



**TENDER ID: BAN/P&E/202402004**

**NOTICE INVITING e-TENDER**

**FOR**

**COMPREHENSIVE MAINTENANCE CONTRACT (CMC)**  
**INCLUDING CATERING AND PROVIDING MANPOWER**  
**FOR COOKING, GARDENING & HOUSE-KEEPING FOR**  
**SBILD JAKKUR**

**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 .....  
.....  
.....

**Part-I Technical bid**

**Notice inviting e- Tenders**

**(Ref No. TENDER ID: BAN/P&E/202402004)**

**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 22.02.2024 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	<b>COMPREHENSIVE MAINTENANCE CONTRACT (CMC) INCLUDING CATERING AND PROVIDING MANPOWER FOR COOKING, GARDENING &amp; HOUSE-KEEPING FOR SBILD JAKKUR</b>
2	Period of contract	<b>Initially for one year with an option to renew for one more year if service is found satisfactory.</b>
3	Earnest Money Deposit	EMD for ₹ 1,20,000/- (Rupees One Lakh Twenty 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 Interest bearing fixed deposit at SBI or in the form of Bank Guarantee issued by the Scheduled Commercial Bank 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	<b>05.03.2024 at 3.30 pm</b>

7	Mode of Tender submission	Tenders will be accepted only in e-tender portal <a href="https://etender.sbi">https://etender.sbi</a>
8	Submission of Technical Bid	Contractors shall download the entire tender documents including technical bid from <a href="https://etender.sbi">https://etender.sbi</a> 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. 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.
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"> <li>➤ 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.</li> <li>➤ SBI has the right to accept/reject any/all tenders without assigning any reasons.</li> <li>➤ In case of any queries, please contact our department at 080-25943023,25943596</li> </ul>		

Seal & signature of the contractor

Date:

# **TENDER DOCUMENTS**

## **PART A: INSTRUCTIONS TO TENDERERS AND GENERAL CONDITIONS**

### **INSTRUCTIONS TO CONTRACTORS**

The tender is for **COMPREHENSIVE MAINTENANCE CONTRACT (CMC) INCLUDING CATERING AND PROVIDING MANPOWER FOR COOKING, GARDENING & HOUSE-KEEPING FOR SBILD JAKKUR**

1. It is a double Bid system containing Technical and Price Bid.

The contractors are advised to use their own specific seals for the purpose of submission of the tender documents. The contractor has to quote for all the items, if a Contractor does not quote for one or more items, the Tender will be considered as incomplete and will be rejected.

2. Employer have the right to accept or reject any tender without assigning any reason for doing so and does not bind itself to accept the lowest or any other tender. "Employer" shall mean **State Bank of India, Premises and Estate Department, 2nd Floor, New Annexe Building, SBI, LHO Campus, # 65, St. Mark's Road, Bengaluru – 560 001** and shall include his/their heirs, legal representatives, assignees and successors.

3. General Specifications are for guidance only. The latest ISI codes and specifications and mode of measurements will be referred to during execution.

4. The rate to be quoted in the price bid for catering and manpower shall be excluding GST.

5. All Cleansing materials will be supplied by Bank.

6. The rate quoted towards Management fees shall be inclusive of contractor's profit margin, cleaning & washing of Lenin, pillow covers etc. and everything like towards maintenance of tools & plants, uniform, training, disposal of waste/garbage from premises through local Municipality or any other agencies at contractor' cost. No extra amount will be paid by Bank.

7. EMD: Rs.1,20,000/- (Rupees One Lakh Twenty Thousand only) in the form of DD / BC of any Nationalized Bank in favour of Assistant General Manager, SBI, P&E Department.

8. The deposit will be held with the Bank till completion of contract without interest for successful bidder.

## **SCOPE OF WORK**

(1) State Bank Institute of Learning & Development (SBILD), Jakkur with an area of 3.75 Acre including a garden area of 1.5 Acre, the building consists of 52 Participants' rooms, 2 VIP Guest Rooms including 1 dining hall and pantry with common area, 3 training rooms, 2 computer lab, 2 admin rooms, 2 VC rooms, Auditorium with 100 seating capacity, dining hall with 80 seating capacity, 2 store rooms, Director cabin, reception hall, faculty room, gymnasium and recreation hall, server and UPS room, lobbies, lounges, kitchen and DG Set Room. The whole SBLC campus including garden to be covered under the contract.

Service Provider has to manage the reception area 24 X 7, maintain guest registers with accounts, general cleaning of common areas, toilets & rooms with cleansing material, Laundry of linens, make Housekeeping and catering arrangements for Guests, Participants. The necessary kitchen equipments, Crockery, linen etc. shall be supplied by the Bank. The vendor has to offer services for participants Hostel Blocks, class rooms, faculty rooms, entire building premises and Guest Rooms in addition to the catering services. The service provider has to maintain a register furnishing the Name, Address, Character Certificate, latest photograph, Telephone Number of the contract personnel engaged by him and posted at the SBILD. This register completed in all respects has to be handed over to the authorized officer 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 authorized 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 colors etc. The service provider has to ensure that the engaged staff wear the same while on duty and present themselves in neat and clean uniform, proper haircut and 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 EMD.

(7) The service provider should ensure that his staff is very polite and courteous while dealing with the Bank staff/guests and should not enter the room occupied by them 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 rooms 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 staff/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.

(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 placing on the table for serving.

(12) 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.

(13) 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 participant / guest.

(14) 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 SBILD.

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 shall 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 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.

(15) The service provider should note that the Director (SBILD) is the authorized officer and any instructions issued by him/her will be final and binding for the vendor and his staff. The overall performances will be observed and reported to SBI at quarterly intervals.

(16) 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.

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

(18) 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.

(19) 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.

(20) 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.

(21) 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.

(22) 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.

(23) 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 EMD mentioned below.

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

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

(26) 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.

(27) Any article of furniture, fixture, crockery or equipment's broken and damaged should be brought to the notice of SBI.

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

(29) The service provider or one of his representatives must be available round the clock at all the SBILD.

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

(31) The service provider shall inform the day to day position of the SBILD to SBI.

(32) 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 SBILD.

(33) Any major/minor electrical, plumbing or structural defects are to be brought to the notice of the authorized officer. All replacement of fluorescent lights/bulbs/electrical fixtures will be made by SBI.

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

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

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



(37) 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.

(38) 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.

(39) The service provider should maintain the following Register and will produce to the officials of the Bank for verification on quarterly basis

- a. Consumable items purchase Register
- b. Linen Items requisition and Purchase Register
- c. 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 Performa as prescribed by SBI.

(40) The service provider should ensure the following:

- a. There should be one Supervisor who shall be in touch with the Bank on day to day basis.
- b. The participants/ guests are taken care of right from reception to their departure from the campus.
- c. Serve bed tea/ coffee to the participants/ guests as directed by SBI
- d. Serve breakfast & evening tea/coffee snacks to the participants/ guests as directed.
- e. Serve lunch, dinner to the participants/ guests as directed by SBI.
- f. 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.
- g. All round maintenance of the premises and surroundings shall be done by the service provider.

(41) 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.**

**For Bengaluru "A" Area rates are applicable.**

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

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:-	

Nature of Services to be provided and the periodicity of the services to be provided

Sl. No.	CLEANING OF SBILD - NATURE OF WORK	PERIODICITY
1	Cleaning, sweeping and mopping floors, canteen, lecture halls, lobbies, corridors and Guest rooms	Once in a day
2	Cleaning and sweeping of all staircases, AGM's Cabin, Faculty rooms, Administrative Office, Library, open space between building and compound wall	Once in a day
3	Dusting of furniture, phone instrument in office, AGM's cabin, faculty rooms and library, lecture Halls, hostel rooms and canteen, cleaning of cupboards in Guest rooms.	Once in a day
4	Cleaning of dustbin kept under the tables, toilets and in the Guest rooms.	Once in a day
5	Cleaning of inside sewerage, wash basin.	Once in a day
6	Cleaning of common toilets used by participants/Guests.	Twice in a day
7	Collecting garbage and delivering the same to BBMP van daily in the morning.	Once in a day
8	Garden maintenance, watering of plants and development	Daily
9	Cleaning of bathroom/toilets.	Twice in a day
10	Sweeping open terrace.	Once in a week
11	Sweeping in record rooms.	Once in a week
12	Vacuum cleaning of carpets, sofa sets, etc.	Once in a week
13	Cleaning of buckets, mugs with vim or any other detergent.	Once in a week
14	Cleaning of toilets walls, skirting tiles.	Once in a week
15	Sweeping and moping of galleries on SBILD.	Once in a week
16	Cleaning of window panels, door panels, wall paneling, switch-boards, wall clocks, picture frames, showcase, book case etc.	Once in a week

Sl. No.	CLEANING OF SBILD - NATURE OF WORK	PERIODICITY
17	Sweeping, cleaning of outside Garage.	Once in a day
18	Cleaning of shelves.	Once in a week
19	Cleaning of all computer hardware, communication systems installed in the premises etc.	Once in a day
20	The list is not exhaustive any other thing on whole campus to be cleaned as and when required or as instructed by the Bank	

### Maintenance of the SBILD

Sl. No.	NATURE OF WORK
1	For guest Rooms Special Care on 24 hour basis to be provided in all respects. The maintenance of guest has to be of star quality.
2	Preparation of beds every day, making provision of drinking water in the hostel rooms. Changing of bed sheets, pillow covers every fourth day where duration of program is more than four days and in case it is less than four days, at the end of each program.
3	Supply of drinking water to the participants, staff, guests visiting the learning center. Keeping the water jugs filled with clean drinking water in the Guest rooms.
4	Changing the curtains and giving to the laundry for washing at quarterly intervals. Cleaning and washing of Lenin, pillow cases bedspread on daily/ alternate days as directed by Director, SBILD.
5	Changing of towel, napkins in the office bathrooms, canteen and giving to laundry for washing.
6	Shifting of chairs in the lecture halls as when required.
7	Any other work related to care taking entrusted by the competent authority.
8	The contractor and their staff shall protect the Banks property from theft, pilferage etc.
9	Providing laundry facility to maintain linen at SBILD.
10	The list is not exhaustive and any other thing on the whole campus to be cleaned as when required or as instructed by the bank.

#### Note:

- i) The staff should wear immaculate dress with company's logo and photo identity card.
- ii) Cleaning material of standard quality (phenyl, Liquid Soap, Detergent, Broom, Odonil, Duster, and Mops etc.) will be provided to the contractor.
- iii) Bonus payment not to be included in the quote. Bonus payment will be reimbursed on production of documentary evidence.
- iv) Gas Bill will not be reimbursed. The cost should be added to your quote.

- v) Cleaning of clothes, washing linen, pillow covers, bed sheets, bed spread, bath towel etc. has to be arranged by the contractors outside of SBILD premises.

### **Catering Services at SBILD Jakkur**

1. Timings - as prescribed by Director SBILD
2. The kitchen equipment's like utensils, mixer-grinder, cooker, pans, dish plates, spoons, glass, cup & saucer, soup bowls etc. would be supplied by SBILD. Caterer is required to keep a list of such items supplied and has to take proper care of them. Arranging LPG connection will be for the caterer at his cost.
3. The catering staff will be required to use the Dining Hall for sleeping purposes in case there is any requirement for such stay. They should be using the common facilities available at SBILD like urinals and toilets and no extra room will be provided for the purpose.
4. Washing of plates, utensils, bowls etc. should be taken care of by the caterer at his cost.
5. Dining Hall, store room, kitchen should be always kept neat and tidy.
6. The catering men should be provided with uniform at the caterer's cost and they should be wearing the uniform at all time while on duty. They should also make use of hand gloves and head caps while serving food. They should always maintain themselves clean all the time. The dining table where lunch is consumed should be cleaned on and often.
7. The quality of rice used should be of highest quality and no compromise on this would be tolerated. Chapatti/ Roti supplied should be properly baked. All the items of food supplied should be of highest quality.
8. When the guests are there, caterer should make arrangements to serve them food at the dining table specially reserved for the purpose.
9. There could be blockage of drainage attached due to the clogging of kitchen water. It will be the responsibility of the caterer to have the drainage cleaned whenever required at his cost.

**SIGNATURE OF CONTRACTOR / APPLICANT**  
(SEAL)

## **TERMS AND CONDITIONS**

### **COMPREHENSIVE MAINTENANCE CONTRACT (CMC) INCLUDING CATERING AND PROVIDING MANPOWER FOR COOKING, GARDENING & HOUSE-KEEPING FOR SBILD JAKKUR**

1. 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.
2. 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.
3. The Bank may provide (but not bound to do so) a few selected articles/equipment's for use in the Bank's premises for the purpose. The service provider shall take care of the said articles/equipment 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 these presents or on its sooner determination in terms of these presents. The daily and periodical maintenance of the articles/ equipment shall be the sole responsibility of the service provider. The cost of replacement/repair and servicing of all the articles/equipment's during the currency of these presents shall be borne exclusively by the service provider only.
4. 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 Establishment/s. The information about the staff being deployed for maintaining of SBILD, along with photocopies of their application, appointment letters, certificate of education qualification , experience certificates , address proofs, caste certificates( in case of SC/ST/OBC/Minority), police verification reports etc.
5. 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 housekeeping personnel engaged by the service provider.
6. The service provider shall be responsible for the good conduct and performance on the part of his personnel and the vendor 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 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 Director (SBILD), 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.

7. 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 Vendor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.
8. 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.
9. 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, skilled/unskilled and others etc.
10. The service provider shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. The cleansing materials will be supplied by the Bank but the equipment's should be arranged by the service provider.
11. The service provider shall discharge his obligations under these presents most diligently, efficiently and honestly.
12. 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.
13. 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 services.
14. The service provider will be obligated to meet the said authorized officer 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.

**Period of contract:**

15. The contract will be initially for a period of one year with an option to renew for one more year if service is found satisfactory. The renewal of contract is to the entire discretion of the Bank and cannot be claimed as right of the Contractor.

16. The agreement shall come into force and be effective for a period of 1 year. 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 three months' notice to the Bank terminate the contract, if he so desires at any time during the course of the currency of this agreement.

17. 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 without interest 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/equipment's 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.

18. 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 compensation's etc. if any as aforesaid.

19. 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.

20. 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.

21. 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 equipment's 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 vendor has cleared/paid all his dues, viz., Labour Payments, Taxes, Levies, etc. as required to be paid / payable by him under any law for the time being in force. Also submit proof of payment of ESI, EPF, GST and all other Statutory payments, with details of employees along with bills.

22. 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.

23. 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.

24. 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.

25. 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.

26. 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. The service provider shall make all payments to his labour through bank transfer only.



27. 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.

28. 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.

29. 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/equipment's 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.

30. 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, i.e. the said authorized officer, 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 said authorized officer 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 2 and from Security Deposit mentioned at clause 17. 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.

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

### **32. Other Terms and Conditions**

1. GST will be borne by the Bank.
2. Bonus payment is the liability of the immediate employer.
3. Gas Bill will not be reimbursed. The cost should be added to your quote.
4. It is advised the representatives attending the tender process should bring the authority letter from the vendors for attending Tender process.
5. After the Tender Process only the Final Amount will be announced and details of break-up will not be shared (Bifurcation of individual rates will not be shared)
6. Power/ electricity, telephone, water bills will be paid by the bank.
7. Drinking water will be arranged by the bank.
8. Service provider has to also manage State Bank Institute of Learning & Development (SBILD), Jakkur with an area of 3.75 Acre including a garden area of 1.5 Acre The building consists of 52 Participants' rooms, 2 VIP Guest Rooms including 1 dining hall and pantry with common area, 3 training rooms, 2 computer lab, 2 admin rooms, 2 VC rooms, Auditorium with 100 seating capacity, dining hall with 80 seating capacity, 2 store rooms, Director cabin, reception hall, faculty room, gymnasium and recreation hall, server and UPS room, lobbies, lounges and kitchen and DG Set Room. The whole SBLC campus including garden to be covered under the contract.

**PRICE BID FORMAT FOR REFERENCE ONLY**  
**NOT TO BE SUBMITTED MANUALLY**  
**TO BE SUBMITTED ONLINE ONLY IN SBI PORTAL <https://etender.sbi>**

**A. CATERING SERVICES AT SBILD JAKKUR.**

The following items of food need to be prepared on a daily basis and served in the dining hall.

Sl. No.	Items	Base rate in Rs. per person per day	Rate quoted by caterer in Rs. per person per day
a	Bed coffee/tea to be served at hostel rooms in flask.		
b	Breakfast – Bread, butter, jam, egg omelet on all days in addition to any two of the following: Idly sambar- chutney Poori with Saagu, chutney Upma with chutney, Pongal with Chutney Dosa with Sambar, Chutney, Vada with Sambar, Chutney, along with Coffee/ Tea. Only Filter Coffee to be served.		
c	Mid-morning coffee/ tea to be served near classrooms.		
d	Lunch – Veg dish of rice unlimited with dal, papad or chips, two curries, sambar, rasam, chapati, curd, green salad and one sweet Non veg - chicken /mutton/ fish/egg.		
e	Mid-evening coffee/tea to be served near class rooms.		
f	Evening after the Class – Snacks-Vada/ Mysore bonda/ onion pakoda/nippattu/samosa/cutlet with coffee/ tea.		
g	Dinner - Veg dish of rice unlimited with dal, one curry, papad, sambar, rasam, Chapati & curd.		
h	<b>h = a + b + c + d + e + f + g (considering average 40 persons per day)</b>	<b>300</b>	
i	Cost of catering with normal lunch per month ( <b>h</b> X 20 days)		
j	Special lunch to be served as and when ordered by Director SBILD Normal lunch (d) <b>plus</b> soup, special rice, fruit salad, ice-cream, pan/ beeda.	<b>350</b>	
k	Cost of catering with special lunch per month ( <b>j</b> X 4 days)		
l	Cost of catering per month ( <b>i + k</b> ) X 40 persons		

**Please note that the service provider quoting for catering below the base rate will be disqualified without assigning any reasons.** The cost for catering per month has been arrived considering average of 40 persons per day for evaluation purpose. The number of persons may vary depending on the training program. The payment for catering will be made only for the actual number of participant. If the participants are below 40, then the difference between actual participant and average 40 persons will be compensated by Rs. 25.00 (profit margin only)

No other payments will be made on Sundays and Holidays except minimum wages for the labourers.

High tea is also required to be served occasionally. High tea will include 30gms roasted cashew nuts, 30gms banana/potato chips, vada/ bonda/ samosa/ cutlet, jamun/ barfi with coffee/tea. This is to be billed separately.

## **B. MANPOWER REQUIREMENT**

### **• House keeping**

<b>Sl. No.</b>	<b>Manpower requirement</b>	<b>No.</b>	<b>Unit rate</b>	<b>Amount</b>
<b>1</b>	<b>Care Taker (skilled)</b>	<b>1</b>		
<b>2</b>	<b>Receptionist (skilled)</b>	<b>2</b>		
<b>3</b>	<b>Head Cook (skilled)</b>	<b>1</b>		
<b>4</b>	<b>Assistant Cook (semi skilled)</b>	<b>2</b>		
<b>5</b>	<b>Waiters / Stewards for canteen (unskilled)</b>	<b>5</b>		
<b>6</b>	<b>House keeper (unskilled)</b>	<b>10</b>		
<b>7</b>	<b>Gardner (Semi - skilled)</b>	<b>1</b>		
<b>8</b>	<b>Gardner Helper (Un-skilled)</b>	<b>2</b>		
	<b>Total manpower requirement for 1 month</b>	<b>24</b>		

Cost of manpower requirement for per month Rs. \_\_\_\_\_

Cost of manpower requirement for 12 months Rs. \_\_\_\_\_

(Rupees \_\_\_\_\_)

(GST will be as applicable)

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

Sl. No.	Description of scope of work	Unit	Qty	Cost per month	Cost per annum
1	Cost of Catering (A)	Total Cost	40		
2	Manpower requirement (B)	Total Cost	24		
3	Management Fees (Margin)*	Per Month	-		
	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 is less than minimum wages, or for any other reasons; Bank reserved the right to reject such bids.

All items should be quoted.

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.

**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 service provider

Date: