



State Bank of India

e-TENDER DOCUMENT AT GeM

FOR

***Integrated Facility Management Services (Housekeeping &
Maintenance Services)
At***

SBI Residential Flats at DD-5, Nehru Enclave, Kalkaji, New Delhi

**State Bank of India,
Premises and Estate Deptt.,
5th Floor, State Bank of India,
Local Head Office Building,
11- Parliament Street,
New Delhi-110001.**

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Maintenance Services)
At***

***SBI Residential Flats at DD-5, Nehru Enclave, Kalkaji, New
Delhi***

Name of Bidder/ Firm: _____

Name of Authorised Signatory: _____

Address:

PIN

Contact:

Landline

Mobile

Fax

E-mail:

Signature & Stamp of the Contractor

INDEX			
SL.NO	DESCRIPTION		PAGE NO
1	Notice Inviting e-Tenders		4 -9
2	Schedule-I	Guidelines for Bidders	10-13
3	Annexure-I	Terms & Conditions and Scope of work	14-18
4	Annexure-II	Periodicity Chart of House Keeping & Maintenance Services	19
5	Annexure-III	Safety Code	20
6	Annexure-IV	Liquidated Damages	21
7	Annexure-V	Declaration & Certificate for payment of Minimum Wages	22
8	Annexure-VI	Certificate	23
9	Annexure-VII	Declaration Regarding Near relatives of SBI Employees	24
10	Annexure-VIII	Undertaking	25
11	Annexure-IX	Specimen of Agreement	26-32
12	Annexure-X	Specimen for Bank Guarantee in Lieu of Security Deposit	33-34
13	Annexure-XI	List of approved brands/makes & tentative qualities of housekeeping materials	35-36
14	Annexure-XII	Manpower Details	37
15	Annexure-XIII	Application Form	38-40
16	Schedule- II	Financial / Price Bid	41

NOTICE INVITING e-TENDERS

State Bank of India (SBI) invites e-tenders for Integrated Facility Management Services (Housekeeping & Maintenance without Catering services) as per following details:

1.	Scope of Work	Integrated Facility Management Services (Housekeeping & Maintenance without catering services) SBI Residential Flats at DD-5, Nehru Enclave, Kalkaji, New Delhi (Details as per the tender documents)
2	a) Tender invitation	10 days As per GEM
	b) Tender technical bid opening	As per GEM
	c) Technical bid clarification time	As per GEM
	d) Price bid opening	As per GEM
3	a) Earnest Money Deposit (EMD) Estimated Cost Inclusive GST)	Rs 72500-00 (Rupees Seventy Two Thousand Five Hundred only) to be submitted in the form DEMAND DRAFT in FAVOUR " AGM(Premises & Estate), LHO, New Delhi and payable at Delhi at Asst General Manager (P&E), SBI, 5th Floor, 'D' Block, Local Head Office, 11, Sansad Marg, New Delhi 110001. Exempted for Micro and Small enterprises with uploading valid MSME/UDYAM registration certificate.
	b) Experience	The company must have minimum 3 years of experience before the bid opening date, in Integrated Facility Management Services (Housekeeping & Maintenance without catering services) Copy of documents as per Experience criteria of GEM to be uploaded as proof of experience.
	c) Minimum Turnover (Average annual in last three years 2022-23, 2023-24, 2024-25) Provisional of 2025-26 may also be considered on producing valid CA certificate.	21.75 Lacs and above
	d) Full-fledged office	The bidder must have full-fledged office/service center/Branch office in any of location with-in geographical area of Delhi/NCR. Copy of electricity bill in the name of firm /GST certificate/ trade license /ESI/PF registration receipt etc to be uploaded. Document should be maximum 3 months old from date tender floating date (To ascertain that the service

		center/Office/Branch office is full-fledged, bank may visit the said office at its own discretion).
	e) Past Performance	The company should have completed Integrated Facility Management Services (Housekeeping & Maintenance without catering services) either of the following: • At least one work of minimum 58.00 lac (Annual Contract Value incl GST) or above or • At least two work of minimum 36.25 lac (Annual Contract Value) or above or • At least three work of minimum 29.00 lacs (Annual Contract Value incl GST) or above In at least one of the last three financial year. Completion Certificates of the above works, in case completion certificates are not available, the copies of GST invoices (Completed Annual Contract) raised in the name of client may be considered at the sole discretion of the Bank. (The above certificates/invoices etc. must be of any Central / State Govt Organization / PSU / Public Listed Company)
4	Initial Security Deposit (ISD)	2% of the total value of the contract including Earnest Money (without GST value) to be submitted in the form DEMAND DRAFT in FAVOUR "AGM (Premises & Estate), LHO, New Delhi and payable at Delhi. With-in 7 days from date of receipt of work order.

5	Security Deposit (SD)	Total security deposit shall be 5% of the final annual contract value of the work. The Security Deposit shall be paid after the Completion of the Contract. The Security Deposit will be interest free. No interest shall be paid to the amount retained by the Bank as Security Deposit. I. Forfeiting of Security Deposit: a) The security deposit shall be liable to be forfeited wholly or partly at the sole discretion of the SBI, if the Bidder either fails to execute the Contract or fails to fulfil the contractual obligations or fails to settle in full his dues to the SBI. b) The SBI is empowered to recover from the security deposit for any sum due and for any other sum that may be fixed by the SBI as being the amount or loss or losses or damages suffered by it due to delay in performance and / or non-performance and / or partial performance of any of the conditions of the contract and / or non-performance of guarantee obligations. c) Any default in Services
6	Commencement of work	Within 07 days from the date of issuance of work order.
7	Time of completion of work	Till the expiry of the Contract
8	Income Tax and GST	1. Income Tax/GST will be deducted at source as per Govt. Guidelines. 2. Reimbursement of GST on contract will be made only on submission of proper GST invoice as per applicable GST provision. The Bidder should comply with the following. Bidder should have GST Registration Number Invoice should specifically/separately disclose the amount of GST levied at applicable rate as per GST provision Bidder should timely file his GST return in accordance with GST provisions to enable the bank to claim the credit of GST paid to the Bidder.
9	Validity of Offer	90 days from the date of opening the Tenders
10	Liquidate Damage(LD)	As per relevant clause of tender document. At the rate of 0.5% of the Contract Value per week which subject to a maximum of 5% of the accepted Contract Value.

11	Terms & mode of payment	• There would be no provision for advance rental payment. The vendor will submit the invoice along with the necessary documents within 7 days on completion of each month to the user deptt. After verification of invoice & documents submitted by the Vendor and deducting the penalties, if any, the user deptt. will make payment for the monthly hiring charges due. Payment certificate will be honored within 15 working days of receipt of bill with all supporting documents. • The monthly hiring rate will be firm throughout the contract period from the date of issue of the work order and shall not change at any event during the contract period. • Payment shall be made by way of Electronic fund transfer. The vendor should furnish details of the Bank, A/c no, IFSC code PAN, GST numbers etc. in the Invoice.
12	Place of opening of tender	Asst General Manager (P&E), SBI, 5 th Floor, D Block, Local Head Office, 11, Sansad Marg, New Delhi -110001 agmpre.lhodel@sbi.co.in
13	Contact person (SBI)	Asst General Manager (P&E), SBI, 5 th Floor, D Block, Local Head Office, 11, Sansad Marg, New Delhi -110001 agmpre.lhodel@sbi.co.in , Ph. 01123407350
14	Performance guarantee:	1. ASD/APG shall be applicable if the bid price is below 7.5% of the estimated cost put to the tender. 2. The amount of such ASD/APG shall be the difference between 92.5% of estimated cost put to the tender and the quoted price 3. Bank Guarantee or FDR receipt favoring our Bank but drawn on any other nationalized Bank will also be accepted as ASD/APG

15	Documents to be uploaded on GEM Portal	1. Complete tender document with signed and stamped. 2. Copies of documents as per Experience criteria be uploaded in GEM portal as proof of experience. Sr. No: 3(b) 3. Completion Certificates of the above works, in case completion certificates are not available, the copies of GST invoices raised in the name of client as defined in Experience criteria of this NIT Sr. No: 3 (e), Copies of same to be uploaded in the GEM portal. 4. Copy of electricity bill in the name of firm /GST certificate/ trade license /ESI/EPF registration/ VAT registration/ Service Tax registration/ / any other certification/ registration required as per labour laws as applicable to be uploaded to certify full-fledged office criteria as defined in this NIT 5. Other documents as per gem criteria stating turnover, etc (CA certificate etc).
15		PLEASE SUBMIT ONLY RELEVANT DOCUMENTS
16		The SBI reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.
17		The vendor has to obtain all necessary approvals/permissions, Liaisoning if any, from the appropriate government authorities/Local authorities required for the completion of the above contract at the site mentioned in this tender. The vendor has to comply all the rules and regulations which are necessary for the execution of the contract and shall indemnify the SBI from all legal and monetary liabilities arising due to the violation of the approvals/permissions, rules and regulations.

18	REJECTION OF TENDER/S, IN CASE.	a- Incomplete document submission (technical bid and /or financial bid), Delay in submission. b-Non-submission of mentioned EMD deposit in prescribed mode c Non-adherence to laid down norms/criteria stated in tender document. d- Quoting beyond 2 decimal places after decimals is not permitted and would lead to disqualification of bid. e- Service charges and Admin charges are necessary & has to be quoted at least @ 3.85% or more, quoting below 3.85% would lead to the rejection of bid. f- Cost per resource per month to be entered online at GeM portal must be equal to Grand Total of uploaded price Bid i.e. Schedule II. Bids not complying the condition will not be considered and will be rejected outright. g-Any unsatisfactory services in past contracts h- (ii) Cost of consumables fixed in the tender is beyond $\pm$ (plus/minus) 25% variation of estimated cost, which is Rs 40000 in this case.
19	Monthly Bill	Monthly bill shall be raised by the Contractor in accordance of Schedule II (Finance / Price bid).
		In case of any ambiguity or discrepancies between various components of Tender document Schedule II will prevail over the others.
		In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time. SBI reserves its rights to accept/reject any/all tender, without assigning any reason whatsoever.
20	Insurance	As per relevant clause of tender document
21	Working Schedule	In coordination with all the other agencies without disturbing the functioning of the office.
22	In case of any ambiguity or discrepancies between various components of Tender document Schedule II will prevail over the others.	

In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time. SBI reserves its right to accept/reject any/all tender, without assigning any reason whatsoever.

Adumair 17/9



Assistant General Manager, Premises & Estate

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GUIDELINES FOR BIDDERS**INTEGRATED FACILITY MANAGEMENT SERVICES (HOUSEKEEPING & MAINTENANCE SERVICES) FOR SBI RESIDENTIAL FLATS AT DD-5, NEHRU ENCLAVE, KALKAJI, NEW DELHI**

SBI invites limited e-Tenders for providing Integrated Facility Management Services (Housekeeping & Maintenance without catering services) for SBI Residential Building and flats at SBI Residential Flats at DD-5, Nehru Enclave, Kalkaji, New Delhi, in the premises described in Schedule-1.

Any further information will be provided to all bidders through e-mails or telephone or online through e-tendering service provider.

1. **EMD:** EMD of **Rs. 72,500.00 (Seventy-Two Thousand Five Hundred Only)**, will in the form of Demand Draft or Banker's Cheque issued by any nationalized/scheduled Bank drawn in favour of State Bank of India payable at New Delhi. EMD in the form of Demand Draft or Bankers' Cheque shall be submitted to **Assistant General Manager, Premises & Estate, 5th floor, State Bank of India, Local Head Office Building, 11- Parliament Street, New Delhi-110001**, in separate sealed envelopes, along with technical bid, in person on or before **(as per dates in GeM portal)**.

2. **Eligibility Criteria:**

Tenderers who are Listed on GeM portal under category Housekeeping and Maintenance Services.

3. **Information relating to submission of Bid:**

Bidder needs to submit their **price bid** proposal through e-Tendering portal, hard copy submission will not be accepted.

Technical Bid: Notice inviting tender, guidelines for bidders, schedule-I, terms and conditions, scope of work, annexes etc. **Each page of technical bid shall be signed and duly stamped by an authorized person and uploaded in GeM portal. DD/ Banker's Cheque of requisite amounts for EMD to be submitted at given address.**

Financial/ Price Bid: The Financial/ Price Bid (schedule-II) should be submitted online through GeM portal. No physical copy of financial bid will be accepted.

In the Price Bid the contractor should quote the rate both in figures and in words without any ambiguity, corrections and eraser shall have to be attested by Contractor. The rates quoted should be inclusive of all statutory obligations such as **Minimum Basic Wages, ESI, EPF, Bonus, Leave Coverage etc.** as applicable and all kind of taxes excluding GST. The offers / Bids of those prospective bidders who do not meet the statutory requirement are liable to be rejected. In case of change in statutory obligations like increase/ decrease in minimum wages/ GST, the Bank may consider for

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enhancement/ decrement to the extent of change as and when there is change in statutory obligations like increase/ decrease in minimum wages/ GST on production of documentary proof of such change by the Contractor.

4. EMD

The tenders without EMD will be rejected. EMD may be forfeited in the event of withdrawal of the bid during the period of bid validity or if successful bidder fails to sign the contract in accordance with the term and conditions & other requirements, specified in tender document. No interest is payable on the amount of EMD. EMD of the unsuccessful bidders will be returned as early as possible.

5. The contract for the above services would be for a **period of one year** from the date of award of work subject to renewal for a **further period of one year** on the same terms and conditions upon renewal of License of the Contractor on or before expiry of the License granted by the Appropriate Authority under the Contract Labor (Regulation & Abolition) Act, 1970. However, the contract will not be renewed beyond (02) Two years. The renewal after one year from the date of award of work, for another year, will also be subject to review of satisfactory performance.
6. The Courts in Delhi / New Delhi alone shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.
7. The Bank does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason **(in case rates are unreasonable/ unjustified, a justification will be called against the tender quoted failing to which, may lead to rejection of bid and cancellation of tender)**. AGM(P&E) is the Competent Authority for the any dispute arising in relation to the tender/ Contract.
8. Final award of the contract for Housekeeping and Maintenance Services will be subject to the approval of the Competent Authority in the Bank.
9. The specification, duration of the work and the terms & conditions under which the contract is required to be performed and also the rights and obligations of the person/s whose tender is accepted shall be under an Agreement to be executed in the form, enclosed. The person submitting the Tender shall have read the same and is always deemed to have read and understood the same before submitting his tender. However, Bank reserves the right to add / delete any other clauses in the agreement.
10. The Contractor shall have to execute an agreement as per the enclosed format (Annexure-IX) within **seven days from the date he has been advised to do so**, failing which his tender will be rejected and EMD will be forfeited. The Contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. of the agreement. All the terms and conditions will also form a part of the Agreement.
11. Authorized Signatory / Signing of Tender : Individual signing the Tender / Contract must specify whether he signs as :-

a) A "Sole Proprietor" of the concern or constituted attorney of such sole proprietor.

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b) All the partners of the firm, if it be a partnership firm & in absence of any partner, shall be signed by Power of Attorney holder, in which he must have authority to execute contracts on behalf of the firm either by virtue of partnership agreement or by power of attorney duly executed by the partners of the firm in his / her favour authorizing to sign on behalf of the firm.

c) Authorized officer, if it is a company and authorized by the Board of Directors to submit /sign the bid. A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to consider that the person so signing has authority to sign, and if, on enquiry, it appears that the person has no authority to do so, the Bank without prejudice to other civil and criminal remedies, will cancel the contract and hold the signatory responsible for all costs and damages.

12. The contractor who committed / commits any breach of the contract awarded / to be awarded by the Bank, shall be disqualified from participation in future tender process if any to be initiated by the Bank for similar work.

13. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 and any other law/statute in force in this regard.

14. Termination:

(I) The Bank may, without prejudice to any other remedy for breach of contract, may terminate the contract / agreement by one month's notice in the event of unsatisfactory performance or on breach of any stipulated conditions or qualitative dimensions of the various services specified/agreed upon by the Contractor, or the engagement is not in the interest of the Bank or the Bank no more requires any such service.

(II) Other grounds for termination: **The Bank is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice, without any reason and without payment of any compensation**, in the following cases:

(i) The Contractor is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a Court of competent jurisdiction.

(ii) If any charge sheet is filed by a competent authority of the Government against the Agency/Company, or the vendor is convicted by a criminal court on grounds of moral turpitude.

(iii) For any reason whatsoever, the Contractor becomes dis-entitled in law to perform obligations under this agreement.

(iv) If there is a change in the name or constitution of the Contractor arising out of merging with some other company or collaboration with some other company or for any other reason or, if any changes take place in the proprietorship or partnership or the company, the Bank should be intimated within 30 (thirty) days of such changes, failing which all payments will be withheld and Bank may terminate the hire agreement

as may be deemed necessary. Whatever be the reason of changes, the subject agreement at the same rates, terms and conditions laid down herein. The Contractor shall refund the excess money paid for the term for which the agreement / arrangement has run.

(v) In the event of failure of the Contractor to provide the services or part thereof, as mentioned in the agreement/tender document for any reasons whatsoever, the Bank shall be entitled to procure services from other sources and the Contractor shall be liable to pay to the Bank, the difference of payments/excess payment made for such other services, besides damages for the period of failure in providing the services or part thereof.

(vi) In the event of Bank terminates the Contract, the Bank shall be entitled to procure services from other vendor/contractor as it deems appropriate, and the Contractor shall be liable to compensate the Bank for loss if any suffered on account of difference in rates payable to him and to the alternate Vendor/Contractor.

(vii) In the event of termination of the contract for any reason whatsoever, the Contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

15. Tie Breaker:

a. In case of a tie between one and more vendors in GeM portal, the system selected as run by L1 vendor through GeM portal will be eligible for the award of work if they will be full filled all the terms & conditions mentioned in Tender Document. The decision of Bank will be final and binding on the contractor in this regard.

TERMS & CONDITIONS AND SCOPE OF WORK

1. The contractor shall engage suitable, trained, efficient, neat & clean (viz., with trim haircut, mustache, nail cut) healthy, honest, well behaved and skilled persons including supervisor(s), for upkeep and maintenance of entire premises to be used as residential including terrace, open areas inside the complex and up to common area outside the complex and horticulture work, if any. Housekeeping and maintenance, upkeep including sweeping, washing, cleaning, dusting, mopping, etc. including dusting and cleaning of windows, window glasses, door, wirings, switches etc. externally and internally of building/ blocks/ towers from ground floor to top floor including roof, parking space, lobbies, corridors, staircases and area all around the premises/ complex, gardens and lawn area of the entire premises/ complex. The Contractor shall ensure that even those areas of premises/ complex shall be well maintained and cleaned, which are not in immediate use and/or are vacant. The Contractor shall ensure dusting and cleaning of ceiling fans, tube lights, bulbs, window glass and panes etc. of all the flats and common areas of the entire premises/ complex. Collection of garbage / wastes from flats and common areas etc. on daily basis and disposal of the same to dumping yards designated by concerned local bodies along with cleaning of sewer lines/ gutters (internal lines of flats as well as common lines of premises/complex/campus), underground reservoir and overhead tanks, operation of underground reservoir and overhead tanks, Annexure II may be referred in the regard.

Note: Activities (including cost of all consumables, tools and tackles etc.) to be carried out by the Contractor (to be considered while quoting the rates) unless or otherwise specified.

2. Pest control for warding off flies, mosquitoes, cockroaches, insects, pests etc including spraying with Finit / Baygon spray, disinfection treatment/ fogging and anti-termite treatment in the entire premises/ complex.

3. In case Bank do not make arrangement for required minor repairs of plumbing/carpentry/electrical works the contractor shall arrange for such repairs, the monthly payment for such repairs shall be paid extra by the Bank on the Basis of Bill submitted by the contractor with detailed Breakup and supporting purchase Bills/Receipts. 15% contractor profit and overhead shall be paid on the actual expenses incurred by the contractor for such works. The contractor shall carry out such works only after permission and confirmation from P&E Department.

4. The Contractor shall be responsible for regular maintenance and watering of gardens, lawns, trees, shrubs, etc. including pruning of trees, cutting of hedge, maintenance of seasonal flowers etc. all complete at their cost. All the materials as may be required for the gardening and its regular maintenance like manure/ fertilizers/ pesticides/ saplings/ seeds/ seasonal flowers/ soil etc, if any, shall be arranged by the Contractor, after getting the estimates for the same approved from the Bank, in advance. The Contractor shall carry out the abovementioned works only after confirmation and permission for carrying out such works by Premises & Estate Deptt., LHO, New Delhi. The Contractor shall keep and maintain a complaint register, at site for the Officers/Executives to record any complaints/ suggestions by them and produce the same before the officer (s) nominated by **Assistant General Manager (P&E), SBI, LHO, New Delhi** for checking during their visit to the premises/ complex.

5. The Contractors shall also arrange for polishing of planters, pots, shining of brass plates and other name plates etc.

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6. The Contractor shall supply black plastic bags of approved quality and make and of capacity approx. 10 Kg @ 30 nos. plastic bags per month per flat/ room to all the flats/rooms for collection of garbage from the T.H., at their cost.

7. All questions relating to the performance of the obligations under this contract and all the disputes and differences, which may arise either during or after the contract period or other matter arising out of or relating to this contract or payment to be made in pursuance thereof, shall be referred to the **Assistant General Manager (P&E), SBI, LHO, New Delhi** whose decision shall be final, conclusive, and binding on the Contractor.

8. The contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment of P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, Shops and Establishment Act, CL (R&A) Act, Essential Commodities Act, Migrant Labour Act and / or such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time and any other law for the time being in force.

9. All employees must be paid wages, special allowance and other allowances at rates, not lesser than the minimum rates prescribed by the Government of India or State Govt whichever are higher, under relevant rules, **in their salary accounts maintained with SBI**. All the employees must have extended coverage of PF/EPF/ESIC as per the eligibility under respective acts. Appropriate deductions are also to be made towards coverage of PF/EPF/ESIC as per the eligibility under respective acts. Appropriate deductions are to be made towards Professional Tax and Income Tax from the salary wages paid, if applicable and remitted to concerned authorities. All deductions are affected from the salary / wages as per the provision of the Payment of Wages Act.

10. The hours of work of each labour shall be fixed by the Contractor taking into considerations the current labour laws. The said work shall include maintenance, externally and internally, of the building/ blocks/ towers from ground floor to top floor including roof, parking space lobbies, corridors, staircases, and area all around the premises/ complex including roads, gardens and lawn area. The work also includes cleaning and operation of underground reservoir and overhead tanks, maintenance & watering of lawns and potted plants etc.

11. The Contractor shall engage trained labour with proven integrity for housekeeping, maintenance, and other specialized works. The Contractor shall ensure that its labour observes cleanliness and wears neat and clean uniforms with plastic/ acrylic name badges for their identification and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over its employees/laborers. The Contractor shall give necessary guidance and instructions to its labour to carry out the jobs assigned to them by the Contractor. All liabilities arising out of violation of local laws and / or central laws with regard to labour shall be Contractor's responsibility. The Contractor will on instructions of the **Assistant General Manager (P&E), SBI, LHO, New Delhi** or his/ her/ their representatives will immediately remove from the work, any of his employees/ labour(s) who may in the opinion of the Bank be found to be undesirable in the interest of the Bank itself and such personnel shall not be engaged again or allowed to work in the campus/ complex/ premises.

12. The Contractor shall be responsible to register himself and obtain a valid license under the Contract Labour (Regulation & Abolition), Act, 1970 and Rules there under, and the Contractor must comply with and carryout all the provisions and obligations under the said Act and Rules there under including renewal of license and furnish all information to the Bank as may be required by the Act / Rules and the Contractor shall indemnify the Bank against the penalties / claims or for

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any default on their part.

13. It will be the Contractor's responsibility to ensure that the obligations under this agreement are duly preformed and observed. The Contractor shall also designate supervisor for proper supervision of the services to be rendered by the Contractor and / or through its labour.

14. Contractor shall carry out improvements as may be needed for ensuring satisfactory service and shall take due notice of complaints about deficiency in services brought to his notice by the **Assistant General Manager (P&E), SBI, LHO, New Delhi** or his/ her/ their representatives or any other officer nominated by them, in this regard. The Contractor shall submit the Daily Attendance and Complaint Register with action taken to the officer nominated by **Assistant General Manager (P&E), SBI, LHO, New Delhi**.

15. The Contractor shall be responsible for any loss due to theft/ pilferage/ damage to the Bank's property under the Contractor's area of service in the form of the fittings, fixtures, furniture or other equipment entrusted in his charge or any property belonging to the Bank's Staff/ Guest/ Customers when such a loss/ damage is, in the Bank's opinion, caused due to negligence or carelessness or any other fault on Contractor's part or that of his supervisor or any of Contractor's laborers and the Contractor shall be liable to pay to the Bank such amount in respect of such damages/ losses as may be assessed by the **Assistant General Manager (P&E), LHO, SBI, New Delhi**, in this regard. Further, the Contractor shall personally be responsible for good conduct and satisfactory antecedent of his employees/laborers.

16. The Bank will not be responsible financially or otherwise for any injury/death caused to any staff of Contractor while executing the work under the agreement. The contractor shall be solely responsible to his employees/laborers for any injury etc. under Workmen Compensation Act or any other law, in force, applicable at the material time.

17. The Contractor shall not permit any of his employees to use any area other than earmarked of the complex/ building/ premises for personal use.

18. The Contractors shall engage for rendering services, trained and qualified workers equipped with proper tools, tackles and machinery. The measures for maintenance should be proactive, anticipatory and preventive.

19. The Contractor will be responsible to immediately attend to all the complaints/requirements within the purview of the contract.

20. The Contractor shall accept and bear full and exclusive liability for the payments of any or all taxes etc. now in force or hereafter imposed, increased and revised from time to time by the Central or State Govt. or by any other authority with respect to or covered by wages, salaries or other compensation paid or payable to persons/ laborers engaged by the Contractor.

21. The Contractor shall be responsible for proper maintenance of all **Registers, Records and Accounts** so far as these relate to the compliance of any statutory provision/obligations and also as required by the Bank including Attendance Register. The Contractor shall be responsible for maintaining record pertaining to **Payment of Wages Act** and also for depositing the **P.F. Contributions**, if required, with authorities concerned.

22. The Contractor shall bind himself/ executor or administrator or successors and shall indemnify and hold harmless the Bank in respect of this contract, including all claims, damages, proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or

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brought against the Bank or any of its directors, officers or employees for reasons thereof or consequent upon any breach or default on the part of the Contractor in respect of violation of any of the provisions of Laws/ Acts/ Rules or Regulations having the force of law or any or any award or decision by any Competent Tribunal, Court or Authority in respect of the workmen or any one employed/ engaged by the Contractor in connection with this contract. Such indemnity bond has to be furnished / executed on a non-judicial stamp paper with the applicable stamp fixed thereon. The cost of such stamp paper, demy paper etc. shall be borne by the Contractor.

23. The Contractor shall be solely responsible for all the claims for its employees/ laborers and the said employees/ laborers of the Contractor shall not make any claims whatsoever against the Bank. The Contractor's workmen will not have any right whatsoever to get absorbed in the Bank.

24. The Contractor shall provide weekly off/ holiday to his laborers/ workmen as per labor laws but it will be the Contractor's responsibility to ensure uninterrupted services to the Bank on all days i.e. on Sundays and holidays as well i.e. seven (07) days a week. The Contractor shall arrange for a reliever.

25. The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infectious contagious diseases.

26. All the dismantled materials shall be stored properly and returned to the Bank by the Contractor or his representative (s).

27. The payment shall be made by the Bank on monthly basis on receipt of written request and submission of bills and after the receipt of satisfactory services certificate from Officers/ Executives.

28. In case of absence/ leave/ weekly-off of workmen suitable alternate arrangement shall be made by the Contractor failing which **Rs.500.00 per person per day** shall be levied by the Bank from the contractor by way of liquidated damages. Similarly, detection of proxy attendance of workmen shall also attract Rs 1000/- as liquidated damages including leading to cancellation of the contract at the sole discretion of Bank.

29. In case it is observed / reported that the quality of Raw material such as vegetables, Grains, Spices, cooking oil etc or the cooked food is of inferior quality a sum of Rs 5000/- for each occurrence shall be levied from the contractor by the Bank byway of liquidating damages. Additionally, any other legal action may be initiated against the contractor as per extant law.

30. The Contractor shall not be allowed to sell food to person other than Bank's guest. Similarly, no entry to be given to the outsider or no eatables shall be served or no consumption of any consumable/s belonging to Bank.

31. In event of In-sufficient/ Bad quality/ Non serving of any eatables agreed upon to be served, the Bank within its right to make suitable penalty from the Contractor's bill minimum @ Rs 250.00 per guest per day for entire number of such days.

32. The contractor shall obtain adequate insurance policy in respect of employees to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.

33. The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations,

Signature & Stamp of the Contractor

which are in vogue or will become applicable in future.

34. The contractor would get the police verification of all employees hired by the contractor for the Bank's building (own/rented) done, a copy of which will be submitted to the Bank. List of employees with their Name, Photograph, Permanent address, Local address, contact number will be kept with the Bank.

35. The contractor shall ensure a very high standard of housekeeping and maintenance of the entire departments/ premises/ branches etc. at all times, with due regard to hygiene & cleanliness. Disposal of all garbage shall be the responsibility of contractor. The black plastic bag shall be provided by the contractor for the dust bins of branch/offices at their costs.

36. The existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against damage by the contractor at his own cost. The contractor shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operation of such services.

37. The standard of sanitation / cleanliness shall always be to the satisfaction of the authorized representative of the officer concerned of the Bank whose decision in this regard shall be final and binding to the contractor.

38. No payment shall be made for any damage caused by natural calamities.

39. Under no circumstances, the contractor shall dispose off garbage, malva, rubbish & other waste materials within Bank premises and the surrounding premises. If, however during the time of disposing the garbage to notified dumping ground if any penalty imposed by statutory authorities like police or Municipality corporation etc due to violation of statutory rules, The Bank shall not have any liabilities and the penalties so imposed will be borne by the contractor.

40. In case the contractor or any of the employees, fails to fulfill obligations as per the scope of work for any day or any number of days, to the satisfaction of the Bank, for any reason whatsoever, the contractor shall pay by way of liquidated damages up to a sum of Rs.1,000/- per day for the entire number of such days and the Bank shall without prejudice to other rights and remedies, be entitled to deduct such damages from the amount, if any, payable to the contractor.

41. The applicant should not be near relative of Bank's staff as defined by the BANK viz spouse, father (including step father), mother (including step mother), son (including step son) and/or his wife, his grandson, daughter (including stepdaughter) and/or her husband, brother (including step brother) and/or his wife sister and/or her husband are barred. **(The applicant firm must make proper declaration in Annexure-VII)**

PERIODICITY CHART OF HOUSE KEEPING & MAINTENANCE SERVICES

S.No.	Services	Periodicity of services
1	Sweeping and Moping of rooms	Once a day and on change of occupancy.
2	Sweeping and Moping of lobbies, corridors, drawing room, dining hall	Once a day and when warranted
3	Staircase	Sweeping twice a day, moping once a day and when warranted
4	Open terrace, Road, stilt parking etc	Sweeping/ moping once a day and when warranted
5	Cleaning of waste of garbage from room and kitchens etc	Once a day and on change of occupancy.
6	Disposal of garbage and wastepaper to the Municipal garbage	Once a day and when warranted
7	Dusting works.	Once a day and when warranted
8	Vacuum cleaning works of carpet/ sofa/ curtains and door mats	Once a week and when warranted
9	Cleaning of toilets/ WC/ Washbasin	Once a day and on change of occupancy.
10	Cleaning of Mug/ Buckets with detergents	Once a day and on change of occupancy.
11	Cleaning of bathrooms tiles, windowpanes, wall paneling and electrical fittings/ fixtures	Once a week and when warranted
12	Opening of clogged drains/ sewer lines	As and when required, but at least once a fort night
13	Maintenance and operation of Electrical fittings/ water pump and compound lights etc.	On and ongoing basis
14	Changing of fuse lamps etc.	Whenever required
15	General checking of toilet fitting and sanitary accessories. Washing /dry cleaning of bed sheets, towels, pillow covers, cleaning of room refrigerators	On change of occupancy.
16	Cleaning and disinfection of overhead/ underground water tank/s	Once in three months and when warranted

SAFETY CODE

The Safety Code has to be observed by the Contractor as under:

1. These shall be maintained in a readily accessible place, first aid appliances including adequate supply of sterilizers, dressings, and cotton wool.
2. The injured person shall be taken to a public hospital without loss of time in case the injury necessitates hospitalization.
3. Suitable and strong scaffold should be provided for workmen for all works that cannot safely be done from ground.
4. No portable single ladder shall be over 8 meters in length. The width between the side falls shall not be less than 30 cms. (clear) and the distance between two adjacent rungs shall not be more than 30 cms. When a ladder is used, extra laborers shall be engaged for holding the ladder.
5. Every opening in the floor of a building/ block or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fences or railing minimum height of which shall be one meter.
6. No floor, roof or other parts of the structure shall be loaded with rubbish or materials as to render it unsafe.
7. Suitable face masks and disposable gloves should be supplied for use by the workers, when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
8. Ropes used in hoisting or lowering material or as a means of suspension should be of durable quality adequate enough and free from defects.
9. The Contractor will ensure that all types of safety measures as advised by Government are taken care of during the performance of work.
10. Safety belts/harness and helmets shall be used while working on chajja/ terrace of buildings.
11. Considering the present COVID-19 conditions, Bidders/ Vendors, has to follow statutory guidelines/norms stated by the Government for COVID-19, meticulously.

LIQUIDATED DAMAGES

1. The Bank is at liberty to impose liquidated damages as per relevant tender clause and deduct the same either from the bills submitted by the Contractor or at its discretion from the security deposit for any damage caused to Bank's property by the Contractor or for unsatisfactory work.
2. The Contractor shall while maintaining or repairing the plumbing/ carpentry/ minor masonry and development works at the aforesaid complex only for the aforesaid maintenance and repair purposes, use the aforesaid and not to any other purpose and any violation or breach of this condition shall make the contractor liable for all the losses and of damages suffered or may be suffered by the bank in addition to pecuniary liability for all the consequences, besides forfeiture of the security deposit.
3. The Contractor shall keep all the walls floors, carpets tools and structures of the various buildings in the aforesaid complex and water drainage mains and pipes and sanitary apparatus of whatsoever nature in good, substantial and sanitary repair and proper working order and condition while carrying out the maintenance and repairs operations of the aforesaid work and shall not come cause any damage or destruction to the aforesaid fixtures and fittings and material and contractor expressly undertake to indemnify and keep the Bank indemnified from all monetary losses. Legal actions proceedings suffer the Bank and pay all the costs charges of expenses and whatsoever nature immediately on demand by the Bank.
4. The Contractor specifically agree for the safe custody and storage of the various materials supplied to him by the bank and shall indemnify the bank for all the losses in the event of any theft, robbery, dacoity, fire or civic circumstances and will not allow any free access to any person who is not acceptable to the Bank.
5. Bank reserves the right to impose liquidated damages for minor faults like absent of workman/ delay in works etc.

ANNEXURE- V

DECLARATION REGARDING MINIMUM WAGES TO BE PAID BY THE CONTRACTOR TO CONTRACT LABOURS

(This is to enable the SBI to satisfy them of the intention of the Contractor to adhere to Minimum Wages Act. etc.)

1. Wage per day of Contract Labour Rs. (in figures).....

proposed to be paid by the Contractor Rupees (In words).....

excluding employer contribution ofEPF but including
employee contribution of EPF etc.

Place :

Date :

Signature with seal of the Contractor

Name in block letters:

Address:

Signature & Stamp of the Contractor

ANNEXURE- VI

CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the Integrated Facility Management Services (Housekeeping & Maintenance Services) at SBI Residential Flats at DD-5, Nehru Enclave, Kalkaji, New Delhi. For.....work for the month..... year.....

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

Signature with seal of the Contractor

Name in block letters:

Address:

Signature & Stamp of the Contractor

ANNEXURE- VII

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

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

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

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

Place :

Date :

Signature with seal of the Contractor

Name in block letters:

Address:

Signature & Stamp of the Contractor

ANNEXURE- VIII

UNDERTAKING

We hereby certify that we have gone through the Tender Document and we have fully understood the conditions herein. We hereby assure that we will comply with the conditions and submit monthly compliance statements regarding minimum and other labor related statutory requirements like Minimum Wages, EPF, ESI, Bonus, Leave Coverage etc.

Place :

Date :

Signature with seal of the Contractor

Name in block letters:

Address:

Signature & Stamp of the Contractor

(TO BE STAMPED AS AN AGREEMENT)
AGREEMENT FOR INTEGRATED FACILITY MANAGEMENT (HOUSE KEEPING AND MAINTENANCE SERVICES)

This Agreement made aton this day..... of 2025 between STATE BANK OF INDIA, a body corporate constituted under the State Bank of India Act, 1955 having its Corporate Centre Office at Madame Cama Road, Mumbai 400021 and one of its office, Premises & Estate Deptt., Local Head Office at 11, Parliament Street, New Delhi (hereinafter referred to as "the Bank" which expression shall include wherever the context so permits its successors and assigns) OF THE ONE PART.

AND

..... (hereinafter referred to as "THE CONTRACTOR" which expression shall include wherever the context so permits its/his successors and assigns) of the OTEHR PART.

And Whereas the Bank has invited offers for rendering Housekeeping and Maintenance Services at the premises / establishments more fully described in the **Schedule I.**

And Whereas the Contractor offered its Services for a consideration more fully described in **Schedule II & selected as L1 in the tender process.**

And Whereas pursuant to the acceptance of the offer, the parties hereto are desirous of entering into an agreement being these presents on the various terms and conditions hereinafter appearing.

NOW IN CONSIDERATION OF THE PREMISES, it is hereby agreed by and between the parties thereto as follows:

1. The Contractor shall arrange for the services at the premises / Establishment. He shall adhere to the Schedule as to the time and work to be performed as mentioned in the Schedule I more specifically described hereunder.
2. The charges for rendering the services payable by the Bank to the Contractor shall be Rs.....(Rupees.....only) per annum inclusive of all taxes except GST, as may be applicable. The details of which are as detailed in Schedule-II. This Agreement 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 Schedule II shall be the employees of the Contractor and not of the Bank.
3. The Bank may provide (but not bound to do so) a few selected articles/ equipments for use in the Bank's premises for the purpose. The Contractor shall take care of the said articles/ equipments as a bailey, 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/ equipments shall be the sole responsibility of the Contractor. The cost of replacement/repair and servicing of all the articles/equipments during the currency of these presents shall be borne exclusively by the Contractor only.
4. Eco-friendly Cleansing Materials, Chemicals, Sprays, Detergents and other materials as may be required should be of high quality/ brand approved by the Bank and shall be procured from reputed dealers/ shops. The contractor shall arrange for their purchases on his own and shall

Signature & Stamp of the Contractor

bear all expenses in connection with such purchases including their transportation.

5. The Contractor 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.

6. The Contractor 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 plumber, carpenter and other housekeeping personnel engaged by the Contractor.

7. The Contractor shall be responsible for the good conduct and performance on the part of his personnel and the Contractor 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 future date. He will, at the request of 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 their family members or it's customers or third parties.

8. The Contractor shall strictly comply with all labor and such other statutory laws in relation to the services to be provided and the personnel engaged by the Contractor and he shall be solely responsible for all acts of the said personnel so engaged by the Contractor. 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 and it shall be the sole responsibility and liability of the Contractor to answer all such claims or demands of the said personnel so engaged, under any law for the time-being in force.

9. The Contractor shall be responsible for the training, allotment of duties, hours of work and timings to the engaged personnel for the purpose. The Contractor shall alone have the right to exercise control, given directions and manage the personnel engaged for the purposes.

10. **The Contractor shall provide proper uniform with company's logo and photo identity card to all personnel and ensure their cleanliness and upkeep.** Separate uniforms need to be provided for different categories of staff viz. Supervisors, Skilled// Semi-Skilled Unskilled and other workmen etc.

11. The Contractor shall ensure excellent standard in performance of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. Preventive pest control measures will also have to be done by the Contractor. The cleaning materials, equipment should be arranged by the Contractor.

12. The Contractor shall discharge all obligations under the Contract most diligently, efficiently and honestly.

13. The Contractor 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.

14. The Contractor shall 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 except GST.

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15. The Contractor will be obligated to meet **Assistant General Manager (P&E), SBI, LHO, New Delhi** or any other officer authorized, in this regard once in a month for assessing and monitoring the quality of housekeeping services rendered as may be decided by the Bank and for which notice will be given to the Contractor either in person or by a written communication. The Contractor shall comply with such observations/ feedback emerged and furnished by the Bank for improvement in services. 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 the Contract by serving a notice to the Contractor without incurring any liability, therefore.

16. The agreement shall come into force and be effective from the date of award of work for a period of one year, subject to the review of satisfactory performance as mentioned herein above. The Contract may be renewed for a further period of one year under the same terms and conditions stated in this agreement upon renewal of License of the Contractor on or before expiry of the License granted by the Appropriate Authority under the Contract Labor (Regulation & Abolition) Act, 1970. However, the contract will not be renewed beyond two years. The renewal after one year from the date of award of work, for another year, will also be subject to review of satisfactory performance and solely at discretion of the Bank. In case of change in statutory obligations like increase/ decrease in minimum wages/ GST, the Bank may consider for enhancement/ decrement to the extent of change as and when there is change in statutory obligations like increase/ decrease in minimum wages/ GST on production of documentary proof of such change by the Contractor.

17. The Contractor shall deposit a sum of 5% of the annual contract amount as security deposit with the Bank for due fulfillment and performance of the contract. The security deposit shall be held with the Bank without interest in the form of Bankers Cheque with the State Bank of India in the joint names of the Bank and the Contractor and the deposit receipt will be kept in the custody of the Bank. The Security Deposit will be returned to the Contractor 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 provided to him are duly accounted for and returned to the Bank in good working order and condition by the Contractor 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 Contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensation 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 arising out of any claims, suit or prosecution for contravention thereof. The Contractor shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines or penalties and compensation etc., if any, as aforesaid.

19. The Contractor shall arrange and pay for 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 above said Act or any rule framed there under and which are used by the Contractor during the course of the housekeeping services under these presents.

20. The Contractor shall obtain adequate **Insurance Policy** in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death,

Signature & Stamp of the Contractor

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 Contractor 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 Contractor has cleared/paid all his dues, viz. Labour Payments (with evidence having paid) e.g. credit to the Bank accounts of Laborers, Taxes, Levies etc. as required to be paid/payable by him under any law for the time being in force.

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 of absence/ leave/ weekly-off of workmen suitable alternate arrangement shall be made by the Contractor failing which **Rs.500.00 per person per day** shall be levied by the Bank from the contractor by way of liquidated damages. Similarly, detection of proxy attendance of workmen shall also attract Rs 1000/- as liquidated damages including leading to cancellation of the contract at the sole discretion of Bank.

24. In case it is observed / reported that the quality of Raw material such as vegetables, Grains, Spices, cooking oil etc or the cooked food is of inferior quality a sum of Rs 5000/- for each occurrence shall be levied from the contractor by the Bank byway of liquidating damages. Additionally, any other legal action may be initiated against the contractor as per extant law.

25. All questions relating to the performance of the obligations under this contract and all the disputes and differences which shall arise either during or after the contract period or other matters arising out of or relating to this contract or payment to be made in pursuance thereof shall be referred to **Assistant General Manager (P&E), SBI, LHO, New Delhi**, whose decision shall be final, conclusive and binding on the Contractor.

26. 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 Contractor under the law but not so paid, shall be set-off against the bills raised by the Contractor and paid to the respective government departments or authorities as may be required under law and the Contractor shall have no claim against the Bank in respect of any or all such payments.

27. The Contractor should possess, for the entire duration of these presents, all licenses 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 Contractor shall comply with all rules and regulations in force under the said Act and rules. The Contractor shall also comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum Wages, Dearness Allowance, State Insurance, HRA, Gratuity as applicable, Leaves, LWF or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall be dealt with and settled by the Contractor.

28. The Contractor 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 Contractor in complying with the said provisions, the Bank may provide the same when called upon to do so by the Competent

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Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under these presents. The Contractor 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.

29. In terms of the provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rule 72 and 73 of the Rules framed thereunder, in case the same are applicable to the Contractor, the Contractor shall disburse the minimum wages payable to its personnel by affording payment through account payee cheques or ensuring credit to their Bank accounts 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 attend with under these presents.

30. 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 Contractor 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.

31. The standard of sanitation / cleanliness shall always be to the satisfaction of the authorized representative of the officer concerned of the Bank whose decision in this regard shall be final and binding to the contractor.

32. The existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against damage by the contractor at his own cost. The contractor shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operation of such services.

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

34. The Contractor 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 Contractor or his workmen/employees engaged for the services. The Contractor shall ensure that the character and antecedents of the personnel engaged by him are duly verified through Police Verification System before such engagement.

35. 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 of any kind shall be payable to the Contractor or his workman/ employees.

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

37. The Courts in Delhi/New Delhi City alone shall have jurisdiction in respect of any matter touching these presents.

38. The tender document forms an integral part of the agreement. The provisions & terms /conditions, scope of services as mentioned in tender document under this agreement need to be

Signature & Stamp of the Contractor

interpreted harmoniously to avoid any conflict.

39. The Contractor who committed / commits any breach of the contract awarded / to be awarded by the Bank, shall be disqualified from participation in future tender process if any to be initiated by the Bank for similar work.

40. The Contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 and any other law/ statute in force, in this regard.

41. The contractor would get the police verification of all employees hired by the contractor for the Bank's building (own/rented) done, a copy of which will be submitted to the Bank. List of employees with their Name, Photograph, Permanent address, Local address, contact number will be kept with the Bank.

42. The manpower deployed can be increased or decreased as per the requirements of the Bank.

43. Termination:

(a) The Bank may, without prejudice to any other remedy for breach of contract, may terminate the contract / agreement by one month's notice in the event of unsatisfactory performance or on breach of any stipulated conditions or qualitative dimensions of the various services specified/ agreed upon by the Contractor, or the engagement is not in the interest of the Bank or the Bank no more requires any such service.

(b) Other grounds for termination: The Bank is entitled to terminate this contract/ agreement for any reason at its absolute discretion forthwith without notice, without any reason and without payment of any compensation, in the following cases:

(i) The Contractor is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a Court of competent jurisdiction.

(ii) If any charge sheet is filed by a competent authority of the Government against the Agency/ Company/ Contractor, or the vendor is convicted by a criminal court on grounds of moral turpitude.

(iii) For any reason whatsoever, the Contractor becomes dis-entitled in law to perform obligations under this agreement.

(iv) If there is a change in the name or constitution of the Contractor arising out of merging with some other company or collaboration with some other company or for any other reason or, if any changes take place in the proprietorship or partnership or the company, the Bank should be intimated within 30 (thirty) days of such changes, failing which all payments will be withheld and Bank may terminate the hire agreement as may be deemed necessary. Whatever the reason of changes, the subject agreement at the same rates, terms and conditions laid down herein. The Contractor shall refund the excess money paid for the term for which the agreement / arrangement has run.

(v) In the event of failure of the Contractor to provide the services or part thereof, as

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mentioned in the agreement/tender document for any reasons whatsoever, the Bank shall be entitled to procure services from other sources and the Contractor shall be liable to pay to the Bank, the difference of payments/excess payment made for such other services, besides damages for the period of failure in providing the services or part thereof.

(vi) In the event Bank terminates the Contract, the Bank shall be entitled to procure services from other Vendor/ Contractor as it deems appropriate, and the Contractor shall be liable to compensate the Bank for loss if any suffered on account of difference in rates payable to him and to the alternate Vendor/ Contractor.

(vii) In the event of termination of the contract for any reason whatsoever, the Contractor/or persons employed by him, or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

Schedule I & II here in above referred to Annexure- I to VIII & XI.

(On non-judicial stamp paper of Rs. _____/-)

BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT

B.G.No. _____ Value Rs. _____

State Bank of India,
(Address)

**Sub: Bank Guarantee of Rs. _____ towards Security Deposit for the Work of State Bank of India.
(Name of Branch/Office)**

Dear Sir,

WHEREAS (Name and address of contractor/ vendor) (hereinafter called the Contractor) have entered into contract for (Name of Work) with State Bank of India (SBI) as mentioned in the letter of SBI's Consultants (Name & address of Consultants) vide their letter No..... datedAnd the correspondence and tender relating thereto which is hereinafter referred to as "the said contract" the Contractor has now agreed to produce a Bank Guarantee amounting to 5% of the annual contract value to State Bank of India for performing their part of the contract obligations.

AND WHEREAS in terms of said contract, the contractor is required to furnish to State Bank of India a Guarantee of a Scheduled Bank for a value of Rs..... to be valid upto(date).

AND WHEREAS (Name of Bank and its branch) having their office at (address) the Guarantor, at the request of the contractor hereby furnishes a PBG in favour of State Bank of India and Guarantees in the manner hereinafter appearing. In consideration of the premise, we (name of Bank and its branch) having our office at (address) here after called the "Guarantor" (which expression shall include it successors and assigns) hereby expressly, irrevocably &unreservedly undertaken and guarantee under that if the Contractor fails to execute the work according to his obligations under the said contract, then notwithstanding any dispute between State Bank of India and the contractor the Guarantor shall, on demand without demur and without reference to the contractor pay to State Bank of India immediately any sum claimed by State Bank of India under the said contract up to a maximum amount of Rs. _____ (Rupees only).

In case the amount demanded by State Bank of India is not paid within 48 hours of receipt of demand, the Guarantor agrees to pay the aforesaid amount of Rs...../- (Rupeesonly).

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

The Guarantor shall not be discharged or released from the undertaking and Guarantee, by any arrangement, variations made between SBI and the Contractor and or indulgence shown to the contractor by SBI, with or without the consent and knowledge of the guarantor or by alterations in

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the obligations of the contractor by any forbearance, whether as to payment, time performance or otherwise.

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

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

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

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

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

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

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

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

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

This guarantee will remain valid upto _____ unless a demand or claim under this guarantee is made in writing on or before _____ the guarantor shall be discharged from all liability under the guarantee thereafter.

Dated.....

For (Name of Bank)

(Signature/s with designation/s of signatory/ies)

(Name and Stamp of Bank)

Signature & Stamp of the Contractor

LIST OF APPROVED BRANDS/ MAKES & TENTATIVE QUANTITIES OF HOUSE KEEPING MATERIALS

One of the following make of the material shall be used. The Contractor will have to get the sample approved from SBI whose decision shall be binding on the Contractor. The condition is also applicable for any material, not mentioned in the specification or schedule of work. No deviations are allowed in these even during/ after Tender. **The items/ materials and their quantities as mentioned below are indicative and not exhaustive.** The Contractor shall make their own assessment of the materials and quantities of materials based upon the scope/ schedule of work and site visit before quoting the rates. Claims on account of under assessment of the materials and quantities of various housekeeping materials without examination and assessment of the scope/ schedule of work and site visit shall not be entertained at a later stage.

S. No.	House Keeping Material	Brand/ Make	Tentative Quantity (per Month)
1	Black Plastic Garbage Bags (capacity approx. 10 Kg)	Standard make approved by Bank.	30 nos. per month per flat
2	Hard Broom (Seekh) with wooden rod/ handle.	Standard make approved by Bank.	02 Nos. per flat
3	Soft Broom (Phool)	Standard make approved by Bank.	02 Nos. per flat
4	Bleaching Powder & Cleaning Acid	Standard make approved by Bank.	5 Kg & 2.5 Ltrs respectively per flat.
5	Detergent	Vim	5 Kg per flat
6	Detergent	Surf	4 Kg per flat.
7	Floor Duster (Rough Texture)- 24"X24"	Standard make approved by Bank.	16 Nos per flat
8	Table Duster (Soft Texture)- 24"X24"	Standard make approved by Bank.	16 Nos per flat
9	Phenyl	Cleanzo/ Gainda/ Doctor	2 Litre per flat
10	Glass Cleaner	Colin	2 Litre per flat
11	Pesticides	Baygon/ Finit/ Hit	As per requirement
12	Anti Termite Chemical	Terminator/ Termigaurd/ Termisolve	As per requirement
13	Tissue Paper Roll	Standard make approved by Bank.	As per requirement in common facilities.
14	Air Freshener Block	Odonil/ Air Wick/ Godrej	As per requirement in common facilities.
15	Liquid Soap Bottle	Dettol/ Lifebuoy/ Savlon	As per requirement in common facilities.
16	Toilet Rim Block	Harpic/ Domex/ Odonil	As per requirement in common facilities.

17	White Duster (Soft Texture)- 24"X24"	Standard make approved by Bank.	12 Nos.
18	Insecticides (for flies)	Baygon/ Finit/ Hit	As per requirement (Tentatively 06 cans X 425ml)
19	Fragrance room spray	Odonil/ Godrej/ Ambi- pur or equivalent	As per requirement (Tentatively 12 cans X 150ml)
20	Toilet Paper roll	Premier/ Eternity/ Paseo or equivalent	As per requirement (tentatively 16 nos)
21	Tissue paper	Premier/ Eternity/ Paseo or equivalent	As per requirement (tentatively 24 nos)
22	Metal Polish (for cleaning)	Brasso/ Silvo or equivalent	As per requirement (tentatively 01 nos X 100 ml)
23	Floor Viper	Scotch Brite or equivalent	6 No.
24	Toilet Brush	Scotch Brite or equivalent	04 No.
25	Scouring cum Sponge Scrubber	Scotch Brite, Milton or equivalent	06 No.
26	Plastic/ Nylon Kitchen Scrubber	Scotch Brite or equivalent	06 No
27	Plastic mug (for bathroom Bucket)	Polyplast/ Jojo/ Nilkamal/ Supreme or equivalent	Nil
28	Plastic Bucket (for Bathroom)	Polyplast/ Jojo/ Nilkamal/ Supreme or equivalent	Nil
29	For Horticulture work (Good quality earth, organic manure, planters, flowering plants)	As per prevailing market conditions	As per requirement.
30	Any Other Material	Standard make approved by Bank.	Rs. 2000 Lumpsum.

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ANNEXURE – XII

Manpower Requirement - SBI Residential Flats at DD-5, Nehru Enclave, Kalkaji, New Delhi

Sr. No.	Manpower Requirement	Nos.
1	Skilled	
	Supervisor	01
	Gardner	01
3	Un- Skilled	
	House Keeping Staff (Attendants/ Room Boys cum Helpers/sweeper) (Unskilled Category)	06

Total: 08

The manpower detailed above can be increased or decreased as per the requirements of the Bank.

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APPLICATION FORM**CONTRACT FOR CLEANING, HOUSEKEEPING, MAINTENANCE & CATERING SERVICES (TO BE SIGNED ON ALL PAGES)**

1.	Name of the Individual/Company/Firm /Organization: Postal Address (with landline number, mobile number):	
	Email ID	
	Fax no.	
2.	Name of the Contact Person, designation, Mob.No.:	
3.	Status of the firm whether Proprietary/ company/firm:	
4.	Whether registered with the Registrar of Companies/firms. If so, mention number and date. (Enclose copy):	
5.	Name of the Proprietor/ Partners /Directors together with technical qualifications & contact details:	
6.	Year of establishment (Enclose documentary evidence):	
7.	Whether an IncomeTax Assessee? If yes, Permanent Account Number: (Enclose a copy of PAN Card and Assessment Order for last three financial years.	
8.	GST Registration No.(Enclose copy of certificate):	
9.	Contract Labour Regulation Act (Central) License No: (Enclose copy of license)	

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10.	EPF Regn.(Enclose copy of certificate) :	
11.	ESI Regn.(Enclose copy of certificate):	
12.	Registration No.under Shops & Establishment Act (Enclose copy of certificate):	
13.	MSME Registration No. (Enclose copy of Registration)	

14. Past Experience during last 3 years (01.04.2023 to 31.03.2025) (Enclose supporting papers viz, work orders, performance certificates, etc):

(ONLY THREE HIGH VALUE WORKS EXECUTED TO BE MENTIONED)

Period of contract		Name & address of concerned serviced	Nature of contract undertaken	Value of contract per month excluding	Remarks, if any
From	To				

(You can use additional sheets, if required)

15. Annual turnover (Enclose copies of financial statements of last three financial years):

Financial year	2022-23	2023-24	2024-25
Turnover (Rs. In Lacs)			

16.	Whether the applicant has abandoned any contract or been Blacklisted by a client [Enclose a declaration]:	
17.	I hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my empanelment are correct and genuine. I am, therefore, liable to face appropriate actions as deemed fit by the Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine.	

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18.	Whether all documents, listed below, have been enclosed (Yes/No): i. Certificate of Incorporation, Articles & Memorandum of Association.*/ Partnership Deed etc.as applicable ii. Copy of PAN Card iii. Certificate of licensing under Contract Labour Act. iv. Certificate of Registration under GST, v. Certificate of Registration under Shops & Establishment Act, vi. Certificate of Registration with EPFO vii. Certificate of Registration with ESIC viii. Financial Statements (P&L and Balance Sheet) for the last three financial Years (FY 2022-23, 2023-24 & 2024-25). ix. Copies of Income Tax Return submitted and settled for the financial years (FY (2022-23, 2023-24 & 2024-25). x. Performance certificate obtained from previous & present clients for eligible services rendered during last 3 years (01.04.2022 to 31.03.2025) . xi. A declaration on letterhead that the firm has not abandoned any work or rescinded any contract or been disqualified by a client during the last 5 years xii. Past record of compliance on Labour Laws etc
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Note:- Photo copy of all the documents mentioned above to be enclosed.

Date :

Signature of the bidder with seal

Signature & Stamp of the Contractor

(Refer annexed file/section in tender portal for detailed Bill of Quantities for Financial/ Price Bid)

SCHEDULE-II

FINANCIAL/ PRICE BID

Excel file available with tender document online to be downloaded from GeM portal and pdf / scanned file to be uploaded at GeM Portal in Financial Bid section

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