



TENDER ID: BAN/ P&E/202402003

NOTICE INVITING e-TENDER

FOR

**COMPREHENSIVE MAINTENANCE CONTRACT
INCLUDING CATERING FOR STATE BANK'S GUEST
HOUSES (INDIRANAGAR, DOLLARS COLONY,
BENSON TOWN & RICHARDS TOWN) UNDER LHO –
BENGALURU & GUEST HOUSE AT RAHEJA PARK
UNDER CAO - BENGALURU**

Technical & Financial Bid

**State Bank of India,
Premises & Estate Department, Local Head Office, 2nd
Floor, New Annexe Building, LHO Campus,
No.65, St. Mark's Road, Bengaluru – 560 001**

Notice Inviting Tender

Issued to:

M/s
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Part-I Technical bid

Notice inviting e- Tenders

(Ref No. TENDER ID: BAN/P&E/202402003)

Assistant General Manager(P&E), State Bank of India, Premises & Estate Department, Local Head Office, Bengaluru – **invites e-tender for the following works from** Bank's empanelled facility management (housekeeping) contractors for works up to 180 lakhs per year **in Bengaluru Circle.**

Eligible contractor can download the tender from the website: <https://etender.sbi> from **21.02.2024 to 05.03.2024 up to 3.00 pm.**

e-tender contact person: 080-25943023, 25943596, M: +919265562819, +917859800621, +916352631968, +91 6352631766, +91 6352632098

Engineer in charge contact No. 080 25943023

1	Name of Work	COMPREHENSIVE MAINTENANCE CONTRACT INCLUDING CATERING FOR STATE BANK'S GUEST HOUSES (INDIRANAGAR, DOLLARS COLONY, BENSON TOWN & RICHARDS TOWN) UNDER LHO – BENGALURU & GUEST HOUSE AT RAHEJA PARK UNDER CAO - BENGALURU
2	Period of contract	Initially for one year with an option to renew for one more year if service is found satisfactory.
3	Earnest Money Deposit	EMD for ₹ 72,000/- (Rupees Seventy two Thousand only) to be submitted in the form of DD in favor of "State Bank of India", payable at Bengaluru and to be submitted to : Assistant General Manager (P&E) State Bank of India, Premises & Estate Department, Local Head Office, 2nd Floor, New Annexe Building, LHO Campus, No.65, St. Mark's Road, Bengaluru – 560 001 before 3.00 pm on 05.03.2024 and same to be scanned and uploaded in tender portal.
4	Security Deposit	Rs. 10,00,000/- In the form of Bank Guarantee issued by the Scheduled Commercial Bank other than SBI, will be submitted by the successful bidder.
5	Last date and time of receipt of e-tender	3.00 pm on 05.03.2024
6	Date and time of opening of e-tendering	05.03.2024 at 03.30 pm
7	Mode of Tender submission	Tenders will be accepted only in e-tender portal https://etender.sbi .

8	Submission of Technical Bid	<p>Contractors shall download the entire tender documents including technical bid from https://etender.sbi to get acquainted with the terms and conditions and shall fill up and upload all pages compulsorily without fail in the e-tendering portal after affixing the signature and seal. Tender will be rejected if not uploading the same in the portal.</p> <p>However, the technical bid shall also be submitted manually at the following address to Assistant General Manager (P&E) State Bank of India, Premises & Estate Department, Local Head Office, 2nd Floor, New Annexe Building, LHO Campus, No.65, St. Mark's Road, Bengaluru – 560 001.</p>
9	Validity of offer	90 days.
10	Liquidated Damages	The liquidated damages shall be Rs. 5,000/- per day for the entire number of such days where the service provider fails to fulfill his obligation.
<ul style="list-style-type: none"> ➤ In case the date of e- tendering is declared as a holiday, the tenders will be opened on the next working day at the same time. ➤ SBI has the right to accept/reject any/all tenders without assigning any reasons. ➤ In case of any queries, please contact our Engineer at 080-25943023, 25943596 		

Seal & signature of the contractor

Date:

TENDER NOTICE

TENDER FOR COMPREHENSIVE MAINTENANCE CONTRACT INCLUDING CATERING FOR STATE BANK'S GUEST HOUSES (INDIRANAGAR, DOLLARS COLONY, BENSON TOWN & RICHARDS TOWN) UNDER LHO – BENGALURU & GUEST HOUSE AT RAHEJA PARK UNDER CAO - BENGALURU

INSTRUCTIONS TO APPLICANTS

1. While quoting the manpower, emphasis should be given to the ability and competence of personnel engaged as regard to providing good quality works/ services within the specified time schedule. The service provider is not allowed to make changes in manpower requirement as stipulated by the Bank in the tender form.
2. The NIT, instructions pages, each page of the scope of work, Tender Price Form and the terms and conditions attached should be signed by the Vendors/ authorized signatory of the Vendor having necessary authorization/power of attorney and stamped with the rubber seal of the Vendor.
3. If the space in the format is insufficient for furnishing full details, such information may be supplemented on separate sheet of paper, stating therein the part of the format and serial number. Separate sheet shall be used for each part.
4. Tender to be submitted in two bid system, Technical Bid and Financial Bid.
Technical Bid should contain EMD. The Technical bid shall be submitted online at <https://etender.sbi> website and also manually at the following address.
Assistant General Manager (P&E)
State Bank of India, Premises & Estate Department,
Local Head Office, 2nd Floor,
New Annexe Building, No.65, St. Mark's Road,
Bengaluru – 560 001

Price bid should be submitted online on <https://etender.sbi> site only.
5. The tender documents should reach us positively before 3.00 p.m on **05.03.2024**. The sealed covers of Technical bid will be opened at 3.30 p.m on the same day in presence of the service providers who prefer to be present.
6. The courts in Bangalore city alone shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.
8. State Bank of India discourages the stipulation of any condition by the tenderers. The conditional tender will be liable to be rejected.
9. The Bank does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reasons.
10. Validity of the tender: The tender shall be valid for a period of 90 days from the last date of submission of the price bid.
11. Final award of the contract for the above services will be subject to the approval of the Competent Authority in the Bank.

STATE BANK OF INDIA

TERMS & CONDITIONS

TENDER FOR COMPREHENSIVE MAINTENANCE CONTRACT INCLUDING CATERING FOR STATE BANK'S GUEST HOUSES (INDIRANAGAR, DOLLARS COLONY, BENSON TOWN & RICHARDS TOWN) UNDER LHO – BENGALURU & GUEST HOUSE AT RAHEJA PARK UNDER CAO - BENGALURU

1. EMD: Rs. **72000/-** (Rupees Seventy two Thousand only) in the form of DD / BC of any Nationalised Bank (to be enclosed to Envelope-1) favouring State Bank of India, Local Head Office, Bangalore (payable at Bangalore). EMD will be refunded without any interest to all the unsuccessful bidder within 7 days from the date of approval of the tender by the competent authority.
2. Period of contract: 01 year (12 month) from the date of acceptance, subject to renewal for one more year on satisfactory performance on the same terms and conditions and upon renewal of license by the Contractor on or before expiry of the license granted by the Appropriate Authority under the Contract Labour (Regulation and Abolition Act).
3. The service provider shall comply with all the labour laws, legislations including:
 - a) The payment of Minimum wages act. (Central Govt..rates).
 - b) The service provider will provide, the information about staff being deployed for maintenance of Guest Houses, along with Xerox copies of their applications, appointment letters, certificates of educational qualifications, experience certificates, address proofs, caste certificates (in case of SC/ST/OBC/Minority), police verification reports, etc.
 - c) Employers Liability Act, including P.F. Act, ESI, Gratuity Act, Insurance Act, Bonus Act etc.
 - d) Contract Labour (Regulation and Abolition Act)
 - e) Any other act or enactment relating thereto and rules framed there under from time to time.
4. The service provider will employ their personnel for maintenance of Guest Houses.
5. The service provider shall keep the bank saved harmless and indemnified against claims of any of the personnel employed by it and all costs and expenses as may be incurred by the bank in connection with any such claim that may be made by any such personnel.
6. Service provider has to maintain (including catering) 5 Guest Houses located in different locations in Bangalore. Number of Guest Houses can be increased or decreased with one month's prior notice. Accordingly, manpower will be adjusted. Decrease or increase in the cost will be adjusted proportionately.
7. Guest House mess to be maintained by the service provider. Menu and rates for breakfast/ lunch/ dinner etc. Base rates decided by the Bank. Guests to be charged as per the rates applicable.
8. a) Power/ electricity, telephone, water bills will be paid by the Bank. However cooking gas and applicable charges thereof has to be arranged and borne by the service provider.
 - b) Drinking water will be arranged by the Bank.

c) Service provider has to manage washing and ironing of linen, pillow covers, towels, Bed Sheets, Bed Spreads etc. It has to be changed every alternate day.

d) Each room and common hall of Guest House should be provided with one English and one financial newspaper every day. Cost will be reimbursed on actual basis.

e) All items related to kitchen including utensils, etc. except consumable items like grocery, vegetables, milk products etc. will be provided by the Bank. Linen and other furnishing material will be also supplied by the Bank.

f) Toiletries pouch to be arranged by the service provider. Same will be reimbursed by the Bank. Items and price of pouch will be decided by the Bank in consultation with the service provider.

g) Cost of uniform should be borne by the contractor.

h) The minimum wages and the EPF and ESI contribution (break up) should be shown separately.

9. The service provider shall arrange for the services as per the Scope of Work enclosed. He shall adhere to the Schedule as to the time and work to be performed as mentioned in the Scope of Work and Price Bid Form more specifically described hereunder.

10. The contract is for providing the services and is not for supply of Contract Labour and that the persons employed by him for providing the services more fully described in Scope of Work shall be the employees of the service provider and not of the Bank.

11. The Bank may provide (but not bound to do so) a few selected articles/equipments for use in the Bank's Guest house premises for the purpose of maintaining the Guest House by the Service Provider. The service provider shall take care of the said articles / equipments as a bailee, in terms of the provisions contained under the Indian Contract Act and duly return them in good working order and condition to the Bank on and at the expiry of the currency of the Contract or on its sooner determination. The daily and periodical maintenance of the articles / equipments shall be the sole responsibility of the service provider. The cost of replacement / repair and servicing of all the articles/equipments during the currency of these presents shall be borne exclusively by the service provider only.

12. All the materials used for services should be certified ISI mark and or as per the brand names/others as may be specified by the Bank. Chemicals, Sprays, detergents and other materials should be of high quality, satisfactory to the Bank and shall be procured from reputed dealers/shops. The service provider shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation. The service provider should maintain backup register for each activity like cleaning, electrical, plumbing, carpentry, etc. and enter items purchased by him during the month and will submit Xerox copy of register along with original bills, while submitting their monthly contract bills for which approximate amount had been quoted in their tender bid.

13. The service provider shall always have on his active rolls the services of sufficient number (as indicated in his offer document) of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering services at the Guest House(s).

14. The service provider shall provide adequate number of supervisors as his agents or nominees for supervising the services, who will personally supervise and check the working of

the Cook, Asst. cook, caretaker and other housekeeping personnel engaged by the service provider.

15. The service provider shall be responsible for the good conduct and performance on the part of his personnel and the service provider shall and be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the Bank in whatsoever and howsoever manner or in any connection therewith against the Bank now or at a future date. He will, at the request of the Assistant General Manager (Premises & Estate), the authorized officer of the Bank/establishment remove from the work 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 its customers or third parties.

16. The service provider shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the service provider and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privities of contract for any purpose and to any intent between the Bank and said personnel so engaged by the service provider. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the service provider and it shall be the sole responsibility and liability of the service provider to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.

17. The service provider shall be responsible for the training, allotment of duties, hours of work and timings to the engaged personnel for the purpose. The service provider shall alone have the right to exercise control, give directions and manage the personnel engaged for the purposes. Please submit the profile of the personnel engaged along with Xerox copies of their applications, appointment letters, certificates of educational qualifications, experience certificates, address proofs, caste certificates (in case of SC/ST/OBC/Minority), police verification reports, etc.

18. The service provider shall provide proper uniform to all the personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz. Technical, Supervisors, Highly skilled /skilled/Semi skilled/ unskilled and others etc.

19. The service provider shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean.

20. The service provider shall discharge his obligations under these presents most diligently, efficiently and honestly.

21. The service provider shall bear all costs and expenses and stamp duty in respect of all Agreements that may be entered into with the Bank to give effect to this arrangement.

22. The service provider shall alone bear all taxes, rates, charges, levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with the rendering of services.

23. The service provider will be obligated to meet the authorized officer of Bank once in a month for assessing and monitoring the quality of housekeeping services rendered. The service provider shall comply with such observations/feedback made and furnished by the Bank for improvement of the services by him/her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion,

reserves its right to terminate these presents under due notice to the service provider without incurring any further liability therefore.

24. The contract shall be for a period of 1 year, subject to renewal for one more year on satisfactory performance on the same terms and conditions and upon renewal of license by the Contractor on or before expiry of the license granted by the Appropriate Authority under the Contract Labour (Regulation and Abolition Act). This agreement shall be terminated by efflux of time or earlier by one month's notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the service provider under these presents. The service provider may, after giving 3 month's notice to the Bank terminate the contract, if he so desires at any time during the course of the currency of this agreement.

25. The service provider shall deposit a sum of Rs.10,00,000/- (Rupees Ten Lakh only) as SECURITY DEPOSIT with the Bank for due fulfillment and performance of the Contract. The Security Deposit shall be held in the form of Bank Guarantee issued by the Scheduled Commercial Bank other than State Bank of India. The Security Deposit will be returned to the service provider after three months from the date of expiry of these presents provided that there are no defects or loss or damage caused to the Bank and/or materials/articles/equipments provided to him are duly accounted for and returned to the Bank in good working order and condition by the service provider to the satisfaction of the Bank and all his dues to the Bank and all other liabilities under any law or otherwise arising out of or in connection with or in respect of the services are fully settled. Bank will not pay any interest on the security deposit amount.

26. The service provider undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The service provider shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensations etc. if any as aforesaid.

27. The service provider shall arrange and pay for the policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which substances are used by the service provider during the course of the .housekeeping services under these presents.

28. The service provider shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due' during the currency of these presents.

29. The service provider will submit the bills for the services rendered, only at the end of each month to the authorized officer who will scrutinize the bills and if found in order, certify for payment along with the certificate to the extent that all the equipments supplied by the Bank are well maintained and are in order. The payments as far as possible will be made within one week from the date of certification, subject to the condition that the service provider has cleared/paid all his dues, viz., Labour Payments, Taxes, Levies, EPF, ESIs etc. as required to be paid / payable by him under any law for the time being in force.

30. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service,

non-adherence to agreed quality of materials or services have been received or noticed by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.

31. In case the service provider fails to fulfill his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages a sum of Rs.5,000/- per day for the entire number of such days and the bank shall without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the service provider.

32. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to in the Bank, whose decision shall be final, conclusive and binding on the service provider.

33. All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the service provider under the law but not so paid, shall be set-off against the bills raised by the service provider and paid to the respective government departments or authorities as may be required under law and the service provider shall have no claim against the Bank in respect of any or all such payments.

34. The service provider should possess, for the entire duration of these presents, all licensees and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1950 and rules there under. The service provider shall comply with all rules and regulations in force under the said Act and rules. The service provider shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum Wages or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the vendor.

35. The service provider shall in terms of the provisions of Sections 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the service provider in complying with the said provisions, the bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the service provider without prejudice to its other rights and remedies under these presents. The service provider shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations.

36. In terms of the provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the service provider, the service provider shall disburse the minimum wages payable to its personnel only in the presence of the Authorized Representative of the bank and shall obtain due certification to that effect from the said Authorized Representative of the Bank. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.

37. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipments or any part thereof by the Bank to the service provider and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.

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

a) The service provider shall be responsible for any loss due to theft/pilferage and/or damage to the Bank's property, when such damage is, in the opinion of the Bank, caused due to negligence, carelessness or any fault on the part of the service provider or his workmen / employees engaged for the services and the quantum of loss arrived at by the Bank is final and binding on the vendor and such losses shall be recovered by the Bank from the charges payable to the vendor under clause 11 and from Security Deposit mentioned at clause The service provider shall ensure that the 'character and antecedents' of the personnel engaged by him are duly verified before such engagement.

b) If during the currency of the Contract, any Statute, rules / Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the service provider or his workmen/employees.

c) Any indulgence, forbearance or waiver, granted or shown or made on the part of the bank will not prejudice its rights under the contract.

SIGNATURE OF THE CONTRACTOR / APPLICANT
(SEAL)

SCOPE OF WORK

- (1) The service provider has to maintain a register furnishing the Name, Address, and Character Certificate Latest photograph, Telephone Number of the contract personnel engaged by him and posted at the guest houses. This register completed in all respects has to be handed over to the Premises & Estate Department within 15 days from the date of award of contract.
- (2) The service provider has to maintain duty register furnishing the details of duty roster i.e. the shift they will attend duty. This register should be submitted every morning to the authorised official of the service provider for verification/signature and shall also be made available for inspection to the authorized representative of SBI whenever called for.
- (3) The service provider before engaging any person has to get his antecedents checked by the police and the police report to be produced to SBI. Similarly, medical certificate from competent authority should be obtained and produced to SBI. Every two months, the staff should be deputed to Health Centre(s) for medical checkup and report submitted to SBI.
- (4) The service provider has to issue Identity Cards to all his staff engaged by him and shall ensure that the staff shall wear the same while on duty.
- (5) The service provider has to issue Uniform to all his staff deputed to the centre. Prior approval from SBI should be obtained regarding the colour etc. The service provider has to ensure that the engaged staff wear the same while on duty and present themselves in neat and clean, proper hair cut, polished shoes.
- (6) The service provider should note that the contract is not transferable. He shall not transfer, assign or sublet the contract. In the event of non compliance of any terms and conditions of the contract, the contract will be terminated immediately entailing forfeiture of Security Deposit.
- (7) The service provider should ensure that his staff is very polite and courteous while dealing with the guests and should not enter the room occupied by the guests without prior permission. In case of theft of any item from the guest, it is the sole responsibility of the service provider and the value of the same will be deducted from the monthly payments.
- (8) The service provider should keep the guest houses always clean and spray the room with room freshener everyday and keep the same ready for occupation/allotment at all times.
- (9) The service provider has to maintain the dining hall clean and as such get the flooring swabbed every night once the guests have vacated. The tables, chairs shall be cleaned and properly arranged, ready for the breakfast. Fortnightly cleaning of ceiling fans, pedestal fans etc shall be undertaken. The freezers shall be maintained clean. The garbage shall be cleared every day. The surroundings shall be kept clean. Cleaning materials like phenyl, Room Spray, Mosquito Repellent Spray, Pest Control etc will be provided by the Bank.
- (10) The service provider has to ensure that the kitchen staff washes the kitchen utensils with proper and standard variety liquid washing soap, before preparing any dish and also every day whenever necessary. Similarly, the kitchen flooring should be washed every night using disinfectant once the kitchen service is closed. The exhaust fans should be cleaned every week.
- (11) The service provider has to ensure that his staff properly washes the plates, glasses and other cutlery. The plates should be kept in the oven before laying the table for serving.

(12) The service provider has to provide MENU CARD prescribed by the Bank, on each table. A copy of the menu card shall be made available to each room of the guest houses. He should see that the tables and chairs are cleaned as soon as the guest leave the table and keep it ready for the next incumbent.

(13) The service provider has to ensure that only quality water is provided to the guests for drinking. Arrangements should be made to provide hot water to the guests whenever asked.

(14) The service provider has to ensure quality standard provisions i.e. rice, wheat, maida, cereals, oil, fish, chicken, vegetables etc., shall be procured from reputed outlets and the same should be approved by the Bank prior to preparation to maintain the standard and quality of food.

(15) The service provider has to ensure that the toilets and bathrooms of each room as well as common rooms are washed every morning and thereafter whenever required by using quality and standard detergents. All the toilets and bathrooms should be provided with Odonil / naphthalene balls, toilet rolls, liquid soaps, etc. The, bathrooms and toilets should be kept dry as far as possible. The rooms should be provided with room fresheners, liquid mosquito destroyer, etc. as per the requirement of the guest.

(16) The service provider should ensure implementation of Code of Conducts in the following areas:

a) "NO SMOKING ZONE" boards should be displayed in the dining hall/Common rooms in each guest houses.

b) Guests should be requested that they should not enter the restaurant in intoxicated condition. No liquor and other intoxicating items should be supplied in the rooms and consumption of same in the guest houses/rooms is strictly prohibited.

c) The service provider should not allow any guest and his staff who are on night shift to sleep on the floors of the dining halls /the kitchens and the guest rooms.

d) The service provider has to arrange to collect and properly distribute/account the Guest House wise the allotment letters of the Guest Houses from the Bank twice a day i.e. once in the morning and thereafter in the evening as directed by the Bank.

(17) The service provider should note that the Officials of the Premises & Estate Dept are authorized representative of the Assistant General Manager (P&E) and any instructions issued by them will be final and binding for the vendor and his staff. The overall performances will be observed and reported to SBI at quarterly intervals.

(18) The service provider should maintain a register which should be submitted to each and every guest prior to their departure for their comments/suggestions and the same should be presented to SBI. It is the duty of the service provider to check the comments from the guests and initiate remedial measures, wherever required.

(19) The service provider along with the manager should be physically present during the official dinner or any other official party organized in connection with the seminars, workshops etc and ensure that the guests are served and looked after properly.

(20) The service provider has to indemnify the Bank against all claims out of action under the Employees State Insurance Act or the Workmen's Compensation Act or any other Civil or Criminal Law in force in so far as they relate to the contract personnel employed by him or claims arising out of such employment.

(21) The service provider has to be solely responsible for all the accidents or injuries to the contract personnel employed by him and deputed at the guest houses. The Bank shall not be liable for any disability claims/compensation due to such accident/ injury / death.

(22) Room charges and mess charges as fixed by the Bank, to be recovered from the occupants as per Bank's instructions, before their departure from Guest Houses. The room rent recovered during the month should be deposited to the Estate department on or before the 7th of the succeeding month.

(23) The Bank shall have the right to add new guest houses if created by the Bank and the service provider shall be under obligation to provide necessary services to the new guest houses also subject to additional payment under the terms and conditions agreed upon. Similarly, the Bank will have the right to take out any of the existing guest houses from the service provider due to reasons whatsoever by giving one month's notice and accordingly the Bank shall reduce the monthly payment proportionately to be made to the service provider.

(24) The service provider should note that the members of the contract personnel provided by him shall be the employees of the service provider and not of the Bank to any extent under any circumstances.

(25) The service provider should note that any amount due to the Bank arising out of the contract will be recoverable from any amount due to the vendor including the Security Deposit.

(26) The service provider shall have full control over the employees engaged by him and he will be responsible for maintenance & upkeep of the Guest Houses.

(27) Arrival/Departure register and such other registers as prescribed by the Bank from time to time will be maintained by the service provider.

(28) The service provider shall be responsible for any loss due to theft/pilferage damage of Bank's property when such losses caused due to negligence or carelessness or any fault on the part of the service provider or any of his employees and also liable to pay to SBI such amount of loss as may be assessed.

(29) Any article of furniture, fixture, crockery or equipments broken and damaged should be brought to the notice of SBI.

(30) Proper records of washing of bed linen, towels, Bed Sheets and Bed Spreads etc. should be maintained and periodically submitted to SBI.

(31) The service provider or one of his representatives must be available round the clock at all the Guest Houses.

(32) The persons on duty should be in uniform.

(33) The service provider shall inform the day to day position of the guest houses to SBI.

(34) The service provider shall arrange to provide bed tea, breakfast, lunch and dinner to the occupants and recover charges as per rates laid down. Bank will not take the responsibility for any recovery of charges after the occupants have left the guest houses and the same has to be paid by the service provider.

(35) Any major/minor electrical, plumbing or structural defects are to be brought to the notice of the Bank's officers at the earliest. All replacement of fluorescent lights/bulbs/electrical fixtures will be made by SBI.

(36) The service provider shall maintain a proper account of the calls made by the officers / guests on the telephone provided by maintaining a register.

(37) No unauthorized persons should be allowed in the Guest Houses. Persons booked by the Bank will only be permitted to stay at the Guest Houses.

(38) Under no circumstances the service provider or his employees should bring their family to dwell in the Guest Houses.

(39) The service provider shall arrange to carry out the personal works of the guests like polishing shoes, washing their clothes or any other duties as and when fixed by the Bank and recover the charges from them as per approval.

(40) The service provider shall provide weekly off / holidays to his workmen as per labour laws but it shall be his responsibility to ensure uninterrupted services to the Bank on all days.

(41) The service provider should maintain all the registers as mentioned in this scope of Work including the following Register and will produce to the officials of the Bank for verification on quarterly basis

- a. Electric Bills Paid Register
- b. Telephone Bills Paid Register
- c. Consumable items purchase Register
- d. Linen Items requisition and Purchase Register
- e. All registers, records and accounts under the Minimum Wages Act, Contract Labour (Regulation) Act and any other statutory requirements and Such other registers as per proforma as prescribed by SBI.

(42) The service provider should ensure the following:

- a) There should be one Caretaker (Guest Houses) who shall be in touch with the Bank on day to day basis.
- b) Serve bed tea/coffee to the guests as directed by SBI
- c) Serve breakfast and evening tea/coffee snacks to the guests as directed by SBI.
- d) Serve lunch, dinner to the guests as directed by SBI.
- e) Supply of fruit bowls with minimum 4 types of fruits and some good quality toffees at Benson Town Guest House / Indiranagar Guest House and submit separate monthly bills.
- f) Cater to the parties during seminars, workshops and other official functions as and when directed by SBI.
- g) Washing all the linen, towels, table cloth, curtains etc provided to the rooms, through the dhobi and payment to be made by the service provider.
- h) All round maintenance of the premises and surroundings shall be done by the service provider.
- i) Every room shall be provided with one English national newspaper and one financial paper.

- j) Each room and common hall of Guest House should be provided with one English and one financial newspaper every day. Cost will be reimbursed on actual basis.
- k) All items related to kitchen including utensils, crockery, etc. except consumable items like grocery, vegetables, milk products etc. will be provided by the Bank. Linen and other furnishing material will be also supplied by the Bank.
- l) Toiletries pouch to be arranged by the service provider. Same will be reimbursed by the Bank. Items and price of pouch will be decided by the Bank in consultation with the service provider.
- (43) The format for arriving at the rates for manpower and the cost to be calculated for 26 days, however the contractor has to ensure that the manpower availability should be for the entire calendar month for which no extra payment will be made beyond 26 days as mentioned in the contract. The contractor may however use the manpower on rotation basis. The minimum wages Government of India, Ministry of Labour & Employment circular reference: **F No. 1/8(3)/2023-LS-II dated 26.09.2023.**

For Bengaluru “A” Area rates are applicable.

Category of worker	Rates of wages including V.D.A. per day (in Rupees)
	A Area
Unskilled	523+228=751
Semi-Skilled/ Unskilled Supervisory	579+253=832
Skilled/ Clerical	637+278=915
Highly Skilled	693+299=992

Sl.No.	Description	Rate
a	Basic + VDA per person	
b	EPF @ 13% on ceiling Rs. 15000/- on (a)	
c	ESI @ 3.25% upto max of Rs. 21000/- of (a)	
	Total per person:-	

LIST OF BANK'S GUEST HOUSES AND MAN POWER REQUIREMENT:

Sl. No	Name of Guest House	No. of rooms	Care-taker	Cook	House-keeper	Asst. Cook	Total
1	Rajalayam, Benson Town	6	1	1	1	1	4
2	VVIP Indirana-gar	5	1	1	1	1	4
3	Akshaya Apartments, Richards town	18	1	1	3	1	6
4	Dollars Colony	3	1	1	1	0	3
5	Raheja Park, Magadi Road. (Under CAO)	6	1	1	1	0	3
	Supervisor	1					1
		41	5	5	7	3	21
<p>SIGNATURE AND SEAL OF THE CONTRACTOR / APPLICANT</p> <p>Date :</p>							

Sl. No	Manpower requirement	No.	Qualification
1	Care taker (Highly Skilled)	5	Should have minimum PUC and 2 years experience as caretaker
2	Cook (Skilled)	5	Should have minimum 3 years experience as cook
3	Assistant Cook (Semi Skilled)	3	Should have minimum 2 years experience as Asst. cook
4	Supervisor (Semi Skilled)	1	Should have minimum 3 years experience as supervisor
5	House Keeper (Unskilled)	7	-
	Total manpower requirement	21	

ANNEXURE

A . Catering Services at Guest Houses

The following items of food need to be prepared on a daily basis

	Description	Unit	Base Rate in Rs.
a)	<u>Breakfast</u> a) Fresh fruits 150gms b) Porridge/ Corn flakes with hot/cold milk and sugar c) Tea/Coffee (Min. qty. shall not be less than 150ml) d) Dosa/ Idli/ Uthappam/ Bonda/ Pongal/ Shavigebath/ Poori Bhaji/ Masala Dosa/ Chow chow bath/ Akki Roti/ Upma/ Paratha (different varieties)/ chapatti/ appam with veg. stew/ vegetable sandwich (any one dish with sambar and chutney/ sabji) e) Bread toast with jam/butter OR f) Egg omlette/chicken sandwich	Per Breakfast	70.00
b)	<u>Lunch/Dinner (Vegetarian)</u> a) Vegetable Soup – 1 bowl b) Pulka/ Chapati/ Poori – any one item c) 3 types of vegetable sabji (two dry & one with gravy) d) Rice e) Dal f) Sambar/ Rasam g) Curd h) Pickle i) Seasonal fruits on the table j) Vegetable salad	Per Lunch/ Dinner	95.00
	Extra for one Non-Veg dish (Egg/ Fish/ Meat/ Chicken)	Per dish	50

c)	<u>Special Lunch/Dinner (Vegetarian)</u> a) Vegetable Soup – 1 bowl b) Tandoori Roti/ Nan/ Kulcha – any one item c) Rice/Fried Rice items- choice of two d) 3 types of vegetable sabji (two dry & one with gravy) e) Dal f) Sambar/ Rasam g) Curd h) Pickle i) Papad j) Fruit salad k) Vegetable salad l) Dessert (Ice cream with one sweet)	Per Lunch/ Dinner	125.00
	Extra for two Non-Veg dishes (Egg/ Fish/ Meat/ Chicken)	For 2 dishes	80.00
d)	<u>Eatables on order</u> <u>(i) Snacks (any one item)</u> a) Masala Vada b) Madras Pakoda c) Vegetable samosa d) Cashewnut surprise e) Bajji (Banana/ brinjal/ onion/ potato/ capsicum) f) Paneer Tikka g) Masala Peanuts h) Tandoori gobi i) cheese and pineapple stick j) Fried peanuts k) Chicken pakoda	Per plate	60.00
	<u>(ii) Tandoori Kababs (any one item)</u> a) Kalmi Kabab b) Chicken Tikka c) Fish Tikka	Per plate	80

	<u>(iii) Beverages</u>	Per cup/ bottle	
	a) Tea		9.00
	b) Coffee		9.00
	c) Hot Milk		13.00
	d) Horlicks/Hot Chocolate		16.00
	e) Fresh Lime with Soda or water (200 ml)		16.00
	f) Fresh Juice (orange/ Sweetlime/ pineapple/ grape/ watermelon)		27.00
	g) Canned Juice (orange/ pineapple/ grape/ mango)		32.00
	h) Butter milk (200 ml)		10.00
	i) Soft drinks (cola/ lime/ mango/ orange in standard btl)		21.00
	TOTAL		713

Please note that the service provider quoting for catering below the base rate will be disqualified without assigning any reasons.

B. MANPOWER REQUIREMENT FOR GUEST HOUSES

Sl. No	Manpower requirement	No.	Qualification
1	Care taker (Highly Skilled)	5	Should have minimum PUC and 2 years experience as caretaker
2	Cook (Skilled)	5	Should have minimum 3 years experience as cook
3	Assistant Cook (Semi Skilled)	3	Should have minimum 2 years experience as Asst. cook
4	Supervisor (Semi Skilled)	1	Should have minimum 3 years experience as supervisor
5	House Keeper (Unskilled)	7	-
	Total manpower requirement	21	

Part-II FINANCIAL BID

COMPREHENSIVE MAINTENANCE CONTRACT INCLUDING CATERING FOR STATE BANK'S GUEST HOUSES (INDIRANAGAR, DOLLARS COLONY, BENSON TOWN & RICHARDS TOWN) UNDER LHO – BENGALURU & GUEST HOUSE AT RAHEJA PARK UNDER CAO - BENGALURU								
COST BREAKUP								
Area A - Bengaluru								
Sl No	LABOUR CATEGORY (Designation)	Basic Wage + V DA per person	EPF @ 13% on ceiling Rs 15,000 on (a)	ESI @ 3.25% upto maximum of Rs. 21,000 on (a)	Total per person	No of days	No. Of persons	Total cost per month
		(a)	(b)	(c)	(d) = (a)+(b)+(c)	(e)	(f)	(g) = (d)x(e)x(f)
1	Caretaker (Skilled)					26	5	
2	Cook (Skilled)					26	5	
3	Assistant Cook (Semi-skilled)					26	3	
4	Supervisor (Semi Skilled)					26	1	
5	Housekeeping (Un-skilled)					26	7	
Total (A)								
Total in words: Rs.								

ABSTRACT OF COST i.e. Tender Price Bid:-

Sl. No.	Description of scope of work	Cost per month	Cost per annum
1	Man power requirement (A)		
2	Management Fees*		
TOTAL			

* Management fees include the Contractors profit, cleaning & washing of Lenin, pillow covers etc. Contractor's profit should include everything like cost towards maintenance of tools & plants, uniform, training, disposal of waste/garbage from premises through Municipality or any other agencies at his cost. No extra amount will be paid by Bank.

Please Note that the service provider quoting for manpower requirement below the minimum wages applicable as per Central Govt. rates will be disqualified without assigning any reasons.

If the Amount quoted by the bidder in the Price bid is unreasonable/unrealistic or with zero profit/less profit margin or after deduction of statutory taxes or

**otherwise the amount in less than minimum wages, or for any other reasons;
Bank reserved the right to reject such bids.**

All items should be quoted. The quote rated is excluding GST.

If any item is not quoted / quoted zero will be disqualified without assigning any reasons

No items should be mentioned as included in any other item.

All cleansing materials will be supplied by the bank.

Rates for individual items quoted by the vendors shall not be disclosed and only total amount will be made available to vendors.

Signature and Seal of the Contractor / Applicant

Date