

STATE BANK OF INDIA

RBO – ELURU (14739)

Regional Business Office, Eluru Region-V ,
Narasimharao Peta, ELURU- 534006
W.G.District , A.P.

**Part – I
(Technical Bid)**

TENDER FOR PROVIDING COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING, GARDENING & OTHER MAINTENANCE SERVICES AT SBI, RBO ELURU AND BRANCHES AND IT'S ESTABLISHMENTS IN OUR ELURU REGION

Name of The Tenderer:

Address:
.....

GSTIN:

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NOTICE INVITING TENDER

State Bank of India (SBI), Regional Business Office, Eluru invite two-bid tenders from Facility Management Contractors for Comprehensive Annual Contract for Housekeeping, Gardening & Maintenance services at State Bank of India, Regional Business Office, Eluru establishments in Eluru Region.

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

1.	Tender ID number	TENDER ID NO.: VJAAO005
2.	Name of Work	Comprehensive Annual Contract for Housekeeping, Gardening & Maintenance services at State Bank of India, Regional Business Office, Eluru and its branches in Eluru Region..
3.	Earnest Money Deposit (EMD)	Exempted
4.	Security Deposit (ISD)	The successful Contractor whose tender is accepted by the Bank shall be bound to deposit a sum equivalent to 5% of accepted "Annual Contract Value" as Security Deposit (SD) in the form of Fixed Deposit issued by any Nationalized/Scheduled Commercial Bank favoring " State Bank of India " payable at Eluru . The contractor may choose to deposit the said Security Deposit (SD) in the form of Bank Guarantee (BG) of equivalent amount issued by any Nationalized / Scheduled Commercial Bank as per the Bank's approved format.
5.	Date of availability of tender documents on Bank's website / e-tender portal	From 18.12.2021 to 07.01.2022 up to 03.00 PM Bank's Website: https://bank.sbi/web/sbi-in-the-news/procurement-news and e-Tender Portal: https://etender.sbi/SBI/

6	Last date & time for submission of Online Technical Bid	Up to 03:00 PM on 07.01.2022 To be submitted online on e-tender portal – https://etender.sbi/SBI/ Note: 1. It is sole responsibility of the bidder to ensure submission of their bid by stipulated date and time at specified address. The SBI shall not entertain bids received late due to any delay on account of delivery by the courier agency/speed post or any other mode for the reasons whatsoever. *The bidder has to submit a copy of the latest Circular published by the competent authority in support of minimum wages prevailing as per Central Govt. applicable for public sector banks.
7	Date and Time of Opening of Online Technical Bid & Price Bid	03.30 PM on 07.01.2022 on e-tender portal – https://etender.sbi/SBI/.
8	Date and Time of Opening of Online Price Bid	On e-tender portal – https://etender.sbi/SBI/(After technical evaluation)
9	Selection procedure	Techno-commercial evaluation by assigning 70%weightage for technical parameters and 30% weightage for price bid.
10	Contact Person of e-tender service provider	Mr.Anshul Juneja:- 079-68136809/ 6815 /6824 / +91-9879996111, e-mail: anshul@auctiontiger.net
11	Address for Communication	The Manager(HR), RBO— Eluru (14739), Regional Business Office, Eluru Region-V , Narasimharao Peta, ELURU- 534006 W.G.District , A.P. Email: mgrhrr5.aovij@sbi.co.in
12	Validity for Offer	3 (three) months from the date of opening of price bid
13	Date of Commencement of Work	1 st Day of Succeeding month of the Work Order.
14	Penalty/Liquidated damages	As per relevant clause in the tender document.
15	Period of Honoring Payment Certificate	15 days from the date of receipt of bill (excluding Sunday and Public Holidays).
16	Insurance	As per insurance clause of the tender document

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

18. The participation in the online price bidding process shall be restricted to the bidders qualified in Technical bid only.

19. SBI reserve their rights to accept or reject any or all the tenders, either in whole or in part without assigning any reason(s) for doing so and no claim / correspondence shall be entertained in this regard.

20. The bidders disqualified/debarred/terminated by the SBI during the last three years from any of their projects on account of unsatisfactory performance, shall not be eligible to apply/quote.
21. All the bidders are requested to ensure that they have a valid digital signature certificate well in advance to participate, if found eligible, in the online price bidding event.
22. The applicants are categorically advised to refrain from mentioning the remark "AS PER ATTACHEMENT/ENCLOSURES" in their applications and annexures to avoid rejection of their applications.
23. Conditional tenders shall be summarily rejected.
24. Any corrigendum / addendum in the matter will be published only in the portal: <https://bank.sbi/web/sbi-in-the-news/procurement-news>.
25. For any clarifications regarding e-Tendering procedure, system requirements etc. please contact M/s e-Procurement Technologies Limited, Ahmedabad, whose contact details are mentioned in the NIT.

Manager(HR)

ELIGIBILITY CRITERIA

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

Sr. No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm / Proprietary / Partnership / Company registered under Companies Act with an experience of minimum 07 years in the field of Facility Management Services (Housekeeping, Maintenance, etc.) as on 31.10.2021	-In case of Proprietorship concerns copy of Shop License/Registration and the GST Registration certificate. -In case of firms, Copy of the firm registration Certificate and GST Registration. -In case of company, copy of certificate of incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates.
2	Three Similar Completed works at Andhra Pradesh Each one having (i) "Annual Contract Value" not less than ₹ 59 Lakh and (ii) Manpower is not less than 23. (OR) Two Similar Completed works at Andhra Pradesh Each one having (i) "Annual Contract Value" not less than ₹74 Lakh (ii) Manpower is not less than 29. (OR) One Similar Completed work at Andhra Pradesh having (i) "Annual Contract Value" not less than ₹ 118 Lakh (iii) Manpower is not less than 46.	Copy of the work order and work completion certificates issued by the principal Employers specifying following information relating to the works carried out during the period from 01/11/2014 to 31/10/2021: 1. Scope of work. 2. Contract value. 3. Area of the building. 4. No. of staff deployed by the contractor for the contract. 5. Period of the contract. 6. Date of commencement of the contract 7. Date of completion of the contract 8. Monthly payment 9. Satisfactory Report
	Note: <u>"Similar Completed Work" under this clause shall mean successful completion of Facility Management Services (e.g. Housekeeping, Maintenance, etc.) work for Commercial / Office buildings and Residential Quarters of the Scheduled Banks, Financial Institutions, Central & State Govt. Departments/Organisations, Public Sector Undertakings, Multinational National Company.</u>	
3	The bidder should have a minimum average annual turnover of Rs.44.00 lacs for the last three years (as on 31-03-2021). Audited / Certified Balance Sheet (by	(i) Copies of the audited P&L Account and Balance Sheet duly Certified by the Chartered Accountant including 3CA/3CD and auditor notes and accounts. (ii) Copies of returns submitted to the Tax

	Chartered Accountant) for the years 2018-2019, 2019-10 (Audited) and 2020-21 (Provisional balance sheet) establishing the turnover criteria should be submitted.	authorities such as IT & Service Tax etc. (iii) Copies of returns submitted to the labour Commissioner.
4	The Bidder should not have incurred loss in last 3 years ending on 31 st March 2021.	
5	The Bidder should have a solvency of ₹ 59 Lakh certified by a Scheduled Commercial Bank. The Solvency Certificate should not have been obtained earlier than 31 st October 2021.	Original Solvency Certificate should be attached. (If the original certificate is already submitted to the SBI after 31.10.2020, a self-attested copy can be considered. However, the details of Tender/s for which the original had been submitted, to be furnished.)
6	The Bidder should have at least 725 manpower on payroll as on 31 st October 2021	Certified copies of EPF and ESIC payment slip paid as on 31.10.2021
7	The Bidder should have applicable and valid registrations with statutory authorities, viz. Income Tax, Goods & Service Tax, Labour License under section 12(1) of the Contract Labour regulation and Abolition) Act, 1970., Employees Provident Fund Organisation (EPF), Employees State Insurance (ESI) Corporation, PAN etc.	Certified copies of supporting documents to be attached.
8	The Bidder should have constituted a Sexual Harassment Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.	Suitable declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorized Signatory only
9	Bidder should have Office at Eluru .	Address Proof of the firm should be submitted.
10	Bidder should not have been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, Banks including any of the Offices/Branch of State Bank of India, Multi- National Corporations or involved in any illegal activity or financial frauds.	Suitable declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorised Signatory only

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

We have read and understood the abovementioned prequalification criteria and shall abide by the same.

TECHNICAL BID EVALUATION MATRIX

Maximum Score for Technical Bid Evaluation: 100 Marks
Minimum marks required for qualifying in Technical Bid Evaluation: 60 Marks

- a. Technical bid of the Bidder will be evaluated on the basis of the information duly supported by the documents submitted and on the basis of the following evaluation matrix.
- b. During the Technical evaluation, each bidder will be assigned marks, out of total of 100marks, as per the criteria below: -

(i) Place of Registration (With GST No.)	Max 10 Marks
(a) Registered/Corporate Office / Branch in Eluru	10 Marks
(b) Office outside Eluru	3 Marks
(ii) Number of Years in Operations as on 31.10.2021	Max 10 Marks
(a) 7 years and up to 15 years	3 Marks
(b) More than 15 years and up to 20 years	7 Marks
(c) More than 20 years	10 Marks
(iii) Average Annual Turnover of Project Cost	Max 10 Marks
(a) More than ₹44 Lakh and up to ₹220 Lakh	3 Marks
(b) More than ₹220 Lakh and up to ₹440 Lakh	7 Marks
(c) More than ₹440 Lakh	10 Marks
(iv) Working Experience in Last 7 Years	Max 10 Marks
(a) Executed similar work of PSU Banks, FIs, Govt. Dept., PSU	10 Marks
(b) Multi National Company	5 Marks
(v) Value of Single Largest Project Completed in Last 7 Years as on 31.10.2021	Max 15 Marks
(a) More than ₹60 Lakh and up to ₹220 Lakh	5 Marks
(b) More than ₹220 Lakh and up to ₹440 Lakh	10 Marks
(c) More than ₹440 Lakh	15 Marks
(vi) Value of Single Largest Project In Hand	Max 10 Marks
(d) More than ₹60 Lakh and up to ₹220 Lakh	5 Marks
(e) More than ₹220 Lakh and up to ₹440 Lakh	7 Marks
(f) More than ₹440 Lakh	10 Marks
(vii) Quality Related Marks	Max 10 Marks
(a) ISO	3 Marks
(b) SA 8000	3 Marks
(c) OHSAS 18001/ Any other International Accreditation Certificate/ISO451001:2018	4 Marks
(d) Not available	0 Marks

- | | |
|--|---------------------|
| (viii) Manpower on Payroll(As per ESI statement) | Max 10 Marks |
| (a) 725 and up to 1,563 | 2 Marks |
| (b) More than 1,563 and up to 5,436 | 5 Marks |
| (c) More than 5,436 | 10 Marks |
|
 | |
| (ix) Performance Certificates from the
Banks, Financial Institutions, Central & State Govt.
departments/Organisations, PSUs, MNCs, etc. | Max 10 Marks |
| (a) If outstanding performance Certificate from more than 3 Principle Employer have been Issued and submitted for project not less than ₹60 Lakh / Two Employers for project not less than ₹74 Lakh/
One Employer for project not less than ₹118 Lakh | 10 Marks |
| (b) If Outstanding Performance submitted from
Two Employers for project not less than ₹60 Lakh/
One Employers for project not less than ₹74 Lakh/ | 5 Marks |
| (c) If less than 2 or no Certificate submitted as above | 0 Marks |
|
 | |
| (x) Constitution of Firm | Max 5 Marks |
| (a) Public Ltd. | 5 Marks |
| (b) Private Ltd./LLP | 4 Marks |
| (c) Partnership | 3 Marks |
| (d) Others | 2 Marks |

- c. Information required from point number (i) to (x) above should be supported with certified/attested copies of the relevant documents confirming compliance of Technical bid evaluation criteria by the tenderer for evaluation.
- d. Out of the various bidders achieving minimum 60 Qualifying marks in the Technical BidEvaluation above, maximum Top 7 bidders shall be shortlisted for participating in online price bid.

We have read and understood the abovementioned prequalification criteria and shall abide by the same.

Signature of the Contractor
With Seal

BID EVALUATION

1. All the bids received will be screened and shortlisted by the In-house Committee of the SBI based on the eligibility criteria and the details submitted by the bidder and will assign marks as per Technical Bid Evaluation Matrix, as mentioned hereinabove, to shortlist maximum top 7 bidders (the score will be binding to all the bidders and cannot be challenged) and only shortlisted bidder will be allowed to participate in online price bid.
2. 70% weightage will be assigned to technical bid and 30% to price bid.

Example for evaluation of proposals:

The example to calculate most successful bidder based on marks given on each of the above parameters is as follows:

- Each of the stipulated parameters carries maximum marks with Total Marks of Technical bid evaluation equal to 100.
- For deciding the most successful bidder 70% weightage shall be given to technical parameters and 30 % shall be given to price bid.
- **EXAMPLE IS GIVEN BELOW.:**
- Suppose three bidders are short listed as A, B, & C based on technical bid scrutiny & site visit and they secured marks out of 100 as under:
 - A – 78 marks;
 - B – 70 marks;
 - C – 54 marks
- As ‘A’ secured highest marks in technical evaluation, to work out percentile score, following will be the calculation:
 - A: $(78 / 78) \times 100 = 100$
 - B: $(70 / 78) \times 100 = 89.74$
 - C: $(54 / 78) \times 100 = 69.23$
- Now that technical bids are evaluated, financial bids can be opened.
- Financial quotes for three bidders are as follows:
 - A: ₹ 300 per annum
 - B: ₹ 250 per annum
 - C: ₹ 210 per annum
- As ‘C’ has quoted lowest price, to work out percentile score, following will be the calculation:
 - C: $(210 / 210) \times 100 = 100$
 - B: $(210 / 250) \times 100 = 84$
 - A: $(210 / 300) \times 100 = 70$

- Since proportion of technical to financial score is specified to be 70:30, then final scores will work out as follows:

➤ A: $(100 \times 0.70) + (70 \times 0.30) = 91.00$

➤ B: $(89.74 \times 0.70) + (84 \times 0.30) = 88.02$

➤ C: $(69.23 \times 0.70) + (100 \times 0.30) = 78.46$

From the above, the most successful bidder would be the one with highest percentile score i.e. **'A'**.

We have read and understood the abovementioned prequalification criteria and shall abide by the same.

Signature of the Contractor
With Seal

Name:

Place:

Date:

APPLICATION FORM

1	Name of the Organization	
2	Full Postal Address of Organization with Pin code	
3	Contact Details (i) Contact Person (ii) Phone No. (iii) Mobile No. (iv) E-mail ID
4	Year of Establishment (Enclose certified copies of documents as an evidence – ENCLOSURE - 'A')	
5	Constitution of Firm (Enclose certified copies of documents as an evidence – ENCLOSURE - 'B')	Sole Proprietorship/ Partnership / Private Ltd. / Public Ltd. / Any other (Please specify)
6	Whether registered with the Registrar of Companies / Registrar of firms (if so, mention number and date and enclose certified copies of documents as an evidence – ENCLOSURE 'C')	
7	Registration with Govt. Authorities (Enclose certified copies of documents as an evidence – ENCLOSURE - 'D')	
	a. Income Tax (PAN) No.	
	b. Goods & Service Tax no. (GST)	
	c. EPF Registration No.	
	d. ESI Registration No.	
	e. Labour License No.	
8	Names of Directors / Proprietor / Partners / Associates	

9	Bio-data of Directors / Partners / Associates	Please fill up enclosed Annexure - 'E'
11	Solvency Certificate Details (i) Amount (ii) Bank's Name (iii) Date of Issuance (Please fill up enclosed Annexure – 'G')	₹..... / / 20.....
12	Financial Information	Please fill up enclosed Annexure 'H' & enclose copies of audited balance sheet, profit & loss statement and CA certificate
13	Yearly turnover of the organization during last 3 years (year wise) and furnish audited balance sheet and Profit & Loss A/c. (Audited) for the last 3 years ending on 31.03.2021. (Enclose certified copies of documents as an evidence – ENCLOSURE - 'I')	2018-19: ₹..... 2019-20: ₹..... 2020-21: ₹..... Average: ₹.....
14	Amount of GST paid (year-wise) during last 3 financial years ending 31.03.2021	2018-19: ₹..... 2019-20: ₹..... 2020-21: ₹.....
15	Details of Similar works completed during the last 7 years in Scheduled Banks, Financial Institutions, Central & State Govt. Departments / Organisations, Public Sector Undertakings, Multinational National Corporations.	Please fill up enclosed Annexure 'J' & enclose copies of Work Orders and Satisfactory Completion Certificates (as per Annexure 'L')
16	Details of Similar works under execution / awarded in Scheduled Banks, Financial Institutions, Central & State Govt. Departments / Organisations, Public Sector Undertakings, Multinational National Corporations.	Please fill up enclosed Annexure 'K' and enclose copies of LOI / Work Order / Agreement
17	List of Professionals / Technical / Non-technical Personnel employed permanently	Please fill up enclosed Annexure 'M'
18	Details of Plant & Machinery / Tools / Equipment owned by the company	Please fill up enclosed Annexure 'N'
19	Manpower on payroll (Payroll must be supported with EPF and ESIC payment slip paid as on 31.10.2021 – Enclosure – 'O')	
20	List of empanelment / enlistment / registration with other Organizations / statutory bodies etc. (If so, furnish their names, category and date of registration):	

Name of the Organization	Category	Year since empanelled
21	Mention if black listed and / or blacklisting proceedings pending with any client. Details of the same, with reasons, to be furnished.	
22	Details of disputes / litigations, if any, during the period of last 05 years	
23	Whether any penalty imposed by Law Enforcing Agencies such as Labour Department, Sale Tax, GST, etc.	
24	Details of penalty / liquidated damage imposed by any client for defective / delayed / non-compliance of services / work or violation of terms of the contract, during the last 5 years, ended on 31.10.2021. If yes, please provide details thereof, with reasons.	
25	Whether firm had been barred from participating in the bidding process or kept in cooling period/under suspension by any client, during the last 5 years, ended on 31.10.2021. If yes, please provide details thereof, with reasons.	
26	Please indicate details of any bankruptcy/winding up of proceedings at any point of time in past	

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

Signature of the applicant with seal

Date:

Place:

BIO-DATA OF THE DIRECTORS/PARTNERS/ KEY ASSOCIATES

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

Signature of Applicant with Seal

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

To,

The Regional Manager ,
State Bank of India,
R BO ELURU.

No.:
Date:

SOLVENCY CERTIFICATE

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

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

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

(Signature)

For the Bank

Note:

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

FINANCIAL INFORMATION**I. BANK DETAILS**

Name of the Bank :
 Branch with Address :

 City :
 Contact Person in the Bank:
 Contract Details :

II. DETAILS OF CHARTERED ACCOUNTANT

Name :
 Address :

 Registration details of accountant :
 Contact Number :
 E-mail address :

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

SN	YEARS	2016-17	2017-18	2018-19	2019-20	2020-21
(i)	Gross Annual Turnover in Facility Management Works					
(ii)	Profit/Loss					
(iii)	Financial Position					
	a. Cash					
	b. Current Assets					
	c. Current Liabilities					
	d. Working Capital (b-c)					
	e. Current Ration					
	f. Acid Test Ratio (Quick Assets/Current Liabilities (a/c))					

IV. Income Tax Clearance Certificate

V. Solvency certificate from Bankers (Schedule Bank) of Applicant.

VI. Financial arrangements for carrying out the proposed work

Signature of Chartered Accountant with seal

Signature of Applicant with Seal

**DETAILS OF ALL ‘SIMILAR’ WORKS COMPLETED DURING THE LAST SEVEN YEARS
ENDING BY 31st OCTOBER 2021.**

(Enclose supporting documents i.e. Work order and Satisfactory Completion Certificate
Obtained from the Clients)

S. No.	Name of Work	Name of the Client (with Brief Address of Concerned Office & Contact No. and e-mail ID)	Type of Client / Owner Mention Govt. / Semi Govt. / PSU / Bank	Date of Agreement with Client	Location and Scope of the Work	Actual Value of the Work	Date of commencement as per contract & actual date of Commencement	Stipulated Date of completion & Actual date of completion	Litigation/ Arbitration pending/ In progress with details (if any)

(Add separate sheet if required)

Note:

- Information has to be filled up specifically in this format.
- The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending order).

Signature of Applicant with Seal

**DETAILS OF ALL ‘SIMILAR’ WORKS ON HAND - UNDER EXECUTION OR AWARDED AS
ON 31st OCTOBER 2021.**

(Enclose Copies of Work Orders Issued by Clients)

S. No.	Name of Work	Name of the Client (with Brief Address of Concerned Office & Contact No. and e-mail ID)	Type of Client / Owner Mention Govt. / Semi Govt. / PSU / Bank	Date of Agreement with Client	Location and Scope of the Work	Actual Value of the Work	Date of commencement as per contract	Likely date of completion	If Work Left Incomplete or Terminated (Furnish reasons)

(Add separate sheet if required)

Note:

- Information has to be filled up specifically in this format.
- The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending order).

Signature of Applicant with Seal



**PERFORMANCE REPORT FOR 'SIMILAR' MAJOR COMPLETED WORKS
(REFERRED TO IN ANNEXURE 'J')**

1. Name of the work/Project & Location.
2. Scope of work.
3. Agreement No & Date.
4. Estimated Cost / Tendered Cost
5. Actual Value of work done
6. Date of commencement
 - a. Stipulated date of commencement.
 - b. Actual date of commencement.
7. Date of completion
 - a. Stipulated date of completion.
 - b. Actual date of completion.
8. Amount of compensation levied for delayed completion if any.
9. Performance report based on
 - Quality of Work, : Excellent / Very Good / Good / Poor
 - Time Management, : Excellent / Very Good / Good / Poor
 - Resourcefulness, : Excellent / Very Good / Good / Poor
 - Financial Soundness, : Excellent / Very Good / Good / Poor
 - Technical Proficiency, : Excellent / Very Good / Good / Poor

Superintending Engineer / Chief Project Manager or Equivalent
Name of Organization

Note:

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



DETAILS OF KEY TECHNICAL AND ADMINISTRATIVE PERSONNEL EMPLOYED IN THE ORGANIZATION AS ON 31st OCTOBER 2021

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

Note:

- Details of Technical personnel shall be provided qualification-wise
- Organization chart of the company, additional information about Technical and administrative personnel, if any, may be submitted on separate sheet

Signature of Applicant with Seal

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

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

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

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

Place :

Date :

Signature of Applicant with Seal

Name in Capital Letters:

Address:

DECLARATION

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

The Regional Manager ,
State Bank of India,
Regional Business Office,
Eluru.

I/We hereby certify that:

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

Signature of Applicant with Seal

LETTER OF DECLARATION

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

The Regional Manager,
State Bank of India,
R B O ELURU .

TENDER FOR COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING, GARDENING & MAINTENANCE SERVICES AT STATE BANK OF INDIA, RBO ELURU .

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 Comprehensive Annual Contract for Housekeeping, Gardening & Maintenance services at State Bank of India, RBO Eluru and its Branches, Eluru .
b	Earnest Money	Exempted
c	Validity of Contract	For an initial period of 1 (One) year from the date of commencement of work subject to the renewal for one year on 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 fulfill 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 we shall not raise any claim / compensation in the eventuality of Bank deciding to drop any of the scope of work of this tender at any stage during the contract period. Further, we also undertake to execute the work entrusted to us on our approved rates and within the stipulated time limit without any extra claim for price escalation as provided for in clause 47 of Terms & Conditions of this tender.

4. 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.

5. 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**

DETAILS OF PREMISES:

The bidders are required to provide Integrated Facility Management Services at the following premises:

Sl. No.	Name of the building	Floor area in sq.ft. (approx.)	Parking, driveway open areas in sq.ft. (approx.)	Total	No. of workers		
					Unskilled	Semi Skilled	Skilled
1	Jangareddygudem Main	4464 Sq.ft.	80 sq.ft.	2544	03	---	----
2	Eluru Bazar	5388	1500	6888	03		
3	R R Peta Branch	4235	800	10800	03		
4	Canal Road	4468	500	4968	02		
5	Fire Station Chintalapudi	1577	200	1777	01		
6	Gold Bazar Br	2556	200	2756	01		
7	Vatluru Br	3590	200	3790	02		
8	Shantinagar Br	1375	100	1475	01		
9	Lingapalem	2028	500	2528	02		
10	Ashok Nagar Br	1633	250	1883	01		
11	Pedapadu	2842	250	3092	01		
12	Vijayarai Br	2390	300	2690	02		
13	Dharmajigudem ADB	2785	400	3185	02		
14	Madepalli	2165	300	2465	01		
15	Vijayvihar Br	1091	100	1091	01		
16	Dharmajigudem BR	1752	300	2052	01		
17	Tadikalapudi Br	2545	300	2800	02		
18	Gopannapalem	1021	200	964.40	01		
19	Buttayagudem Rd Jangareddygudem	2715	300	2715	03		

20	SME ELURU	4000	200	4200	02		
21	Kamavarapukota	1890	100	1990	01		
22	Nallajarla ADB	2592.70	150	2742.70	02		
23	DEVARAPALLY	3000	300	3300	02		
24	Kaikaram	2920.5	200	3120.50	02		
25	Naryanapuram	2910	300	4300	02		
26	Bhimadole	2898	150	3048	02		
27	Ganapathicentre Bhimadole	1568	300	2868	01		
28	Markapur Road Dwarakatiruma	1615	1000	2510	01		
29	Dwarakatirumala	2529	1000	26929	02		
30	Town Br Jangaraereddy gudem	1615	150	4200	01		
31	Reddyganapavarm	2000	200	2200	02		
32	Buttayagudem	4400	200	4600	01		
33	Ramalayamstreet	2500	150	2650	01		
34	Koyyalagudem	3150	300	3450	02		
35	Nallajarla Br	2200.05	150	2350.05	01		
36	CRR Campus Br	2100	150	2250	01		
37	Tangellamudi	1850	800	5300	01		
38	gopalapuram	1655.90	200	1855.90	01		
39	Nidamarru	1907	100	1007	01		
40	Dubacherla	2150	100	2550	01		
41	Chintalapudi	2427	200	2627	02		
42	Racc Jangareddygudem	1600		600	01		
43	Racc Eluru	1600		600	01		
44	Sriramnagar Eluru	1950	---	---	02		
45	RBO(14739) Eluru+Main Br	3570.99	1000	4570.99	09		
	TOTAL	113219.14	14180	156283	78		

Note: There may be marginal variation in area on either side. No extra claim will be entertained for variation in area of any buildings. Bidders need not have to quote for wages of workers; Bank will reimburse wages of workers as per Government of India minimum wages act guidelines from time to time.

INSTRUCTIONS TO TENDERER

1. **Purpose:**

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

2. **Invitation:**

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

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

3. **Eligibility Criteria:**

Bid is open to all Bidders who fulfill the eligibility criteria as mentioned in the tender.

4. **Disclaimer:**

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

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

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

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

The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. 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.

5. Clarifications & Amendments:

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.

6. 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.

7. Format and Signing of Bid

- i. The bidder should prepare submission as per Technical Bid, Price Bid and other requested information.
- ii. All the required document should be shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

- iii. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.
 - iv. Bid should be typed and submitted on A4 size paper [Font: Arial 11].
 - v. In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The SBI may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.
8. At any time prior to the deadline for submission of bids, SBI may modify or alter the bidding document by issuing an amendment.
 9. Any addendum/corrigendum as well as clarification thus issued shall be a part of the tender documents and it will be assumed that the information contained in the amendment would have been considered by the tenderer in its tender submission.
 10. Any clarification issued by SBI will be in the form of an addendum / corrigendum and will be available on website as mentioned in NIT. The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids which shall be informed to all through SBI's website- <http://sbi.co.in> (procurement news).
 11. 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.
 12. 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.
 13. The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.
 14. The Contractor shall issue identity cards/ identification documents to all its employees.
 15. 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.
 16. 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.
 17. The details of the machineries proposed to deploy and other technical details can be furnished in the Technical bid.
 18. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
 19. The Technical Bid and the Price Bid will be opened as per the schedule given in NIT.

20. 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.
21. 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.
22. 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.
23. The rate should be quoted in Indian Currency only.
24. In quoting rates, the tenderers are advised to take into account all factors including any fluctuations in market rates. Please note that the rate quoted in the tender shall remain firm and valid for the contract period of 'ONE YEAR' from the date of commencement of work. During this period no request for enhancement / escalation in rates shall be considered under any circumstances.
25. The rate quoted by the tenderer shall remain firm and shall cover and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisors, equipment deployed, maintenance of the machineries, contractors profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government Minimum Wages Act but excluding Goods & Service Tax (GST).
26. The tenderers are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.
27. 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.
28. The bank shall not be bound to accept the most successful bidder and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
29. No employee of SBI shall be engaged by the contractor during the course of carrying out the works.
30. No interest shall be paid on the EMD. The tenders received without EMD and Cost of Tender Document shall be summarily rejected.
31. 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. The personnel of the Contractor will be subjected to a thorough physical checking while coming and leaving the premises.

32. 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 Bank reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.
33. The contractor has to submit the Police verification details of all the people deployed by him at site before commencement of work. In case of any replacement during the pendency of the agreement, submission of police verification documents of such replaced staff is to be made available immediately.
34. 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.
35. 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.
36. Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected.
37. Quoted rates per unit being different from those prescribed in the tender shall render the bid disqualified without any claim/explanation.

38. 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.
39. The contractor shall follow such Act, rules and regulations of the Local government bodies, State/Central Government labour laws that are in force and that may be framed from time to time for completion of work. SBI shall not be responsible for any infringement of the various statutes in force by the contractor.
40. The contractor shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor.
41. STATUTORY DEDUCTION towards INCOME TAX, Work Contract Tax and any other statutory deductions as per the law prevalent will be made as per Rules.
42. The contractor shall be responsible to ensure making payment of "Prevailing Minimum Wages", as notified by Central Government of India, Ministry of Labour & Employment, to their labourers / employees directly in their Bank accounts and shall produce relevant documents to the SBI for verification every month along with their monthly bills failing which bills may not be paid.
43. 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.
44. PREQUALIFICATION BID DOCUMENTS & TECHNICAL BID:
- (i) The bidders are advised to upload required documents on e-tender portal mentioned hereinbefore by the stipulated date and time as mentioned in the NIT hereinabove. All the required documents should be signed by the authorized person(s) before uploading on e-tender portal.
 - (ii) Technical Bid not accompanied by any one or more documents mentioned in this RFP shall be summarily rejected and such bidders shall not be allowed to participate in price bidding for the project under any circumstances.
 - (iii) The EMD of the bidders not qualified for the reasons whatsoever including disqualification in the Technical Bid Evaluation shall be returned to the bidder's registered address by Speed Post/Courier/Registered Post.
45. No union formation is allowed.
46. The Contractor's supervisor shall be first line of contact for SBI, who shall report to the designated officers of SBI for all requirements.
47. The personnel who are appointed as Janitors shall be provided with all cleaning and safety material for cleaning purposes by the Contractor.

48. The quantity for manpower and machines mentioned in this tender is minimum indicative. It shall, however, be sole responsibility of the contractor to ensure deployment of additional manpower required, if any, for execution of work and services to the utmost satisfaction of client/employer/owner i.e. SBI without any extra charge but within the accepted tender amount only.
49. 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.
50. Right to acquire more area: The Bank at its discretion, may extend the contract to other premises(s) of the Bank, with maximum up to 40% area of the existing office premises (subject matter of this RFP). The Contractor should be willing to take up the work at the new premises, on same terms & conditions, for which additional payment would be made to him on pro-rata basis, based upon the floor area of the new premises and manpower requirement, considering the price quoted for the current contract.
51. 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.

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, Regional Office, where the works are to be carried out.

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

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

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

'Month' means calendar month.

'Week' means seven consecutive days.

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

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

2. LANGUAGE:

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

3.INSPECTION OF SITE:

The renderers 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, Regional Office, Eluru as detailed in the NIT.

5.WORK TO BE CARRIED OUT:

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

6. SUFFICIENCY OF TENDER:

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

7. AWARD OF CONTRACT:

- (i) The SBI will award the contract to the most successful bidder who will score highest marks among all the bidders after techno-commercial evaluation whose tender has been determined to be substantially responsive and has been determined as successful evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

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

8. SIGNING OF CONTRACT DOCUMENTS:

The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract with the respective establishments of SBI within 15 days from the receipt of intimation of acceptance of the tender by the 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.

9. 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.

10. CONTRACT DOCUMENT:

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

11. SECURITY DEPOSIT:

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

13.2 ADDITIONAL SECURITY DEPOSIT (ASD):

In case most successful bidder quotes abnormally low rates (i.e. 10% or more, below estimated project cost), the bank may ask such bidder to deposit additional security deposit (ASD) equivalent to difference of estimated cost vis-à-vis their quoted amount for due fulfilment of contract as performance guarantee. Such ASD could be in the form of Bank Fixed Deposit / Bank's guarantee in the Bank's name as per format approved by the Bank. On successful completion of work ASD will be returned to the contractor. In case contractor fails to complete the work in time or as per tender specification or leave the job incomplete, the bank will be at

liberty to recover the dues from ASD or to forfeit such ASD as the case may be within its sole discretion. No interest shall be paid to the amount retained by the Bank as Security Deposit / Additional Security Deposit.

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

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

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

15. INSURANCE OF WORKS:

- 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.
- The Policy should be issued in the joint names of Employer and contractor with Employer's name appearing first. Minimum 2 employee/worker/persons should be covered under the insurance at a time for insured sum of ₹ 5 lac each, for any type of accident / incidence.
- 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.
- Without prejudice to any of its obligations and responsibilities specified above, the Contractor shall, within 10 days from the date of work order, submit documentary evidence as required by the Employer in support of having obtain requisite insurance cover.
- No work shall be taken up by the Contractor at site unless the Insurance Policies as mentioned above are obtained.
- Also, no payment shall be made to the Contractor on expiry of insurance policies unless renewed by them and renewed policy is submitted with the SBI. Nothing extra shall be payable on this account.

16. ASSIGNMENT, SUBLETTING AND CONTRACTOR'S SUPERINTENDENCE:

The whole of work included in the contract shall be carried out by the contractor and he shall not directly entrust and engage or indirectly transfer assign or 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.

17. 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 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 notwithstanding any other provisions elsewhere in the contract.

18. CONTRACTOR TO SUPPLY TOOLS & PLANTS ETC.:

- Schedule of major equipment to be kept at site should be attached:
- The list of major equipments to be deployed by the contractor should be enclosed.
- The equipments to be kept on site should be absolutely new and the contractor should submit the copies of the purchase bills to Bank.
- The contractor should ensure that the equipment provided on site are functioning at all times.

19. WAGES TO BE PAID:

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

The payment will be made as per actual manpower deployed for the 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 Eluru 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 compliances in details

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

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

20. PROCUREMENT OF CLEANING AND OTHER MATERIALS:

All the cleaning materials and consumables (as per list enclosed in the BOQ of the tender) required for the work shall be supplied by the Contractor within their quoted rates only. All the cleaning materials shall be of make of Hindustan Unilever or other equivalent make approved by the Bank.

21. 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.

22. PAYMENT OF BILLS BY THE BANK:

Neither any advance nor any loan from any bank or financial institution shall be recommended on the basis of Work Order or Award of work.

The payment of your monthly bills in respect of the captioned Contract shall be paid by the State Bank of India after all documents as indicated below are submitted along with the bill:

- i) PF challan for the previous month.
- ii) A separate sheet mentioning the names of the staff deputed at SBI Site,
- iii) Wages/Salary amount credited in the Bank's account of individual,
- iv) Amount of PF & ESI Deposited in their respective account. The statement should have the PF number of the staff and the agency shall fix its official seal and signature on the statement.
- v) A separate covering letter undertaking that the PF amounts have been credited rightly as per the statement enclosed should also be submitted.
- vi) ESIC challan for the previous month along with separate sheet mentioning the names of the staff deputed at SBI Site (name of site to be mentioned) and the amount credited against their account with the ESIC office.
- vii) The statement should have the ESIC number of the staff and the agency shall fix its office seal and signature on the statement. A separate covering letter undertaking that the ESIC amounts have been credited rightly as per the statement enclosed should also be submitted. For staff who are out of the ESIC ambit, clear details of number of people covered under ESIC and Workmen compensation policy shall be indicated.
- viii) The original wages register, signed by your employees deputed to SBI sites, in token of receipt of payment for the previous month, should be submitted for certification of SBI representative, as the principal Employer, every month.
- ix) GST Paid Original Bills/Invoices in support of claims of all the material (including cleansing materials supplied to the residents, material used for Common areas as well as Plumbing, Electrical and any other material supplied/used in the maintenance during the month) duly counter signed by the Officer-in-charge/Engineer from SBI confirming the procurement and use of all such material at site.
- x) Further, the bills for reimbursement of cost of cleansing material actually supplied / brought to the respective site should be supported with the copies of "site-wise" computer generated GST paid invoices for the authorised quality, quantity and make materials from genuine source / supplier only. In the absence of such supporting invoices, no claim shall be allowed.

23. Whenever under the contract any sum of money shall be recovered from, or payable by the contractor, the same shall be paid by the contractor on demand. The SBI may also deduct such amounts from any dues of the contractor, or from any sum which at any time there after

becomes due to the contractor under his contract or under any other contract or from his security deposit, in respect of this work or in respect of any other works.

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

25. WORK ON SUNDAY AND HOLIDAYS:

The contractor has to arrange for engaging his workers on Sunday and 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. However, there will be one weekly holiday for each employee on rotation basis.

26. ADDITIONAL WORK:

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

27. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS:

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

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

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

28. OTHER COMPLIANCES:

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

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

- All Contract staff should bear specified uniform bearing badges of Company's name and other safety accessories, viz Helmet, Safety belt, etc.

29. LOCAL LAWS, ACTS, REGULATIONS

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

- Minimum Wages Act, 1948
- Payment of Wages Act 1936
- Workmen's Compensation Act 1923 (Amended), as applicable
- Contract Labour Regulation and Abolition Act 1970 and Central Rules 1971
- Apprentice Act 1961
- Industrial Employment (Standing Order) Act 1946
- Personal Injuries (Compensation Insurance) Act 1963 and any other modifications
- Employees' Provident Fund and Miscellaneous Provisions Act 1952 and amendment thereof
- Employees State Insurance Corporation Act
- Shop and Establishment Act, as applicable
- Any other Acts Central or States, that may be applicable or bye 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.

30. CONTRACT PERIOD:

- The work shall be awarded for an **initial period of one year** from the date of commencement of the work subject to its renewal for one more year on similar terms on expiry of the current contract period, within sole discretion of the Bank, on the same terms and conditions subject to satisfactory performance of the Contractor.
- The extension of contract is to the entire discretion of the Bank and cannot be claimed as right of the Contractor.
- If the contractor fails to perform any of its duties under this agreement and if the Employer is dissatisfied with the services of the contractor during the contract period or extended period of service, the Employer may terminate the services of the contractor, by issuing one month's notice in writing to winding up.

31. DISMISSAL OF WORKMEN:

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

32. TECHNICAL AUDIT / SCRUTINY:

- The Employer shall have right to carry an audit / technical examination of the works and the bill of the contractor including all supporting vouchers, abstracts etc. by any of the persons or organisations as appointed by the Employer.
- If as a result of the examination or otherwise any sum is found to have been overpaid or over certified, it shall be lawful for the Employer to recover the sum from any payment due to the contractor for such work.

33. RECORDS OF DAILY OPERATION:

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

34. INSPECTION BY EMPLOYER:

- The Employer shall have the right to inspect at all times any tools, instruments, materials / chemicals, staging or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections.
- Rejection of work and Equipment
- The Employer shall have the right to condemn any or all tools, instruments, materials / chemicals, equipment or work which does not confirm to the specifications.
- The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures

provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, the SBI shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and consequences.

37 REPORTING AND RECORD KEEPING:

Management reporting and process reviews

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

Operating Meetings

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

Performance Review Meeting

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

Quality Assurance

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

38. FORCE MAJEURE:

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

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

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

- i. The date of commencement of the event of Force Majeure;

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

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

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

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

39. 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.

40. LABOUR:

- i. The Contractor shall employ suitable labour to carry out the respective work to the satisfaction of the Bank.
- ii. The contractor shall furnish to the SBI at the intervals specified by SBI, a distribution of the number and description of labour employed in carrying out various works / activities.
- iii. The Contractor shall submit on every month to the SBI a statement showing in respect of the preceding month:
 - (a) The number of labourers employed by them on the work.
 - (b) Their working hours.
 - (c) The wages paid to them.
 - (d) The accidents occurred, if any, during the said month showing the circumstances under which they happened and the extent of damage and injury caused by them and
 - (e) The number of female workers who have been allowed maternity benefits as provided in the maternity benefit Act, 1961 or Rules made there under and the amount paid to them.

- iv. The contractor shall apply and obtain license under the Contract Labour (R&A) Act 1970 and comply with the relevant provision of this Act, in respect of the labour employed by him for executing this contract. The contractor shall furnish necessary returns to the authority through Bank.
- v. The minimum age of the labour employed shall not be below 18 years.
- vi. The contractor should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his workmen under the employee's provident fund schemes and Employees State Insurance Act 1948 and show proof of payment of subscriptions/contributions to the concerned authorities.
- vii. Both in respect of ESI/EPF the contractor shall obtain necessary declaration forms from his employees and obtain individual insurance and PF number and shall furnish to the Bank every month, necessary proofs for having made remittance of ESI and PF contributions in respect of all contract labourers engaged by him.
- viii. As regards Employees State Insurance Act, the contractor shall submit photostat copies of the challans of remittance of the contributions (both the employee's contributions and his own contribution there on) to the ESI corporation in respect of the employees engaged in State Bank of India by him for this work for the relevant period before any payment is released by State Bank of India.
- ix. As regards the Employees Provident Fund and Miscellaneous Provision Act 1952 and rules and regulations and schemes framed there under, he shall be liable to pay employees compensation under the Act in respect of all labour employed by him for the execution of the contract. For this purpose, he shall indicate the code number obtained by him from the Regional Provident Fund Commissioner and produce the Photostat copy of the challan receipt of monthly remittance.
- x. He shall also furnish such returns as are due under the Act to be sent to the appropriate authorities through State Bank of India.
- xi. The contractor is required to take Insurance for all the workers employed on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of work and has to be provided at the signing of the agreement.
- xii. The contractor shall be fully responsible for the consequences arising out of default and Bank may treat it as breach of Contract and reserves the right to terminate the Contract.
- xiii. The contractor shall pay wages to his workmen at the rates as applicable under the Minimum Wages Act as per Central Government guidelines for unskilled and for semiskilled/equivalent categories.
- xiv. The contractor shall disburse the wages through credit to their accounts and account statement should be enclosed along with the monthly bill.
- xv. The duration of duty is eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest minimum.
- xvi. The staff/workers employed by the contractor shall not find under the influence of alcohol or any abusive substance at any point of time. Further, the mobilization of the workers engaged shall be such that they maintain the dignity of the office at all time and any incident of mobilization or indecency is noticed at the work place bank shall have the right for asking replacement of such workers employed by the contractor.

41. 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.

42. 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.

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/SBI.

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 or agency. 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.

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

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

43. INDEMNITY BOND:

- Contractor shall sign an Indemnity Bond in an approved format as per Annexure – 'V' 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.
- 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.
- In the event of any damage to the loose furniture, interiors, computers and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the contractor.
- If the contractor fails to improve the standards of safety in its operation to the satisfaction of SBI 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.
- 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.

44. SETTLEMENT OF DISPUTES AND ARBITRATION:

- **Resolution of dispute:** In the event of any question, dispute or differences in respect of contract or terms and conditions of the contract or interpretation of the terms and conditions or part of the terms and conditions of the contract arises, the parties may mutually settle the dispute amicably.
- **Arbitration:** Any dispute and/or difference arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the authorized representatives of the parties. If the disputes are not resolved by discussions then the matter will be referred for adjudication to the arbitration of a single arbitrator to be appointed by mutual consent of the parties. The 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. The cost of such arbitration shall be shared by both the parties, i.e. bank and contractor, in the ratio of 50:50. The arbitration proceedings shall be conducted in Eluru and in English language only and in accordance with the provisions of Arbitration & Conciliation Act 1996 or any statutory re-enactment thereof. The decision of the arbitrator shall be final and binding on the parties.
- **Applicable Laws:** The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made thereon from time to time.
- **Jurisdiction:** All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Eluru only and not elsewhere.
- **Saving clause:** No suits, prosecution or any legal proceedings shall lie against the **State Bank of India, Eluru** or any person for anything that is done in good faith or intended to be done in pursuance of tender.

45. FORECLOSURE OF CONTRACT IN FULL OR IN PART:

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

46. PROPOSED WORK METHODS, SUPPLIES AND PLAN:

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

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

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

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

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

47. PRICES:

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

48. INSOLVENCY:

The competent authority of the Office of the SBI, Eluru 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.

49. CONFIDENTIALITY:

- 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.
- Any effort by the tenderer to influence the SBI in the SBI's bid evaluation, bid comparison, or contract award decisions may result in the rejection of the Tenderer's bid.

50. CORRUPT OR FRAUDULENT PRACTICES:

- The SBI as well as Tenderer shall observe the highest standard of ethics during the procurement and execution of such contracts.
- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and.
- "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.
- "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.
- "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.
- The 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.
- 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.

51. PENALTIES /LIQUIDATED DAMAGES:

- 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 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.
- 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 ₹1000/- per absentee per day shall be deducted from the bill(s).
- 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.
- An amount of ₹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.
- 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.

52. PRICE VARIATION CLAUSE:

Price variation for Labour component: Please note that all rates (Manpower 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 two terms on the same terms and conditions except minimum wages which shall be considered as per Central Government rates prevailing (irrespective of the rate quoted in bidding) 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.

53. 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 three 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.

54. ONLINE COMPLAINT MANAGEMENT:

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

55. ASSIGNMENT AND SUBLETTING:

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

56. RIGHT TO ACQUIRE MORE AREA:

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

57. 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.

58. 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.

SAMPLE BUSINESS RULE DOCUMENT

ONLINE E-TENDER FOR PROVIDING COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING, GARDENING & MAINTENANCE SERVICES AT STATE BANK OF INDIA, REGIONAL BUSINESS OFFICE, ELURU AND ITS BRANCHES

(A) Business rules for E-tendering:

1. Only contractors who fulfilled the prequalification criteria 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 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 along with your Commercial Bid.

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.

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 or their appointed Architects.
7. VALIDITY OF BIDS: The Bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.
8. Procedure of E-tendering:

Online E-tendering:

- a) The Technical as well as Price Bids will be available on the e-tender portal during the period specified in the NIT.
 - b) 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 hereinabove.
 - c) The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item.
 - d) The Contractors are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
 - e) It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
 - f) In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as ***“Incomplete Tender”*** and shall be liable for rejection.
9. LOG IN NAME & PASSWORD: Each Bidder is assigned a Unique User Name & Password by M/s. **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 givento the bidder will be deemed to have been made by the bidder.
 10. At the end of the E-tendering, SBI will decides upon the winner. SBI decision onaward of Contract shall be final and binding on all the Bidders.
 11. SBI shall be at liberty to cancel the E-tendering process / tender at any time, before ordering, without assigning any reason.

12. SBI shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.

13. Other terms and conditions shall be as per your techno-commercial offers and other correspondences till date.

14. OTHER TERMS & CONDITIONS:

- b. 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.
- c. The Bidder shall not divulge either his Bids or any other exclusive details of SBI to any other party.
- d. SBI decision on award of Contract shall be final and binding on all the Bidders.
- e. SBI reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion.
- f. 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.
- g. 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.
- h. 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.

PROCESS COMPLIANCE STATEMENT

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

M/s e-Procurement Technologies Ltd.
B-704, Wall Street - II,
Opp. Orient Club, Nr. Gujarat College,
Ahmedabad - 380 006. Gujarat State, India

Dear Sir,

AGREEMENT TO THE PROCESS RELATED TERMS AND CONDITIONS FOR THE ONLINE E-TENDERING FOR PROVIDING INTEGRATED COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING, GARDENING & MAINTENANCE SERVICES AT STATE BANK OF INDIA, ADMINISTRATIVE OFFICE, ELURU

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

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

With regards,

Date:

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

SCOPE OF WORK

SCHEDULE - I

WORK AREAS COVERED UNDER THIS COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING, GARDENING & OTHER MAINTENANCE SERVICES viz CARPENTRY, FLORAL ARRANGEMENT, MINERAL WATER SUPPLY, RODENT & PEST CONTROL AT SBI REGIONAL OFFICE , RBO ELURU .

AREAS TO BE COVERED

Number 1
RBO AND BRANCHES
All the cabins and rooms, Toilets, Staff Working areas, corridors in all the floors of RBO and its branches Building, Sub-Staff Room, Security Officer's Cabin, Dispensary, Record Room, Scooter Garage, Car Garage etc., Overhead water tanks, sumps, gardens/roof gardens, Security Rooms, Lifts, Conference Halls, Store Rooms etc.,

Sr. No.	SCOPE / DETAILS OF WORK TO BE DONE AT RBO, ELURU
1	Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / ornamental & decorative wooden flooring including all floors and wooden furniture of high value, crystal glass doors / panes, modern electric gadgets, electric fixtures, lifts, windows, window panes, curtains and blinds, linen washing, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins etc. and exterior cleaning, polishing of glasses and metallic engravings, logos, sign names etc. and pest and rodent control measures plus specific maintenance activities like carpentry, Moving/relocation of furniture and other items and such other repairs required to keep the premises in the excellent condition, maintenance of Gardens/lawns/roof gardens/indoor plants, pathways, indoor sports facilities, etc. and cleaning of all the lifts.
2	Mechanized / chemical/shampoo cleaning of chairs located at RBO AND ITS BRANCHES.
3	Refilling of liquid soap dispensers kept in all the toilets.
4	Any other work entrusted by the Bank from time to time /on emergency basis etc.,
5	Flower arrangement as detailed under

SCHEDULE II

(A) : HOUSEKEEPING & MAINTENANCE: GENERAL DETAILS & CONDITIONS FOR JOB WORKS AT RBO PREMISES

S.No.	Scope of work
1	Cleaning of water Jugs / glasses and refilling at all the rooms in the Office building including conference Halls and other places wherever and whenever required.
2	All Cleaning materials of reputed brands approved by the Bank should be supplied by Contractor, within maintenance service contract.
3	All toiletries like hand washing soap, Naphthalene Balls, Odonils, Tissue papers, toilet paper rolls etc., at all the toilets of the building and other toilet materials like shampoo (sachets), perfume, talcum powder, tooth brush / paste, mouth fresheners, comb etc., are to be supplied at the toilets of the Top Executives(DGMs & above) cabins/toilet and the cost will be within the maintenance service contract. Branded Room fresheners should be kept at all the Executive cabins. Cleaning Schedule chart to be invariably displayed and signed by the respective supervisor in all toilets.
4	The Contractor shall arrange for & ensure daily cleaning and other services for the entire complex as specified in Annexure. Even if a room or any other area is not being used, the dusting / cleaning would be done as per schedule.
5	The Contractor will arrange for placing the towels / napkins wherever required thrice a week or earlier if required. Towels / Napkins etc. will be supplied by the Bank. The Contractor shall keep proper account of these items and arrange for their regular washing etc. Laundry charges will be within the maintenance service contract.
6	The Contractor shall ensure opening and proper locking of all rooms in the Local Head Office building and in case of any breakage, pilferage of any fixture and / or furniture, equipment, or other material etc. the responsibility shall be of the Contractor and the Contractor shall be liable to make good the loss.
7	The Contractor shall engage sufficient number of trained employees, for essential housekeeping and maintenance on any day, below which it will be treated as absolute default in services. The Contractor shall ensure that they observe cleanliness and wear neat and clean uniforms with Name Badges, identity cards with photographs and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over the employees engaged by him. The Contractor shall give necessary guidance and directions to his workers to carry out the jobs assigned to them by the Contractor. The Contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. (The contractor should maintain an account with SBI for receiving monthly bills and for disbursing the salary directly to the accounts of the labourers engaged at this office, and charges if any, for remitting the amounts to be borne by the contractor). All liabilities arising out of violation of local laws and / or central laws shall be his responsibility. He will on the report of Deputy General Manager (B & O) immediately replace from the work any person(s) / contractor labour (s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself and such a person shall not be again deployed/ engage or allowed in the work / campus and provide a competent and suitable person.
8	The Contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the staff members and / or Deputy General Manager (B & O). The Contractor, duly attending

	to the complaint, shall submit the Complaint Register to the Officer (Maintenance) every day to Deputy General Manager (B & O) once in a week for further putting up to the Competent Authority.
9	In the event of shortage of water supply it will be Contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking and toilet purposes: The Contractor will for this purpose ensure smooth working of the water pump, tube well and the Municipal Supply.

(B) : Description of works (Gardening)

S.No.	Scope of work
1	Trimming and shaping of hedges and plants in approved pattern/ fashion/ design in the lawn/gardens.
2	Putting fertilizers, red earth, and chemicals for grass, plants, trees, etc., as and when required. The fertilizers and chemicals and plants shall be supplied by the Bank.
3	Overall maintenance of all gardens should be in a very presentable condition in order to give a beautiful look.
4	All works pertaining horticulture like irrigating gardens; trimming and shaping of hedges, plants, trees, plants, etc.; maturing; and maintenance should be supervised by the contracting agency.
5	Preparation and maintenance of flower pots.
6	Weeding out wild plants, grass, shrubs, etc., from the gardens and flower pots.
7	Removing unwanted grass, plants, etc. from the sides of the roads adjoining the gardens and keeping the roads adjoining the gardens in a neat and cleaned condition.
8	Spraying chemicals to trees, plants, grass, etc. as and when required. The chemicals will be supplied by the Bank.
9	Removing old plants from the flower pots and planting new ones.

(C) Miscellaneous Work:

S.No	Scope of work
1	All Cleaning materials of reputed brands approved by bank should be supplied by Contractor, within maintenance service contract.
2	The Contractor shall arrange for & ensure daily cleaning and other services for the entire complex as specified in the tender. Even if a room, flat or any other area is not being used, the dusting / cleaning would be done as per schedule.
3	The Contractor shall engage sufficient number of his trained employees for essential housekeeping and maintenance on any day, below which it may be, treated as absolute default in services. The Contractor shall ensure that they observe cleanliness and wear neat and clean uniforms with plastic Name Badges, identity cards with photographs and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over the employees engaged by him. The Contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the Contractor. The Contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be his responsibility. He will on the request of Maintenance Officer Deputy General Manager (B&O), immediately remove from the work any person(s) / employee(s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work / campus without the permission of the Bank.
4	In the event of shortage of water supply it will be Contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing, gardening and toilet purposes: The Contractor will for this purpose ensure smooth working of the water pump, tube well and the Municipal Supply. In case of scarcity of drinking water, the contractor has to arrange for supply of drinking water through outside agencies and the bank will bear the cost.
5 (i)	The Contractor shall be able to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in future.
(ii)	The Contractor shall accept and bear full and exclusive liability for the payment of any or all taxes (except GST) etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to provision of services or arising out of or in connection with wage, salaries, or other compensations paid or payable to persons employed by the Contractor. Reimbursement of GST will be made only on submission of proper GST invoice as per applicable GST provisions/Rules.

S.No.	Scope of work
(iii)	The Contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment. of P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, CL(R&A) Act, Essential Commodities Act, Migrant Labour Act and' or such other Acts or Laws or regulations passed by the Central & State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.
(iv)	The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts as required under the applicable laws/ statutory provisions and' or Rules/Regulations framed there under. The Contractor shall be responsible for maintaining record pertaining to payment of Wages Act and for depositing the P.F. contributions, if required, with authorities concerned.
(v)	The Contractor shall bind himself and shall indemnify and hold the State Bank of India, Administrative Office, Eluru harmless, in respect of this contract, including all claims, damages proceedings, Costs, charges and or any expenses whatsoever which may be imposed, enforced or brought against the State Bank of India, Administrative office or any of its Directors, Officers or employees for reasons of or consequent upon any breach or default on the part of contract or in respect of violation of any of the provisions of Law / Act / Rules or Regulations having the force of Law or under any Award or decision by any competent Tribunal, Court or Authority in respect of the workmen or any one employed engaged by the Contractor in connection with this contract. This indemnity shall survive even after termination of the contract.
(vi)	The Contractor shall be responsible for all the claims of his employees and the employees of the Contractor shall not make and claim whatsoever against the State Bank of India, Administrative Office, Eluru . The Contractor's workmen will not have any right whatsoever to get absorbed in the State Bank of India, RBO Eluru and its branches..
(vii)	The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from any infections.
(viii)	The Contractor shall obtain adequate insurance policy/policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death / injury/disablement at work etc. The Contractor shall provide weekly off / holidays to his workmen as per applicable laws/labour laws, but it will be his responsibility to ensure uninterrupted services on all days.
(ix)	House- keeping and maintenance services are to be done in such timings that the residents of the bungalows / flats are not disturbed in any way.
7	The Contractor shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of this agreement and/or any other documents/agreements, which are required to be executed.
8	The Contractor's, rate shall remain firm throughout the contract period.
9	The Contractor shall provide the following machineries:
(i)	Industrial Heavy Duty Wet & Dry Vacuum Cleaners
(ii)	Shampooing Machine

S.No.	Scope of work
(iii)	Scrubber Machine
(iv)	Jet Pressure Cleaning Machine
(v)	Electric grass cutting machine with necessary garden tools
(vi)	Drilling machine for electrical / carpentry works
(vii)	Multi meter for voltage / current resistance
(viii)	Megger, crimping tools
(ix)	Lawn mover (exclusive for this premises)
10	All chemicals and toiletries should be of first class BSI marked companies like Hindustan Liver, Johnson, Godrej, Reckitt, Bengal Chemical, Nath peters etc.
11	as approved from time to time. All materials should be non-hazardous and environment friendly. Sufficient quantity of materials and consumables to be stocked at this site to ensure their uninterrupted supply.
12	The Contractor will be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap accident etc. to the Deputy General Manager (B&O). Complaint Register / Suggestion Register and First Aid Box to be provided by the SBI- Administrative Office, Eluru will be made available at the Security Room, ABODE, under the control of the Contractor's men.
13	All the labours of the Contractor should report for duty to the Contractor's Supervisor. All the labour of the Contractor may be supplied with Identity Cards and uniform by the Contractor and photocopies of the Identity cards should be handed over to us for identification and verification by Security guards at the time of entry. All the labours of the Contractor should always wear the Identity card inside the complex.
14	A system of checking the quality of services by the Contractor will be as under: -
(i)	Supervisor of the Contractor should visit the total premises in the evening and record their findings on a register (format to be prescribed), where Maintenance Officer will also sign.
(ii)	Supervisor of the Contractor will arrange to obtain a signature on a register from each residential quarter regarding the Job done by his labours soon after completion of the work.
(iii)	The above registers will be maintained with the Officer In charge. As per records of the register's DGM(B&O) will arrange to impose penalty at the time of release of payment to the Contractor every month.
15	
(i)	Contractor must have a valid license under Shops & Establishment Act, 1988 (that regulates working conditions and employment conditions of the employees). The Registration certificate is issued by Labour Dept. of the State for a calendar year and it has to be got reviewed by the Contractor every year.
(ii)	The Contractor shall arrange to obtain license from the appropriate authority under Contract Labour (R & A) Act Rules 1971 by applying a form IV on the basis of form V issued by the P.E.

S.No.	Scope of work
16	Contractor shall maintain the First Aid Box in the Establishment with the prescribed contents

All workers should attend to work on all Saturdays(Including Holidays) and the works like Water tank cleaning, Pest Control, Window Pane cleaning, terrace cleaning, Cleaning of computers/UPS, Cleaning of fans/ACs etc or any other work assigned by the Bank should be undertaken by them on all Saturdays(Holidays).

PEST CONTROL & RODENT TREATMENT

The pest control of staff canteen, kitchens, drainage swath process for eradication of cockroaches, moths, spiders, fleas, houseflies, mosquitoes, etc will be taken care twice in a week basis.

Special high-quality Rodent Treatment will have to be undertaken by the contractor on an ongoing basis and monthly basis to protect the highly sensitive electronic machines / equipment's, computers, wires, servers and other equipment's that have been installed/ located in the premises, from rodents / band coat, as also to prevent rodents in the false ceiling areas. The Contractor shall guarantee 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. The Contractor should quote yearly lump sum amount for Pest Control & Rodent Treatment in the Commercial Indicative Bid.

NOTE: All the above-mentioned scope of works is indicative and not exhaustive. Bank reserves the right to add / delete any work under the scope of work. However, the Contractor must properly maintain the premises. In-case the contractor fails to perform any of the works as per the tender documents to the satisfaction of the Bank and/or express inability to execute any work, the Bank has the option to get the work done from a third party and the cost shall be recovered from the monthly bills of the contractor and suitable action will be initiated. In case of any negligent or intentional damage is observed on the part of contractor's staffs, the cost of such repair / replacement shall be recovered from the monthly bill of the contractor.

SCHEDULE OF WORKS AT RBO ELURU AND BRANCHES

S.No.	Scope of work	* D	* W	* M
1	Up keeping and sprucing of all internal common areas including lobbies, cabins, etc. forming part of the premises.	¥		
2	Cleaning of tables, chairs and other furniture in the cabins, rooms, common and public areas etc.,	¥		
3	Sweeping, mopping of hard surface of all the floors at dining hall (3 rd floor) at least 2 times a day.	¥		
4	Cleaning of ceiling, others wall fixture, including light fittings, portable fire extinguishers display boards, clock, water coolers, removal of cobwebs from ceilings and walls.		¥	
5	Cleaning waste baskets and removal of garbage from all the rooms / places in the building as well as premises.	¥		
6	Cleaning and maintenance of windowpanes, wire mesh on windows/ ventilators/ skylights and compound walls.			¥
7	Cleaning of wall skirting.			¥
8	Cleaning of glass or other partition / screens, curtains, blinds.		¥	
9	Cleaning of switches, switch plates etc.		¥	
10	Cleaning and dusting of doors and cup boards.	¥		
11	Cleaning of all Executive Toilets (2 times a day) and all other internal toilets 4 times a day.	¥		
12	Cleaning of all other general toilets at all the floors in the building at least 4 times a day.	¥		
13	Cleaning of terrace, fans, and electrical fittings.			¥
14	Cleaning of overhead tanks, sumps.			¥
15	Vacuum Cleaning of carpet / sofa sets / office chambers placed at the chambers/cabins of DGMs / AGMs /Conference hall andhalls of RBO Eluru and its branches building.			¥
16	Floor scrubbing with machine.			¥

17	Cleaning of water glasses/ water jugs, filling in fresh water at all the chambers/cabins/rooms at all the cabins/rooms in the RBO building / Conference room etc, providing mineral water bottles at cabins of D GMs, Conference hall, and at other places where ever required.	₹		
18	Cleaning of decorative items on the walls / floors/ tables.	₹		
19	Polishing of metal decorative items / metal surfaces.			₹
20	Collecting and removal of garbage / rubbish out of the Bank's premises as per the VMC jurisdiction.	₹		
21	Spraying of disinfectants etc., spreading of Vamicol colored cubes at all toilets.	₹		
22	Exterior Cleaning of Chajjas, fins, sun sheds, rooftops, window glasses (internal / external).			₹
23	Shampooing of cushions, carpets, sofa sets, office chairs etc.			₹
24	Deodorants spraying – chambers/cabins of DGMs/Conference hall etc. & changing of hand towels.	₹		
25	Switching on and off fans, lights, ACs including package units.	#		
26	To collect waste/ rubbish from each rooms and disposal to dumping ground.	₹		
27	Collecting / gathering wastes / dirt / plastic wastes/ fallen leaves and disposing the same at the dustbins / pits / dumping grounds and removing entire garbage from the Banks premises / campus.	₹		
28	Change of indoor decorative plants in the pots at Executive floors & cabins.		₹	
29	Vacuum cleaning of racks, almirahs, books cases and the books /files/ paper / stationary.			₹
30	Changing the flowers in the flower vases, cleaning the potted plants in the chambers/cabins of CGM/GMs/ DGMs/ Conference Room etc and any other place.	₹		
31	Sweeping / Cleaning the garden areas comprising of roads,lawns flower beds, hedges, parks, pathway and rocks, slopes, car and bike parking areas, meter rooms.	₹		
32	Removing the dry leaves, dry branches / barks of tree / waste plastic bottles / containers / bags/ and disposing in the dustbins / waste pits / dumping ground.	₹		

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33	<ul style="list-style-type: none"> 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. <p>All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant.</p>		¥	
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Items should be done as and when necessary

<p>Tentative time Schedule for services required (not exhaustive) Duty shifts of Contractor's employees will be different; depending upon the nature of services required which may be as under:</p>	
Detail / Description	At RBO Premises and other branches Timings
Supervisors all days	NA
Plumber services all days	NA
Electrician services	NA
General sweeping / cleaning / mopping /gardening services all areas on all days	NA
Gardener	NA
Cleaning of Toilets	Daily two times
(Time Schedule may be redrawn from time to time)	

K. PEST MANAGEMENT SERVICES & RODENT CONTROL TREATMENT:

S. No.	Nature of Services	Frequency
1	Pest Management for cockroaches (using Herbal gel), silver fish, ants, moths, spiders, fleas, house flies, mosquitoes, etc inside the premises.	Quarterly or as and when required
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 or as and when required
3	Fogging/fumigation, chemical spray etc for mosquito control in the entire complex including drains, chambers, ducts, parking area, garden etc.	Monthly (June to Oct) & Quarterly (Nov. to May)
4	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 or as and when required
	<u>The High-quality Rodent Treatment will have to be undertaken to protect the highly sensitive electronic machines/equipment, computers, wires, servers and other equipment, and also to prevent rodents in the false ceiling areas.</u>	As required
5	Post construction Anti-Termite/white ant Pest Management treatment inside the premises.	As and when required

- a) The work of Pest Control treatment Services shall be got carried out through approved and Licensed Pest Control agencies only. The name of the agency to be got approved from SBI in advance. Vendor has to submit approved Pest Control agency certificate having executed specified Pest Control Services as per tender specifications and periodicity in the tender along with monthly bills.
- b) The Materials to be used for Pest Control should be Govt. approved as well as eco friendly.
- c) 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.

MACHINES / EQUIPMENT TO BE PROVIDED:

The above-mentioned works have to be carried in mechanized system for which the essential equipment is listed which are minimum as under:

Sr. No.	Equipment	No. of Units	Use	Remarks
1)	Heavy duty Wet and Dry vacuum cleaner.	As required	Drying of wet surfaces, suction of spillages	The equipment stated in these columns will have to be provided at the site by the Contractor.
2)	Carpet & Fabric Cleaner	As required	Cleaning of Carpet & Fabric	
3)	Wringer / Mopping Trolley	As required	Mopping of floors	
4)	Ladder	As Required		
5)	Scrubbing Machine 3 in 1	As required	Scrubbing / polishing of floors	
6)	Hand scrubber	As Required	Scrubbing of inaccessible by Single Disc Scrubber (Staircases, Toilet and Bathroom Dado etc.)	
7)	High pressure water jet spray machine	As Required	Pressure cleaning of pavements, toilets etc.	
8)	Window applicator and squeegee	As Required	For window glass cleaning	
9)	Telescopic pole	As Required	Removal of cobwebs, dust on ceiling or high-rise areas.	
10)	Stain Remover	As Required	For removing stain on carpet, floor surfaces, curtains etc.	
11)	Safety Belt	As Required	For labour working on height	
12)	Trolley for shifting Materials	As required	For shifting of material, equipment, scraps etc.	

Note: The Vendor shall be responsible to procure adequate number of machinery / equipment, considering the area to be served.

MANPOWER QUALIFICATION AND EXPERIENCE CRITERIA

Sr. No.	Particular*	Manpower Category Along with Qualification
1	Housekeeping staff (General Shift)	<i>Unskilled Category</i>
2	Plumber (General Shift)	<i>(Skilled Category)</i> with minimum 3 years of relevant experience in similar work.
3	Gardeners (General Shift)	<i>(Skilled Category)</i> with minimum 3 years of relevant experience in similar work.

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

**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. In case of periodical maintenance works, timely completion of each activity/ work is necessary, without compromising quality. Wherever warranted, maintenance work to be undertaken on weekend/ holidays.
- iv. The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.
- v. 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
- vi. All the consumables should be of specified make or equivalent brand of ISI mark as approved by the SBI.

DRAFT MEMORANDUM OF CONTRACT FOR..... SERVICES

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

THIS CONTRACT IS ENTERED AT ELURU ON THIS DAY OF 20.... 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 – 400 021, India (“SBI”), (hereinafter referred to as the ‘Bank’ which expressions shall include its successor and assigns) of the ONE PART.

AND

M/sa 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 ₹, subject to rendering the services and delivering goods to satisfaction of the Bank. The Bank reserves its unfettered right to deduct 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 three 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/statutory 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 the 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 SecurityCabin 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.

15. The contractor/ service provider will meet the 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 to 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 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 ₹ 5 lac each, for any type of accident / incidence.

20. After completion of each month the Contractor will submit his bills to the SBI, with copies of the records / registers showing that the contractor has paid the salary to his employees and paid their statutory dues. SBI will scrutinize the bills and if found in order will recommend the Bills to SBI for payment, who in turn 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 fulfil 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 Eluru 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 of the 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 there under 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 there under will provide the amenities to the 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 the 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 Eluru having jurisdiction over the matter and both the parties irrevocably undertake submit themselves to the jurisdiction of Courts at Eluru.

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 hereinabove, 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 RBO Eluru , state bank of india 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 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 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

1.

2.

For the Contractor/ Service Provider

DRAFT FORMAT OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT

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

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

B.G. No. _____ Value ₹ _____

Date:

To

The

State Bank of India,

.....

.....

Dear Sir,

BANK GUARANTEE OF ₹ _____ TOWARDS SECURITY DEPOSIT FOR THE WORK OF

PROVIDING COMPREHENSIVE ANNUAL CONTRACT FOR HOUSEKEEPING, GARDENING & MAINTENANCE SERVICES AT STATE BANK OF INDIA, RBO ELURU AND ITS BRANCHES.

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 Eluru) with SBI as mentioned vide SBI letter no..... datedand the correspondence and tender relating thereto which is hereinafter referred to as “the said contract” the Contractor has now agreed to produce a Bank Guarantee amounting to 5% of the annual contract value less earnest money deposit of ₹.....(Rupees only), to SBIfor 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 ₹.....to be valid up to (date).

AND WHEREAS (Name of Bank and its branch) having their office at (address) the Guarantor, at the request of the contractor hereby furnishes a Performance Bank guarantee in favour of SBI and Guarantees in the manner hereinafter appearing. In consideration of the premise, we (name of Bank and its branch) having our office at (address) here after called the “Guarantor” (which expression shall include it successors and assigns) hereby expressly, irrevocably &unreservedly undertaken and guarantee under that if the Contractor fails to execute the work according to his obligations under the said contract, then notwithstanding any dispute between SBI and the contractor, the Guarantor shall, on demand

without demur and without reference to the contractor pay to SBI..... immediately any sum claimed by SBI under the said contract up to a maximum amount of ₹ (Rupees only).

In case the amount demanded by SBI is not paid within 24 hours of receipt of demand, the Guarantor agrees to pay the aforesaid amount of ₹...../- (Rupees only).

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

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

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

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

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

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

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

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

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

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

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

This guarantee will remain valid up to unless a demand or claim under this guarantee is made in writing against us within three months from that date, i.e. on or before, the guarantor shall be discharged from all liability under the guarantee thereafter.

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

Dated the

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

For & on behalf of (Bankers Name & Seal)

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

DRAFT INDEMNITY BOND FORMAT

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

THIS DEED OF INDEMNITY BOND executed at b on this day of month of year Two Thousand and (20....) by M/s duly represented by proprietor / one of its partners / directors Shri / Smt / Miss, aged years, son of Shri residing at (hereinafter referred to as “the Contractor”)

In favour of State Bank of India, having its Corporate Office at Nariman Point, Mumbai.

Whereas State Bank of India has invited open bid tenders from the contractors for Tender for Providing Integrated Facility Management Services at

The Contractor has become successful in securing the subject work through competitive tendering and the work specified in the tender documents has been awarded in favour of Contractor by SBI 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 on..... (hereinafter referred to as “the Contract”).

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