) In words				

NOTE:

1. 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 in incorporating Bank's GST in number and vendor GST no. Manual GST invoices will not be accepted.
2. Wages as per Central Government Minimum Wages w.e.f 28.04.2021, hence contractor need not to quote Wages in price bid.
3. If the amount quoted by the bidder in the Price Bid is unreasonable/unrealistic or with Zero Profit Margin, based on the statutory payments or otherwise, the SBI reserves the right to reject such bids.
4. If more than one Vendors will quote the same rate i.e L-1 amount. The work will be awarded through draw, Single draw as per the recommendation given by tender opening committee members.