

NIT NO	SBI/HYD/IAD/2023-24/007
DATE	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**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TRANSIT GUEST HOUSE  
HOUSEKEEPING, CARE TAKING AND CATERING OF TRANSIT GUEST HOUSE, VIP  
PANTRY & STAFF CANTEEN AT INTERNAL AUDIT DEPARTMENT, LINGAMPALLY,  
HYDERABAD**

**AT**

**SBI TRANSIT GUEST HOUSE, INTERNAL AUDIT DEPARTMENT,  
LINGAMPALLY, HYDERABAD**

Last date for submission of E Tender: 3.00 P.M. (IST) on 04.03.2024

**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 Comprehensive Annual Maintenance Contract for Transit Guest House Housekeeping, Care taking and Catering of Transit Guest House, VIP Pantry & Staff Canteen at Internal Audit Department, 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 <b>12/02/2024</b> up to <b>04/03/2024</b>
2)	Pre-Bid Meeting at <b>State Bank of India,</b> Internal Audit Department State Bank Nireekshan Bhavan, Lingampally, Hyderabad – 500019, Telangana	On <b>20/02/2024</b> between 11.00 AM to 12.00 NOON
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.1,09,000/-</b> (Rupees One lakh nine thousand only) 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 MSE for specific trade are exempted from EMD.
7)	Date and Time of Technical Bid Opening	Date: <b>04/03/2024 at 3.30 PM</b> at the above mentioned office address. Technical Bid of those firms/contractors who do not submit EMD or MSME certificate shall be rejected. Representatives of Bidder may be present during opening of Technical Bid. However Technical Bids would be opened even in the absence of any or all of the bidder's representatives.



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, IAD 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 1,09,000.00** in the form Demand Draft in favour of "SBI, Internal Audit Department, Hyderabad" payable at Hyderabad as per 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.

The EMD of the unsuccessful bidders will be returned within 30 days from date of opening of technical bid. Successful Bidder's EMD will be returned upon the bidder signing the contract and submitting the required Performance Bank Guarantee.

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 to **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 be 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 a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

SBI has made considerable effort to ensure that accurate information is contained in this TENDER and is supplied solely as guidelines for Bidders. Furthermore, during the TENDER process, SBI is entitled to issue a corrigendum to the 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 substance 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 as mentioned in the NIT Table.

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

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

## **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 and tender cost 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 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 to 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 1,09,000/- (Rupees One lakh nine thousand only) in the form of Demand Draft in favour of "SBI, Internal Audit Department, Hyderabad" payable at Hyderabad or Valid MSME OR NSIC certificate should be submitted on or before **date mentioned in NIT Table**.

(ii) A letter on bidder's letterhead mentioning.

a) Details of EMD or Valid 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 the Bank's website [www.bank.sbi](http://www.bank.sbi) under procurement news or [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 unamended 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 (i) **The L1 Bidder will be identified as per Annual estimation based on the rates quoted for each item as per the Price Bid document submitted by the Bidder(s).**
- (ii) **The amount will be reimbursed on the basis of actual consumption/ requirement as per Rate (C) per item on monthly basis**

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 two 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 shall be not 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 in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

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

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

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

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

### **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 Engineers 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.
- ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered)

up to the effective date of termination.

## **26. Force Majeure**

i. Notwithstanding the provisions of terms and conditions contained in this NIT, neither party shall be liable for any delay 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.

## **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 inline 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.

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

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

**30. 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 mis demeanors, 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 empanelled 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 empanelled, 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 empanelled 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 empanelled;
- 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.

**(b) 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.

## **SCHEDULE I**

### **SCOPE / DETAILS OF WORK TO BE DONE**

Providing Comprehensive Annual Maintenance Contract for Transit Guest House Housekeeping, Care taking and Catering of Transit Guest House, VIP Pantry & Staff Canteen at Internal Audit Department, Hyderabad

<b>S.No</b>	<b>Scope of work</b>
1	Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / carpet flooring / ornamental and wooden furniture of high value, crystal glass doors / panes, modern electric gadgets, electric fixtures, 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 control, Anti-termite, Rodent treatment measures required to keep the premises in the excellent condition, pathways / indoor & outdoor sports facilities, etc . News papers to guests.
2	Catering Services for 365 days.

However, you are advised to inspect the premises and ascertain the exact requirement and other details before quoting the rates

## **SCHEDULE II**

### **Description of the Establishments**

<b>S. No.</b>	<b>Description of the Establishments</b>
1	SBI Transit Guest House, Staff Canteen & VIP Pantry at Internal Audit Department, Lingampally, Hyderabad

## **SCHEDULE III**

### **A. HOUSEKEEPING/MAINTENANCE SERVICES**

The term housekeeping/maintenance services which include safety and security of the premises, its fixtures fittings & furniture, office items, towels, Bed sheets, Bed covers, other Materials and also carpets, air-conditioners, Television sets, computers and other electronic and electrical gadgets kept in the guest house.

The Caretaker will also be responsible for the proper maintenance of the guest house. He will inter alia ensure that:

- a) The work to be undertaken by the caretaker engaged by the contractor. The premises is always kept clean and under hygienic conditions.
- b) He will ensure that the Guest House is cleaned on day – to – day basis mopping of the floors is done every day, the furniture and fixtures are dusted and cleaned every day. The carpets, gym equipment and sofa sets etc. should be cleaned every day with vacuum cleaner. Additional cleaning should be done in case of sand storms/dust storms/heavy rainfall, etc.
- c) He will also ensure that all toilets, wash basins, kitchen sinks, etc. are cleaned every day with proper use of phenyl and approved Chemical agents at their cost. Naphtha balls should be regularly placed in the wall-almirahs and urinals. Other materials including soaps, room/toilet fresheners in toilets, mosquito repellents, Room Spray etc.
- d) The caretaker will ensure washing of bed-sheets, towels, pillow covers, and bed covers on change of occupancy or once in two days. Occupants will be provided with freshly washed linen. Including towels, bed sheets, pillow covers on every alternate day.
- e) The Caretaker should arrange for washing of clothes of guests through laundry on payment of the actual costs thereof by the guests or maintain properly the washing machine provided for washing clothes of the guests or arrange for washing of clothes subsequently. The Caretaker should maintain the electric equipment viz., Lights, Fans, Air conditioners, Geysers, Gym equipment in working condition.
- f) The Caretaker will be responsible for the safe-keeping of all keys.
- g) The Caretaker will report any breakage due to normal wear and tear to the Bank immediately and should arrange for their repair. Cost will be reimbursed by the Bank .
- h) The Caretaker should also ensure monthly pest control, Anti-termite, Rodent treatment measures and the payment will be within the contract. The kitchen and dining space should be daily scrubbed and cleaned and kept free of flies, cockroaches, insects, rats, mice and rodents.
- i) The Caretakers shall ensure that rent collected from the occupants of SBI Transit Guest House, INTERNAL AUDIT DEPARTMENT, LINGAMPALLY is deposited at AGM (Admin) in the appropriate account to be opened for the purpose on daily without fail.
- j) Maintenance, as mentioned above, should be done all seven days a week with trained man-power, cleaning material and consumables by the Caretaker under his personal supervision. He will also ensure proper cleaning of the terrace daily and cleaning of the overhead water tanks at least fortnight or more frequently if required.

- k) The items mentioned above are not exhaustive and the Bank reserves the right to include other items as it may deem fit for the proper maintenance of the Guest House. The officials from Admin Dept will inspect the Guest House for ensuring proper upkeep at regular intervals. The brand/make/quality of consumables, toiletries will be advised by the Bank.
- l) In all toilets, the contractor has to provide branded soap (1 small and 1 medium size) for bath at his cost and to be replaced when change of guest comes. Toilet roll also has to be provided by the contractor.
- m) The contractor should supply welcome kit (of standard size/ quantity) on arrival to all the officials. The welcome kit should contain soap (Dettol, Lux, Dove, Himalaya, etc), Toothpaste (Colgate, Closeup, Sensodyne, etc.), Toothbrush (Colgate, Oral B, Closeup, etc), tongue cleaner, shaving cream (Dettol, Old spice, Gillette, Nivea, etc), razor and brush (Gillette, 7 O Clock, etc), comb, hair cream, shampoo sachets (Clinic plus, Pantene, Head & shoulder, etc) hair oil sachets (Parachute, Dabur, Himalaya, etc) etc. in a plastic bag. The cost will be within the contract.
- n) All workers/supervisor to wear neatly ironed uniform and photo ID card to be issued by the contractor. Supervisor should stay at the guest house round the clock and he will attend to all phone calls, by staff/guests and respond promptly and take necessary action.  
Room service to be done as and when guests request for in addition to routine cleaning.
- o) Supply of four news papers set in common areas (i.e Eenadu / The Hindu/ Times of India/ Economic Times) before 7.00 am on daily basis.
- q) Cleaning of roof of cobwebs over chajjas and over windows to be done on weekly basis.
- r) Cleaning of Solar Panel on daily basis.
- s) Mosquito repellent to be replaced as and when required.
- t) Fans, Tube Lights, Air Conditioners and other electrical appliances to be cleaned weekly basis.
- u) Contractor will visit the Bank monthly twice to monitor the Maintenance and Catering services and to meet the Committee/Authorised person of IAD to discuss the shortfalls in the services.

## **B. CATERING SERVICES**

1. The Caretaker shall also be responsible for catering services in the Guest House. He shall arrange for cooking and serving of quality food in hygienic conditions on a daily basis for the executives occupying the guest house.
2. Contractor should use AGmark or ISI/BIS quality spices oil etc and shall keep all cereals flour and other consumable articles should be kept in air tight containers and

wrapped in polythene wrapper and stored in refrigerator and free from ants, rodents cockroaches, flies etc.

3. All the items which are stale and decayed should not be kept in the guest house.
  - a) Items are stale if Vegetables, leafy vegetables, fruits are more than 2 days old;  
If Masala Packets are kept opened for more than 4 days old
  - b) Items are decayed if Vegetables, fruits, pulses are rotten & contains insects and chick peas etc.
4. Cook should be having experience minimum 5 years in the relevant field to be engaged and he should well verse with North India and South India dishes. He has to submit an experience certificate from PSU/Corporate entity etc., where he prepared food for more than 100 persons. The Caterer should ensure that cook should take care of taste, preferences, choices of food of staff members. The Caterer should arrange for backup/leave reserve for cook in case of need.
5. The recommended Menu containing details of eatables is given in Annexure-J to this tender document, which shall be strictly complied with by the Caterer. The caterer should be vigilant that vegetables/fruits/items being used for preparation of food is not stale and decayed (as defined vide point no. 4). Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu. Preference to be given to seasonal fresh vegetables/fruits. Menu/items can be changed at the discretion of IAD.
6. The Caterer shall arrange to display day's menu every morning on the Notice Board provided in the canteen and strictly adhere to the menu so displayed. The daily menu should be rotated on a weekly cycle as provided by the authorised official/competent authority concerned.
7. The Caterer shall be provided at the discretion of the bank selected articles/equipment/property viz., kitchen equipment, cutlery, Fans, Lights, refrigerator etc., for use in the kitchen by IAD. The caterer shall take care of the said articles / equipment as a bailee, in terms of in the Indian Contract Act and return them in good working order and condition to the Department on expiry of the contract. The caterer shall be liable to reimburse the loss/damage of such articles/equipment except normal wear and tear breakages of bone china cups, plates etc.at the discretion of the Bank. In the event of any default by the caterer, the Department shall have the right to deduct from the Security Deposit of the caterer the amount/cost of such loss/damage, that may be determined by the Department and the decision of the Department in this behalf shall be final and binding on the Caterer.
8. The daily and periodical maintenance and service of all articles/ equipment shall be the responsibility of the caterer. **The cost of replacement / repair and servicing of all equipment shall be borne by the caterer during the currency of the contract.** The details of any damages/loss should report to the Bank on daily basis.

9. The department will provide sufficient quantity of good quality cutlery like dining plates, bowls, spoons, cups etc. at the time of taking charge by the Contractor. The contractor shall replace the cutlery due to loss, breakage, damage etc. at his own cost. Any loss, damage, theft of cutlery due to negligence of contractor should be replaced at his own cost. The details of such damages, loss, theft should report, to the Bank on daily basis and those reports to be signed by bank official.
10. The provision of cooking fuel shall be the responsibility of the caterer. The caterer shall be responsible for the safe keeping of the LPG cylinders etc. The caterer shall pay charges for water, electricity and gas used for cooking purposes.
11. All the raw materials used in preparation of food products should be a certified ISI/BIS/AGmark (illustrative list of brands is enclosed as annexure K) wherever applicable and/ or as per the brand names/others specified by the Department. Vegetables, fruits, other perishables, dry foods, other raw materials and tissue papers, paper roll for the serving table, Good quality Ceramic cup for tea/coffee (borosil, crystal, bonzeal etc), paper towel (Premier, Origami, Paseo, etc) for hand wash area should be of high quality and be procured as per brands specified. The contractor should arrange for purchases on his own and bear all expenses in connection with such purchases including transportation. The contractor will be under obligation to show purchase invoices of such items for inspection by the Department. Such invoices to be kept for 60 days for inspection by Bank's officials.
12. The caterer shall engage the services of sufficient number of able, efficient, clean (viz., with trim haircut, moustache, nail cut), healthy (should wear very neat and good looking hygienic uniform& safety gloves(non-plastic) to their hands and head gears without fail while on duty), honest, well-behaved and skilled persons including qualified kitchen staff for cooking vegetarian, non-vegetarian, both South and North Indian delicacies, tandoori items and bakery products, and for rendering catering services. The contractor must keep engaged a Cook who can prepare both South Indian and North Indian dishes at all times.
13. The caterer shall be responsible for training, upskilling, allotment of duties and timings to his / her personnel in the kitchen and dining room and at other places connected with the catering services.
14. The caterer shall provide proper uniform to all his personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz. servers, supervisors, waiters and other staff etc.
15. All the personnel required by the caterer shall be engaged after a medical examination and shall be subjected to periodical medical check-ups every year by a Medical Officer who may be identified by the Department. The certificate of fitness obtained from the Medical officer should be produced for scrutiny by the Department. The cost of medical checkup shall be borne by the caterer. The Contractor shall ensure to get the police verification for all the manpower deployed by them and reports to be submitted to the bank for record.

16. The Caterer should arrange for upkeep of the Dining Hall, kitchen area, toilets and washing area at least 3 times daily and also immediately after any service is rendered and also whenever it is required to be done. The Caterer should ultimately ensure that the entire premises are kept hygienic and clean. Wash area must be cleaned continuously during Breakfast, Lunch and dinner times. Liquid hand wash of reputed make like Lifebuoy/Dettol/Palmolive should be provided at all wash basins in wash area of dining halls.
17. Monthly Periodical preventive pest control, Anti-termite, Rodent treatment measures should be carried out by the contractor within in the contract and should borne the expenditure.
18. Caterer should adopt modern and hygienic kitchen practices viz., a) Wearing of gloves by cook and assisting staff while preparing the food, b) washing of vegetables, fruits before preparation of food, c) cleaning of utensils being used and counters while preparation of food, d) storage of food, vegetables, fruits at proper temperature, e) cleaning of sink f) avoid cross contamination g) keep all kitchen surfaces clean h) storage of cooked food carefully, etc. Caterer should ensure that tables (**and not floor**) should be used for kitchen work. Synthetic/marble cutting boards and stainless steel knives should be used for cutting vegetables. Caterer should ensure that cups, plates, tumblers, spoons, etc. are cleaned and dried properly and he should provide paper napkins at dining hall or other places wherever food and beverages are provided. **Caterer should arrange for providing proper cover for wastages besides proper and regular disposal of garbage on daily basis, lest the authorities of Department will arrange for disposal of the same, the cost of which has to be borne by the Caterer.**
19. The caterer shall devote his full attention to the work of purchases, preparation and service of food items and shall discharge his / her obligations under the arrangement most diligently, timely, efficiently and honestly.
20. The caterer or his employees shall not use the premises allotted to him / her for any purpose other than for the purposes of preparation, storing and servicing and shall not act in any manner so as to cause any nuisance or annoyance or disturbance to the Department or the officials at the Department. Staff must not stay overnight at the guest house.
21. The caterer shall at all times during the currency of the contract comply with and observe all directions and instructions as per contract which may be given by the Department, its Asst. General Manager (Admin) and such other authorized officials concerning every aspect of the catering service.
22. The caterer shall bear all costs and expenses and stamp duty in respect of all documents that may be entered into with the Department.
23. The caterer shall alone to bear all taxes (excluding GST), rates, charges, levies or claims whatsoever as may be imposed or levied by the State/ Central Government(s)

or any local body or authority for and in connection with the rendering of catering services

24. The contract for catering services shall be for a minimum period of one years from the date of commencement of the contract, renewable at the discretion of the Department for such period and on such terms and conditions in that behalf mutually agreed upon. However, half yearly review would be conducted to assess the performance.
25. The performance of caterer would be assessed and monitored by the AGM (Admin) at periodical intervals with or without the assistance of external expertise as may be decided by the Department. The caterer shall comply with such observations/feedback made and furnished for improvement of the services by him/her
26. **The rates quoted shall not be subject to any variations in prices, basic material, taxes, duties, labour conditions, etc., during the currency of the contract.**
27. Penalty will be imposed for non-compliance any service as under :

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

<b>S. No</b>	<b>Nature of Deficiency</b>	<b>Penalty</b>		
		<b>For 1<sup>st</sup> Instance in a month</b>	<b>For 2<sup>nd</sup> Instance in a month</b>	<b>For 3<sup>rd</sup> Instance in a month</b>
1	Cleaning of toilets if not done, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
2	Cleaning of rooms if not done, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
3	Cleaning of tanks, sumps as per schedule if not done, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
4	Change of curtains / towels / bed sheets as per schedule if not done, per instance	Rs. 500.00	Rs. 1,500.00	Rs. 3,000.00
5	Corridors cleaning if not done, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
6	Cleaning and scrubbing of Kitchen and dining space and kept free from flies, cockroaches, insects, rats, mice and rodents as per schedule if not done, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
7	Cleaning of gym if not done as per schedule, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
8	Cleaning of roof of cobwebs over Chajjas and over windows if not done, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
9	Cleaning of Solar panel found deficient penalty per instance, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
10	Mosquito repellent to be replaced immediately if not done, per instance	Rs. 250.00	Rs. 1,000.00	Rs. 2,500.00
11	Cleaning of terrace, fans, electrical fixtures	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
12	Floor scrubbing with machine	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
13	Spraying of disinfectants etc., spreading of naphthalene balls in all the Washrooms	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
14	Deodorants spraying – Rooms/ Gym & changing of hand towels	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
15	Vacuum cleaning of carpet flooring in suite room/gym	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
16	Cleaning of fans, tube lights as per scheduled, per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
17	Non disposal of garbage daily: per instance	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
18	If required staff not provided immediately on account of leave/absent if any, Penalty per staff per day	Rs. 3,000.00	Rs. 5,000.00	Rs. 7,500.00
19	If flies, insects, rats, cockroaches, mice and rodents found in dining	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00

	halls and wash areas will attract penalty, per instance			
20	Not providing of News papers as per schedule per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
21	Maintenance of Washing Machine, Gym equipment, Air Conditioner in working condition penalty per instance	Rs. 1,000.00	Rs. 2,500.00	Rs. 5,000.00
22	Non visit of Contractor to the Bank as per schedule, penalty per instance	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
23	Not wearing Uniform/Gloves/Head gear/Apron/Shoes, per instance	Rs. 2,000.00	Rs. 3,500.00	Rs. 5,000.00
24	Non-adherence to pre-decided menu without prior approval of AGM (Admin), per instance	Rs. 2,000.00	Rs. 3,500.00	Rs. 5,000.00
25	Not displaying menu in Dining hall board, per instance	Rs. 2,000.00	Rs. 3,500.00	Rs. 5,000.00
26	Using of Floor instead of tables for preparing food items/Roti/Cutting of vegetables, per instance	Rs. 2,000.00	Rs. 3,500.00	Rs. 5,000.00
27	Pest Control, Anti-Termite treatment, Rodent treatment, if not done, per instance	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
28	Shortage of food, per instance	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
29	Serving Stale food/Using rotten vegetables/fruits/milk/other food items, per instance	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
30	Not using AG mark/ISI/BIS certified/branded and specified ingredients for cooking, per instance	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
31	Non maintenance of cleanliness in Kitchen/Dining hall/Wash area, per instance	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
32	Violating of any terms and conditions/specifications/stipulations made in the Agreement	Rs. 5,000.00	Rs. 7,500.00	Rs.10,000.00
33	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. 15,000.00		

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. 30,000.00 per instance.

**ANNEXURE - J****CATERING MENU/SCHEDULE/LIST OF ITEMS FOR VARIOUS CATEGORY****TRANSIT GUEST HOUSE (TGH) PACKAGE INCLUDES BREAK-FAST, LUNCH, DINNER, TEA/COFFEE WITH SNACKS**  
**(ILLUSTRATIVE LIST OF ITEMS)**

A	Bed Tea / Coffee (6AM to 7:30AM)	1 cup per head
B	BREAK FAST (8AM to 9:30AM)	<b>Vegetarian</b> Idli, Rawa upma, Semia upma, Vada, puri, paratha-stuffed, paratha-plain, uthapam-tomato, uthapam-onion, chole batura, dosa plain, dosa masala, tomato bath etc (one of the items to be served to each participant in weekly cyclical) <b>Non-Vegetarian</b> : 2 eggs: fried half boiled/full boiled / omlet etc
	Common Items	Bread, Butter, Jam, Bread toast, corn flakes 2 varieties, Beverages: Coffee, Tea and Milk
C	Forenoon Tea / Coffee (11AM to 11:30AM)	1 cup per head
D	LUNCH (1PM to 2PM) Two vegetable curries (1 special)	Puri / Roti / Nan (for all) <b>Vegetarian</b> <b>Curries:</b> Two from the following to be served with one them as special (rich with gravy) in weekly cycle menu. Aloo Palak, Aloo Curry, Aloo Mutter, Aloo Gobi, Jeera Aloo Dahi-wada, Gobi Curry, Veg Shani Kurma, Kerala Curry, Tomato Curry (Raw), Mixed Vegetables, Ladies Finger Curry, Arabic Fry Curry, Mirchi ka Salad, Gobi Masala, Cabbage Poriyal, Carrot Poriyal, Palak Panner, Mutter Panner, Paneer Makhani, Yam Curry, Stuffed Capsicum, Navaratna Kurma, Chana Masala, Veg. Kofta Curry, Pakoda Curry, Veg. Jal Fry, Brinjal Masala, Bagara Baigan etc.
	Common items for all guests	Sambar, Rasam, White Rice, Dal, Curd, Salad, Papad, Pickles

## ANNEXURE - J

E	Evening Tea with snacks (4 PM to 5:30 PM)	One cup tea/ coffee with Snacks like Samosa, Cutlets, Biscuits, Cakes, Bondas, Pakoda, Bread Rolls etc (one item of snack to be served n weekly cyclical menu)
F	Dinner (8:30PM to 9:45PM)	Puri / Roti / Nan     Vegetarian soup for all. <b>Vegetarian curries : 2 veg. curries (1 special) as mentioned In Item D above</b> <b>Non Vegetarian :</b> One Non Veg. dish & One Veg (one of the following to be served on weekly cyclical menu) Mutton Curry, Mutton Kurma, Mutton Nilagiri, Mutton Dahiwlra, Mutton Kofta Curry, Mutton Rogan Josh, Mutton Pepper Fry, Garlic Chicken, Butter Chicken, Ginger Chicken, Chicken Do Pyaza, Fish Curry, Chilly Fish, Ginger Fish, Fish Fry, Egg Curry, Egg Masala, Kheema Prawns (Chily Or Ginger) etc.
	Common items for all guests	Sambar, Rasam, White Rice, Curd, Salad, Papad, Pickels, Indian Sweets (For All), Badshah, Rice Kheer, Semia Kheer, Gulab Jamun, Mysore Pak, Laddu, Coconut Burfi, Carrot Halwa, Double-Ka-Mitha, Kurbanika-Mitha etc

\* Extra Tea/Coffee/ buttermilk etc to be supplied at any time when guests request for.

### LUNCH AT STAFF CANTEEN (ILLUSTRATIVE LIST OF ITEMS)

LUNCH (1PM to 3PM)	<p>Roti (for all) Sambar, Rasam, White Rice, Dal, Curd, Salad, Papad, Pickels (limited)</p> <p><b>Vegetarian curries:</b> Aloo Palak, Aloo Curry, Aloo Mutter, Aloo Gobi, Jeera Aloo Dahiwada, Gobi Curry, Veg Shani Kurma, Kerala Curry, Tomoto Curry (Raw), Mixed Vegetables, Ladies Finger Curry, Arabic Fry Curry, Mirchika Salad, Gobi Masala, Cabbage Poriyal, Carrot Poriyal, Palak Panner, Mutter Panner, Paneer Makhani, Yam Curry, Stuffed Capsicum, Navaratna Curma, Chann Masala, Veg. Kofta Curry, Pakoda Curry, Veg. Jal Fry, Brinjal Masala, Bagara Baigan etc.</p> <p>(Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)</p>
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**EXECUTIVE LUNCH PACKAGE / CONFERENCE LUNCH AT EXECUTIVE PANTRY**  
**(WEEKLY SCHEDULE)**  
**(ILLUSTRATIVE LIST OF ITEMS)**

<b>Sl. No</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
1	Soup Item (Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
2	White Rice & Chapatis/Paratha (Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
3	Veg Curry (Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
4	Veg Curry (Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
5	Veg Curry (Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
6	Salad, Papad & pickle (Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
7	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc
	(Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
8	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet
	(Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu)					
9	<b>Daily One Non-Veg Curry</b>					

**ANNEXURE - J****MENU FOR VIP LUNCH (ILLUSTRATIVE LIST OF ITEMS)**

1. Soup	7. Fried rice / zeera rice / vegetable rice
2. Vegetable salad	8. Curd and curd with onion (raita)
3. Two veg curries (dry & wet)	9. Papad and pickle
4. Rotis / pulkas	10. Fruit
5. Dal, sambar, rasam	11. Sweet / ice cream
6. Plain rice	12. Non-veg items on prior information

**TEA/COFFEE FOR EXECUTIVES**

- Coffee/Tea for Executives twice per day

**ANNEXURE - K****ILLUSTRATIVE LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING**

S.No.	Description of Item	Approved Brands/Make
1	Milk	Amul/Heritage/Vijaya/Visakha Diary/Country Delight
2	Curd	Amul/Heritage/Vijaya/Visakha Diary/Country Delight
3	Bread	Modern/Britannia/ Bakers "Inn /Spencers/Brown Bear
4	Butter	Amul/Nestle/Milky Mist/Mother Diary
5	Jam	Kissan/Tops/Maggie
6	Tomato Sauce/Ketchup	Kissan/Maggi/Tops/ Del Monte/Heinz/Chingz
7	Chilli Sauce	Kissan/Maggi/Ching's Secret
8	Tea	Taj Mahal/Twinings/Tetley/Tata Tea/Wagh Bakri
9	Green Tea	Tata Tetley/Typhoo/Organic/Ginar
10	Coffee	Nescafe/Sunrise/Bru/Continental/Cothas Coffee
11	Refined Oil/ Ground Nut Oil	Sundrop/Nature Fresh/Fortune/Freedom/Gold Drop/Saffola/ Healthy Heart
12	Vanaspati	Ghee Dalda/Rath/Heritage/Dabur
13	Mustard Oil	Fortune/Engine/Kanodia/Kalash/Freedom/Dabur
14	Rice	For plain rice, top quality fine rice like Kurnool Sona masoori
15	Basmati/Biryani Rice	Daawat/Royal White/Kohinoor
16	Sugar	Good Quality (sulphur free) like bb royal organic/parry's
17	Salt	Iodised (Tata/Captain Cook/Catch)
18	Wheat Flour	Shakti Bhog/Ashirwad/Rajdhani/Annapurna/ Pillsbury/ Patanjali (no loose Atta is acceptable)
19	Pulses	Good quality
20	Spices/Masala	MDH/Captain Cook/Everest/Catch/Tata Sampan/Whole farm
21	Fruits/Vegetables	Seasonal Fresh Quality
22	Salad	Seasonal items consisting of green fresh Vegetables
23	Corn Flakes	Kellogg's/Nestle/Barry's/Kwality
24	Ice Cream	Heritage/Kwality Walls/Amul/Baskin Robins/Naturals/Scoops
25	Biscuits	Britannia/Nutri Crunch/Milano/SunFest & other nation level brand only
26	Sweet	G. Pullareddy / Dadu's / any Branded outlet

Above brands and/or brands of comparable quality to be approved by the Bank can only be used.  
(The above list is indicative and not exhaustive)

## **SCHEDULE IV**

### **TGH MAINTENANCE (HOUSEKEEPING & CATERING)**

#### **GENERAL DETAILS & CONDITIONS FOR JOB WORKS**

<b>S.No.</b>	<b>Description of works</b>
1	All Cleaning materials of reputed brands approved by bank should be supplied by Contractor, within maintenance service contract.
2	The Contractor shall arrange for & ensure daily cleaning and others 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.
3	The Contractor shall engage sufficient number of his trained employees for essential housekeeping, maintenance and catering on any day, below which it may be, treated as absolute default in services. The Contractor shall ensure that they observe cleanliness and wear neat and clean uniforms with plastic Name Badges, identity cards with photographs and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over the employees engaged by him. The Contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the Contractor. The Contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be his responsibility. He will on the request of AGM (Admin), immediately remove from the work any person(s) / employee(s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work / campus without the permission of the Bank.
4	The Contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the guests. The Contractor shall submit the Complaint Register to the Officer (Admin) / every day and to Assistant General Manager (Admin) once in 15 days for further putting up to the Competent Authority.
5	In the event of shortage of water supply it will be Contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing, gardening and toilet purposes: The Contractor will for this purpose ensure smooth working of the water pump, tube well and the Municipal Supply. In case of scarcity of drinking water, the contractor has to arrange for supply of drinking water through outside agencies and the bank will borne the cost of water.

6	<p>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.</p> <p>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 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.</p> <p>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&amp;A) Act, Essential Commodities Act, Migrant Labour Act and' or such other Acts or Laws or regulations passed by the Central &amp; State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.</p> <p>iv) The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts as required under the applicable laws/ statutory provisions and' or Rules/Regulations framed there under. The Contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.</p> <p>v) The Contractor shall bind himself and shall indemnify and hold the State Bank of India, IAD, 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, IAD 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.</p>
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	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, IAD, Lingampally, Hyderabad. The Contractor's workmen will not have any right whatsoever to get absorbed in the State Bank of India, IAD, 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 on all days.
7	In case the Contractor, or any of his employees, fails to fulfill his obligations for any day or any number of days, to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages up to a sum of minimum of Rs.1, 000/- (Rupees one Thousand Only), per day for the entire number of such days 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.
8	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.
9	The Contractor's, rate shall remain firm throughout the contract period.
10	All chemicals and toiletries should be of BSI / IS marked companies like: <ul style="list-style-type: none"> <li>• Hindustan Liver</li> <li>• Johnson</li> <li>• Godrej</li> <li>• Reckitt</li> <li>• Bengal Chemical</li> <li>• Nath Peters etc.</li> </ul> as approved from time to time. All materials should be non-hazardous and environment friendly. Sufficient quantity of materials and consumables to be stocked at this site to ensure their uninterrupted supply.

11	The Contractor will be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap accident etc. to the Assistant General Manager (Admin). Complaint Register / Suggestion Register and First Aid Box to be provided by the SBI- IAD will be made available at the Reception Counter of Guest House under the control of the Contractor's men.
12	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. Each deficiency should attract penalty of the 1 day's, 1 labour's cost, or 3.33% of the aggregate monthly contract value, to the minimum of Rs1000/- per day.
	<p>12. 01 <u>Responsibility of the Contractor</u> :</p> <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 P.E.</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 Labours form XIV within 7 days of employment.</p> <p>iv) The Contractor has to pay the minimum wages (<b>Central Government wages</b>) 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 registers: -</p> <ol style="list-style-type: none"> <li>Attendance Register on form XVI (16).</li> <li>Wages Register on form XVII (17)</li> <li>Leave Register.</li> <li>Register of fines on form XXI (21)</li> <li>Register of deductions on account of damage or loss caused to the employees on form XX.</li> <li>Register for Contract employees on form 13.</li> <li>Every Contractor shall issue a wage slip on form XXIX (29) his employee at least 1 day prior to disbursement of wages.</li> <li>All the records to be retained for a period of 3 calendar years.</li> </ol>

	<p>i) Contractor shall possess own ESI code number and remit of ESI contribution before 20<sup>th</sup> of every month and submit a copy of the challan to the Premises &amp; Estate Department.</p> <p>j) 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.</p> <p>vi) Contractor shall submit half yearly return before 30 days of completion of half year for the previous half year on form XXIV.</p> <p>The first page of the book shall contain the following particulars:-</p> <ol style="list-style-type: none"> <li>Name and address of the establishment</li> <li>Registration No.</li> <li>Name of employees.</li> <li>Father's name.</li> <li>Postal address.</li> </ol> <p>12.02. Contractor shall maintain the First Aid Box in the Establishment with the prescribed contents.</p> <p>12.03. Telangana Labour Welfare Fund Act: The Act is applicable to all the employees who draw less than Rs.1600/- per annum, has to be complied with by the Contractor.</p> <p>12.04 The contractor shall abide by "The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013"</p>
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**TRANSIT GUEST HOUSE**  
**HOUSEKEEPING MAINTENANCE SCHEDULE**

S.No.	Specific details of job works	* D	* W	* M
1.	Reception work :Recording of arrival and departure of guests and room allotment etc.,	√		
2.	Cleaning of all internal common areas including lobbies, cabins, etc forming part of the premises – up keeping, sprucing	√		
3.	Cleaning of tables, chairs and other furniture in rooms and public areas	√		
4.	Cleaning of Roof including wiping rain water during and after rain			√
4a.	Cleaning of all Solar Power Panels, Daily dusting (Before 8 AM), Weekly twice wet cleaning(Saturday and Tuesday)	√		
5.	Cleaning of ceiling, others wall fixture, including light fittings, portable fire extinguishers display boards, clock, water coolers, removal of cobwebs from ceilings and walls.		√	
6.	Cleaning wastebaskets / and removal of garbage at place indicated	√		
7.	Cleaning and maintenance of windowpanes, wire mesh on windows/ ventilators/ skylights and barbed wire fencing.			√
8.	Maintenance of central atrium, dining tables, mural walls/designs	√		
9.	Cleaning of wall skirting			√
10.	Cleaning of glass or other partition / screens, curtains, blinds.		√	
10a.	Dry cleaning blinds, woolen Blanket and wet cleaning of curtains.			√
11.	Cleaning of switches, switch plates etc.		√	
12.	Cleaning of doors.	√		
13.	Cleaning of dining area and furniture including dispensers.	√		
14.	Cleaning of Washrooms/fittings in Common Washrooms for every 2 hours (during lunch time)	√		
15.	Cleaning of terrace, fans, electrical fixtures			√
16.	Checking of tank, sump, & washroom fittings.	√		
16.a	Cleaning of tank and sump (fortnightly)			√
16.b	Cleaning of wash room fixtures/fittings		√	
17.	Vacuum Cleaning of carpet in suite rooms			√
18.	Floor scrubbing with machine	√		
18a.	Maintenance/cleaning of washing machine		√	
18b	Cleaning of all water Tanks, Sump, Drinking steel UV tank (Weekly)		√	
18.c	UV water purifier cleaning		√	

S.No.	Specific details of job works	* D	* W	* M
19.	Dusting and upkeep of bed linen, pillow cover etc., at rooms, cleaning of water glasses/ water jugs, filling in fresh water at all rooms	√		
20	Cleaning of decorative items on the walls / floors/ tables	√		
21	Polishing of metal decorative items / metal surfaces			√
22	Removal of garbage / rubbish disposal & burning	√		
23	Sweeping of ramp/portico	√		
24	Spraying of disinfectants etc., spreading of naphthalene balls in all the Washrooms.	√		
25	Exterior Cleaning of Chajjas, fins, sun sheds, roof tops			√
26	Proper cleaning of Sofa Sets, cushions Chairs etc.			√
27	Providing Catering services at VIP Dining Hall	√		
28	Checking of TVs, AV equipments at rooms and arranging for maintenance	√		
29	Dusting of mattresses, Cushions, drying (dehumidating) mattress, shampooing of cushions, carpets etc.		√	
30	Deodorants spraying – Rooms/ Gym & changing of hand towels. The cost of the deodorants, sprayers etc. Are borne by the Contractor.	√		
31	Cleaning of Gym equipments	√		
32	Switching OFF/ ON, fans, lights, Acs (when ever required)	√		
33	To collect waste/ rubbish from each and every rooms and disposal to dumping ground.	√		
34	Collecting old newspapers, magazines from rooms and arrange designated place.	√		
35	Collecting / gathering wastes / dirt / plastic wastes/ fallen leaves and disposing the same at the dustbins / pits / dumping grounds and removing entire garbage from the building	√		
36	Replacing Mosquito repellent machines and refills.	Σ		
37	Vacuum cleaning of carpet flooring in suite room/gym		√	
38	Cleaning of kitchen/ dining tables/utensils/plates etc	√		
39	Cleaning & up keeping of Washing Machine, Iron & Iron Board, Water dispensers, Aqua guards.		√	

Σ Items shall be done as and when necessary. The following personnel to be provided at any point of time during the day as per the work schedule.

i.	TGH Maintenance staff (unskilled) –	12 Nos
ii.	Care taker (Skilled)–	1 No.
iii.	Cooks (Skilled) -	3 Nos
	<b>TOTAL</b>	<b>16 Nos.</b>

The following personnel who are skilled and qualified to be provided at any point of time during the day as per the work schedule:

1. **Unskilled labour** : 1 year experience in handling House keeping works.
2. **Qualified Caretaker** : 12<sup>th</sup> Standard /Diploma / Hotel Management with 5 years of relevant experience in Supervising Housekeeping/Institutional Catering works. Languages: Telugu, Hindi and English.
3. **Cooks**: Cook should be having experience minimum 5 years in the relevant field to be engaged and he should well verse with North India and South India dishes. He has to submit an experience certificate from PSU/Corporate entity etc., where he prepared food for more than 100 persons.

**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.

13. 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 Class III Digital Signature Certificate for participating in the e-procurement process bid for Annual Maintenance contract for Transit Guest House Maintenance including Housekeeping, Caretaking & Catering. At IAD, Hyderabad.

## **II CERTIFICATE:**

I/We read and understood all conditions and requirements of SBI, IAD, Hyderabad for providing Transit Guest House Maintenance including Housekeeping, Caretaking & Catering. At 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 Catering, Housekeeping and Maintenance in anywhere in India and preferably in Telangana as on 31.03.2023.	<p>In case of Proprietary concern, 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>
2	<p>Handled minimum 3 (<b>three</b>) single completed annual contracts in commercial complexes for Catering, Housekeeping &amp; Maintenance in <b><u>anywhere in India</u></b> with each contract having value of not less than <b>Rs 44,00,000/- (Excluding Service Tax/GST)</b></p> <p>Or</p> <p>Handled minimum 2 (<b>Two</b>) single completed annual contracts in commercial complexes for Catering, Housekeeping &amp; Maintenance in <b><u>anywhere in India</u></b> with each contract having value of not less than <b>Rs 55,00,000/- (Excluding Service Tax/GST)</b></p> <p>Or</p> <p>Handled minimum 1(<b>one</b>) single completed annual contracts in commercial complexes for Catering, Housekeeping &amp; Maintenance in <b><u>anywhere in India</u></b> with each contract having value of not less than <b>Rs 88,00,000/- (Excluding Service Tax/GST)</b></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:</p> <p>(i) Renewal of annual contracts shall be considered as a single contract. (Contract value will be considered for maximum of 12 months)</p>

		(ii) Copy of agreement should be enclosed.
	<b>“Similar Completed Work”</b> under this clause shall mean successful completion of <b>Catering Services (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>33,00,000/-</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.	<p>(i) Copy of the audited P&amp;L Account and Balance Sheet duly Certified by the Chartered Accountant including 3CA/3CD and auditor notes and accounts.</p> <p>(ii) Copies of returns submitted to the Tax authorities such as IT &amp; Service Tax etc.</p> <p>iii) Bank A/c details viz., Bank Name &amp; Address, IFSC Code etc.</p> <p>(iv) Recent Annual Labour Return submitted to the Labour Commissioner.</p>
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, hygiene, Mechanization of Kitchen operations, Cleaning & maintenance of Dining Room.	0 to 10 Marks
(b)	The bidder should have its own well-equipped kitchen at Hyderabad	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, 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
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 Assistant General Manager (Administration)  
State Bank of India  
Internal Audit Department  
State Bank Nireekshan Bhavan  
Lingampally  
Hyderabad - 500019**

(Hereinafter referred to as "SBI-IAD/you")

Whereas consequent to your 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, protest or contest and without any reference to the Contractor, we the Guarantor shall make the payment under this Guarantee to SBI within 24 hours of receipt of written claim / demand.

We the Guarantor, further confirm that a mere letter from the SBI, 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 SBI Transit Guest House, INTERNAL AUDIT DEPARTMENT, LINGAMPALLY, Hyderabad for Annual Maintenance Contract for Housekeeping, Catering & 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:

NIT NO	SBI/HYD/IAD/2023-24/007
DATE	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**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TRANSIT GUEST  
HOUSE HOUSEKEEPING, CARE TAKING AND CATERING OF TRANSIT GUEST  
HOUSE, VIP PANTRY & STAFF CANTEEN AT INTERNAL AUDIT DEPARTMENT,  
LINGAMPALLY, HYDERABAD**

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

**COMMERCIAL PRICE BID**

To

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

Sir,

**COMMERCIAL PRICE BID :**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TRANSIT GUEST HOUSE**  
**HOUSEKEEPING, CARE TAKING AND CATERING OF TRANSIT GUEST HOUSE, VIP**  
**PANTRY & STAFF CANTEEN AT INTERNAL AUDIT DEPARTMENT, LINGAMPALLY,**  
**HYDERABAD**

With reference to your Notice Inviting Tender for providing Transit Guest House Housekeeping, Caretaking and Catering of Transit Guest House, VIP Pantry and Staff Canteen at Internal Audit Department, Lingampally, Hyderabad we give below our commercial prices:

Sr. No.	Particulars	No. of Persons
1	Caretaker (skilled)	1
2	Cooks (skilled)	3
3	Unskilled labour	12
	Total Manpower Requirement	16

**For Maintenance, Caretaking & Catering Services :**

A	Cost for Manpower requirement	16 persons as above	Minimum wages shall be paid as per the prevailing rates as fixed by the Govt. of India from time to time by the contract and claim the same as reimbursement based on monthly attendance of skilled/unskilled staff
B	Housekeeping Equipments, Consumables, uniform, etc.	monthly	Rs.
C	Cost of newspaper, laundry expenses, pest control, Anti-termite, Rodent treatment, garbage removal, liaison charges etc	monthly	Rs.

	Description of the Item	No. of Days (A)	No. of Persons (B)	Rate per item (C)	Total Cost = (AxBxC)
D	Transit Guest House (TGH) food package which includes breakfast, lunch, dinner & coffee/tea with snacks in Annexure-J <b>(Rate per Veg Lunch)</b>	30	14	Rs.	Rs.
E	Transit guest house (TGH) food package which includes breakfast, lunch, dinner & coffee/tea with snacks in Annexure-J <b>(Rate per Non-Veg Lunch)</b>	30	14	Rs.	Rs.
F	VIP lunch as per the list of items mentioned in Annexure-J <b>(Rate per Veg Lunch)</b>	26	45	Rs.	Rs.
G	VIP lunch as per the list of items mentioned in Annexure-J <b>(Rate per Non-Veg Lunch)</b>	26	45	Rs.	Rs.
H	Staff lunch as per the list of items mentioned in Annexure-J	26	130	Rs.	Rs.
I	Coffee/Tea for Executives twice per day.	26	50	Rs.	Rs.
J	Contractor's Service Charges	monthly			Rs.
<b>Total (K) = (B+C+D+E+F+G+H+I+J):</b>					Rs.
<b>Total Annual Estimation (K x 12) :</b>					Rs.

**NOTE :**

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 by the Bank separately, as applicable. 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/consideration, the bid shall be treated as unresponsive and will not be considered.
3. The L1 Bidder will be identified as per Annual estimation based on the rates quoted for each item as per the Price Bid document submitted by the Bidder(s).
4. The No. of days(A) & persons(B) are only indicative, it may vary plus or minus 10%.
5. The amount will be reimbursed on the basis of actual consumption/requirement as per Rate (C) per item on monthly basis.
6. Manpower requirement is only indicative. It may vary plus or minus 10%.

dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024

For and on behalf of \_\_\_\_\_

(With seal)

Signature \_\_\_\_\_

Name \_\_\_\_\_ Designation \_\_\_\_\_