

<b>NIT NO</b>	SBI/HYD/IAD/2023-24/006
<b>DATE</b>	12.02.2024



**STATE BANK OF INDIA  
INTERNAL AUDIT DEPARTMENT  
HYDERABAD**

**PART-A**

**TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS**

**Note:**

Bidder should possess valid Class III Digital Signature certificate to participate in this e-tender

**TECHNICAL BID FOR PRE QUALIFICATION**

**ANNUAL CONTRACT FOR HOUSE KEEPING, MAINTENANCE,**

**250 KVA DIESEL GENERATOR MAINTENANCE &  
ELECTRICAL MAINTENANCE SERVICES**

**AT**

**a) INTERNAL AUDIT DEPARTMENT, LINGAMPALLY, HYDERABAD**

**b) TOP EXECUTIVES OFFICIAL RESIDENCES, SBI EXECUTIVE ENCLAVE, JUBILEE  
HILLS, HYDERABAD**

**c) TOP EXECUTIVES OFFICIAL RESIDENCES, SBI EXECUTIVE ENCLAVE,  
BANJARA HILLS, HYDERABAD**

**d) SBI OFFICERS' QUARTERS AT LINGAMPALLY, HYDERABAD**

**The Assistant General Manager (Administration)  
State Bank of India  
Internal Audit Department  
State Bank Nireekshan Bhavan  
Lingampally  
Hyderabad – 500019**

## **NOTICE INVITING TENDER (NIT)**

### **Online E-Tenders are invited for** **ANNUAL CONTRACT FOR HOUSEKEEPING MAINTENANCE, 250 KVA DIESAL** **GENERATOR MAINTENANCE & ELECTRICAL MAINTENANCE SERVICES AT IAD** **HYDERABAD**

1)	Date of download of tender documents from Bank's web site <a href="http://bank.sbi">http://bank.sbi</a> under "procurement news".	From 12.02.2024 upto 04.03.2024
2)	Pre-Bid Meeting at <b>State Bank of India</b> <b>Internal Audit Department</b> <b>State Bank Nireekshan Bhavan,</b> <b>Lingampally</b> <b>Hyderabad – 500 019,</b> <b>Telangana</b>	On <b>20/02/2024</b> between 2.00 PM to 3.00 PM
3)	Date of posting of clarifications on the Bidder's queries	<b>22/02/2024</b> (Clarifications shall be posted only on the Bank's website OR e-tender portal. No individual communication shall be provided to the Bidder)
4)	Last date and time for submission of online e-tender.	Date: <b>04/03/2024</b> by 3.00 PM at <a href="https://etender.sbi">https://etender.sbi</a>
5)	Contract Period	For an initial period of 1 (One) year from the date of commencement of work, subject to the renewal for two similar terms after expiry of initial period subject to satisfactory review and performance by the contractor and the discretion of the Bank.
6)	EMD amount to be submitted at:	<b>Rs.79,000/- (Rupees Seventy Nine Thousand only)</b> in the form of Demand Draft in favor of 'SBI, Internal Audit Department, Hyderabad' payable at Hyderabad. EMD should be submitted physically at SBI Internal Audit Department State Bank Nireekshan Bhavan Lingampally, Hyderabad, Telangana before <b>04/03/2024 by 3.00 PM</b>  Firms registered under MSME OR NSIC for specific trade are exempted from EMD.

[illegible]

## **2. Purpose:**

Annual Maintenance Contract for services such as housekeeping, 250 KVA diesel generator maintenance, plumbing, carpentry, electrical services, air-conditioning for its Annual Contract for Housekeeping, Maintenance, 250 KVA Diesel Generator Maintenance & Electrical Maintenance Services at Offices/Residences/Bungalows/Quarters under Internal Audit Department, Lingampally, Hyderabad.

## **3. 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 successful bidder (L1) is subject to the evaluation criteria set forth under NIT by SBI, Internal Audit Dept We seek proposal from Bidders who have the necessary experience, capability & expertise to provide Maintenance and Housekeeping services adhering to Bank's requirement outlined in this Tender.

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

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

## **4. Eligibility Criteria:**

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

## **5. Disclaimer:**

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

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

shall arise from the TENDER process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

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

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

#### **6. Earnest Money Deposit (EMD)**

Bidder to submit the EMD amount of **Rs 79,000/-** in the form Demand Draft in favour of "SBI, Internal Audit Department, Hyderabad" payable at Hyderabad by **date mentioned in NIT Table**.

EMD should be submitted physically at SBI, Internal Audit Department State Bank Nireekshan Bhavan Lingampally, Hyderabad, Telangana before **04/03/2024 by 3.00 PM**. Any bid not accompanied with the requisite EMD shall be treated as nonresponsive and is liable to be rejected. MSME OR NSIC registered contractors/firms under valid category are exempted from submitting EMD. MSME or NSIC registered bidders should submit MSME OR NSIC certificate along with Technical bid. In case the contractor/firm who is MSME or NSIC registered, becomes L-1 and subsequently backs out of the work for some reason, we shall black list them from quoting any works in SBI and also recommend to MSME OR NSIC to delist them from their registration.

No interest is payable on the amount of EMD.

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

#### **The EMD may be forfeited:**

If a Bidder withdraws or amends its bid during the period of Bid validity specified herein: or

If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract; or in case of a successful Bidder, if the Bidder fails: To sign the contract with the Bank within a period of 30 days; or to furnish Security / Performance Guarantee to the Bank.

#### **7. Performance Bank Guarantee (BG)**

The selected bidder would be required to submit a performance Bank Guarantee to the Bank for an amount equivalent 5% of the Annual Contract value within 15 days from the issue of

work order. The bank guarantee will be valid for a period of 36 months or such other extended period as the Bank may decide for due performance of the obligations undertaken by the successful bidder.

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

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

## **8. Bidding Document:**

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

### **8.2 Content of Bidding Document**

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

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

### **8.3 Clarifications & Amendments:**

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

8.3.2 The Bidders requiring any clarification on the bidding documents should submit written queries on or before date as mentioned in NIT Table.

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

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

## **9. Bidding Process:**

**9.1** The bids shall be submitted in Technical Bid and Price bid through online in the [www.etender.sbi](http://www.etender.sbi). Hard copy of the EMD to be submitted as per the details mentioned in the NIT. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this tender document will have to be submitted. In the first stage, only TECHNICAL BID along with EMD will be opened and evaluated. Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this document will be evaluated for technical specifications. Only those who qualify in the Technical Bid shall be eligible to be considered The Commercial Bids of those who do not qualify in the Technical Bid will not be opened.

## **10. Preparation and Submission of Bids:**

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

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

**10.3** The bids should be uploaded directly on the portal of [www.etender.sbi](http://www.etender.sbi)

**10.4** The technical bid should consist of the following:

i. The EMD of Rs. 79,000/- (Rupees Seventy Nine thousand only) in the form of Demand Draft in favor of SBI, Internal Audit Department, Hyderabad' payable at Hyderabad or **MSME or NSIC certificate** on or before date mentioned in NIT Table.

ii. A letter on bidder's letterhead mentioning

a) Details of EMD or MSME or NSIC certificate submitted, technical competence and experience of the bidder.

- b) Certifying that the period of the validity of the bid is 90 days from the date of submission of bid.
- c) Confirming that the bidder has quoted for all the items / services mention in the bid in their commercial bid.
- d) Supporting documents in respect of Eligibility Criteria as mentioned in **Annexure- B**.
- iii. Bidder's information as per **Annexure –D** on bidder's letter head.
- iv. Audited balance sheets and profit and loss account statement for last 5 years.
- v. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
- vi. Bidder should submit indicative commercial bid as per **Annexure – E** through online.

### **10.5 Bid prices:**

The price quoted should inclusive of escalation on account of increase in material cost during the contract period of initial period of 1 (One) year from the date of commencement of work, subject to the renewal for two similar terms after expiry of initial period subject to satisfactory review and performance by the contractor and the discretion of the Bank., including profit, lumpsum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, consumables, duties & statutory levies etc. The successful vendor has to submit system generated GST tax invoice incorporating Bank's GST in number and vendor GST no. Manual GST invoices will not be accepted. Any increase in minimum wages /VDA as per Central Govt Act, the same shall be reimbursed by Bank. Bonus as per Bonus act shall be reimbursed and therefore shall be not loaded in the commercial Bid

### **10.6 Revealing of Prices:**

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

### **10.7 Pre-Bid Meeting:**

Pre-bid meeting as per the details mentioned in NIT. The clarification on the quires shall be communicated to the bidders through [www.etender.sbi](http://www.etender.sbi) .

### **10.8 Validity of Bids:**



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

#### **10.9 Bid Integrity:**

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

#### **10.10 Format and Signing of Bid**

- 10.10.1 The bidder should prepare submission as per minimum eligibility criteria, Technical Bid, Indicative Commercial Bid and other requested information.
- 10.10.2 All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
- 10.10.3 Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.
- 10.10.4 Bid should be typed and submitted on A4 size paper [font times new roman 12], spirally bound securely and in serial order. Bidders responding to this TENDER shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.

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

#### **10.11 Bid Currency:**

Prices shall be expressed in Indian Rupees only.

## **10.12 Late Submission of bids:**

Any bid received by the Bank after target date and time prescribed in Bid details will be rejected and /or returned unopened to the bidder at his risk and responsibility.

## **10.13 Modification and Withdrawal of Bids:**

The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on e-procurement portal, prior to the deadline prescribed for submission of Bids.

No modification in the Bid shall be allowed, after the deadline for submission of Bids.

No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period for Bid validity specified in this NIT. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder and other action as per terms of NIT.

## **11 Opening and Evaluation of Bids:**

### **11.1 Opening of Technical Bid:**

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

### **11.2 Evaluation process**

#### **11.2.1 Preliminary examination:**

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

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

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

#### **11.2.2 PART- A Technical Evaluation:**

Detailed technical evaluation will include, scrutiny of eligibility criteria (as

mentioned in Annexure B) and technical information submitted.

**Bids meeting the eligibility criteria as per Annexure B of Technical Bid shall be qualified for commercial bid opening & evaluation.**

### **11.2.3 PART- B Commercial Evaluation:**

Bidder should provide indicative price only.

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

**11.2.4** If a firm quotes “Nil” (Zero) charges/consideration, the bid shall be treated as unresponsive and will not be considered.

**11.2.5 For ensuring Quality of Services, a bench mark rates will be fixed for Housekeeping, Electrical, Carpentry, Plumbing Tools & Uniforms, Pest Control, Rodent Treatment, Anti-termite expenses and Service Charges by a committee and will kept in sealed envelopes which will be opened at the time of opening price Bids. Contractors/Firms quoting below the bench mark rates will be summarily rejected. L1 Bidder will be identified among those who have quoted equivalent or above the bench mark rates.**

### **11.2.6**

Note: The Bidders should ensure to follow the minimum wages (Central Govt.) Labour Act, ESIC, EPF, Insurance and all statutory obligations etc., while quoting the price. The price quoted should inclusive of escalation on account of increase in material cost during the contract period of initial one year and renewable at the same terms and contract period of another one year, maximum of 3 years including profit, lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, consumables, duties & statutory levies etc. The successful vendor has to submit system generated GST tax invoice incorporating Bank's GST in number and vendor GST no. Manual GST invoices will not be accepted. Any increase in minimum wages /VDA as per Central Govt Act, the same shall be reimbursed by Bank. Bonus as per Bonus act shall be reimbursed and therefore should not be loaded in the commercial Bid.

### **11.2.7 Final Evaluation:**

- (i) Technically qualified Bidder with lowest price quote (L-1) will be determined as a successful bidder as mentioned in point 11.2.5 and the work will be awarded accordingly.
- (ii) In the event that two or more Bidders quote the same Bid Price (the “**Tie Bids**”) , the tender opening committee shall identify the successful bidder based on the quality of services provided by the Tie Bidders to their present client. For which the tender opening committee will visit the site of the respective Tie Bidders and will assess them as per the parameters stipulated in Annexure ‘C’. The Tie Bidders securing highest marks in the site visit assessment will be declared as a successful bidder and the work will be awarded accordingly.

### **12. Award & Signing of contract:**

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

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

Copy of board resolution alongwith copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter and contract should be submitted.

### **13. Subcontracting**

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

### **14. Cancellation of Contract**

Please refer to Sl. No. 25 Termination of Contract.

### **15. Liquidating Damages**

If Service Provider fails to perform any or all the Services within the stipulated time, schedule as specified in this NIT, the Bank may, without prejudice to its other remedies under the NIT, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 5 % of total Project Cost for delay of each

week or part thereof maximum up to 10 % of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

## **16. Statutory and other Regulations**

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

## **17. Dispute Resolution**

- (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 appropriate civil remedy with the competent civil courts located at Hyderabad, India. However, prior to approaching the Civil Courts, 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 be referred to the Competent Civil courts as mentioned above.
- (ii) Pending adjudication of the dispute by the Civil Court, the parties shall, except in the event of termination of this contract or in the event of any interim order/award is granted by the Civil Court, continue to perform their obligations under this contract.

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

### **18.1 Inspection:**

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

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

## **18.2. Powers to Vary or Omit Work**

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

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

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

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

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

## **19. Deduction from Monthly Costs**

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

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

## **20. Period of Contract:**

For an initial period of 1 (One) year from the date of commencement of work, subject to the renewal for two similar terms after expiry of initial period subject to satisfactory review and performance by the contractor and the discretion of the Bank.

## **21. Commencement Period:**

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

## **22. Manpower, Wages, etc.**

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

- All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the Bank.
- That the Contractor will not sub-contract or permit any other person to perform any of the work or services agreed to without prior written permission from the Bank.
- The Contractor shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules.
- Contractor's personnel or their family members shall not be allowed to stay / reside at site.
- The documents related to submission of EPF, ESIC, salary paid, etc, to the respective statutory bodies has to be submitted along with next month bill to the SBI, IAD, Hyderabad for scrutiny.
- The contractor shall abide by "The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013"

### **23. Safety, Security, etc.**

- That the Bank shall not be liable for any compensation in case of any fatal injury / death caused to any of the Contractor's employees while performing / discharging their duties/ visiting Bank's premises for inspection or otherwise. The contractor shall alone be fully responsible for safety and security & insurance or life insurance of their personnel who are engaged for maintenance work.
- In no case, safety norms shall be violated.
- The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at Bank's premises. The Contractor alone shall be fully responsible for safety and security & insurance or life insurance of their personnel.
- The Contractor should issue valid Company identity cards to all their staff personnel who will be providing services under this contract.



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

#### **24. Obligation of Contractor :**

- Payment of wages/EPF/ESI etc to all the workers engaged by the contractor should be through an Account maintained with any Scheduled Commercial Bank which should be witnessed by an officer of the Bank and evidence should be submitted to the Bank. The payment to be made before 07<sup>th</sup> of the month.

- The performance of the contractor shall be monitored by the committee based on the feedback on quarterly basis.

## **25. Termination of the Contract**

### **A. TERMINATION FOR DEFAULT:**

1. The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:

(a) If Service Provider fails to deliver any or all the obligations within the time period specified in the NIT/Agreement, or any extension thereof granted by the Bank.

(b) If Service Provider fails to perform any other obligation(s) under the NIT/Agreement.

(c) On happening of any termination event mentioned in the NIT/Agreement. Prior to providing a written notice of termination to Service Provider under clause 36.A.(i). (a) and 26.A.(i). (b), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

2. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.

3. If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this NIT and shall also support the orderly transition to another vendor or to the Bank.

4. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this NIT.

5. In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where

transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

#### **B. TERMINATION FOR INSOLVENCY:**

The Bank may at any time by notice in writing summarily terminate the contract without compensation to the Service Provider in any of the following events, that is to say:

- a. If the Service Provider being an individual or a firm: Any partner in the Service Provider's firm, is 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
- b. If the Service Provider being a company: It has passed a resolution, or the any court / forum has made an order for its liquidation or a receiver or manager on behalf of the debenture holder has been appointed or such circumstances shall have arisen entitles the court / forum or debenture holders to appoint a receiver or manager.

#### **C. TERMINATION FOR CONVENIENCE:**

- i. The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
  - (a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank.
  - (b) If Service Provider fails to perform any other obligation(s) under the NIT / Agreement.
  - (c) On happening of any termination event mentioned in the NIT/Agreement.Prior to providing a written notice of termination to Service Provider under clause 36.A.(i). (a) and 26.A.(i). (b), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

### **26. Force Majeure**

- i. Notwithstanding the provisions of terms and conditions contained in this NIT, neither party shall be liable for any delay in ~~in~~ performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.

ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

iii. If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

iv. If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services rendered up to the date of the termination of the Agreement.

## **27. Governing Language**

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

## **28. Signing of Agreement of Maintenance Contract**

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

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

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

## **31. CODE OF INTEGRITY AND DEBARMENT/BANNING:**

i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it

determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.

- ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in NIT process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
  - (a) **“corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
  - (b) **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a NIT process or to secure a contract or in execution of the contract;
  - (c) **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
  - (d) **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;
  - (e) **“Obstructive practice”** means materially impede the Bank’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening,

harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank's rights of audit or access to information;

**v. Debarment/Banning**

Empanelment/participation of Bidders and their eligibility to participate in the Bank's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank's procurement process shall be considered against delinquent Vendors/Bidders:

**(a) Holiday Listing (Temporary Debarment - suspension):**

Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanors, the vendors may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Vendor is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);
- Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

**(b) Debarment from participation including removal from empaneled list**

Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from the list of empaneled vendors are:

- Without prejudice to the rights of the Bank under Clause 31(i) hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any

corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/NIT issued by the Bank during a period of 2 (two) years from the date of debarment.

- The Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review for empanelment;
- If Vendor ceases to exist or ceases to operate in the category of requirements for which it is empaneled;
- Bankruptcy or insolvency on the part of the vendor as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency;
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the NIT documents;
- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation;
- Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

**(c) Banning from Ministry/Country-wide procurements**

For serious transgression of code of integrity, a delinquent Vendor (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

**WORK AREAS COVERED UNDER THIS ANNUAL CONTRACT FOR HOUSE KEEPING, MAINTENANCE, 250 KVA DIESEL GENERATOR MAINTENANCE & ELECTRICAL MAINTENANCE SERVICES AT OFFICES/ RESIDENCES/ BUNGALOWS/ QUARTERS UNDER INTERNAL AUDIT DEPARTMENT, LINGAMPALLY, HYDERABAD**

Number 1	Number 2
<p><b><u>LOCATION 1</u></b></p> <p>SBI, Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally, Hyderabad</p> <p>Cabins of DMD, CGMs, GMs and DGMs</p> <p>Guard rooms and Main reception, Liaison Officer's room, Security Officers room, Staff Lunch room</p> <p>Doctor's chamber, Ladies Lunch room, Adjacent room to ladies lunch room, open place in the ground floor, right wing &amp; left wing of three floors, Art gallery room, video conference room, mini conference room, officer's lunch room, canteen rooms in first Floor.</p> <p>IS audit chamber, Library room, record room, two store rooms on the right of 2<sup>nd</sup> floor</p> <p>Solar Panels, Parking area. All areas inside the premises/buildings within the IAD campus whether specified or not.</p>	<p><b><u>LOCATION 2</u></b></p> <p><b><u>SBI OFFICERS' QUARTERS (24 NUMBERS) IN 3 BLOCKS, OPP. HCU CAMPUS, LINGAMPALLY, HYDERABAD</u></b></p> <p>D, E1, &amp; E2 Blocks in SBI Officers' Quarters, common area, roads, security rooms, pump house, play area etc</p> <p>All areas inside the SBI Officers' Quarters within the campus whether specified or not.</p>
	<p><b>Number 3</b></p> <p><b><u>LOCATION 3</u></b></p> <p><b>Top Executives Official Residences, SBI Executive Enclave, Jubilee Hills &amp; Banjara Hills, Hyderabad.</b></p> <p>Top Executives Official Residence bungalows including all areas inside the compound wall, 10' around the compound wall and approach road</p> <p>All areas inside the premises/buildings within the Bungalow/Residences whether specified or not.</p>



S. No	SCOPE / DETAILS OF WORK TO BE DONE
01)	a)Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / ornamental & decorative wooden / carpet 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, 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 electrical repairs / carpentry, sanitary repairs and such other repairs required to keep the premises in the excellent condition, cleaning of parks / pathways / indoor & outdoor sports facilities, etc and cleaning of all the lifts. Maintenance of all window / split /Cassette Air conditioners, maintenance of generator. *List is indicative and not exhaustive.
02)	Operation of package/split/cassette AC units.
03)	Operation of Water treatment plant, Organic waste compost machine, UG & OHT water Pumps
04)	Maintenance of telephones & DTH at office premises including maintaining liaison with BSNL authorities/ DTH service provider.
05)	Mechanized / chemical/shampoo cleaning of chairs in the Office Premises.
06)	Refilling of liquid soap dispensers kept in all the toilets & other places

## **SCHEDULE I**

### **DESCRIPTION OF THE ESTABLISHMENT**

<b>Internal Audit Department (IAD)</b>	
Total area	16500 Sft
Covered area	3000 Sft
Total Number of cabins / rooms in Internal Audit Department building	23 (approx)
Conference Halls	4 (approx)
Halls and other areas	30 (approx)
Total Number of Toilets in Internal Audit Department building	29 (approx)
Total Number of urinal bowls in the premises	45 (approx)
Car and Scooter parking sheds	2
Black top / CC road	9590 feet. (approx)

However, you are advised to inspect the premises and ascertain the exact requirement and other details before quoting the rates. The above numeric values may vary in case of any renovation/modification of the building within the building / premises. **No additional claim in this regard shall be entertained.**

**HOUSEKEEPING & MAINTENANCE SCHEDULE II**  
**GENERAL DETAILS & CONDITIONS FOR JOB WORKS**

1	Inspection of all sites / installations / buildings / electrical wiring and UPS Systems / drain pipes / manholes / compound wall / calling bells / clocks on daily basis for preventive maintenance.
2	Faulty parts and equipment including all electrical and plumbing consumables like tube lights, bulbs, chokes / starters are to be replaced by the Contractor without charging anything extra towards labour charges. However, cost of the items will be reimbursed to the Contractor after the bill is duly certified by the concerned official of the wing of IAD.
3	All the electricians etc., required for efficient operation of the Sub-Station shall be qualified and experienced in operating the Sub-Station / transformer / other points / generators and allied works, as per Indian Electricity Rules.
4	Cleaning of water Jugs / glasses and refilling to be done by the contract labour at all the rooms in the office including conference Halls, Clinic and other places wherever and whenever required.
5	Electricity and plumbing works should be carried out only by competent and <b><u>licensed electricians and experienced plumber</u></b> of the Contractor. All electrical and plumbing consumables like tube lights, bulbs, chokes / starters should also be supplied by the Contractor at the entire complex within maintenance service contract. However, cost of the items will be reimbursed to the Contractor after the bill is duly certified by Concerned Bank's Official.
6	All Cleaning materials of reputed brands approved by the Bank should be supplied by Contractor, within maintenance service contract. <b>(As Per Annexure III)</b> . However, cost of the items will be reimbursed to the Contractor after the bill is duly certified by Concerned Bank's Official.
7	All toiletries like Tissue paper rolls and napkins (Premier, Origami, paseo, etc), hand washing soap (Lifebuoy/Dettol/Palmolive) at all the toilets of the building and other toilet materials like shampoo (sachets - Clinic plus, Pantene, Head & shoulder, etc), perfume, talcum powder (yardley, Nivea, Ponds etc), tooth brush (Colgate, Closeup, OralB) / toothpaste (Colgate, Close-up, Himalaya), mouth fresheners (Double mint, FreshMeltz, etc), comb etc. as instructed are to be supplied at the toilets of the Top executives and the cost will be reimbursed to the Contractor after the bill is duly certified by Concerned Bank's Official.
8	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.
9	The Contractor will arrange for providing the towels / napkins wherever required twice 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 borne by the Bank.

10	The Contractor shall ensure opening and proper locking of all rooms in the IAD 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.	
11	The Contractor shall engage sufficient number of trained employees, which includes 2 Skilled supervisor, 3 Skilled/ Qualified electrician, 1 Skilled plumber & 1 Skilled carpenter and 18 Unskilled housekeeping labours 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 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 report of Assistant General Manager (Admin) 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.	
12	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 Assistant General Manager (Admin). The Contractor, duly attending to the complaint, shall submit the Complaint Register to Assistant General Manager (Admin) once in a week for further putting up to the Competent Authority.	
13	The contractor should open a Special Account with CINB facility with the bank for disbursing the salary accounts of the labourers engaged at this office, and contractor should make payments directly to the accounts of contracted labour from the special account opened for the purpose and charges, if any, for remitting the amounts to be borne by the contractor	
14	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 etc (Except GST)., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other local authority with respect to provision of services or arising out of or in connection with wage, salaries, or other compensations paid or payable to persons employed by the Contractor.

iii)	The Contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment of P.F. contributions, 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. Applicable GST shall be paid extra.
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 records pertaining to payment of Wages Act and also for depositing the P.F. contributions, ESI contribution if required, with authorities concerned. Penalties, if any, imposed by the concerned authorities will be recovered from the payments to be made to the contractor.
v)	The Contractor shall bind himself and shall indemnify and hold the State Bank of India, Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally, Hyderabad 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, Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally, Hyderabad or any of its 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, Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally, Hyderabad. The Contractor's workmen will not have any right whatsoever to get absorbed in the State Bank of India, Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally, Hyderabad.
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 to the Bank on all working days.

ix)	House - keeping and maintenance services are to be done in such timings that the working of the State Bank of India, Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally is not disturbed in any way.
-----	--

15	In case the Contractor, or any of his employees, fails to fulfil his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, the contractor shall pay by way of liquidated damages up to 5% of the monthly bill and the Bank shall without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the money, if any, payable to the Contractor.																				
16	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.																				
17	Shifting of loose furniture from one floor to other floors (i.e. tables, chairs, storage units, cup boards, computer peripherals, electrical items, files etc.) in the building. The labour charges should be included within the maintenance contract.																				
18	The Contractor's, rate (charges against Housekeeping, Electrical, Carpentry and Plumbing tools and Equipment's, uniform etc, and contractor's service charges only) shall remain firm throughout the contract period. The Minimum wages shall be paid by the prevailing rates as fixed by the Govt. of India from time to time by the contractor and to be claimed as reimbursement.																				
19	The Contractor shall provide the following machineries and to be placed at IAD building under his custody: Lack of any of these machinery will attract penalty upto 5 % monthly bill																				
	i)	Industrial Heavy Duty Wet & Dry Vacuum Cleaners.																			
	ii)	Shampooing Machine.																			
	iii)	Scrubber Machine.																			
	iv)	Jet Pressure Cleaning Machine.																			
	v)	Drilling machine for electrical / carpentry works.																			
	vi)	Electrical tools and Multi meter for voltage / current resistance.																			
	vii)	Meggar, crimping tools.																			
	viii)	Rat catching cages and other equipment.																			
	xi)	Plumbing equipment with emergency requirements																			
20	Tentative time Schedule for services required (not exhaustive) Duty shifts of Contractor's labour will be different, depending upon the nature of services required which may be as under:																				
	<table><tr><th>Detail / Description</th><th>Periodicity</th><th>Timings</th></tr><tr><td>Supervisor(s)</td><td>All Working Days</td><td>8.00 AM to 4.00PM</td></tr><tr><td>Electricians</td><td>All Working Days</td><td>3 shifts a day</td></tr><tr><td>Plumber services</td><td>All Working Days</td><td>8.00 AM to 4.00 PM</td></tr><tr><td>Carpentry services</td><td>All Working Days</td><td>8.00 AM to 4.00 PM</td></tr><tr><td>General sweeping / cleaning / mopping services to all areas on all working days</td><td>All Working Days</td><td>8.00 AM to 4.00 PM.</td></tr></table>			Detail / Description	Periodicity	Timings	Supervisor(s)	All Working Days	8.00 AM to 4.00PM	Electricians	All Working Days	3 shifts a day	Plumber services	All Working Days	8.00 AM to 4.00 PM	Carpentry services	All Working Days	8.00 AM to 4.00 PM	General sweeping / cleaning / mopping services to all areas on all working days	All Working Days	8.00 AM to 4.00 PM.
	Detail / Description	Periodicity	Timings																		
	Supervisor(s)	All Working Days	8.00 AM to 4.00PM																		
	Electricians	All Working Days	3 shifts a day																		
	Plumber services	All Working Days	8.00 AM to 4.00 PM																		
	Carpentry services	All Working Days	8.00 AM to 4.00 PM																		
	General sweeping / cleaning / mopping services to all areas on all working days	All Working Days	8.00 AM to 4.00 PM.																		

Building cleaning including lift	All Working Days	Before 9.00 AM.
Toilets & urinals cleaning	Three times on all Working Days	Before 9.00 AM & after 2.00 PM.
<p>All workers should attend to work on all 2<sup>nd</sup> &amp; 4<sup>th</sup> Saturdays and the works like Wa tank cleaning, Pest Control, Window Panel cleaning, Cleaning of computers/UPS, Cleaning of fans/ACs, Cleaning of Toilets &amp; Urinals, Cleaning of Carpets etc or a other work assigned by the Bank should be undertaken by them.</p> <p>The Contractor shall provide weekly off / holidays to his workmen as per applicabl laws / labour laws but it will be his responsibility to ensure uninterrupted services the Bank on all days.</p>		
<b>(Time Schedule may be redrawn by the Bank from time to time)</b>		

21	<b>(a)</b>	<p>All the labourers of the Contractor should report for duty to the Contractor's Supervisors.</p> <p>All the labourers of the Contractor may be supplied with Id Card by the Contractor and photocopies of the Id cards should be handed over to us for identification and verification by Security guards at the time of entry. All the labours of the Contractor should always wear the Identity card inside the complex.</p>
	<b>(b)</b>	<p>A system of checking the quality of services by the Contractor will be as under:-</p> <ul style="list-style-type: none"> <li>i) Supervisors of the Contractor may visit all areas within the campus with Bank's official once in a day at convenient time preferably in the evening and record their findings on a register (format to be prescribed), where Officer will also sign.</li> <li>ii) Supervisor of the Contractor will arrange to obtain a weekly certificate on a register regarding the Jobs done by his labours at all the sites.</li> <li>iii) The above registers will be maintained at the department. As per records of the registers AGM (Admin) will arrange to impose penalty at the time of release of payment to the Contractor every month.</li> </ul>
23	<b>Responsibility of the Contractor :</b>	

	(a)	<p>(i) Contractor must have a valid license under Shops &amp; 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.</p> <p>(ii) The Contractor shall arrange to obtain license from the appropriate authority under Contract Labour (R &amp; A) Act Rules 1971 by applying a form IV on the basis of form V issued by the Admin Department.</p> <p>(iii) Contractor has to maintain Register for contract labour on Form 13 and submit ½ yearly returns to the ALC of labour / licensing officer. In case of default, the P.E. is held accountable and liable for prosecution. Every Contractor shall issue employment Card to his Labour form XIV within 3 days of employment.</p> <p>(iv) The Contractor has to pay the minimum wages (Central Government wages) to his employees and shall also pay ESI and PF contributions and comply with all rules and regulations.</p> <p>(v) The Contractor must maintain the following register:-</p> <ul style="list-style-type: none"> <li>a) Attendance Register on form XVI (16).</li> <li>b) Wages Register on form XVII (17)</li> <li>c) Leave Register</li> <li>d) Overtime Register on form XXIII</li> <li>e) Register of fines on form XXI (21)</li> <li>f) Register of advances on form XXII (22)</li> <li>g) Register of deductions on account of damage or loss caused to the employees on form XX.</li> <li>h) Register for Contract employees on form 13.</li> <li>i) Contractor shall submit half yearly return before 30 days of completion of half year for the previous half year on form XXIV.</li> <li>j) Register of overtime in form XXIII (23).</li> <li>k) Every Contractor shall issue a wage slip on form XXIX (29) his employee at last 1 day prior to disbursement of wages.</li> <li>l) All the records to be retained for a period of 3 calendar years.</li> <li>m) Contractor shall possess own ESI code number and remit of ESI contribution before 20th of every month and submit a copy of the challan to the P.E</li> <li>n) Every Contractor shall maintain an Inspection book in which the Inspector visiting may record his remarks. The Inspection book shall be of 18 x 15 cms size bind book. The first page of the book shall contain the following particulars:-</li> </ul>
--	-----	--

		1. Name and address of the establishment. 2. Registration No. 3. Name of employees. 4. Father's name. 5. Postal address. All the above registers/records should be available for inspection /scrutiny by the officials of the Bank
24	(b)	Contractor shall maintain the First Aid Box in the Establishment with the prescribed contents.
25	(c)	Telangana Labour Welfare Fund Act: The Contractor should comply with the provisions of the Act meticulously.
26	(d)	The contractor shall abide by "The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013"

**NOTE: All the above mentioned scope of works are 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 IAD Premises/ Quarters /Residences/Bungalows. In case, the contractor fails to perform any of the works specified in the tender documents to the satisfaction of the Bank and/or express inability to execute any work, the Bank will have the option to get the work done from a third party and the cost shall be recovered from the monthly bills payable to the contractor. 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 payable to the contractor.**

**\*Periodicity**

S.No.	SPECIFIC DETAILS OF JOB WORKS	* D	* W	* M	Location
1	Up keeping and sprucing of all internal common areas including lobbies, cabins, etc forming part of the premises.	√			1, 2, 3
2	Cleaning of tables, chairs and other furniture in the cabins, rooms, common and public areas etc.,	√			1, 3
3	Sweeping, mopping of hard surface of all the floors at dining halls 3 times a day.	√			1, 3
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.		√		1, 3
5	Cleaning waste baskets and removal of garbage from all the rooms / places in the building as well as premises.	√			1, 2, 3
6	Cleaning and maintenance of windowpanes, wire mesh on windows/ ventilators/ skylights and compound walls.			√	1, 2, 3
7	Cleaning of wall skirting			√	1, 2, 3



8	Cleaning of glass or other partition / screens, curtains, blinds.		√		1, 2, 3
9	Cleaning of switches, switch plates etc.		√		1, 2, 3
10	Cleaning of doors and kicking plates	√			1, 2, 3
11	Cleaning of toilets/fittings in dining halls, entire building daily (3 times)	√			1, 3
12	Cleaning of terrace, fans, electrical fittings			√	1, 2, 3
13	Cleaning of tank, sump			√	1, 2, 3
14	Vacuum cleaning of carpets in the office building			√	1
15	Floor scrubbing with machine			√	1, 2, 3
16	Cleaning of decorative items on the walls / floors / tables	√			1, 2, 3
17	Polishing of metal decorative items / metal surfaces			√	1, 3
18	Removal of garbage / rubbish disposal & burning	√			1, 2, 3
19	Sweeping of walking trail	√			1, 2, 3
20	Spraying of disinfectants etc spreading of naphthalene balls	√			1, 2, 3
21	Exterior cleaning of chajjas, fins, sun sheds, roof tops			√	1, 2, 3
22	Deodorants spraying- conf. halls in the building, official cabins & changing of hand towels	√			1, 3
23	Switching off / on of fans, lights, and ACs (when ever required)	√			1, 3
24	Collecting waste / rubbish from each and every room and disposal to dumping ground	√			1, 2, 3
25	Collecting old newspapers, magazines and keeping them in a room meant for the purpose	√			1, 3
26	Collecting / gathering wastes / dirt / plastic wastes / fallen leaves and disposing the same at the dustbins / pits / dumping grounds and removing entire garbage from the premises	√			1, 2, 3
27	Removing unwanted natural growth of weeds, shrubs, dry leaves, dry stems / dry barks and branches of trees and dry hedges etc.	√			2, 3
28	Vacuum cleaning of racks, almirahs, books cases and the books / files / paper / stationary		√		1, 3

**TOP EXECUTIVES OFFICIAL RESIDENCES, SBI EXECUTIVE ENCLAVE, JUBILEE HILLS & BANJARA HILLS, HYDERABAD**  
**&**  
**SBI OFFICERS' QUARTERS AT LINGAMPALLY, HYDERABAD**

*Periodicity					
<b><u>S.No</u></b>	<b><u>Residential quarter area : Details of job works</u></b>	<b><u>* D</u></b>	<b><u>* W</u></b>	<b><u>* M</u></b>	<b><u>Location</u></b>
29	Sweeping of streets / passages in the residential area	√			2, 3
30	Removal of garbage from residences / dustbins	√			2, 3
31	Cleaning of areas of residences / outside walls / roof tops and removal of dirt from gardens at residential quarters	√			2, 3
32	Fumigation (anti termite / pest control)		√		2, 3
33	Cleaning of windows mesh of residential quarters			√	2, 3
34	Plumbing, electrical and carpentry services at quarters for maintenance of Bank's assets	√			2, 3
35	Providing attendant's services for arranging repairing services for washing machines, refrigerators, coolers, microwave ovens etc., at quarters	Σ			2, 3

Σ - As and when required

**ELECTRICAL MAINTENANCE SCHEDULE**

**250 KVA GENERATOR (24/7 HOURS) MAINTENANCE, ELECTRICAL FITTINGS & APPLIANCES MAINTENANCE IN SBI OFFICERS' QUARTERS, TRANSIT GUEST HOUSE, IAD PREMISES, HYDERABAD**

250 KVA Diesel Generator was installed at the premises . Maintenance of generator includes switch ON and OFF the generator whenever necessary, including the load shedding period by TSSPDCL, cleaning maintenance of diesel and water levels, purchasing and storing of diesel oil and attending to any minor or major problems of the generator. Cost of any spare parts, major repairing charges & cost of Diesel will be reimbursed by the bank. Half yearly maintenance of the generator should be taken care by the contractor. Bank will meet the maintenance charges of the generator.

2. Electrical maintenance at IAD premises, Transit Guest House and SBI Officers' Quarters & Executive Enclave, includes attending of any electrical repairs, replacement and repairing of fittings and any other misc. electric works as and when required.

3. 24/7 hours availability of the services of generator maintenance staff.

4. Fittings, bulbs and all other electrical items will be supplied by the bank. Every month TSSPDCL bills collection and payment is a part of the duties.
5. Room will be provided to the generator boy at free of cost at the premises. He should clean the ceiling fans twice in a month in the SBI Officers' Quarters. Liaison with AMC vendors like Voltas, Johnson lifts is necessary to enable them to attend the emergency calls. Knowledge of air conditioners servicing is necessary.
6. The IAD office is provided with two substations and SBI Officers' Quarters is provided with one substation. The contract includes maintenance of the 3 substations.

S.No	Electrical Maintenance: Details Of Job Works	*Periodicity			Location
		* D	* W	* M	
1	Operation and maintenance and regular up-keep of lighting and allied electrical works, within the building/premises.	√			1,2,3
2	Operation and maintenance and upkeep of exhaust fans in the building/premises.	√			1,2,3
3	Cleaning, dusting of electrical and telephone shafts, starters, pumps, panel boards, cable racks etc.			√	1, 3
4	Cleaning of mains, distribution boxes of each floor and checking up of all the electrical connections to all the gadgets including mike system, projector, video conference equipment, T.V etc.,		√		1,2,3
5	Maintenance and cleaning of all electrical fixtures and fans.			√	1, 3
6	Changing of fused tubes and other items by collecting from Bank's stores and handing over the fused ones to the Officer (maintenance) and / or Electrical Engineer.	√			1, 3
7	Operation and maintenance and upkeep of street lighting, garden lighting and service building electrification.	√			1,2,3
8	Operation and maintenance and upkeep of sump pumps, water pumps and starters, including water sewerage plant and water treatment plant.	√			1,2,3
9	Cleaning and dusting of panel boards once in every 30 days.			√	1,2,3
10	Liaison with TSSPDCL in case of power failures/routine maintenance/shut down of power.			√	1,2,3

11	Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour charges and the items required for repairs / rectification will be supplied by the Bank. However, if Contractor supplies the items the amount will be reimbursed to the Contractor, after the bill is certified by the Bank's Engineer.			√	1,2,3
12	Replacing bulbs, tube lights etc. wherever / whenever required at Bank's cost.			√	1,2,3
13	To clean and lubricate fans, exhaust fans, wherever / whenever required			√	1, 3
14	Operation and maintenance of Capacitor Banks to maintain the Power Factor above 0.95.			√	1,2,3
15	Cleaning of all window /Cassette /split/Centralised Air Conditioners, checking electrical wiring , drain pipe, copper pipe and blowers etc.,			√	1, 3
16	Cleaning the interior of all the lift cars (3 in number)	√			1, 3
17	Maintain / operation of all package AC units in all the floors	√			1, 3
18	Switching off all the lights and fans in the entire building soon after the employees / officials leaves their seats / building / premises.	√			1, 3
19	Cleaning all the existing telephone instruments in the building and providing perfume tags.	√			1, 3

□ - As and when required

### **SKILLSET REQUIREMENTS & QUALIFICATION**

S.No	Workmanship	Qualifications / Requirements
1	Qualified Skilled Electrician(s)	Diploma /ITI with 3 years of experience in handling relevant works.
2	Skilled Plumber	3 years of experience in handling relevant works.
3	Unskilled Housekeeping labours	1 year experience in handling Housekeeping works.
4	Qualified Skilled Supervisor	12 <sup>th</sup> Standard or ITI with 5 years of relevant experience in Supervising Housekeeping works.
5	Skilled Carpenter	3 years of experience in handling relevant carpentry works

The qualification of certificates to be produced.

### **STRUCTURE OF PENALTIES FOR DEFICIENCE IN SERVICES**

S. No.	Nature of Deficiency	Penalty		
		For 1 <sup>st</sup> Instance in a month	For 2 <sup>nd</sup> Instance in a month	For 3 <sup>rd</sup> Instance in a month
1	Cleaning of toilets if not done	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
2	Cleaning of Chambers/Cabins if not done	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
3	Cleaning of tanks, sumps as per schedule if not done	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
4	Cleaning of Sofas, Chairs, Carpets as per schedule if not done	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
5	Corridors cleaning if not done	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
6	Cleaning of roof of cobwebs over Chajjas and over windows if not done	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
7	Cleaning of Solar panel found deficient penalty per instance	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
8	Mosquito repellent to be replaced immediately if not done	Rs. 250.00	Rs. 1,000.00	Rs. 2,500.00
9	Cleaning of fans, tube lights as per scheduled	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
10	Using of inferior quality / material not specified or approved by the Bank	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
11	Non disposal of garbage daily	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
12	If required staff not provided immediately on account of leave/absent if any, Penalty per staff per day	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
13	If flies, insects, rats, cockroaches, mice and rodents found in wash areas, cabins, chambers will attract penalty	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
14	Maintenance Air Conditioner in working condition penalty per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
15	Non visit of Contractor to the Bank as per schedule, penalty per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
16	Pest Control, Anti-Termite treatment, Rodent treatment, if not done, penalty per instance	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
17	Any deficiency as per the terms and conditions of the contract other than mentioned above will attract penalty	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
18	Operation and maintenance and regular up-keep of lighting and allied electrical works, within the building/premises.	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00

19	Operation and maintenance and upkeep of exhaust fans in the building/premises.	Rs. 250.00	Rs. 1,000.00	Rs. 2,500.00
20	Cleaning, dusting of electrical and telephone shafts, starters, pumps, panel boards, cable racks etc.	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
21	Cleaning of mains, distribution boxes of each floor and checking up of all the electrical connections to all the gadgets including mike system, projector, video conference equipment, T.V etc.,	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
22	Maintenance and cleaning of all electrical fixtures and fans.	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
23	Changing of fused tubes and other items by collecting from Bank's stores and handing over the fused ones to the Officer (maintenance) and / or Electrical Engineer.	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
24	Operation and maintenance and upkeep of street lighting, garden lighting and service building electrification.	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
25	Operation and maintenance and upkeep of sump pumps, water pumps and starters, including water sewerage plant and water treatment plant.	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
26	Cleaning and dusting of panel boards once in every 30 days.	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
27	Liaison with TSSPDCL in case of power failures/routine maintenance/shut down of power.	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
28	Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour charges and the items required for repairs / rectification will be supplied by the Bank. However, if Contractor supplies the items the amount will be reimbursed to the Contractor, after the bill is certified by the Bank's Engineer.	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
29	Replacing bulbs, tube lights etc. wherever / whenever required at Bank's cost.	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
30	To clean and lubricate fans, exhaust fans, wherever / whenever required	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
31	Cleaning of all window /Cassette /split/Centralised Air Conditioners,	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00

	checking electrical wiring, drain pipe, copper pipe and blowers etc.,			
32	Cleaning the interior of all the lift cars	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
33	Maintain / operation of all package AC units in all the floors	Rs. 250.00	Rs. 1,000.00	Rs. 2,500.00
34	Switching off all the lights and fans in the entire building soon after the employees / officials leaves their seats / building / premises.	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
35	Non submission of monthly invoice alongwith Statement of Account of worker, Challan and list of EPF, ESIC paid before 10 <sup>th</sup> of every month	Rs. 5,000.00		

The above list of deficiencies is illustrative. Any deficiency/short fall other than the above list, observed by the Committee/Authorised Official the Bank will impose the penalty of Rs. 2,000.00 (1<sup>st</sup> Instance), Rs. 3,500.00 (2<sup>nd</sup> Instance), Rs. 5,000.00 (3<sup>rd</sup> Instance).

If the deficiency occurs more than three instances for single/multiple items of above list in a month, the penalty maybe the Termination of Contract at the discretion of IAD or Rs. 15,000.00 per instance.

**List of Materials:** The contractor should use quality materials required for cleaning and proper upkeep of the premises.

- Mosquito repellent Liquid                      -(All-out / Goodnight / Mortein)
- Hand wash soap (small size)                -(Mysore Sandal / Santoor/Dettol)
- Bath Soap (40 – 50 grams)                   -(Lux / Rexona / Mysore sandal)
- Shampoo Sachet                                -(Clinic plus / Dove )
- Tooth Paste                                        -(Colgate / Close-up / Pepsodent)
- Tooth Brush                                        -(Colgate / Close-up / Pepsodent)
- Hand wash liquid soap (Toilets in the building & as per schedule) -(Savlon /Dettol / Lifebuoy/FEM).
- Room Insecticide spray (All Rooms / Chambers).-(Baygon / Finit)    □  
Naphthalene balls (All toilets as per schedule).
- Phenyl (All Toilets at Executive Chambers / Cabins-perfumed) -(Domex / Doctor)
- Floor / toilet / wash basin cleansing materials (All Toilets as per schedule).
- Toilet deep cleansing liquid / detergents (All Toilets as per schedule).
- Room deodorant (All Chambers in the building).
- Fumigation chemicals for open area.
- Tissue paper Rolls and M fold Tissue papers in all the toilets

The Contractor should procure adequate quantity of consumables required for cleaning / maintenance as directed by the Bank. The cost of the same will be reimbursed by the bank on submission of bills after due scrutiny by the Bank's official.



## ANNEXURE-A

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

To

**The Assistant General Manager (Administration)  
State Bank of India  
Internal Audit Department  
State Bank Nireekshan Bhavan  
Lingampally  
Hyderabad - 500019**

Sir,

Our Bid for \_\_\_\_\_

We have examined the above NIT, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to provide the desired services detailed in this NIT. We shall abide by the terms and conditions spelt out in the NIT.

2. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- Price quoted by us have been arrived at without agreement with any other Bidder of this NIT for the purpose of restricting competition.
- Price quoted by us have not been disclosed and will not be disclosed to any other Bidder responding to this NIT.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- We have quoted for all the Services mentioned in this NIT in our price Bid.
- The rate quoted in the price Bids are as per the NIT and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
- We have submitted only one Bid for the NIT.

3. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

4. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

5. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.

6. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the NIT. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the NIT without prejudice to any other rights available to the Bank.

7. We certify that while submitting our Bid document, we have not made any changes in the contents of the NIT document, read with its amendments/clarifications provided by the Bank.

8. We agree to abide by all the NIT terms and conditions, contents of Agreement as per template available at Annexure - H of this NIT and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the NIT, which shall remain binding upon us. We further authorise the SBI, IAD to seek reference(s) from our Banker(s).

9. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.

10. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.

11. We hereby certify that on the date of submission of Bid for this NIT, we do not have any past/ present litigation which adversely affect our participation in this NIT, or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their

agencies/departments. We also certify that we have not been disqualified / debarred / terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank / Public Sector Undertaking / State or Central Government or their Agencies / Departments at any time, during the last 3 years.

12. We understand that You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

- i. SBI may follow open bidding process as per requirement.
- ii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.

We understand that the Commercial Bidding process will be through an e-procurement e-tendering process. The online e-tendering will be conducted by the SBI or a company who have been authorized in this regard by the SBI. The bidders are required to possess a valid Digital Certificate for participating in the e-procurement process bid for Annual Maintenance contract for Housekeeping, Maintenance, 250 KVA Diesel Generator Maintenance & Electrical Maintenance Services at SBI, IAD, Hyderabad

## **II CERTIFICATE:**

I/We read and understood all conditions and requirements of SBI, IAD, Hyderabad for providing Housekeeping, Maintenance, 250 KVA Diesel Generator Maintenance & Electrical Maintenance Services at SBI, IAD, Hyderabad

. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the NIT document.

Yours faithfully,

for:

Signature: Name:

Seal of Company

**2. Qualification criteria:**

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

S No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm / Proprietary /Company/LLP registered under Companies Act. With an experience of minimum 05 years in the field of Housekeeping and Maintenance in anywhere in India.	<p>In case of Proprietary copy of the GST Registration certificate / In case of firms Copy of the firm registration Certificate / In case of company copy of certificate of incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates.</p> <p>In case of LLP Company, copy of certificate on incorporation, LLP Agreement, PAN/GST Registration Certificates.</p> <p>The bidder has to submit an experience certificate from a PSU/Corporate entity etc.,</p>
	<p>Handled minimum 3 (<b>three</b>) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in anywhere in India with each contract having value of not less than <b>Rs 32,00,000/- (Excluding Service tax/GST)</b></p> <p style="text-align: center;">Or</p> <p>Handled minimum 2(<b>Two</b>) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in anywhere in India with each contract having value of not less than <b>Rs 40,00,000/- (Excluding Service tax/GST)</b></p> <p style="text-align: center;">Or</p>	<p>Copy of the work order and work completion certificates issued by the principal Employers specifying the below criteria's for the works carried out during the period from <b>01/04/2018 to 31/03/2023</b>.</p> <ol style="list-style-type: none"> <li>1. Scope of work.</li> <li>2. Contract value.</li> <li>3. Area of the building.</li> <li>4. No. of staff deployed by the contractor for the contract.</li> <li>5. Period of the contract for completed.</li> <li>6. Monthly payment</li> <li>7. Satisfactory Report on Services from the organisation presently providing the services.</li> </ol> <p>Note: (i)Renewal of annual contracts shall be considered as a single contract.</p>

	Handled minimum 1 <b>(one)</b> single completed annual contracts in commercial complexes for Housekeeping, Maintenance and Gardening in anywhere in India with each contract having value of not less than <b>Rs 63,00,000/- (Excluding Service tax/GST)/-</b>	(contract value will be considered for maximum of 12 months ) Copy of agreement should be enclosed.
	<b>“Similar Completed Work”</b> under this clause shall mean successful completion of <b>House Keeping, Electrical Maintenance (Single work Order) for commercial buildings</b> of the Scheduled banks, Financial Institutions, Central & State Govt. Departments/Organisations, Public Sector Undertakings, Multi National Company and Public (listed) Limited Company.	
3	The bidder should have a minimum average annual turnover of Rs. <b>24,00,000/-</b> for the best three financial years out of 5 previous financial years(as on 31-03-2023). Audited / Certified Balance Sheet (by Chartered Accountant) for the years 2018-2019, 2019-2020, 2020-2021, 2021-2022 and provisional / audited Balance sheet for 2022-2023, establishing the turnover criteria should be submitted.	(i) Copy 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 authorities such as IT & Service Tax etc.  (iii) Bank A/c details viz., Bank Name & Address, IFSC Code etc.  (iv) Recent Annual Labour Return submitted to the Labour Commissioner.
4	The bidder should not have been disqualified/debarred/blacklisted during last 3 years from any Government, Semi-Government, PSUs, Banks including any of the Offices/Branch of State Bank of India PAN 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.
5	Bidder should have Office at Twin cities of Hyderabad and Secunderabad only at the time of submission of Bid.	Address Proof of the firm should be submitted.

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

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

Signature  
Seal of Company

**SITE VISIT EVALUATION MATRIX**

<b>Site Visit Assessment</b>		<b>Max. 50 Marks</b>
(a)	Level of general cleanliness, Mechanization of operations, washroom cleaning & maintenance	0 to 10 Marks
(b)	Plumbing, Carpentry, Electrical, Pest Control, Garden Maintenance Services	0 to 10 Marks
(c)	Quality of Cleaning Materials & Toiletries used (standard brand, eco-friendly and bio-degradable) as well as tools & equipment deployed for the services	0 to 10 Marks
(d)	Proper Uniform (with Company's name badge) including Safety Shoes, Helmet, Safety Belt, Hand Gloves provided to the manpower at site	0 to 5 Marks
(e)	Redressal of complaints & Record Keeping	0 to 5 Marks
(f)	Feedback from Client	0 to 10 Marks

**Annexure – D****BIDDER DETAILS**

Details of the Bidder

- 1.Name of the Firm:
2. Date of Incorporation and / or commencement of business:
3. Certificate of incorporation:
4. Brief description of the Bidder including details of its main line business:
5. Company website URL, if any
- 6.Particulars of the Authorized Signatory of the Bidder
  - a. Name:
  - b. Designation:
  - c. Address:
  - d. Phone number (Landline):
  - e. Mobile Number:
  - f. Fax Number:
  - g. Email Address:

Signature

Seal of Company

**Format for Performance Guarantee**

**BANK GUARANTEE**

To  
The AGM (Admin),  
Internal Audit Department  
State Bank of India  
State Bank Nireekshan Bhavan,  
Lingampally, Hyderabad

(Hereinafter referred to as "IAD/you")

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

And whereas, we, \_\_\_\_\_ Bank, having our branch office at \_\_\_\_\_ (hereinafter referred to as "the Guarantor") on the request of the Contractor hereby expressly and unreservedly undertaken and Guarantee to pay to you, a sum not exceeding Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only) , in the event of any breach by the Contractor of the obligations under the contract , or reasons attributable to the Contractor on account of the same. This Guarantee shall be limited to an amount not exceeding Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only). You may raise a demand on us in writing stating the amount claimed under the Guarantee and on receipt of your claim in writing, without any demur, protect or contest and without any reference to the Contractor, we the Guarantor shall make the payment under this Guarantee to IAD within 24 hours of receipt of written claim / demand.

We the Guarantor, further confirm that a mere letter from the IAD that there has been a breach by the Contractor of its obligations or there are sufficient reasons for invoking this Guarantee, shall without any other or further proof be final conclusive and binding on the Guarantor.

We shall not be discharged or released from this undertaking and the Guarantee by any arrangement, variation, violation between you and the Contractor, indulgence to Contractor by you with or without our consent or knowledge and this Guarantee shall be in addition to any other Guarantee or security you possess against the Contractor.



This Guarantee shall be a continuing Guarantee and shall not be discharged by any change in the constitution of the Bank, Guarantor or the Contractor. It is further guaranteed that the payment under this Guarantee shall be made by us on receipt of your written demand as aforesaid making reference to this Guarantee.

Notwithstanding anything contained herein above, our liability under this Guarantee is restricted to Rs\_\_\_\_\_/- (Rupees\_\_\_\_\_ Only).

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

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

Date:

For\_\_\_\_\_  
(Branch and Bank)

Place:

**ANNEXURE-G****CERTIFICATE**

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the office/ bungalows residences under SBI-Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally, Hyderabad for Annual Maintenance Contract for Housekeeping, Gardening & Maintenance work for the Month.....Year \_\_\_\_\_

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

**Signature with seal of the Contractor**

**ANNEXURE-H****DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES**

I/We.....S/o/D/o.....  
.....

Residing at .....

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

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

Place :

Date :

**Signature with seal of the Contractor**

Name in Capital Letters:

Address:

**UNDERTAKING**

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

Place :

Date :

**Signature with seal of the Contractor**

Name in block letters:

Address:

<b>NIT NO</b>	SBI/HYD/IAD/2023-24/006
<b>DATE</b>	12.02.2024



**STATE BANK OF INDIA  
INTERNAL AUDIT DEPARTMENT  
HYDERABAD**

**PART- B**

**TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS**

**Note:**

Bidder should possess valid Class III Digital Signature certificate to participate in this e-tender

**COMMERCIAL PRICE BID**

**ANNUAL CONTRACT FOR HOUSE KEEPING, MAINTENANCE,  
250 KVA DIESEL GENERATOR MAINTENANCE &  
ELECTRICAL MAINTENANCE SERVICES**

**AT**

- a) INTERNAL AUDIT DEPARTMENT, LINGAMPALLY, HYDERABAD**
- b) TOP EXECUTIVES OFFICIAL RESIDENCES, SBI EXECUTIVE ENCLAVE, JUBILEE  
HILLS, HYDERABAD**
- c) TOP EXECUTIVES OFFICIAL RESIDENCES, SBI EXECUTIVE ENCLAVE, BANJARA  
HILLS, HYDERABAD**
- d) SBI OFFICERS' QUARTERS AT LINGAMPALLY, HYDERABAD**

**The Assistant General Manager (Administration)  
State Bank of India  
Internal Audit Department  
State Bank Nireekshan Bhavan  
Lingampally  
Hyderabad – 500019**

**COMMERCIAL PRICE BID**

The Assistant General Manager (Administration)  
 State Bank of India  
 Internal Audit Department  
 State Bank Nireekshan Bhavan, Lingampally  
 Hyderabad - 500019

Sir,

**COMMERCIAL PRICE BID:****TENDER FOR ANNUAL CONTRACT FOR HOUSE KEEPING, MAINTENANCE, 250 KVA DIESEL GENERATOR MAINTENANCE & ELECTRICAL MAINTENANCE SERVICES AT OFFICES/ RESIDENCES/ BUNGALOWS/ QUARTERS UNDER INTERNAL AUDIT DEPARTMENT, LINGAMPALLY, HYDERABAD**

With reference to your Notice Inviting Tender for providing housekeeping, service maintenance, 250KVA diesel generator maintenance & electrical maintenance Services at Offices/Residences/Bungalows/Quarters under Internal Audit Department, State Bank Nireekshan Bhavan, Lingampally, Hyderabad, we give below our indicative commercial prices:

S. No.	Particulars of Manpower	No. of Persons
1)	Housekeeping Supervisors (Skilled)	2
2)	Qualified Electricians (Skilled)	3
3)	Plumber (Skilled)	1
4)	Carpenter (Skilled)	1
5)	Unskilled Housekeeping labour	18
6)	Total Manpower Requirement	25 (7 Skilled & 18 Unskilled)

A	Minimum wages including DA as per Govt. of India rules, EPF and ESI	25 persons as mentioned above	Minimum wages shall be paid as per the prevailing rates as fixed by the Govt. of India from time to time by the contractor and claim the same as reimbursement based on monthly attendance of skilled/unskilled staff	
B	Housekeeping, Electrical, Carpentry and Plumbing tools and Equipment's, uniforms to workers etc,	Monthly	Rs.	
C	Contractor's Service Charges	Monthly	Rs.	
	Total Cost of for one month	Total (B+C)	Rs.	
Total in words :				

1. Bidder should include cost for cleansing material, lump sum payment towards the cost such as Insurance, personal protective equipment, uniform, consumables, required tools & machineries etc. GST amount should not be loaded in the Commercial Bid and shall be paid extra as applicable, by Bank. The successful vendor has to submit system generated GST tax invoice incorporating Bank's GSTIN number and vendor GST no. Manual GST invoices will not be accepted. Bonus amount as per Bonus Act will be reimbursed and should not be loaded in the Commercial Bid.
2. The Contractor should quote service charges as per the extant instructions. If a firm quotes "Nil" (Zero) Service Charges, the bid shall be treated as unresponsive and will not be considered.
3. For ensuring Quality of Services, a bench mark rates will be fixed for Housekeeping, Electrical, Carpentry, Plumbing Tools & Uniforms, Pest Control, Rodent Treatment, Anti-termite expenses and Service Charges by a committee and will kept in sealed envelopes which will be opened at the time of opening price Bids. Contractors/Firms quoting below the bench mark rates will be summarily rejected. L1 Bidder will be identified among those who have quoted equivalent or above the bench mark rates.
4. Manpower requirement is indicative. It may vary plus or minus 10%.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024

For and on behalf of \_\_\_\_\_  
(With seal)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Firm Name with seal: