



**STATE BANK OF INDIA**

**e-TENDER DOCUMENT AT GeM**

**FOR**

**Integrated Facility Management Services (Cleaning, Housekeeping, Maintenance with  
Catering Services)**

**At**

**STATE BANK OFFICER'S RESIDENTIAL COMPLEX & GUEST HOUSE AT RAJENDRA  
NAGAR, PATNA**

**STATE BANK OF INDIA  
PREMISES & ESTATE DEPARTMENT,  
8<sup>TH</sup> FLOOR, SBI, LOCAL HEAD OFFICE,  
GANDHI MAIDAN (WEST), PATNA – 800001  
Tel Ph: - 0612 – 2820821/22  
E- mail: [agmpe.lhopat@sbi.co.in](mailto:agmpe.lhopat@sbi.co.in)**

GEM BID NO: GEM/2025/B/7010118

DATED:26.12.2025

**STATE BANK OF INDIA  
PREMISES & ESTATE DEPARTMENT,  
8<sup>TH</sup> FLOOR, SBI, LOCAL HEAD OFFICE,  
GANDHI MAIDAN (WEST), PATNA – 800001  
Tel Ph: - 0612 – 2820821/22  
E- mail: agmpe.lhopat@sbi.co.in**

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**STATE BANK OFFICER'S RESIDENTIAL COMPLEX & GUEST HOUSE AT RAJENDRA  
NAGAR, PATNA**

**Name of Bidder/Applicant:** \_\_\_\_\_

**Name of Authorised Signatory:** \_\_\_\_\_

**Address :** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PIN**

**Contact:**

**Landline :** \_\_\_\_\_

**Mobile :** \_\_\_\_\_

**E-mail :** \_\_\_\_\_

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**NOTICE INVITING E-TENDER (GeM portal) FOR**

**REQUEST FOR PROPOSAL FOR CLEANING, HOUSEKEEPING, MAINTENANCE AND CATERING SERVICES IN STATE BANK OFFICER'S RESIDENTIAL COMPLEX & GUEST HOUSE AT RAJENDRA NAGAR, PATNA THROUGH GEM PORTAL**

**TENDER PROCESS SCHEDULE**

Activity	Date and Time
Bid Start Date and Time	26.12.2025 AT 04:00 PM
Bid End Date and Time	19.01.2026 AT 04:00 PM
Bid Opening Date and Time	19.01.2026 AT 04:30 PM
Pre-Bid meeting Date and Time	05.01.2026 at 11:00 AM
Date and Time of Opening of Technical Bid	19.01.2026 AT 04:30 PM
Date and Time of Opening of Financial Bid	To be communicated later to the technically qualified bidder through e-mail

1	Name of work	a) Cleaning, Housekeeping, Maintenance and catering services in Guesthouse & Chummary accommodation in State Bank Officer's Residential Complex, Rajendra Nagar, Patna.  b) Cleaning, Housekeeping and Maintenance services in State Bank Officer's Residential Complex, Rajendra Nagar, Patna.
2	a) Tender technical bid opening	As per GeM
	b) Tender technical bid clarification time	As per GeM
	c) Price bid opening	As per GeM
3	a. Earnest Money Deposit (EMD)	₹53,000.00 (₹ Fifty three thousand only) by Bank draft in favour of Assistant General Manager(P&E), State Bank of India, LHO Patna ( <b>This criterion shall not apply to MSME and Start Up.</b> )

	b.Experience	The bidder must have minimum 7 years of experience before the bid opening date, in Integrated Facility Management Services (Cleaning, Housekeeping, Maintenance and Catering services). Copy of documents as per experience criteria of GeM to be uploaded as proof of experience. <b>(MSMEs Startup applicants without prior experience and turn over will be considered but comparative suitability among MSMEs/Startup will be reckoned as per evaluation matrix given in Annexure XVII)</b>
	c. Minimum Turnover (Average annual turnover in last three years 2022-23, 2023-24 & 2025-26)	₹16 Lacs & above <b>(This criterion shall not apply to MSME and Start Up.)</b>
	d. Full-fledged office	The bidder must have full-fledged office/service centre/branch office in any location within geographical area of <b>Patna</b> . 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 the date of tender floating date (To ascertain that the service centre/office/Branch office is full-fledged, bank may visit the said office at its own discretion)
	Past Performance	The bidder should have completed Integrated Facility Management Services (Cleaning, Housekeeping, Maintenance and Catering services) during the last 7 (seven) years, either of the following: <ul style="list-style-type: none"><li>• At least one work of minimum 80% i.e ₹43 lacs (annual Contract Value incl. GST) or above.</li><li>• At least two work of minimum 50% i.e ₹27 lacs (annual Contract Value incl. GST) or above.</li><li>• At least three work of minimum 40% i.e ₹21 lacs (annual Contract Value incl. GST) or above.</li></ul>
4	Security Deposit	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 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:

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		<p>a. The security deposit shall be liable to forfeited wholly or partly at the sole discretion of the SBI, if the Bidder either fails to execute the contract or fails to fulfil to settle in full his dues to the SBI.</p> <p>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.</p> <p>c. Any default in services.</p>
5.	Commencement of work	Within 07 days from the date of issuance of work order.
6	Time of completion of work	Till the expiry of the contract
7	Validity of offer	90 days from the date of opening the Tenders
8	Liquidate Damage (LD)	As per relevant clause of tender document. At the rate of 0.5% of the Contact Value per week which subject to maximum of 5% of the accepted Contact Value.
9	Contact person (SBI)	ASSISTANT GENERAL MANAGER (P&E), PREMISES & ESTATE DEPARTMENT, 8 <sup>TH</sup> FLOOR, SBI, LOCAL HEAD OFFICE, GANDHI MAIDAN (WEST), PATNA – 800001 Tel Ph: - 0612 – 2820821/22 E- mail: <a href="mailto:agmpe.lhopat@sbi.co.in">agmpe.lhopat@sbi.co.in</a>
10	Performance guarantee	<ol style="list-style-type: none"><li>1. ASD/APG shall be applicable if the bid price is below 10% of the estimated cost put to the tender.</li><li>2. The amount of such ASD/APG shall be the difference between 90% of estimated cost put to the tender and the quoted price</li><li>3. Bank Guarantee or FDR receipt favoring our Bank but drawn on any other nationalized Bank will also be accepted as ASD/APG.</li></ol>

In case the date of opening of tenders is declared as a holiday, the bid 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.

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**Financial Bids whose score is 60 and above as per evaluation matrix in Annexure XVII and satisfy other eligibility criteria of the tender documents shall be opened through GeM portal only. L-1 will be decided on the basis of lowest quote in the price bid. The bid will be summarily rejected if the bidders quote the service charges below 3.85% (Department of expenditure, procurement policy Division) dated 06.01. 2023. The bidder to quote price bids taking into consideration the minimum wages paid to the manpower as per Central Government Minimum Wages Act. The cost for other services as mentioned in the scope of work may also be considered for quoting the price bid.**

**ADDRESS FOR COMMUNICATION**

**ASSISTANT GENERAL MANAGER (P&E),  
PREMISES & ESTATE DEPARTMENT,  
8<sup>TH</sup> FLOOR, SBI, LOCAL HEAD OFFICE,  
GANDHI MAIDAN (WEST), PATNA – 800001  
Tel Ph: - 0612 – 2820821/22  
E- mail: [agmpe.lhopat@sbi.co.in](mailto:agmpe.lhopat@sbi.co.in)**

**SCHEDULE-I**

**GUIDELINES FOR BIDDER**  
**TECHNICAL BID (1<sup>st</sup> Packet)**

**Annexure-I**

**GENERAL INFORMATION**

State Bank of India, a body Corporate, incorporated under the State Bank of India Act 1955 having its Corporate Centre at State Bank Bhawan, Madame Cama Road, Mumbai, one of the Local Head Office at West of Gandhi maidan, Patna-800001 herein after referred to as “the Bank”, Premises and Estate Department, Local Head Office, Patna intends to invite offers from reputed, reliable and experienced Service Provider for Housekeeping, Cleaning, Maintenance and Catering services in State Bank Officer’s Residential Complex & Guest House at Rajendra Nagar, Patna under Two-Bid System i.e Technical Bid & Financial(Price) Bid. Accordingly, the Bank invites “**Request for proposal**” (RFP) from the Service Provider for Housekeeping, Cleaning, Maintenance and Catering services as per the details given below.

1. The applicant/Service Provider must be a legal entity (Prop. / Registered Partnership/ Private Limited Company/Public Limited Company) registered under the relevant laws for registration of such legal entity having an object clause in its charter document to provide housekeeping, cleaning, maintenance, and catering services/facility management services.
2. The applicant: (i) must have valid PAN/ TAN, CIN, TIN and LIN number (ii) must be registered under Shops and Establishment Act (iii) must have GSTIN number; (iv) must be registered with EPFO; (v) must be registered with ESIC; (vi) MSME registered with Udyam portal of Gol (Subject to production of documentary evidence). (vii) Applications submitted by applicants not having valid and current license under Contract Labour (Regulation and Abolition) Act or those whose services have been terminated by any Bank/Organization within the last five years due to noncompliance of the provisions of any of the associated Acts/Laws, Contract Labour Law, Minimum Wages Act or any other labour legislations, etc. shall be rejected summarily.
3. The applicant/Service Provider (other than registered MSME / Start up) must have minimum experience for a continuous period of 07 years at a stretch as on 30.11.2025 in providing housekeeping, cleaning, maintenance and catering services in Public Sector Undertakings, Listed Private Sector Units, Public Sector Banks, Private Sec Banks and Government Departments.

**Note: As per Government of India policy circular no. 1 (2) (1)/2016-MA dated 10.03.2016, the Government of India has relaxed condition of prior experience and prior turnover criteria with respect to Micro & Small Enterprises in all public procurement subject to meeting of quality and technical specifications. The relaxation will be given to MSEs as mentioned above Gol Policy. Similar exemptions for Start-up shall also be applicable for this tender.**

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**While applications received from MSMEs without prior experience and turn over will be considered but comparative suitability among MSMEs will be reckoned as per evaluation matrix given in Annexure XVII**

4. The applicant must have a proven track record of providing three services together during last three year (01.04.2022 to 31.03.2025) in Govt Sector/Public Sector Bank/Public Sector Undertaking/reputed private sector Companies.

a) Housekeeping                      b) Cleaning & Maintenance                      c) Catering Services.

Contractors/agencies/service provider not having the required experience of providing all of these three services together during the specified period need not apply.

5. Being selected as an applicant/service provider does not guarantee work. Allotment of work & payment terms would be decided by the designated committee at LHO as applicable as per the actual requirement of the Bank. Applicant/Service Providers to note that no negotiation on this issue would be entertained at any level.

6. Application from applicant/Service Provider who have been de-listed/black-listed/debarred in last five years for any service/supply by any Bank/ Central or State Govt. depts. / PSU shall be rejected summarily.

7. Applications from applicant/Service Provider who have previously abandoned providing services to the Bank dishonoring the agreement without any valid reason shall be summarily rejected.

8. The invitation of offer from service provider shall be required to enter into an Agreement for a period of two years from the date of commencement of the Agreement, subject to review at the expiry of every 12 months period, and extendable for one more year provided the service provider/contractor has valid license and/or renewed license and renders satisfactory services. However, the Bank reserves the right to extend / reduce this period without assigning reasons whatsoever.

9. Bank reserves its rights to accept/reject any/all tender without assigning any reasons whatsoever and no correspondence shall be entertained in this regard. Please note that the Bank will not make any correspondence with any of the applicant/Service Provider.

10. **All pages of the tender document and RFP submitted through GeM portal must be duly authenticated as per requirement of GeM portal by the proprietors/ all partners/ directors of the firm/company or by a person holding a power of attorney authorizing him/her to do so.** Such power of attorney should be attached in original along with the tender documents. All corrections shall be duly signed in and stamped. Application without copy of any of the documents duly signed and stamped on all pages (indexed with page number) as mentioned in check list of documents will be summarily rejected. Original of all documents will be verified after shortlisting of successful applicants/ Service Providers through Evaluation Matrix. Applicant/ Service Provider who will not produce original documents within stipulated time (7 days) as advised by the Bank will be disqualified and EMD will be returned in the account provided by them.

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**All Technical Bids which fulfill eligibility criteria as per Terms & conditions mentioned in tender documents/RFP shall be eligible for evaluation as per Evaluation Matrix given in Annexure-XVII. Technical bids that do not satisfy the eligibility criteria shall be rejected and not considered for evaluation. Bids of applicant/ service provider whose score is 60 or more as per evaluation matrix will be shortlisted in the descending order of scoring. The Financial Bid shall be opened only for those bidders who are short listed on GeM Portal under Housekeeping, cleaning, maintenance, and catering service.**

**A) PROCEDURE FOR SUBMISSION AND OPENING OF TENDERS: -**

**Document / Application form for RFP to be downloaded from GeM Portal. For further clarification, if any, may be clarified by email only to [agmpe.lhopat@sbi.co.in](mailto:agmpe.lhopat@sbi.co.in) till 12.01.2026, 15.00 hours. Corrigendum, if any, will be available on GeM Portal only.**

- I. All the documents shall be complete and duly filled in all respects, duly numbered, signed and stamped by an authorized representative/s of the Company. List of documents to be attached by the applicant (applicant/ Service Provider) is as under:

**II. PROCEDURE:**

1. Bidder needs to submit their Technical as well as financial bid through GeM portal, hard copy submission will not be accepted.
2. Bank will not entertain any further correspondence with the applicant/ Service Provider who are unsuccessful in the selection process or whose applications are rejected for not submitting the tender/application online as per the terms of the Tender Notice.

**3. Technical Bid:**

(Technical Bid): RFP, guidelines for bidder, Schedule-I, terms and conditions, scope of work, annexures etc. **Each page of technical bid shall be signed and duly stamped by an authorised person and uploaded in GeM portal. DD/Banker's Cheque of requisite accounts for EMD to submitted at given address.** Technical offer must be submitted in GeM portal along with documents mentioned in **Annexure XVIII**.

Tender Forms with all documentary proof of facts declared in application form **Annexure XVIII** together with other documents such as power of attorney, resolution of board etc. authorizing an officer of the tenderer and nominating a responsible person of the tenderer to transact the business with the SBI, Memorandum of Association/Article of Association, Certificate of incorporation, CIN, List of directors etc. shall be submitted in Gem Portal.

Proof of Earnest Money Deposit of Rs.53,000/- (₹ Fifty-three thousand only) through Bank Draft only. **This criterion shall not apply to MSME and Start Up.**

**4. Financial Bid:**

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

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The bidder should quote the rate both in figures and in words without any ambiguity, corrections and eraser shall have to be attested by the bidder

#### **5. Deadline/ Extension of deadline for submission of tenders:**

For submission of tender, tenderer must complete bid submission stage as per schedule of the tender. All the required documents must be submitted on-line through GeM Portal.

SBI may, at its discretion, extend the deadline for the submission of tenders by amending the tender document in which case all rights and obligations of SBI and Tenderer previously subject to the deadline will thereafter be subject to the deadline as extended.

Any addendum/corrigendum as well as clarification thus issued shall be a part of the Tender documents and it will be assumed that the information contained in the amendment would have been taken into account by the tenderer/bidder in its tender submission. Offers not submitted in time will not be entertained.

#### **6. Opening of Technical bid:**

On the bid opening date mentioned in GeM portal, the tenderer should depute an authorized officer as his representative. Presence or absence of any of the Tenderers shall not hamper the Tender opening process.

#### **B. Procedure for Evaluation of Tenders:**

1. After opening of Technical bid, on the bid opening date, time and venue, the Bank's Committee shall examine the contents of the tenders received along with all prescribed mandatory documents.
2. The technical bids shall be evaluated based on the available documents submitted by the bidder. The technical bid evaluation shall be done based on the following criteria: During the technical evaluation stage, each bidder shall be assigned marks out of a total of 100 marks, as per the criteria / evaluation matrix specified in **Annexure XVII**. The Technical Bid will be evaluated for technical requirements as per the stipulations. The experience and expertise of bidder, record of satisfactory services and capability for providing the cleaning, housekeeping maintenance and catering services for the State Bank Officer's Complex & Guesthouse at Rajendra Nagar will be critical factors in selection. The technical bid not meeting the minimum requirements as per the tender documents shall be rejected.

#### **C. Other conditions of Tender:**

1. The applicant/ Service Provider should not be a Prop. / Registered Partnership/ Private Limited Company/Public Limited Company/MSME/Start up blacklisted or included in negative list or terminated of their services by their clients i.e., Public Sector Undertakings, Reputed Private Sector Units, Public Sector Banks, Private Sector Banks and Government Departments. No director(s) / partners / promoter / key managerial personnel of the applicant/ service providers should be/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity blacklisted or included in negative list by any Scheduled Bank /PSU/Corporate Body/Government

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Body/Public Listed Company/ Reputed Private Sector Units. If the Bank finds the undertaking / certificate provided by the bidder to be false / forged at any time at the time of tender submission or during the period of the contract (if the contract awarded), the applicant/ Service Provider shall be immediately disqualified and the contract, if any, will be terminated with immediate effect and the amount under the EMD/ Interest bearing STDRs furnished as security deposit/ Performance Bank Guarantee will be forfeited/invoked by the Bank.

2. The evaluation will focus on degree of capability for requirements of the Bank. It may include reference calls and Site visits to selected institutes/corporates/ organizations/ banks etc. To facilitate scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask for clarifications on offers. The request for such clarifications and bidder's response must necessarily be in writing/e-mail. However, if the Bank, based on the information furnished in the bid document or received otherwise, finds that the bidder is not capable to provide the Cleaning, housekeeping maintenance and catering services, the Bank reserves the right to reject any or all such bids without assigning any reason whatsoever. As part of the scrutiny & evaluation, if so, demanded by the Bank, the Bidder should produce the originals of any document(s) submitted by the Bidder with the Bid Document. The technical scrutiny shall be on the basis of submitted substantive documents.

3. **All Technical bids which fulfil the eligibility criterion as per terms and conditions mentioned in the tender documents shall be eligible for evaluation as per evaluation matrix given in Annexure-XVII. Technical Bids that do not satisfy eligibility criterion shall be rejected and not considered for evaluation. Bids of applicant/ Service Provider who score 60 or above as per evaluation matrix will be shortlisted in the descending order of scoring. The Financial bid will be opened only for those vendors who are shortlisted.**

4. The Selection committee shall also analyze that there is no collusive or fraudulent practice involved in the entire tendering process amongst all the tenders received.

5. Any tender, during the evaluation process, not meeting the tender conditions laid down in the tender document will be declared as not acceptable and such tenders shall not be considered for further evaluation.

6. **If any tenderer wishes to lodge any complaint against the other tenderer regarding submission of false documents, information etc. the tenderer has to deposit Rs.25,000 (Rupees Twenty five thousand only) in the form of Demand Draft/Bankers cheque drawn in favour of "STATE BANK OF INDIA" payable at Patna in terms of deposit.** The amount so deposited shall be refunded, if after scrutiny, the complaint is found to be true by the appropriate authority. However, if the complaint is found to be false and mala-fide, the deposit will be forfeited. No interest shall be paid against this deposit.

7. Copy of Common Annual return submitted to "ShramSuvidha portal" of Ministry of labour and employment for last years for each client as submitted in the application.

8. Service provider has to submit valid labour license and Shram Suvidha return against the work order submitted by them. The application will be rejected summarily if valid labour license and Shram Suvidha return is not enclosed.

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9. At any point of time prior to the deadline for Submission of tender, the Bank may amend the tender documents by issuing Addenda/Corrigendum in **GeM Portal only**.
10. The applicant must produce relevant documentary evidence along with the Technical Bid form. Non-disclosure of relevant information or furnishing of incorrect information/ documents will suffer disqualification under Technical Bid.
11. The applicant must not sub-let the contract awarded to any other person. Conditional tenders are not acceptable. In case of any deviation, **a separate detailed deviation statement is to be enclosed**. If no deviation statement is enclosed, then it will be deemed that the tenderers has accepted all terms and conditions.
12. Non-disclosure of relevant information or furnishing of incorrect information / documents will suffer disqualification. Applicant/ Service Provider which are defaulter in payments of statutory dues including GST shall be disqualified. Defaulter in payment of salary by the applicant/ Service Provider will render disqualification during the selection process. Defaulter in payment of salary to employees in time by the Service Provider will also amount to disqualification of the Service Provider in the final selection process.
13. This tender is not an offer by the Bank, but an invitation for applicants/ Service Provider to respond. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Successful applicants/ Service Provider. However, until a formal contract is prepared and executed, notification of award of the contract to Successful/empaneled applicants/ Service Provider and its acceptance thereof shall constitute a binding contract with the Successful /empaneled applicants/ Service Providers. In such a scenario the terms and conditions contained in this tender/bid documents shall be binding on all the parties. The information contained in this tender document is subject to updating, expansion, revision and amendment at the discretion of the Bank. It does not, purport, to contain all the information that the applicants/ service providers may require. SBI does not undertake to provide any applicants/ service providers with access to any inaccuracies therein, which may become apparent. SBI reserves the right or discretion to change, modify, add to or alter any or all of the provisions of this tender and/ or the bidding process, without assigning any reasons whatsoever.

#### **D. SELECTION PROCESS: -**

Technical bids with minimum score of 60 and above as per evaluation matrix as given in Annexure XVII and satisfy other eligibility criteria of the tender documents, shall be eligible for opening of financial bid. Technical Bids will be opened as per prescribed on GeM portal only at the office of Assistant General Manager, State Bank of India, Premises & Estate Department, 8<sup>th</sup> floor, Local Head Office, West of Gandhi Maidan, Patna in the presence of bidders or their duly authorized representatives. The authorized representatives must bring necessary authority letters under an official letter head of the bidders conferring full and comprehensive authority to deal with all matters relating to the tenders (not more than two representatives from each service providers). If the bidders or their authorized representatives fail to reach in time, the bids will be opened in their absence. In case, the date of opening of tenders is declared as a holiday or deferred, the tenders will be opened on the next working day/deferred date at the same time and venue.

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**Financial Bids whose score is 60 and above as per evaluation matrix in Annexure XVII and satisfy other eligibility criteria of the tender documents shall be opened through GeM portal only. L-1 will be decided on the basis of lowest quote in the price bid. The bid will be summarily rejected if the bidders quote the service charges below 3.85% (Department of expenditure, procurement policy Division) dated 06.01.2023.**

#### **E. Security Deposit:**

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.

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 obligation 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 service.

#### **F. Signing of Contract Documents**

Service providers selected for Housekeeping, Cleaning, Maintenance and Catering services through the process mentioned in tender document shall be required to execute agreement with the Bank within 15 days from the receipt of intimation for a period of 02 years containing general terms and conditions as mentioned in Annexures on a stamped paper. The contractor shall bear all the cost and expenses in respect of all charges, stamp duty etc. of the agreement.. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful tenderer irrespective of whether such formal agreement is subsequently entered into or not. **After two weeks of delay in execution of work, the Bank reserves the right to cancel the agreement and may forfeit the amount of EMD kept with the Bank. The concerned applicant/ Service Provider shall also be black-listed for a period of 1 year from participating in such type of empanelment.**

#### **G. Validity of Tender**

Tender shall remain valid and open for acceptance for a period of 90 days from the last date of submission of Bid. If the tenderer withdraws his/her offer during the validity period or makes modifications in his/her original offer which are not acceptable to the Bank, the Bank shall be at liberty to forfeit the EMD without prejudice to any other right or remedy.

Any clarification may be obtained through [0612-2820820/21/22 or email at <[agmpe.lhopat@sbi.co.in](mailto:agmpe.lhopat@sbi.co.in)> . Selection on technical parameters will be made based on fulfilment of eligibility norms and particulars and documents furnished by the applicant as required and satisfactory verification carried out by the Bank. Incomplete information in the application may lead to summary rejection of the same. Bank reserves the right to accept or reject any or all

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applications without assigning any reason whatsoever. Bank's decision as regards eligibility will be final and binding.

For and behalf of State Bank of India

Assistant General Manager (P&E)  
Premises & Estate Department, 8th floor  
Local Head Office, West of Gandhi maidan  
Patna-800001

## H. SCHEDULE OF EVENTS

<b>SCHEDULE OF EVENTS</b>		
<b>S. No</b>	<b>Particulars</b>	<b>Remarks</b>
1	Bid Start Date and Time	<b>26.12.2025 AT 04:00 PM</b>
2	Bid End Date and Time	<b>19.01.2026 AT 04:00 PM</b>
3	Bid Opening Date and Time	<b>19.01.2026 AT 04:30 PM</b>
4	Last date and time for receipt of queries and clarifications ( <b>over e-mail only to agmpe.lhopat@sbi.co.in</b> )	<b>12.01.2026 upto 03:00 PM</b>
5	Pre-Bid Meeting Date and Time	<b>05.01.2026 at 11:00 AM</b> Venue: 8 <sup>TH</sup> FLOOR, Premises & Estate Department, State bank of India, Local Head Office, Gandhi maidan (West), Patna – 800001 Tel Ph: - 0612 – 2820821/22 Any change will be published on GeM portal by issuing Corrigendum.
6	Date and Time of opening of Technical Bids (Tentative)	<b>19.01.2026 AT 04:30 PM</b> Authorized representatives of Bidders, at their option, may be present during opening of Bid. However, Bids will be opened even in the absence of any or all of the Bidder's representative.
7	Date and time of opening Price Bid (online)	<b>Will be informed to all technically qualified bidders on GeM portal only.</b>

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**Annexure-II**

**ELIGIBILITY CRITERIA**

1. The Bidder must have a full-fledged Office /Branch Office in any location with-in geographical area of **Patna**, Bihar The bidder must submit proof. To ascertain that the office/branch office is full-fledged, bank may visit the said office at its own discretion).

2. The Bidder should have One Similar work (Single work order) under execution / awarded "Annual Contract Value" not less than ₹54.00 Lakh. Copy of the work order issued by the principal Employer specifying following information relating to the works to be carried out:

1. Scope of work.
2. Contract value.
3. No. of staff deployed by the Service Provider for the contract.
4. Period of the contract.
5. Date of commencement of the contract

3. The applicant/service provider Should have at least 25 manpower on payroll (certified copies of EPF and ESIC paid challan for Nov 2025 month to be submitted.

4. The applicant/service provider should have constituted a Sexual Harassment Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (Suitable declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorised Signatory).

3.The applicant/ Service Provider must not be a loss-making company during the last 3 (Three) continuous and completed years ending 31.03.2025. (Audited balance sheets for FY 2022-23,2023-24 & 2024-25) duly certified by Chartered Accountant that there will be no variation in the data by 10% to be submitted.

4.The applicant/ Service Provider must have average minimum annual turnover {Revenue from operations (payments of employees engaged in cleaning, housekeeping, maintenance and catering)} of **Rs. 16 Lacs (Rupees Sixteen lacs only)** in last 3 Financial Year i.e 2022-23, 2023-24 & 2024-25 (Certificate from Chartered Accountants must be enclosed that Revenue from operations is from cleaning, housekeeping, maintenance & catering work only. Non submission of CA Certificate will attract disqualification. **This criterion shall not apply to MSME and Start Up.**

5. The applicant/ Service Provider must submit Solvency certificate from Scheduled Commercial Bank (other than Co-operative Banks) the date of which should not be prior to 30 days from the date of tender for an amount of Rs.15,00,000.00 (Rs. Fifteen lacs only) in proper format.

6. The application/Bidder must be accompanied with Earnest Money Deposit of ₹53,000.00 (Rs. Fifty three thousand only) in the form of a Demand Draft in favour of 'State Bank of India', payable at Patna. The Bank will not pay any interest on the EMD. The Earnest Money Deposit (EMD) of applicant/ Service Provider will be retained at P & E Department, Local Head Office of SBI, Patna, and will be returned to them after the completion of process and 3 months after commencement of job by the Service Providers at the allotted site. However, if the Service Provider does not

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undertake the job at the allotted site within stipulated period, the Bank shall forfeit the EMD for which the Service Provider shall not raise any objection and such forfeiture shall be conclusive, non-objectionable and binding upon the Service Provider. The EMD of un-successful applicant/ Service Provider will be refunded to them within 30 days after finalization of the successful applicant(s). The unsuccessful applicant(s)/ Service Providers may collect the draft from the P&E Department of SBI, LHO Patna. The applicant/ Service Provider must provide Account Number, Name of the account, Name of the Bank and Branch of the Bank and IFSC code for refund of EMD in the account. Tender documents submitted without mentioning account number, Name of the Account, Name of the Bank/Branch and IFS Code will be rejected summarily. Applications not accompanied with Demand draft amount of ₹53,000.00 (Rs. Fifty three thousand only) as EMD shall be summarily rejected. No exemption whatsoever in relation to EMD in tender documents shall be allowed. Any tender submitted without EMD claiming any sort of exemption whatsoever shall be summarily rejected. **This criterion shall not apply to MSME and Start Up.**

**Annexure-III**

**GENERAL TERMS AND CONDITIONS:**

1. The applicant/service provider must produce relevant documentary evidence along with Technical Bid form. Non-disclosure of relevant information or furnishing of incorrect information/documents will suffer disqualification under Technical Bid.
2. The applicant/service providers are prohibited from using any information acquired under this contract or during the tender process for another organization whose business activities are similar in part or in whole to any of those of the Bank anywhere in the world without prior written consent of the Bank for a period of three years from the date of the contract. This condition shall continue to apply to the service providers who are eventually awarded the work after successful completion of the tender process.
3. The applicant/service providers must have complied with all labour laws and obtained all licenses/approvals/permissions to carry on the business of housekeeping, cleaning, maintenance, and catering services. This condition shall continue to apply to the service providers who are eventually awarded the work after successful completion of the tender process.
4. The applicant/service providers shall be responsible to register himself and obtain a valid labour license under the Contract Labour ( Regulation and Abolition) Act 1970 and rules there under and the Contractor must comply with and carry out 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 Act/Rules and the Contractor shall indemnify the Bank against the penalties/ claims, for any default on their part. This condition shall continue to apply to the service providers who are eventually awarded the work after successful completion of the tender process.
5. All persons engaged by the service providers have to be paid wages, special allowance and other allowances at rates, not lesser than the minimum rates prescribed by the Government of India under relevant rules in their respective accounts maintained with State Bank of India. All the employees have to be extended coverage of PF/EPF as per the eligibility under PF Act. Appropriate deductions are to be made towards coverage of PF/EPF as per the eligibility under PF Act. Appropriate deductions are to 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 provisions of the Payment of Wages Act.
6. The applicant/service providers must not have been prosecuted or suffered any penalty for violation of any laws by any Labour Authority / Competent Court/other statutory authorities for PF, ESI, Income tax, GST etc. in the last 5 years at a stretch. Bank reserves its right to take final call subject to its satisfaction.
7. The Bank shall not be responsible for any lapse on the part of the service providers in enforcing of provisions of any Labour Acts / Laws, viz, Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulations & Abolition) Act, 1970 and (Central) Rules, 1971 / Industrial Disputes Act, 1947 and (Central) Rules 1957, Employee's State Insurance Act,

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1948 (ESI), Employee's Provident Funds and Miscellaneous Provisions Act, 1952 (EPF), Gratuity, Workmen Compensation Act, Bonus Act, etc. It will be the service provider/contractor's responsibility to abide by all Statutory Laws / Regulations applicable to the contract labour engaged by him on the contract work. Receipt of any complaints on this ground will be viewed seriously. It is expressly understood that the manpower deployed by the empaneled service providers are not on the rolls of the Bank and no legal relationship of whatsoever subsists between the Bank and such personnel employed by the service provider/contractor.

8. The personnel engaged by the service providers and deployed by him at the Bank premises will be in no way be deemed as working under employment of the Bank and there shall not exist any employer-employee relationship between the Bank and the service providers or his personnel deployed by him. The service provider agrees to indemnify the bank against any imposition of penalty, damages, or other award of compensation by the court or other authority as a consequence of any of the persons engaged by the service providers claiming to be employee of the Bank.
9. The applicant/service providers should not have rescinded / abandoned any housekeeping, cleaning, maintenance and catering contract awarded by any of its client before the expiry of prescribed period of contract in the last 5 years at a stretch.
10. The applicant/service providers should not have suffered disqualification at any time in the past in rendering services like cleaning, housekeeping, maintenance and catering services in respect of matters enumerated herein.
11. The applicant/service providers must furnish appropriate declarations in respect of acceptance of the terms and conditions mentioned herein along with his Technical Bid forms.
12. The applicant/service provider must obtain for himself at his own responsibility and expenses, all the necessary information/documents including approvals, permissions, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Bank, the tenderer must examine the specifications, conditions and seek whatever clarification, he desires before submitting the Tender documents.
13. Omission, neglect or failure on the part of the applicant/service provider in obtaining requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the empaneled service provider whose tender is accepted from any liability under the contract.
14. If any service provider withdraws his tender after submission or makes any modifications to the tender after its submission, the tender will be treated as having been rejected by the Bank and it will not be processed further and EMD will be forfeited.
15. Final award of the contract for cleaning, maintenance, housekeeping and catering services will be subject to the approval of the Competent Authority.

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16. 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.
17. The service provider shall engage sufficient number of able, trained, efficient, neat & clean (viz., with trim hair-cut, moustache, nail cut) healthy, honest, well behaved and skilled persons including supervisor(s), for upkeep and maintenance of entire premises/ departments/ branches including terrace, open area in the above mentioned buildings and up to 5 feet outside the buildings.
18. The service provider shall provide pest control of flies, mosquitoes, cockroaches, lizards etc. by carrying out spray work with good quality repellants such as Finit and/or Baygon etc. spray in the entire buildings at regular intervals. **The service provider must have license or having valid agreement with third party who has pest control license for pest control work. The pest control license or third party agreement should be prior to tender floating date.**
19. The service provider will be responsible to attend to all complaints within the purview of the contract. The contractor will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to the Competent Authority designated by the Bank.
20. The service provider shall work in close co-ordination with SBI officials working in various establishments related to which the work has been awarded and modified working schedule if required as per user convenience. No claim whatsoever on this account shall be entertained.
21. The service provider should have site office for storage of machines, materials and chemicals, in each ward, with minimum required infrastructure like electricity, water supply etc., for which no rental will be recoverable. However no extra payment shall be admissible for carriage/ shifting etc. After execution of the agreement, the contractor shall store the cleaning material and equipment in proper and organized manner at site.
22. Under no circumstances, the service provider shall dispose off garbage, malwa, 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 empaneled service provider.
23. 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.
24. The work in general shall be carried out in accordance with the scope of work and instruction issued from time to time. The service provider and their workers too shall follow strictly all safety precautions required for handling machines, electrical power/ work on heights etc. and the Bank will not be responsible for any losses.
25. The service provider shall execute the work in such a manner that no damage is made to the existing structure. The service provider shall ensure quality work in planned and time

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bound manner. Any substandard material / work beyond set out tolerance limit shall be summary rejected by the SBI in-charge and Bank reserves the right to terminate the agreement.

26. The service provider shall conduct the work so as not to interfere with or hinder with the operation of other contractors, or the service provider shall arrange the work with that of the others in an acceptable and co-ordinate manner and shall perform it in the proper sequence to the complete satisfaction of SBI in charge.
27. 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.
28. No payment shall be made for any damage caused by natural calamities.
29. The service provider will have to maintain account with SBI and have to quote their SBI account no. while submitting bills for credit of bill proceeds. The payment of bill will be reimbursed after submission of statutory obligations viz. PF, ESIC challans.
30. The contract is for providing services and is not for supply of contract labour and that the persons employed by him for providing the services more fully described in specification of work shall be the employees of the service provider and not of the Bank.
31. All questions relating to the performance of the obligations under this agreement and to the quality of the 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 AGM (P&E) in the Bank, whose decision shall be final, conclusive and bindings on the empaneled service provider.
32. The service provider will be responsible for the good conduct and performance on their part and the service provider shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or at a future date. The person engaged by the service provider to perform the work in the Bank shall have no claim of whatsoever nature from the Bank.
33. The service provider 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.
34. The service provider shall have full control over the employees engaged by him. The service provider shall give necessary guidance and directions to employees to carry out the jobs assigned to them. The service provider shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be service provider's responsibility. He will remove any person (s) / employee (s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct, and such

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a person shall not be again employed or allowed in the work/campus without the permission of the Officer-in-charge of the Bank.

- 35.** The service provider will pay rates and wages as per Minimum Wages Act and observe hours of work and conditions of employment as per existing rules, agreement and applicable laws. They shall be responsible if so required under the relevant law to register and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and they must comply with and carry out all the provisions and obligations under the said Act and Rules and furnish all information to the SBI officer in charge as may be required by the Act/Rules and shall indemnify Bank against any penalties/claims for any default on their part, and the said obligation shall survive even after the termination of the Agreement. Bank may undertake a review of the charges payable after every 6 months on account of revision in minimum wages payable as per Government directives. GST Will be payable by the Bank as per applicable rate additionally. TDS will be deducted from the bill amount as per extant norms.
- 36.** The payments to the service provider shall be on a monthly reimbursement basis, upon production of Bill(s) in triplicate, along with supporting documents giving proof of work/ duties performed by each employee as per area category as hereunder:
- (i) Bill as per format provided by SBI for actual duties as authorized by bank.
  - (ii) Bank Receipts as proof of wages credited in the savings bank a/c of the housekeeping and maintenance personnel.
  - (iii) Salary Statements of all personnel engaged at SBI Offices/branches/residential complexes.
  - (iv) Taxes, EPF & ESIC Receipt/token receipt of billing month.
  - (v) Original Attendance sheet duly certified by respective designated branch.
- 37.** It will be service provider's responsibility to ensure that the obligations under the contracts are duly performed and observed. The service provider shall also designate supervisor(s) by name who will personally check the working of their staff every day. The service provider shall maintain the 'Daily Report register' of services every day and made available for inspection by the SBI officer in charge.
- 38.** The service provider shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the Bank's Executive or Officer-in-charge of the Bank. The service provider shall submit the Complaint Register to Bank's Executive or Officer-in-charge of the Bank at fortnightly interval or as and when required for further putting up to the Competent Authority.
- 39.** The service provider shall be responsible for any loss due to theft/pilferage of / damage to the Bank's property, including any portion of the building under the service provider's occupation, or the fittings, fixtures or other equipment entrusted in their charge, or any property belonging to the Bank's Executives, when such loss / damage is in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by Bank. Accordingly, the service provider shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records. It is the sole responsibility of the service provider to supervise the work of the

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person engaged by him. The person engaged by the service provider to perform work under the contract shall never claim absorption/ regularization from the Bank.

40. The service provider shall not permit any portion thereof or any other area in the complex to be used for residential purpose by him and /or any of his employee, except the room/area specifically permitted by the Bank.
41. The service provider 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, which are in vogue or will become applicable in future.
42. The service provider shall accept and bear full and exclusive liability for the payment of any or all taxes etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the service provider.
43. The service provider 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.
44. The service provider 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.
45. The service provider shall provide weekly off/holidays to the employees as per labour laws but it will be the contractor(s) responsibility to ensure uninterrupted services on all days at no extra cost.
46. The contract shall be terminated at 30 (thirty) days notice at the option of the Bank without assigning any reason thereof. If during the currency of the contract, any Government notification prohibits employment of contract labour for any of these services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor. Besides, if the contract is terminated as stated above, the contractor shall be entitled to payment up to the date of termination for the work already performed.
47. The applicant/ Service Provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business / customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), and shall not in any way disclose to anyone and the same shall be treated as the intellectual property of the Bank. The applicant/ Service Provider shall ensure that the same is not used or permitted to be used in any manner incompatible inconsistent with that authorized procedure/ practice by the Bank. The Confidential Information will be safeguarded, and the applicant/ Service

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Provider will take all necessary action to protect it against misuse, loss, destruction, alteration or deletion thereof. Any violation of the same will be liable for action under the law.

48. The applicant/ Service Provider shall keep complete and accurate records of all the operations and expenses in connection with the services provided to the Bank. All such records shall be kept on file by the applicant/ Service Provider for a period of ten (10) years from the date the record is made.
49. In the event this Agreement being terminated consequent to the non-compliance of terms of agreement, no further liabilities or obligations shall accrue to the Bank except for any charges due and owing at the time of such termination, for the services rendered under this Agreement prior to such termination.
50. **PENALTIES**: In the event of violation of any terms and conditions by the service provider of this tender document, the bank will be within its rights to recover suitable amount as penalty from the contractor's bill. The quantum of penalty may be decided by the Bank and shall be binding on the service provider. The penalty as may be determined by the Bank shall be liable to be adjusted from the security deposit in which case the successful bidder will be required to replenish such deposit after adjusting the value of deposit. Such penalty may also be recovered from the payments to be made by the Bank to the Contractor on the basis of bill raised by the service provider under this tender
51. In case the service provider 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 empaneled service provider 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 or from security deposit furnished by the empaneled service provider.
52. Any indulgence, forbearance or waiver granted or shown or made on the part of the Bank will not prejudice its right under the contract/agreement.
53. The service provider shall take at their own cost, if required, necessary insurance cover in respect of staff and other person to be employed or engaged by them in connection with the mentioned services to be rendered to SBI and shall comply with all relevant labour laws and other laws as applicable for the purpose to the area as existing or as may be mentioned during the contract period and shall indemnify SBI against all acts of omission, fault, breaches and or any claim or demand, loss, injury and expenses to which SBI may be party or involved as a result of the contractors failure to comply the obligation under the relevant Act, law which the empaneled service provider is to follow.
54. The housekeeping, cleaning, maintenance & catering personnel engaged by the service provider shall be the employees of the service provider, and in no event the said housekeeping, cleaning, maintenance & catering personnel shall be deemed to be the employee of SBI. SBI is not responsible / liable to the said housekeeping, cleaning, maintenance & catering personnel and payment of salary, allowances and any other amount to the housekeeping, cleaning, maintenance & catering personnel shall be the responsibility of the service provider.

55. No payment shall be made for any damage caused by rain, snowfall, flood or any other natural calamity, whatsoever during the execution of the work.
56. The service provider should not be near relative of Bank's staff as defined by the BANK viz spouse, father (including stepfather), mother (including stepmother), son (including stepson) 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 has to make proper declaration in Annexure-IX)**
57. An Identity Card, duly approved by the Bank, should be issued by the service provider to each personnel engaged at the Bank's Premises. Identity card must contain EPF Number, ESIC number and UAN number.
58. The housekeeping, cleaning, maintenance & catering personal engaged by the service provider shall be dressed in neat and clean uniform (including proper identity cards), failing which a penalty of Rs.50/- (Rs Fifty Only) will be levied on each occasion and habitual offenders in this regard shall be changed by the service provider. The penalty on this account shall be recovered from the service provider. If any of the employees of the service provider is found in unshaven/soiled or without uniform/not wearing shoes/unkept hair etc. a penalty of Rs.50/- for each such incident shall be levied and the same shall be recovered from the empaneled service provider.
59. In case of absenteeism/delay in reporting for duty by housekeeping, cleaning, maintenance & catering personnel /Supervisors(s), a suitable replacement is to be provided.
60. The service provider must submit the detailed Bio-data, Police verification report & consolidated details of all the housekeeping, cleaning, maintenance & catering personnel (inclusive of Passport size Photo and KYC documents duly signed by the housekeeping, cleaning, maintenance & catering personnel and verified by the authorized official of the service provider) at LHO at least one week before deployment/rotation of the housekeeping, cleaning, maintenance & catering personnel to avoid penalty. The service provider should also ensure the housekeeping, cleaning, maintenance & catering personnel maintain a savings bank a/c in his name or jointly with the spouse at any nationalized bank (preferably SBI) for crediting their wages & allowances if any prior to deployment.
61. The Service provider/Contractor shall engage the services of sufficient number (as per **Annexure - XV**) of able, trained efficient, neat, healthy, honest, well-behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas at his cost round the clock. The cook(s) shall be expert in preparation of veg. and non-veg. of various types of North Indian, continental and South Indian dishes. The attendant/room boy-cum-helpers/cooks and other staff should be properly trained, and shall wear smart and neat uniform (pattern to be got approved from the Bank) with their name-badges. The contractor will be responsible for the good conduct and performance on their part and the contractor shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or

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at a future date. The contractor shall have to engage, the services of sufficient number of bearers etc. (as per **Annexure - XV**) and one or more supervisors.

- 62.** The Service provider/Contractor will ensure that the supervisor engaged by him verifies the condition of all the electronic, furniture and sanitary items, etc. provided in the Guest House & Chummary accommodation on daily basis and shall ensure that they remain in working condition by arranging necessary upkeep through the electrician, carpenter or plumber as the case may be, if the same is within scope of work of the contract and if not, the problem will be brought to the notice of the Assistant General Manager (P&E) or concerned officer/engineer in the department on the same day. The supervisor will maintain a register for the purpose and room/lobby wise verification report in this regard will be submitted to Assistant General Manager (P&E) on monthly basis.
- 63.** The service provider/contractor shall ensure a very high standard of housekeeping and maintenance of the entire complex 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 each room, kitchen etc. daily all at his costs.
- 64.** All consumable material and equipment's required for day to day which are to be arranged by the contractor shall be of best quality and approved by the Bank, which shall be available for inspection by the officials from the department.
- 65.**
- i. The service provider 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, which are in vogue or will become applicable in future.
  - ii. The service provider shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance or any statutory provisions/obligations. 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.
  - iii. The service provider binds himself executor or administrator and agrees to indemnify 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 brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law / Act / Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employee/engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

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66. The service provider shall maintain proper liaison with the Telephone, Cable Agency/Tata Sky, Water, Electricity and other Government departments for attending complaints quickly.
67. The service provider will ensure that the bills pertaining to the State Bank Officer's Complex, Rajendra Nagar guest house & chummery in respect of electricity, telephone, water charges are sent to Assistant General Manager (P&E), LHO Patna on the same day of their receipt at the guest house. In case, the Bank has to pay penalty due to late deposit of bills due to the fault of the contractor or its personnel, the amount of penalty will be recovered from the monthly maintenance charges payable to the contractor.
68. The service provider shall arrange for periodical cleaning and disinfection of underground and overhead water storage tanks at his cost, at least once in a month and shall write with Enamel paint, the date of cleaning on these tanks.
69. The service provider shall provide laundry services to the Bank's Officials/ Executives, if demanded, and such charges to be borne by the Bank's Officials/ Executives.
70. The service provider shall provide latest local road map, trains' time table, airlines time table etc. at the reception lobby for use by the Bank's Officials/ Executives, at his cost.
71. The service shall display the following particulars on the Notice Board at the Guest House:-
- a. Full Menu card
  - b. Name of the Contractor and mobile no. of key person with name
  - c. Name of the caretaker
  - d. Name of the attendants
  - e. Facilities available at the guest house
  - f. Important Telephone Numbers, viz., Travel Agents, Doctors, Ambulance Service etc.
73. I agree to abide by the above-mentioned terms and conditions.

Dated

Signature of Bidder  
Address and seal

#### **74 FORCE MAJEURE:**

If the whole or any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by cause, circumstances or events caused due to flood, fire, accident, earthquake, riot, explosion, war, hostilities, acts of God, custom barriers, or other causes of like character beyond the control of the parties, then to the extent the parties shall be prevented or delayed from performing all or any of its obligations hereunder by reason thereof, despite due diligence and reasonable efforts to do so notwithstanding such cause, circumstances or events, the parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.

#### **75 ARBITRATION:**

In the event of disputes, controversies, differences of opinion and claims arising out of or in connection with this document or in any way relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise is relation hereto, the parties shall first endeavor to settle such differences, disputes, claims or questions by friendly consultation and failing such settlement, the matter shall be referred to the sole arbitrator, who shall be appointed by the parties by mutual consent. The cost of arbitration shall be borne by the parties jointly and the seat of arbitration shall be **Patna**. The same arbitration shall be governed by the provisions of Arbitration & Conciliation Act, 1996. to an Arbitrator and resolved as per of terms & conditions of this document.

#### **76 FORBEARANCE:**

The failure on the part of the Bank to insist upon the performance of any terms and conditions of this RFP/Subsequent agreement, to exercise any right or privilege conferred in this RFP/Subsequent agreement, or to demand any penalties resulting from any breach of any of the terms or conditions of this RFP/Subsequent agreement shall not be constructed as a waiver on the part of the Bank of any terms, conditions, rights or privileges but the same will continue and remain in full force and effect, nor will such waiver affect any subsequent breach or subsequent action in that behalf.

#### **77 Governing Law and jurisdiction:**

This tender and any subsequent agreement entered into between the Bank and the service provider shall be governed by the Indian Law and the Courts at Patna alone shall have the jurisdiction in respect of any or all matters/dispute relating to or connected with the tender.

#### **78 Corrupt or Fraudulent Practices**

- a) The Bank as well as Tenderer shall observe the highest standard of ethics during the procurement and execution of such contracts.
- b) Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;

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- c) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank and includes collusive practice among Tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- d) “Collusive practice” means a scheme or arrangement between two or more tenderers, with or without the knowledge of the Bank, designed to establish tender prices at artificial, non-competitive level; and.
- e) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.
- f) The Bank shall reject a tender for award if it determines that the tenderer recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- g) The Bank shall declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt or fraudulent practice.

## **79 WORK POLICY:**

The applicant/ Service Provider agrees to put in its best efforts to meet the Bank’s assigned deadlines and standards as applicable to avoid penalty.

The applicant/ Service Provider shall not, knowingly, or unknowingly, engage any person with criminal record/conviction or any person who participates in a pre-trial diversion program, and any such person shall be barred from participating directly or indirectly in providing the services under the Agreement. Police verification of all the personnel engaged by the applicant/ Service Provider should be arranged and confirmed to the Bank in writing. If it is later found that the applicant/ Service Provider had employed any person with criminal record or prior conviction, the Banks shall have the option to terminate the contract, including claiming damages for losses suffered, if any.

The applicant/ Service Provider and/or individual so assigned for the performance of the services under the Agreement agree to comply with all of the Bank’s standards and procedures stipulated in this respect at the locations where the applicant/ Service Provider is performing work to avoid penalty.

The applicant/ Service Provider shall compensate the Bank for any loss and / or damage caused to the Bank because of non-compliance of all or any of the terms of the Clause or for the misconduct or negligence of all or any of its employees, representatives or any individual assigned for the performance of the services under the Agreement. In the event of such a claim for loss or damages being made by the Bank, the Bank shall be entitled to adjust such amounts as claimed against the future or outstanding payments due to the applicant/ Service Provider. Any such claim for loss and / or damage made by the Bank shall not amount to a waiver for the Bank’s right to

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terminate this Agreement or any of the other rights available to the Bank either under the Agreement or otherwise.

The applicant/ Service Provider shall hold meeting with the Bank Personnel to discuss and review its performance monthly and shall implement any suggestion made by the Bank for the betterment of its services.

The applicant Service Provider shall not engage in any conduct or practice which violates any applicable local, state or union law, statute, order or regulation, which is in force or that may come in force during the tenure of this Agreement.

The applicant/ Service Provider and any individual so assigned for the performance of the services under this Agreement agree that, they will not make or offer to make any payments to or confer, or offer to confer any benefit upon any employee agent or fiduciary of any third party, with the intent of influencing the conduct of such employer, agent or fiduciary in relation to the business of such third party.

The applicant/ Service Provider and any individual so assigned for performance of the services under this Agreement agree, represent and warrant and declare that no Bank Officer, Director, employee or immediate family member thereof (collectively, "The Bank Personnel") has received or will receive any benefit directly or indirectly in connection with this Agreement and that no Bank Personnel has business relationship of any kind with the applicant/ Service Provider or its officers or any individual so assigned for performance of services under this Agreement.

In the event this Agreement being terminated consequent to the non-compliance of terms of agreement, no further liabilities or obligations shall accrue to the Bank except for any charges due and owing at the time of such termination, for the services rendered under this Agreement prior to such termination.

The applicant/ Service Provider shall not engage any subcontract or transfer the contract to any other person in any manner. If the applicant/ service provider transfers or assigns this contract to any other applicant/ service providers /organisation (third party), the current agreement will be treated as terminated automatically.

### **80 CONFIDENTIALITY AND SECRECY:**

The applicant/ Service Provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business / customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), and shall not in any way disclose to anyone and the same shall be treated as the intellectual property of the Bank. The applicant/ Service Provider shall ensure that the same is not used or permitted to be used in any manner incompatible inconsistent with that authorized procedure/ practice by the Bank. The Confidential Information will be safeguarded, and the applicant/ Service Provider will take all necessary action to protect it against misuse, loss, destruction, alteration, or deletion thereof. Any violation of the same will be liable for action under the law.

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The applicant/ Service Provider under this Agreement shall sign a suitable confidentially and Non-Disclosure Agreement in a format approved by the Bank, to protect Confidential Information. The applicant/ Service Provider further agrees that merely by reason of its individuals/employees signing the Confidentially and Non-Disclosure Agreement, the applicant/ Service Provider shall not be absolved from any liability that may arise as a consequence of breach of this Agreement either by the applicant/ Service Provider and / or any of its employees, individuals, agents or representatives. The Bank reserve the right to prosecute the individual employee including the applicant/ Service Provider for divulging any material information of the Bank which may jeopardize its business for any reason whatsoever, beside termination of the agreement etc.

The applicant/ Service Provider acknowledges that in the event of any breach or threatened breach of this clause by the applicant/ Service Provider and / or by any individual assigned by the applicant/ Service Provider for the performance of the services under this Agreement, the applicant/ Service Provider shall be liable to pay damages as may be quantified by the Bank. Apart from the above, the Bank shall have the right to proceed against the applicant/ Service Provider and or its assigned person(s) under appropriate law.

The applicant/ Service Provider acknowledges that in the event of any breach or threatened breach of this section by the applicant/ Service Provider and / or by any individual(s) assigned by the applicant/ Service Provider for the performance of the services under this Agreement, monetary damages, if any, will not be an adequate remedy. Therefore, the Bank shall be entitled to injunctive relief to restrain the applicant/ Service Provider from any such breach, threatened or actual. In addition, the bank reserves the right to terminate this agreement even with a short notice of bank's intention to do so, besides initiating other legal action by the way of criminal/civil etc.

### **81 REQUIRED DISCLOSURE OF CONFIDENTIAL INFORMATION:**

If the applicant/ Service Provider is directed by court order, or other legal or regulatory request or similar process to disclose information recorded on any document or any of the Bank Confidential Information, the applicant/ Service Provider shall notify the Bank in writing, in sufficient detail, immediately upon receipt of such court order, legal or regulatory request or similar process, in order to permit the Bank to make an application for an appropriate protection order (which the Bank may pursue at its own expense). Such notice shall be accompanied by a copy of the court order, subpoena, legal or regulatory request or similar process.

### **82 INSURANCE:**

The applicant/ Service Provider shall maintain at its sole expense, throughout the tenure of this agreement and the extensions thereto, Insurance coverage, including but not restricted to, Comprehensive General Liability Insurance covering bodily harm, injury, death of all individuals employed / assigned by the applicant/ Service Provider to perform the services required under this Agreement. Fidelity Insurance protecting against employee's dishonesty, theft, robbery, forgery, altered documents, and / or other dishonest acts on the part of applicant/ Service Provider's employees or representatives. Workmen compensation Insurance of all individuals employed / assigned by the applicant/ Service Provider to perform the services required under this Agreement and / or such other insurance for loss or damage to property howsoever caused. Professional Liability Insurance covering losses resulting from operating errors, omissions, negligence and misrepresentations, and breach of contract related to applicant/ service providers obligations under this agreement.

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The applicant/ Service Provider further undertakes at its sole expense to provide for insurance of all property, individuals, employees, agents or persons assigned to perform the services under this agreement, as may be required by the Bank up to such limits as may be specified by the Bank.

The Bank shall have no liability whatsoever for any loss or injury to any individual assigned to perform the services under this Agreement or otherwise, while in the Bank premises or anywhere else, including any liability that may arise as a result of malfunction of any equipment or otherwise, howsoever.

Upon the request of the Bank, the applicant/ Service Provider undertakes to provide such documentary proof of compliance of this clause as may be required by the Bank or its auditors or any other authorities.

The applicant/ Service Provider will provide the Bank upon execution of this Agreement and upon request by the Bank or its auditors from time to time, with certificates of insurance or other satisfactory documentation as evidence required under this Agreement are in full force and effect.

### **83 LIMITATION OF LIABILITY:**

The applicant/ Service Provider shall be liable to the Bank for all or any claims, damages and expenses of any nature whatsoever arising directly or indirectly from any negligent, dishonest, criminal or fraudulent act of any individual assigned for the performance of the services under this Agreement and / or for any loss and / or damage caused to the property of the Bank, in particular to the Bank's documents, items etc. while in its possession.

The applicant/ Service Provider shall be liable for any indirect, special or consequential damages to the Bank that may arise as a result of non-performance or contravention of all or any of the terms and conditions under this Agreement. In the event of any such damages occurring to the Bank, the applicant/ Service Provider shall be liable to compensate the damages quantified by the Bank and the Bank shall be entitled to adjust the amount so claimed as damages against the future payments due by the Bank to the applicant/ Service Provider, and Bank shall have the power to terminate the Agreement.

### **84 INDEMNITY:**

The applicant/ Service Provider also hereby agrees to indemnify and hold the Bank harmless from any loss, claim, damage, costs, taxes, duties, additions, penalties, interest thereon or expenses of any kind, including reasonable attorney's fees to which the Bank may be subjected by virtue of any findings related to the terms of this Agreement and / or to the services required to be provided under the terms of this Agreement, or by virtue of any contravention and / or non-compliance with any laws, ordinance, regulations and codes as may be applicable from time to time.

The applicant/ Service Provider further warrants to the Bank that, during the terms of this Agreements, the materials and services to be delivered and or rendered hereunder, will be of the kind and quality designated and shall meet specifications as determined in the Bank's sole and exclusive discretion and communicated to the applicant/ service providers from time to time.

Notwithstanding any other provisions of this Agreement, in no event shall the Bank be liable to the applicant/ Service Provider for loss of profits or revenues, consequential or similar damages

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arising out of or in connection with the services, materials or assistance provided under his Agreement, or for any claim made by the Bank or the applicant/ Service Provider.

The applicant/ Service Provider agrees to indemnify the Bank and undertakes to fully compensate the Bank in case of any prejudice, claim or any loss arising or accruing to the improper handling of the Bank's documents or to the negligence of any person of the applicant/ Service Provider, which has resulted whether on account of breach of any of the conditions of the Agreement by the applicant/ Service Provider and / or its employees. or an account of the applicant/ Service Provider not complying with any specific requirements of this Agreement.

This Indemnity shall be without prejudice to any other rights available to the Bank. In this regard, the Bank's estimation of the claim or loss so caused would be final and binding on the applicant/ Service Provider. The applicant/ Service Provider further agrees to indemnify the Bank and undertakes to fully compensate the Bank in case of any loss arising or accruing to the Bank on account of any act of negligence, misfeasance or fraud on account of the applicant/ Service Provider or its employees not complying with any specific requirements of this Agreement.

### **85 DEFAULT AND TERMINATION:**

Notwithstanding anything herein contained, the Bank may, by giving Thirty (30) days' notice in writing to the applicant/ Service Provider, terminate this Agreement under any one or more of the following conditions.

In the event of any default by the applicant Service Provider if in the reasonable opinion of the Bank, performance of any of the services under this agreement by the applicant/Service Provider is not acceptable as being in contravention of any law as may be applicable from time to time or industry practice, under the circumstances which would amount to objectionable service or for any reason Bank decides to discontinue and/or dispense with service for any administrative reasons or otherwise.

If the applicant/ Service Provider fails to perform the services under this Agreement or to observe any obligations or breaches all or any of the terms of this Agreement or the applicant/ Service Provider is adjudged insolvent by any court of law or the applicant/ Service Provider's service is declared by any court of competent jurisdiction as illegal or contrary of any law.

If a petition for insolvency is filled against the applicant/ Service Provider and such petition is not dismissed within ninety (90) days after filing and / or if the applicant/ Service Provider makes an arrangement for the benefit of its creditors or, if the Court Receiver is appointed as receiver of all / any of the applicant/ Service Provider's properties.

If in the opinion of the Bank, the interests of the Bank are jeopardized in any manner whatsoever.

It is hereby agreed and understood by the parties that the provisions of this Clause shall not limit or restrict, nor shall they preclude the Bank from pursuing such further and other legal actions, against the applicant/ Service Provider for any breach or non-compliance of the terms of the Agreement.

Nothing contained in this agreement shall affect the right of the Bank to terminate the agreement with immediate effect in the event of the happening of all or any of the cause stated in this clause.

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Notwithstanding the above, if the applicant/ Service Provider discontinues its business at any point of time due to any reason whatsoever, the applicant/ service providers shall give notice in writing, 60 (Sixty) days prior to the closure /discontinuing the business with the Bank and shall give all assistance to the Bank till the services hereto handled by the applicant/ Service Provider is suitably transferred to other Companies and/ or taken over by the Bank. The closure/discontinuing shall not discharge the applicant/ Service Provider from providing such information and maintaining the records as stated hereinbefore.

#### **86 PUBLICITY:**

The applicant/ Service Provider or its employees and representatives shall not use the name and / or trademark/ logo of SBI in any sales or marketing publication or advertisement, or in any other manner without prior written consent of the Bank.

#### **87 SUCCESSORS:**

This Agreement binds the heirs, executors, administrators, successors and permitted assigns of the applicant/ Service Provider with respect to all covenants herein and cannot be changed except by written agreement signed by both parties.

The term " applicant/ Service Provider " wherever used in this Agreement shall mean and include its employees, agents and representatives and the heirs, executors, administrators, successors and assigns of all such employees, agents, and representatives.

#### **88 ASSIGNMENTS:**

In the event of reorganization, merger or acquisition or related activity in which the applicant/ Service Provider passes management or control to other owners its rights under this Agreement, the Bank retains the right to terminate this Agreement.

The applicant/ Service Provider shall not transfer, or enter in to any Agreement or any right or obligation under it to any other person, firm; applicant/ Service Provider or entity without the Bank's prior written consent and any such assignment shall be void and shall not bind the Bank. If such assignment is as a result of operation of any laws, then the Bank shall have the option on such assignment to terminate this Agreement and the applicant/ Service Provider shall be liable to compensate the Bank for damages suffered by the Bank for what would otherwise have been the remainder of the agreed tenure of this Agreement.

Nothing contained herein shall prevent the Bank from the assignment of this Agreement by the Bank to its parent body or to any of its subsidiaries or affiliates, or to its successors and assigns by way of merger and or acquisitions.

#### **89 HOURS OF DUTY:**

The cleaning, housekeeping, maintenance and catering services will be provided in branches/offices 8 hours (normal duty hours).

However, after every 6 duties of 8 hours each, the cleaning, housekeeping, maintenance and catering personnel will be provided with one day compulsory rest and a reliever will be engaged for that duty, so that at no point of time the SBI site left unattended. Every cleaning, housekeeping,

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maintenance and catering personnel will have 26 duties every month. An undertaking to be submitted by the applicant/ service providers to this effect.

### **90 TIE BREAKER**

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

**(Note : The annexures appended to this RFP/supplementary agreement shall be part and parcel of this agreement.)**

I/We have read and understood all the terms & conditions, schedule of requirement and scope of work of the BID and accept the same

Dated  
Encl: Annexures

Signature of Bidder  
Address and seal

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**Annexure-IV**

**SCOPE OF WORK**

**PREMISES:** - The premises is a G+4 structure with Guest house & Chummary accommodation. The guest house comprises 13 rooms with toilets, 6 rooms as chummary accommodation, common area, kitchen, store room, corridor of approx. 300 sq. mt. area, 19 Officer's flat. Other areas comprise open courtyard/backside, covered parking area, electric room, generator room etc.

The broad nature works to be carried out in State Bank Officer's Residential Complex including Guest House, Rajendra Nagar, Patna are as under:

**GUEST HOUSE:-**

- a. Housekeeping, cleaning, and maintenance including cleaning, sweeping, washing of Guest House comprising 13 rooms & 6 rooms as Chummary accommodation, lounge, dining space, kitchen, store and other common area.
- b. Providing catering service for occupants of 13 rooms in guest house and 6 rooms as chummary accommodation.

**COMPLEX (excluding Guesthouse)**

- c. Maintenance including cleaning, sweeping, washing of common area, road, parking area etc of entire complex (except interior of flats)
- d. Other supportive activities like operation of water pump, switching on/off lights in common area etc.
- e. Collection and removal of garbage in the complex including guesthouse.

**Details of scope of work**

Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water/chemical cleaning of schedule premises comprising of marble / quality granite, ornamental and decorative wooden furniture of high value, crystal glass doors/panes, modern electric gadgets, windows, window glasses, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, staircase, basement, canteen, kitchen and wash basin etc. and exterior cleaning, polishing of glasses and metallic engravings, logos, sign names, maintenance of costly oil and different types of paintings, gardening, watering plants, planting new saplings, weeding old leaves and branches of plants, pruning plants, lawns etc. and any other housekeeping, cleaning and removing vegetation and weeds of the building, maintenance and gardening activities required to keep the premises and gardening in excellent condition. The undermentioned list is illustrative and not exhaustive, and the service providers shall be required to render other such services incidental thereto.

**The scope of work includes housekeeping, cleaning, maintenance and catering of (but is not limited to) the following:**

**A. Passages & Corridors of all floors and building and outside Premises.**

a) The Main Entry Gate should be kept totally clean.

b) The driveway and walkways shall be swept free of dust every day and washed daily to maintain the quality of tiles.

c) The reception area shall be cleaned, mopped and maintained every day.

d) Dusting / cleaning of carpets.

e) The Elevator cage, the Elevator lounges, if any, should be kept totally clean. The flooring needs to be mopped and cleaned twice a day.

f) Informing the appropriate authorities in case of deficiency of any types of goods and services which may affect cleanliness and maintenance and loss and destruction of the properties of the premises and people of the premises.

g) Informing the appropriate authorities in case of an events like fire, cracks in the building etc, which may lead to loss of Bank's property and people of the Bank.

**A) CLEANING, HOUSE KEEPING & MAINTENANCE SERVICES**

**91** The service provider shall engage sufficient number of able, trained, efficient, neat & clean (viz., with trim haircut, moustache, nail cut) healthy, honest, well behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas, for upkeep and maintenance of entire premises including terrace, open area in the Residential complex and upto 5 feet outside the complex at his cost round the clock. Highest standards of hygiene and cleanliness shall be maintained in the kitchen area. Cook(s) shall be expert in preparation of veg. and non-veg. of various types of North Indian, continental, and South Indian dishes. The attendant/room boy cum-helpers/cooks and other staff should be properly trained and shall wear smart and neat uniform (pattern to be got approved from the Bank) with their name-badges. The service provider will be reasonable for the good conduct and performance on their part and the service provider shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or at a future date. The service provider shall have to engage, the services of sufficient number of bearers etc (as per Annexure-J) and one or more supervisors.

**92** The service provider shall arrange daily cleaning and other services of the entire Guest House & Chummary accommodation area in complex as specified in tender documents. Even if a room is not being used, the dusting/cleaning has to be done as per schedule. This should be strictly adhered to without fail.

- 93** The service provider shall arrange daily cleaning of all toilets in the Guest House & Chummary with first grade phenyl and detergents, soap, toilet paper and other materials as specified in tender documents, which shall be provided by the service provider at his cost.
- 94** The service provider shall arrange for making available beds in the Guest House rooms & chummary rooms, replace the Bed linen i.e. bed sheets, bed covers, pillow covers and towels once in 3 days or change of occupancy. Bed sheets, covers, towels, pillow covers, blankets etc. will be supplied by the Bank. The contractor shall keep proper account of these items and arrange for their washing, ironing, dry cleaning, vacuum cleaning of curtains, blankets etc. at his cost. Washing of any of these items shall not be allowed within the complex.
- 95** The service provider shall provide trained and experienced personnel who will receive the Bank's Officials/ Executives at the reception lobby of the officer's guest house and arrange to carry their luggage etc. to their allotted rooms. One person should be available round the clock at the reception lobby to receive the Bank's officials.
- 96** All the items in the guesthouse & chummary shall be handed over by the service provider in running condition at the time of termination of contract. Similarly, the Bank shall handed over these items in running condition at the beginning of contract.
- 97** The service provider shall maintain electrical installations and plumbing work as and when required by qualified electrician, plumber and carpenter, equipped with proper tools. The replacement of items which are irreparable shall be arranged by the Bank.
- 98** The scope of electrical maintenance shall include the labour component of operation and maintenance of various electrical cables, fans, fixtures, fittings, geysers, refrigerators, room heater/blowers, water supply pumps, bore well, fluorescent/T - 5 tubes, CFL bulbs, starters, chokes etc. The cost of replacement of these items, when irreparable, shall be borne by the Bank and consent of the Bank shall be taken for such replacement. All these items shall be handed over by the contractor in running condition at the time of termination of contract. Similarly, the Bank shall hand over these items in running condition at the beginning of contract.
- 99** The service provider shall install mosquito repellent machines and repellents of good quality such as All Out, Good Night etc. at his cost for all the bed rooms, drawing, dining etc. The contractor shall provide pest control of flies, mosquitoes by carrying out spray work with good quality repellents such as Finit and/or Baygon etc. spray in the guesthouse & chummary at regular intervals.
- 100** Specialised machines for wet scrubbing, wet mopping, wet/dry & vacuum cleaning and machine for cleaning water bodies/water tanks will be deployed by the service provider at his cost.
- 101** The service provider shall ensure opening and proper locking of all rooms in guest house. In case of any breakage, pilferage of any fixture and / or furniture, equipment etc. the responsibility shall be of the service provider.

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- 102** Duplicate set of keys should always be available with the caretaker at the State Bank Guest House. In case of loss of any set of original/ duplicate key due to negligence on the part of the contractor's employees, the cost of replacement of lock(s) or getting another set of key prepared will be recovered from the monthly bill of the service provider.
- 103** The check-in and check-out timings of the Bank's officials will be maintained by the service provider's personnel in a register which will be provided by the Bank. These records will be Bank's property. Record of Welcome kits supplied, if any, to the officials will be maintained by the service provider.
- 104** The service provider will be responsible to attend to all complaints within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to the Assistant General Manager (P&E). The service provider will provide First Aid Box with medicines at his cost and will keep the same at Reception Counter and guest-rooms. Complaint Register/ Suggestion Register, to be provided by the Bank, will also be made available at the Reception Counter and guest-rooms under the control of the service provider's men. Feed back forms will be kept in the rooms and the same shall be collected from the officials before they leave the Guest House.
- 105** The service provider will supply five English and five Hindi newspaper for common use by the Officials/Executives staying in Guest House at his cost.
- 106** The service provider will arrange for mega package of Tata Sky for one Television in each room & dining area.

**(B) CATERING SERVICE:**

- 107** The service provider shall provide catering services at the Guest House & Chummary on daily basis as per the "Menu" described at **Annexure - XIV** The caterer will prepare weekly menu in consultation with the Department and submit it in advance for approval.
- 108** The quality of the ingredients used in preparation of the eatables and beverages etc. shall be of Agmark quality and/or as decided by the Bank from time to time, suggested brand/quality is indicated in the enclosed **Annexure - XIII**
- 109** The service provider shall provide Bed Tea, Evening tea with light snacks, breakfast, two main meals as per weekly Menu card to the Bank's Executives as a package. Bed tea and snacks will be served in the rooms. In case, the guest intends to skip breakfast/meals on a particular day(s) and if the caterer is intimated 4 hours in advance, no charge will be paid for food not taken by guests.
- 110** For guest on official visit charge to be realised from them will be fixed and subsidized. The service provider will collect the nominal tariff (presently ₹30.00 per guest per day) from the Bank officials on official visit for the food served at the rate advised by Bank and deposit it in a specified bank account while submitting details to Bank. The differential amount will be reimbursed to them by Bank at monthly intervals after within 15 days of submission of their bill.

- 111 The service provider shall pay for cooking gas used for cooking purpose.
- 112 The price of food package may be reviewed by the Bank after every 12 months, on account of increase in prices, subject to absolute discretion of the Bank. The quantum in increase will be based on the increase in consumer price index data of Govt. of India.
- 113 The service provider shall provide standard cooking utensils of very high standard, table linen, cloth napkin, paper napkin etc. at his cost. The table linen & cloth napkin will be changed daily and washed at his expense. The said items shall be of superior quality to the full satisfaction of the Bank, whose decision in this regard shall be final and binding on the service provider.
- 114 The service provider shall be provided by the Bank the articles used in kitchen such as cooking range, Water coolers, Deep Freezer, Hot Case, Electric toaster, tandoor, storage cup-boards, work-tables, Electrical and plumbing fittings, Geysers, crockery and cutlery etc. The service provider shall maintain proper record and take care of the said articles/equipments as a bailee, in terms of Indian Contract Act and return all these equipments in good and working order on the expiry/termination of the contract.
- 115 The service provider shall not be allowed to sell food to person(s) other than Bank's Officials/ Executives. Similarly, no outsider shall be allowed to visit, meet the service provider or his employees or to eat food or consume any other items in the Guest House.
- 116 In the event of insufficient/bad quality/non-serving of any eatables agreed upon to be served, Bank will be within its rights to deduct suitable penalty from the contractor's bill @ Rs.250/- per Executive per day for the entire number of such days.
- 117 Bed tea and snacks will be served in the rooms, Break-fast, lunch and dinner will normally be served in the dining hall. However, in case of a specific request by the Bank's Executive, these have to be served in the room also.
- 118 The service provider will provide toilet soaps, toilet paper for the toilets provided in the Guest House & chummery. It shall be the responsibility of the contractor to deploy sufficient staff and provide cleansing material of superior quality for the cleaning of these toilets, toilet fittings, washing area, pantry, kitchen, dining halls and service areas.

**Annexure-V**

**PERIODICITY OF CLEANING, HOUSE-KEEPING AND MAINTENANCE SERVICES IN THE STATE BANK OFFICER'S RESIDENTIAL COMPLEX & GUEST HOUSE AT RAJENDRA NAGAR, PATNA**

Nature of Job	Periodicity	Description
SWEEP CLEAN	DAILY	<ul style="list-style-type: none"><li>• Sweep clean all floors.</li><li>• Damp mopping of tiles, vitrified floors, staircase, elevators, floor, sidewalls and podium entrance areas.</li><li>• Floor shall be free of dirt, mud, sand, footprints, liquid spills and other debris.</li><li>• Chairs, trash, receptacles, and easily movable items shall be moved to clean underneath.</li><li>• During inclement weather, the frequency, may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or standing water.</li><li>• After sweeping all vitrified floors, areas would be machine scrub cleaned.</li><li>• Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use condition.</li></ul>
VACUUMING	DAILY	<ul style="list-style-type: none"><li>• Vacuuming all carpets runners and carpet protectors so that they are free of dirt, mud etc.</li><li>• Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.</li><li>• Any chair, trash receptacles and easily movables items shall be moved to vacuum underneath, and then replaced in the original position.</li></ul>
WASH ROOM CLEANING	DAILY	<ul style="list-style-type: none"><li>• Thorough cleaning and sanitization of toilets, wash basins and shower facilities, using suitable non abrasive cleaners and disinfectants.</li><li>• All surfaces shall be free of grime, soap mud and smudges.</li><li>• Cleaning of mirrors, glass doors, glass windows etc.</li><li>• Supply of paper towels, toilets papers, and liquid soap dispenser with liquid soap solution,</li></ul>
TRASH REMOVAL	DAILY	<ul style="list-style-type: none"><li>• Emptying all waste paper baskets, ashtrays (if applicable) from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.</li><li>• All waste from waste paper baskets will be collected and deposited in the building's waste containers.</li><li>• Dry and wet garbage would be segregated and dumped into designated area within premises.</li></ul>

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		<ul style="list-style-type: none"> <li>Disposal of all garbage/waste shall be the responsibility of contractor to arrange.</li> </ul>
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GLASS SURFACE CLEANING	DAILY	<ul style="list-style-type: none"> <li>All glasses at entrance doors of the premises would be cleaned using damp and dry method.</li> <li>Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.</li> <li>Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all purpose cleaner and lint free cloth of paper towels.</li> </ul>
DAMP & DRY CLEANING	DAILY	<ul style="list-style-type: none"> <li>Wipe clean all white boards of branch / department, conference branch/ department, workstations etc.</li> <li>Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.</li> </ul>
DEEP CLEANING	WEEKLY	<ul style="list-style-type: none"> <li>Stairways, surrounding common areas, terrace, car parking etc.</li> <li>Ceiling, walls, partitions etc.</li> <li>Toilet and Wash branch / department</li> </ul>
WINDOW GLASS CLEANING	WEEKLY	<ul style="list-style-type: none"> <li>Interior and exterior glasses will be cleaned on both sides, throughout the building.</li> <li>Exterior cleaning of the glasses where accessible.</li> <li>Dusting window sills and blinds.</li> </ul>
SANITIZING	WEEKLY	<ul style="list-style-type: none"> <li>Office desk paper bins would be cleaned and sanitized.</li> <li>All branches / departments, dustbins would be thoroughly cleaned and sanitized.</li> <li>All telephone instruments, computer/laptop keyboards would be sanitized using disinfectants.</li> <li>Waste bins from Pantry and Cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.</li> <li>Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectants.</li> </ul>
DUSTING AND WIPING	FORTNIGHTLY	<ul style="list-style-type: none"> <li>Dusting and wiping light fixtures, to free it from dirt, grime, dust and marks.</li> <li>Dusting and wiping computers, printers and other electronic instruments</li> <li>Applying metal polishes to accessories or door handles, hand railings, lift walls etc. where applicable.</li> </ul>
SCRUBBING	FORTNIGHTLY	<ul style="list-style-type: none"> <li>Scrubbing of all floor areas with scrubbing machines.</li> </ul>
WATER TANKS &	FORTNIGHTLY	<ul style="list-style-type: none"> <li>Operations and maintenance of water pumps, cleaning of overhead tanks.</li> <li>Contractor will arrange uninterrupted water supply within</li> </ul>

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WATER SUPPLY		the premises. He will ensure cleaning of over head water tanks and drinking water, underground reservoir with potassium per magnate. The scope of maintenance of water pumps, pipes and overhead tanks and underground reservoir shall include the component of operation, minor maintenance, labour functions etc.
COMPLAINTS	FORTNIGHTLY	<ul style="list-style-type: none"><li>• The contractor will be responsible to attend all the complaints/requirements within the purview of the contract and such complaints and requirements will be attended by the contractor immediately.</li></ul>
PEST CONTROL	MONTHLY	<ul style="list-style-type: none"><li>• The contractor shall arrange pest control of flies, mosquitoes including spraying with flit/Baygon spray in the complex to be carried out at regular intervals or as and when required to keep premises free of such insects.</li></ul>

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**Annexure-V (A)**

**PERIODICITY OF CLEANING, HOUSE KEEPING AND MAINTENANCE SERVICES**

Sr. No.	Nature of work	Periodicity/Frequency
1.	<p>Sweeping &amp; Mopping:-</p> <p>1) In guest house &amp; chummery rooms and other area such as drawing rooms, dining rooms, lobbies and corridors including all interiors of guest house premises.</p> <p>2) Ground floor and all floors, Lobbies &amp; corridors, Staircase, Open terrace, road/ pavement, parking space, lawn, garden, generator room.</p> <p>3) Open terraces road/pavements and other common area of entire complex.</p>	Once a day and change of occupancy and as and when required.
2.	Dusting of furniture/wall padding/panelling in guest house & chummery accommodation.	Once a day
3.	Vacuum cleaning of carpet/curtains/sofa in guest house, chummery accommodation & area related to guesthouse/chummery accommodation etc..	Once a week
4.	Cleaning of toilets/ wash basins/mirror cleaning/urinals & water closets/ bathroom room tiles/fittings (Taps, soap dispenser/towel rod/flush tank etc.) in guest house, chummery accommodation.	Once a day and change of occupancy and as and when required.
5.	Cleaning of buckets/mugs with vim/detergents	Once a day and change of occupancy and as and when required.
6.	Cleaning window panes/door panes/wall panelling	Once in week
7.	Cleaning of fans/switch boards/wall tube lights/wall hanging	Once in week
8.	Opening of clogged drains/sewer lines of entire Complex	As & when required but at least in a fortnightly
9.	Cleaning of dustbin/disposal of garbage of the premises	Once a day & as and when required.

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10.	Pest Control/ rodent control	Once a quarter/ fortnightly & as and when required.
11.	Cleaning of overhead tank	Fortnightly
12.	Draining of water from the campus in the rainy season / heavy down pour	Twice a year or as and when required
13.	Maintenance and operation of electric fitting, water pumps of entire complex, compound lights and equipments of common amenities.	On an on-going basis
14	Collection and disposal of waste and garbage from rooms and kitchen in guest house, chummery, from flats and open space in complex etc.	Once a day and change of occupancy
15.	Cleaning of refrigerators	Once a week or change of occupancy
16.	Disposal of garbage and waste to the Municipal authorities.	Once a day
17	Cob-web cleaning/ spit stains removal	As per requirement
18	Changing of fuse CFL, fluorescent/T-5 tubes etc	Whenever required
19	General checking of all toilets fittings and sanitary accessories	On change of occupancy
20	Washing/dry cleaning of bed sheets, towels, pillow cover in guesthouse & chummery rooms.	Replacement once in three days and also on change of occupancy/at the request of the Guest/executives.
21	Cleaning & disinfection of overhead and underground water storage tank of entire complex.	Fortnightly
22	The rolling shutters fitted in the building should be cleaned/ greased properly so that these can be opened and closed with normal effort	As per requirement
23	Placing of disinfectants in washbasin, urinal pots etc in guesthouse & chummery.	Once a week

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**PEST MANAGEMENT SERVICES & RODENT CONTROL TREATMENT:**

S. No.	Nature of Services	Frequency
1	Pest Management for cockroaches (using Herbal gel), silver fish, ants, moths, spiders, fleas, house flies, mosquitoes, etc inside the premises.	Quarterly or as and when required
2	Pest management for cockroaches, silver fish, ants, house flies, etc to common areas at all floors like staircase, lift lobbies, terraces, stilt parking, ground floor & rooms/cabins thereat, including drains, chambers, ducts, etc.	Monthly or as and when required
3	Fogging/fumigation, chemical spray etc for mosquito control in the entire complex including drains, chambers, ducts, parking area, garden etc.	Monthly (June to Oct) & Quarterly (Nov. to May)
4	Rodent control treatment for rats, mice & bandicoots using traps, baits, stick board, etc. in the entire complex including Kitchen, Pantry, Dining areas, drains, chambers, ducts, parking area, garden, etc.	Monthly or as and when required
5	The High-quality Rodent Treatment will have to be undertaken to protect the highly sensitive electronic machines/equipment, computers, wires, servers and other equipment, and also to prevent rodents in the false ceiling areas.	As required
6	Post construction Anti-Termite/white ant Pest Management treatment inside the premises.	As and when required

The work of Pest Control treatment Services shall be got carried out through approved and Licensed Pest Control agencies only . The name of the agency to be got approved from SBI in advance.

The Materials to be used for Pest Control should be Govt. approved as well as eco-friendly.

The Contractor shall ensure that after carrying out the high-quality Rodent Treatment, no damage would be caused to the Bank's equipment. In the event, any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses.

Note:- (a) Other support activities like operation of water pump, switching on/off lights in the premises and common area etc.

(b) A monthly report to be submitted to the Local Authority of the Bank on areas of improvement in House-keeping/ Cleaning/Maintenance/Catering.

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(c) In column of 'Frequency' we have mentioned the minimum requirement. This can be increased/ decreased as prescribed by location head and also as per requirement of the particular area.

(d) Any other work as may be assigned by the Competent Authority of the Bank

**Annexure-VI**

**SAFETY CODE**

The Safety Code has to be observed by the service provider 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- Safely 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.

**Annexure-VII**

**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 Service provider/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 Service provider/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 Service provider/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.
6. The quantum of liquidated damages shall normally be 0.5% of the contract value in the tender, per month (to be computed on per day basis) subject to a maximum of 5% of the accepted contract amount in case of delay attributed to the agency.

**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 Service Provider/Contractor

Signature with seal;

Name in Block Letters:

Address:

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**Annexure-IX**

**DECLARATION REGARDING NEAR RELATIVES OF SBI EMPLOYEES**

I/We .....S/O,D/O  
W/O.....residing at.....  
.....hereby certify that none of our  
relatives (s)\* is/are employed in State Bank of India. In case at any stage, it is found that the  
information given by me is false/incorrect, State Bank of India shall have the absolute right to take  
any action as deemed fit, without any prior information to me.

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

Place:

Date:

Signature with seal;

Name in Block Letters:

Designation:

Address:

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**Annexure-X**

(Name and Address of the Issuing Bank)

,

**SOLVENCY CERTIFICATE**

This is to state that to the best of our knowledge and information, M/s ..... customer of our Bank, is respectable and can be treated as good up to a sum of Rs. ----- lacs (Rupees ----- only). It is certified that this information is furnished without any risk and responsibility on our part in any respect whatsoever more particularly either as guarantor or otherwise. This certificate is issued at the specific request of the customer.

**Yours faithfully,**

**BRANCH MANAGER**

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**Annexure-XI**

**DECLARATION REGARDING WAGES TO BE PAID BY THE CONTRACTOR TO CONTRACT LABOUR**

(This declaration is to enable SBI to satisfy themselves of the intention of the Contractor to adhere to **Minimum Wages Act**)

(Calculation of Minimum Wages payable by the Employer)

**Under un-skilled / semi-skilled/Skilled category (As on date)**

S.no.	Particulars(per labour )	Amount(per day)	Amount(per month)
1	Basic +VDA		
2	EPF@.....%		
3	ESIC@.....%		
4	Total		
5	<u>Bonus@.....</u> If applicable)*	Twice in a year on reimbursement basis	
	Total		
	Applicable GST		
6	Total		

**Date**

**Place**

**Signature of applicant with seal**

Note: (i) For calculation purpose of a complete month, 26 man days will be considered.

(ii) Three different sheets as per area A,B,C wise to be attached.

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**Annexure-XII**

**Format for declaration by the Bidder for Code of Integrity & conflict of interest**  
(On the Letter Head of the Bidder)

Ref. No: \_\_\_\_\_

Date \_\_\_\_\_

To, \_\_\_\_\_

(Name & address of the Purchaser)

Sir,

With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ I/We hereby declare that we shall abide by the Code of Integrity for Public Procurement as per attachment to this declaration and have no conflict of interest as mentioned therein.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- (a)
- (b)
- (c)

We undertake that we shall be liable for any punitive action in case of transgression/ contravention of this code.

Thanking you,

Yours sincerely,

Signature

(Name of the Authorized Signatory)

Company Seal

## Code of Integrity

1. The bidders/suppliers should sign a declaration about abiding by the Code of Integrity for Public Procurement in bid documents. In case of any transgression of this code, the bidder is not only liable to be removed from the list of registered suppliers, but it would be liable for other punitive actions such as cancellation of contracts, banning and blacklisting or action in Competition Commission of India, and so on.

2. Code of integrity for Public Procurement: The Purchaser as well as bidders, suppliers, contractors and consultants should observe the highest standard of ethics and should not indulge in the following prohibited practices, either directly or indirectly, at any stage during the procurement process or during execution of resultant contracts:

A. **“corrupt practice”**: making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;

B. **“Fraudulent practice”**: any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a tender process or to secure a contract or in execution of the contract;

C. **“anti-competitive practice”**: any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the purchaser, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;

D. **“coercive practice”**: harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;

E. **“conflict of interest”**: participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of purchaser who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the purchaser with an intent to gain unfair advantage in the procurement process or for personal gain; and

F. **“Obstructive practice”**: materially impede the purchaser’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the purchaser’s Entity’s rights of audit or access to information;

### 3. Obligations for Proactive disclosures

A. The Purchaser as well as bidders, suppliers, contractors and consultants, are obliged under Code of Integrity for Public Procurement to sue-moto proactively declare any conflicts of interest (coming under the definition mentioned above – pre-existing or as and as soon as these arise at any stage) in any procurement process or execution of contract. Failure to do so would amount to violation of this code of integrity; and

B. The bidder must declare, whether asked or not in a bid document, any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity. Failure to do so would amount to violation of this code of integrity;

C. To encourage voluntary disclosures, such declarations would not mean automatic disqualification for the bidder making such declarations. The declared conflict of interest would be evaluated and mitigation steps, if possible, taken by the purchaser.

4. Punitive Provisions Without prejudice to and in addition to the rights of the Purchaser to other penal provisions as per the bid documents or contract, if the Purchaser comes to a conclusion that a (prospective) bidder/supplier, directly or through an agent, has violated this code of integrity in competing for the contract or in executing a contract, the purchaser may take appropriate measures including one or more of the following:

#### A. If his bids are under consideration in any procurement:

- i. Forfeiture or encashment of bid security;
- ii. Calling off of any pre-contract negotiations; and
- iii. Rejection and exclusion of the bidder from the procurement process.

#### B. If a contract has already been awarded

- I. Cancellation of the relevant contract and recovery of compensation for loss incurred by the purchaser;
- II. Forfeiture or encashment of any other security or bond relating to the procurement;
- III. Recovery of payments including advance payments, if any, made by the purchaser along with interest thereon at the prevailing rate.

#### C. Provisions in addition to above:

- i. Removal from the list of registered suppliers and banning/debarment of the bidder from participation in future procurements of the purchaser for a period not less than one year;
- ii. In case of anti-competitive practices, information for further processing may be filed under a signature of the Joint Secretary level officer, with the Competition Commission of India;
- iii. Initiation of suitable disciplinary or criminal proceedings against any individual or staff found responsible.

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**Annexure - XIII**

**LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING & HOUSEKEEPING SERVICES:**

S. No.	ITEM	BRAND
<b>A</b>	<b>CATERING MATERIAL</b>	
1.	Milk	Sudha/Amul
2.	Bread	Britannia/Sakun
3.	Butter	Amul
4.	Jam	Kisan/Tops
5.	Tomato/Sauce	Kisan/Maggi
6.	Chilli Sauce	Kisan/Maggi
7.	Tea/Tea Bags	Taj Mahal / Twinning
8.	Coffee	Nescafe/Bru
9.	Refined Oil/Groundnut Oil	Sundrop/Vital/ Dhara/Fortune
10.	Vanaspati Ghee	Dalda/Rath
11.	Mustard Oil	Fortune/Nature Fresh
12.	Rice	Basmati of good quality not less than Rs.80/- per kg in retail market
13.	Sugar	Good quality of reputed brand
14.	Atta /Maida/Besan	Shakti Bhog/Aashirwad
15.	Pulses	Good quality of reputed brand
16.	Spices	MDH/Everest
17.	Fruits/Vegetables	Seasonal fresh quality
18.	Salad	Green fresh vegetables of good quality and variety
<b>B</b>	<b>Housekeeping Materials</b>	
1	All types of Cleaning Material / Chemicals like utensil cleaner, toilet cleaner, floor cleaner, glass cleaner, metal cleaner etc.	Diversey-Taski / Reckitt Benckiser / Hindustan Unilever

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2	All types of Broom, Brush, Duster, Wiper, dusting pan etc.	Scotch Brite / Gala / Milton Spotzero
3	Bucket, Mugs, Dustbins, bathroom stool	Cello / Milton / Nayasa
4	Dustbin bags (biodegradable)	Naturepac / Jackson / Uniclean make
5	Tissue Paper	Jackson / Kleenex / Premier
6	Hand Wash Liquid	Dettol / Lifebuoy / Savlon / Palmolive
7	Air Freshener / Room Freshener	Odonil / Godrej Aer / Air Wick / Ambi Pur
8	Mosquito Repellant	Good Knight / Mortein / All Out / Hit

\*Above brands and/ or brands of comparable quality (to be approved by the Bank) can only be used.

**Annexure – XIV**

**MENU CARD WITH CATERING SERVICE CHAREGE**

Sr No.	ITEM	FIXED RATES (₹)
<b>A</b>	<b>Hot Beverage Menu</b>	
1	Tea (with / without sugar), Green Tea	10.00
2	Coffee (with / without sugar)	12.00
3	Hot Milk (with / without sugar) – 150ml	15.00
<b>B</b>	<b>Breakfast &amp; Evening Snack Menu ( Any one combination)</b>	
1	Veg Stuffed Parathas (3 nos. min.) with curd, pickle and tea / coffee	50.00
2	Veg Parathas (4 nos. min.) with Sabji & curd, pickle and tea / coffee	50.00
3	Puri (6 nos. min.) with Sabji+Curd and tea / coffee	50.00
4	Masala Dosa (3 nos. min.) / Sada Dosa (4 nos. min.) / Uttapam (3 nos. min.) / Idli (4 nos. min.) / Medu Vada (4 nos. min.) all with sambhar and chutney & tea / coffee	50.00
5	Egg omelette (2 egg min.) / boiled egg (2 nos. min.) with 4 slices of bread, butter / jam & tea / coffee	50.00
6	4 slices of bread with butter/jam+200 ml milk with corn flakes+Tea/Coffee	50.00
7	Chola Bhatara (3 nos. min.) with tea / coffee	50.00
8	Toast / Bread Butter (4 slices) and Jam & tea / coffee	30.00
9	Upma / Poha / with tea / coffee	30.00
10	Corn flakes with milk (as per standard) and tea / coffee	30.00

NOTE:- Additional items like Dosa, Idli, Upma, Poha, Bread Pakora, Vegetable Pakora, Bread Roll, Vegetable Cutlet, Boiled egg, Omelette will be provided on extra charge to be borne by the guest. The day-wise menu for these items will be decided periodically by the caterer in consultation with the bank.

<b>C</b>	<b>Veg Lunch &amp; Dinner Menu</b>	80.00
1	Soup	
2	Chapati / paratha / puri (unlimited)	
3	Dry Veg	

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4	Gravy Veg / Paneer	
5	Dal / Rasam / Sambar	
6	Rice (unlimited)	
7	Curd (plain / sweet) / buttermilk (masala / plain)	
8	Pickle (Mix / mango / lime / chilly)	
9	Papad (Roasted / Fry)	
10	Salad (Onion, Cucumber, carrot, radish, beetroot, lemon)	
11	Dessert (Sweet / Custard / Ice cream / kulfi)	
<b>D</b>	<b>Non-Veg Lunch &amp; Dinner Menu</b>	100.00
1	Soup	
2	Chapati / paratha / poori	
3	Non-veg Dry (Chicken / Meat / Fish / Egg) Or Non-veg Gravy (Chicken / Meat / Fish / Egg)	
4	Dal / Rasam / Sambar	
5	Rice (unlimited)	
6	Curd (plain / sweet) / buttermilk (masala / plain)	
7	Pickle (Mix / mango / lime / chilly)	
8	Papad (Roasted / Fry)	
9	Salad (Onion, Cucumber, carrot, radish, beetroot, lemon)	
10	Dessert (Sweet / Custard / Ice cream / kulfi)	

Note:

- i. All Cooking media / ingredients i.e. cooking oil, spices, flour used for the preparation of the food should be branded / AGMARK / FSSAI certified only as per samples / brands approved by the Bank.
- ii. The Service Provider should maintain enough stocks of cooking materials, fresh vegetables and fruits for usage at the guest house at their cost. iii. The Service Provider shall be permitted to recover the food charges from the occupants of the guest house as per details given hereinafter.
- iv. The Service Provider will arrange paper napkins, salt, pepper, pickle, chillies, saunf, sugar, etc. during lunch / dinner on daily basis.
- v. All grocery items required for the guest house shall be of standard approved brands as well as quality and the same shall be procured by the Service Provider at their cost.
- vi. Menu items of food services shall be subject to the random inspections/checking by the Bank officials for quality and quantity.
- vii. The Service Provider will submit their claims toward reimbursement of the Bank's contribution on account of lunch/dinner etc. of officials on their official visit along with monthly claims for other charges.
- viii. Except main caretaker, stay arrangement of all other staff shall be ensured by the Service Provider.

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NOTE:- Veg. items like Shahi Paneer, Mushroom Mutter, Mutter Paneer, Paneer Bhujia, Karahi Paneer and Non-veg. items like Chicken, Mutton, Egg/Fish curry will be provided on extra charges to be borne by the guest. The day-wise menu for these items will be decided periodically by the caterer in consultation with the bank.

### **CATERING SERVICES**

Recovery of food charges : The food charges to be recovered from the Guests while on official duty or on personal visits and charges reimbursed by the Bank to the Service Provider are as under:

(Amount in ₹)

S. No.	Description	Total amount	Official Visit		Personal Visit	
			From Bank	From Guest	From Bank	From Guest
1	Veg Combo Pack (Breakfast + Lunch + Dinner)	180	150	30	0	180
2	Non-veg Combo Pack (Breakfast + Lunch + Dinner)	210	180	30	0	210
3	Lunch or Dinner (Veg)	80	70	10	0	80
4	Lunch or Dinner (Non-Veg)	100	80	20	0	100
5	Breakfast (Veg / Non-Veg)	50	40	10	0	50

Dated

Signature of the bidder with seal

GEM BID NO: GEM/2025/B/7010118

DATED:26.12.2025

**Annexure-XV**

**1. MANPOWER REQUIREMENT FOR HOUSE-KEEPING, CLEANING, MAINTENANCE AND CATERING SERVICE:-**

<b>Sr. No.</b>	<b>Manpower Requirement</b>	<b>Nos</b>	<b>Category</b>
1	Supervisor/Receptionists	1	Skilled
2	Main Cook	2	Skilled
3	Asstt. Cook	2	Semi-Skilled
4	Room Service Boy/Waiter	3	Un-Skilled
5	Dish Cleaner	1	Un-Skilled
6	Sweeper	4	Un-Skilled
	<b>T O T A L</b>	<b>13</b>	

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

Dated

Signature of the bidder with seal

GEM BID NO: GEM/2025/B/7010118

DATED:26.12.2025

**Annexure – XVI**

**VERIFICATION REPORT**

(In respect of various electronic, furniture and sanitary items provided in the Guest House & Chummary)

To be submitted by the supervisor to Assistant General Manager (P&E), State Bank of India, LHO, Patna on monthly basis.

**ITMES**

Rooms	C FL	Fan/lig hts	A C	Elect ric Iron/ Kettl e, Dou ble Bed	Matters ses, Bed sheet, Pillow	Tabl e Cha irs	T V	Curta ins	Buc ket	Mirr or	Gys er	Almir ah	Oth er ite ms
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
Chum mery													
Comm on area													

I agree to abide by the above-mentioned items and conditions.

Dated:-

Signature of the bidder with seal  
Address and seal

**Signature & Stamp of the Bidder**

**Annexure-XVII**

**TECHNICAL BID EVALUATION MATRIX**

- Maximum Score for technical Bid evaluation – 100 Marks
- Minimum marks required for qualifying in Technical Bid Evaluation – 60 Marks
- Technical bis of the Bidder will be evaluated based on the information duly supported by the documents submitted and based on the following evaluation matrix.

SL NO	Evaluation Matrix	Max Marks	Self-evaluation
1.	<b>Number of years in operation as on 30.11.2025</b>	<b>10</b>	
	Min 7 Yrs	5	
	7-10 Yrs	7	
	10-15 Yrs	9	
	More than 15 Yrs	10	
2.	<b>Maximum value of Single Largest Work in Hand</b>	<b>10</b>	
	Minimum 25-50 Lakhs	3	
	>50-75 Lakhs	5	
	>75-100 Lakhs	7	
	>100-125 Lakhs	9	
3.	<b>Experience with PSU/Public Sector Bank/Reputed Private Sector Bank/Public Limited (Listed) Company in last five years as on 30.11.2025</b>	<b>10</b>	
	One Project of at least 100% of the proposed project cost	5	
	One Project of at least 80% of the proposed project cost	7	
	One Project of at least 50% of the proposed project cost	9	
	One Project of at least 40% of the proposed project cost	10	
4.	<b>Performance Certificate from the Banks, Financial Institutions, Central &amp; State Govt. deptt, PSUs, MNCs etc (Similar work details to be provided)</b>	<b>10</b>	
	Two Excellent from different employer	10	
	Single Excellent/Very Good/Good	7	
	Satisfactory	5	
5.	<b>Number of staff (Skilled, Semi-skilled &amp; Un-skilled)</b>	<b>10</b>	
	Up to 50	5	
	More than 50 to upto 70	7	
	More than 70 to upto 90	9	
	More than 90	10	
6.	<b>Having Local Office at Patna</b>	<b>10</b>	
	Full-fledged Office	10	
	Branch Office	8	
	No Office	0	
7.	<b>Average Annual Turn Over for the last 3 years as on 31.03.2025</b>	<b>10</b>	

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	More than 53 Lakh	5	
	Above 53-75 Lakh	7	
	Above 75-100 Lakh	9	
	Above 100 Lakh	10	
	<b>Quality of Services by the bidder at their Present Site Based on the client feedback uploaded format strictly as per</b>	<b>10</b>	
8	<b>Level of cleanliness and upkeeping of Guest House :</b> Reception, Kitchen, Dining Hall, Rooms , Washrooms, Linen , Curtains, Fans	0 to 2	
	<b>Quality of food served :</b> Taste , Variety , Freshness	0 to 2	
	<b>Quality of material used for food preparation</b> (fresh vegetables, standard ingredients and spices used in the food, branded material e.g. oil, flour, proper storage)	0 to 2	
	<b>Proper Uniform</b> (with Company's name badge) including Safety Shoes, Safety Belt, Hand Gloves provided to the caretaker, cook, helpers etc.	0 to 2	
	Redressal of complaints & Record Keeping	0 to 2	
	<b>Quality of Services by the bidder at their Present Site</b> <i>(To be decided by the Bank based on client site visit reports. The decision taken by the Bank in this regard will be final and binding)</i>	<b>20</b>	
9	Level of cleanliness and upkeeping of Guest House	0 to 4	
	Quality of food served	0 to 4	
	Quality of material used for food preparation (fresh vegetables, standard ingredients and spices used in the food)	0 to 4	
	Quality of chemicals and equipment used for cleaning (standard brand, eco-friendly and bio-degradable)	0 to 4	
	Proper Uniform (with Company's name badge), shoes, apron, hand gloves provided to the caretaker, cook, helpers etc.	0 to 4	
8.	<b>Total</b>	<b>100</b>	
9.	<b>Minimum Marks</b>	<b>60</b>	

**Financial Bids whose score is 60 and above as per evaluation matrix in Annexure XVII and satisfy other eligibility criteria of the tender documents shall be opened through GeM portal only. L-1 will be decided on the basis of lowest quote in the price bid. The bid will be summarily rejected if the bidders quote the service charges below 3.85% (Department of expenditure, procurement policy Division) dated 06.01.2023.** The bidder to quote price bids taking into consideration the minimum wages paid to the manpower as per Central Government Minimum Wages Act. The cost for other services as mentioned in the scope of work may also be considered for quoting the price bid.

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DATED:26.12.2025

**Annexure-XVIII**

**TECHNICAL BID APPLICATION FORM**

**FOR CLEANING, HOUSEKEEPING, MAINTENANCE AND CATERING SERVICES**

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.: Email address:	
3.	Status of the firm whether Proprietary/ company/firm with technical qualifications & contact details:	
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 Income Tax Assesses? If yes Permanent Account Number: (Enclose a copy of PAN Card and Assessment Order for last three financial years.	
8.	TAN and CIN No.	
9.	GST Registration No. (Enclose copy of certificate):	
10.	Contract Labour Regulation Act (Central) License No: (Enclose copy of license)	
11.	EPF Regn. (Enclose copy of certificate) :	
12.	ESI Regn.(Enclose copy of certificate):	

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13.	Registration No. under Shops & Establishment Act (Enclose copy of certificate):	
14.	MSME Registration No. (Enclose copy of Registration)	
15	LIN No.	
16	Copy of Common Annual return submitted to Shram Suvidha Portal of Ministry of labour & employment of last financial year for clients as mentioned by the Service	
17	Valid ISO certificate, if available	
18	Details of Bank Accounts with MICR, IFSC, Bank, Branch Code, Branch Name etc. (Mandatory	
19	<b>Indicate Details of Pending or Past Litigation, if any, as on 30/11/2025 with details and Explain Reasons.</b> Also mention any claims/complaints received in the last three years.	
20	<b>Details of One point Contact (Responsible) with 24x7 Mobile No., email ID</b>	
21	<b>Details of EMD deposited</b>	<b>Draft /BC Number – Issuing Bank - Date of Issue -</b>
22	Solvency certificate (Mention Bank, branch, date and amount)	<b>Issuing Bank - Date of Issue- Amount-</b>
23	Whether 24*7 services and support will be available?	
24	Names of references and their addresses with telephone numbers: a) b)	
25	No. of maximum persons employed at any time during 2024-25:  Permanent: Temporary:	

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26	Whether the applicant has abandoned any contract or been Blacklisted by a client [Enclose a declaration]:	
27	Declaration regarding near relatives Working in the Bank (Annexure III):	
28	Yearly turnover of the organization during last 3 years.  (Enclose certified copies of documents as evidence –	2022-23: ₹..... 2023-24: ₹..... 2024-25: ₹.....
29	Details of Similar works completed during the last 5 years in Scheduled Banks, Financial Institutions, Central & State Govt. Departments / Organisations, Public Sector Undertakings, Multinational National Companies and/or Public (listed) Limited	Please fill up enclosed Annexure 'XXI' & enclose copies of Work Orders and Satisfactory
30	Details of Similar works under execution / awarded in Scheduled Banks, Financial Institutions, Central & State Govt. Departments / Organisations, Public Sector Undertakings, Multinational National	Please fill up enclosed Annexure 'XXII' and enclose copies of LOI / Work Order / Agreement
31	Manpower on payroll  (Payroll must be supported with EPF and ESIC paid challan	
32	Whether Sexual Harassment Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013  (Enclose certified copies of documents as	Yes / No
33	Mention if blacklisted and / or blacklisting proceedings pending with any client. Details of the same, with reasons, to be furnished.	
34	Details of disputes / litigations, if any, during the period of last 3 years. (Adverse litigations could result in the disqualification, at the sole discretion of the Bank).	
35	Whether any penalty imposed by Law Enforcing Agencies such as Labour Department, Sale Tax, GST, etc.	Yes / No

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36	Details of penalty / liquidated damages imposed by any client for defective / delayed / non-compliance of services / work or violation of terms of the contract, during the last 3 years, ending on 31/03/2025. If yes, please provide details thereof, with reasons.	
37	Whether the bidder has been barred from participating in any bidding process or kept in cooling period / under suspension by any client, during the last 3 years, ended on 31/03/2025 If yes, please provide details thereof, with reasons.	Yes / No
38	Please indicate details of any bankruptcy/winding up of proceedings at any point of time in past.	
39	Whether bidder has office in Patna  (Enclose certified copies of documents as evidence –	Yes/No

40. Past experience of 07 (seven) years or more in the area of housekeeping, cleaning maintenance and catering services in a Public Sector Undertakings, Listed Private Sector Units, Public Sector Banks, Private Sector Banks and Government Departments (attach documentary proof)

Period of contract		Name & address of concerned serviced	Nature of contract undertaken	Value of contract per <b>Month</b> excluding service tax	Remarks, if any
From	To				

You can use additional sheets, if required)

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**DATED:26.12.2025**

41. List of organisations/persons to whom housekeeping, cleaning, maintenance and catering are presently being rendered (enclosed supportive papers)

Period of contract		Name & address of concerned serviced	Nature of contract undertaken	Value of contract lacs	Name of the Contact person with mobile no.
From	To				

You can use additional sheets, if required)

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

Note:- Photo copy of all the documents mentioned above to be enclosed.

I/We have read the instructions appended and all terms and conditions. I/We understand that in the event of any information furnished by us being found incorrect/false at a later date, the Bank's decision shall be final to declare any future contract made between ourselves and State Bank of India on the basis of the information given by us as invalid and I/We shall be solely responsible for the consequences thereof.

I/We agree that the decision of State Bank of India in selection of agencies/contractors will be final and binding to us.

All the information furnished by me/us hereunder is correct to the best of my/our knowledge and belief.

I/We agree that I/We have no objection if enquiries are made about the work listed by us in the accompanying sheets.

I/We have no objection in Authorised Officials of SBI visiting our premises for doing inspections, as deemed necessary by the Bank. I/We agree that I/We have not applied in the name of any sister concern or Shell Company for the subject empanelment process.

Date :

Signature of the bidder with seal

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**Annexure-XIX**

**Format for Performance Guarantee**

**BANK GUARANTEE**

To,  
The Asst. General Manager,  
State Bank of India,  
Premises & Estate Department,  
8<sup>th</sup> floor, Local Head Office,  
Patna

(Hereinafter referred to as “State Bank of India, Local Head Office, Patna/you”)

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

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

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

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

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

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

This Guarantee shall remain in full force and effect for a period of 30 months up to \_\_\_\_\_ unless a claim under this Guarantee is made against us within one month from that date i.e. on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

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

Date:

For \_\_\_\_\_

(Branch and Bank)

Place:

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ANNEX4RE- XX

(TO BE STAMPED AS AN AGREEMENT)

**AGREEMENT FOR INTEGRATED FACILITY MANAGEMENT (CLEANING, HOUSE  
KEEPING, MAINTENANCE AND CATERING SERVICES)**

This Agreement made at ... .. on 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 8<sup>th</sup> floor, West of Gandhi Maidan, Patna (hereinafter referred to as "the Bank" which expression shall include wherever the context so permits its successors and assigns) or 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 Cleaning, Housekeeping and Maintenance Services with catering 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 LI 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 or 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

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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 bear 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 its customers or third parties.

8. The Contractor 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 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.

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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 tor and in connection with the rendering services except GST.

15. The Contractor will be obligated to meet **Assistant General Manager (P&E), SBI, LHO, Patna 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 two years, 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 Labour (Regulation & Abolition) Act, 19/0. 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 fulfilment 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 ail 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

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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, 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 or 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- The Contractor shall provide Bed Tea, Evening tea with light snacks, breakfast, lunch or dinner as per the menu card to the Bank's executive as a package. The cost of package per person for one day will be Rs.\_\_\_\_/- and contractor will be reimbursed for the same as detailed hereunder. The Contractor will collect the charges for the food package (Bed Tea, Evening tea with light snacks, breakfast, lunch or dinner) as under:

<b>SBI Officers on official duty</b>
Bed Tea, Breakfast, Evening Tea with light snacks, Lunch or Dinner <b>₹ 30 per day</b>
Reimbursement of ₹____ (From Bank Per person per day) after depositing Rs 30.00 and Room rent as per the Bank's instructions.
<b>SBI Officers on personal visit</b>
Charges as decided through tender process on basis of actual consumption and Room rent as per the Bank's instructions.

The Contractor has to submit the bill as per the rates decided against the services catered to the Bank's Officials. The Contractor has to pay Cooking Gas charges or arrange for the cooking gas cylinder for the purpose, same shall be considered while quoting/bidding. The contractor has to provide all utensils & various accessories and consumables of high standard at his own cost. Tablecloth/ linen to be changed daily and washed at his own cost.

24 In case of absence/ leave/ weekly-off of workmen suitable alternate arrangement shall be made by the Contractor failing which ₹500.00 per person per day shall be levied by the Bank

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from the contractor by way of liquidated damages. Similarly, detection of proxy attendance of workmen shall also attract ₹1000/- as liquidated damages including leading to cancellation of the contract at the sole discretion of Bank.

25. In case it observed / reported that the quality of Raw material such as vegetables, Gains, Spices, cooking oil etc or the cooked food is of inferior quality a sum or ₹5000.00 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.

26. 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 L HO, Patna, whose decision shall be final, conclusive and binding on the Contractor.

27. 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.

28. 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.

29. 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 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.

30. 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.

31. 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.

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32- The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the office' concerned or the Bank whose decision in this regard shall be final and binding to the contractor.

33. 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.

34. 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 the contract.

35- 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.

36 If during the currency of the contract, any Statute, Rules/ Govt. Notification prohibits employment or 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.

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

38. The Courts in Patna alone shall have jurisdiction in respect of any matter touching these presents.

39. 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 interpreted harmoniously to avoid any conflict.

40. 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.

41. 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.

42. 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.

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

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44. Scope of work shall be as mentioned in the tender documents.

44. 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 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 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 XXII.

Annexure – 'XXI'

**DETAILS OF ALL 'SIMILAR' WORKS COMPLETED DURING THE  
LAST FIVE YEARS ENDING BY 31st Nov 2025.**

(Enclose supporting documents i.e. Work order and Satisfactory Completion Certificate Obtained from the Clients)

S. No.	Name of Work	Name of the Client (with Brief Address of Concerned Office & Contact No. and e-mail ID)	Type of Client Govt. / Semi Govt. / PSU / Bank / Public limited ( Listed) Companies	Agreement No. & Date of Agreement with Client	Start Date	Date of expiry	Term in Months	Contract Amount (in ₹)	Yearly i.e. Annual contract value inclusive of GST (in ₹)
1									
2									
3									

Note: 1. Data must be filled up specifically in this format for **maximum 3** contracts with highest annual value as per above format only.

2. The works mentioned in the above format shall be sorted in the order of cost of the work.(Descending order).

3. Amount should be in rupees inclusive of GST.

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Signature of Applicant with Seal

Annexure – 'XXII'

**DETAILS OF ALL 'SIMILAR' WORKS ON HAND - UNDER  
EXECUTION OR AWARDED ON 31<sup>st</sup> Nov 2025**

(Enclose Copies of contract/ Work Orders issued by Clients)

S. No.	Name of Work	Name of the Client (with Brief Address of Concerned Office & Contact No. and e-mail ID)	Type of Client Govt. / Semi Govt. / PSU / Bank / Public limited (Listed) Companies	Agreement No. & Date of Agreement with Client	Start Date	Date of expiry	Term in Months	Contract Amount (in ₹)	Yearly i.e. Annual contract value inclusive of GST (in ₹)
1									

Note:

1. Information must be filled up specifically in this format for **only one highest** eligible contract as per eligibility criteria.
2. Amount should be inclusive of GST.
3. The feedback to be obtained from the client with highest value at serial no.1

Signature of Applicant with Seal

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**SCHEDULE-II**

**FINANCIAL BID (2<sup>nd</sup> Packet)**

**FINANCIAL BID FORM**

**Name of Service Provider/Company:**

The bidders are advised to note and ensure compliance with the following while quoting their rates: The rate quoted by the bidder shall remain fixed and shall cover and include wages to the facilitator, supervisors, cost of equipment deployed, service provider's profit, transportation charges and all statutory levies, EPF, ESI, bonus and any other statutory component as per the Central Government Minimum Wages Act. The rate quoted shall be inclusive of all applicable taxes including GST. The bidders must submit the price break-up in the format below and shall match the final offer price.

<b>Sr. No.</b>	<b>Description</b>	<b>Details</b>	<b>Your Offer</b>
1(a)	Cost of Manpower Skilled		
1(b)	Cost of Manpower Semiskilled		
1(c)	Cost of Manpower Unskilled		
1	Total Manpower Cost		
2	Cost of Uniform At least 3 uniforms per employee per year	(Minimum 1500 per employee per year)	
3	Cost of safety gears /shoes /socks /gloves/ Aprons/ Caps / training cost etc.	(Minimum 1000 per employee per year)	
4	Cost of manpower insurance (Accident insurance & Health insurance wherever ESIC not applicable)	(Minimum 500 per employee per year)	
5	Cost of cleaning material (cleaners, washing powders, pastes, Brooms , brush, wipers, Air fresheners / deodorants etc)	(Minimum Rs.10000 per month)	
6	Laundry cost (bedsheets, bedspreads, pillow covers, Bath towels, Napkins, curtains etc.)	(Minimum Rs.7000 per month)	
7	Monthly Cleaning of Storage Tank	Minimum ₹2000/month	

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8	Cost of 5 Hindi and 5 English newspapers	Minimum ₹1500/month	
9	Cost of 14 mega packages of Tata sky for television, one in each room of guesthouse and one for dining hall.	Minimum ₹9800/month	
10	Sub Total (A)	(Sr. no. 1 to 9 above)	
11	Add GST amount (B)	(18% of 10 above)	
12	Total Annual Cost including GST	(10+11)	
13	Annual (Contractor's profit, service charges including transaction charges inclusive of GST)	Minimum 3.85% & Maximum 7% of the Manpower cost i.e. Sl no-1 (total manpower cost)	
14	Grand Total	(12+13)	
15	Total Cost for 2 years	14 X 2	

Please indicate rates for items mentioned below **WHICH ARE NOT PART OF PRICE BID** but will be provided by the caterer on extra charges to be borne by the guest.

**LUNCH/DINNER**

Items	Rates	Items	Rates
Masala dosa/Two Idli	₹...../plate	One egg omelette	₹...../plate
Veg. Pakrora/Bread Pakora	₹...../plate	Boiled egg	₹...../piece
Upma/Poha	₹...../plate	Chicken Do pyaza	₹...../plate
Shahi Paneer	₹...../plate	Chicken curry	₹...../plate
Mutter Paneer	₹...../plate	Mutton curry	₹...../plate
Mushroom mutter	₹...../plate	Egg-curry	₹...../plate
Karahi Paneer	₹...../plate	Fish curry	₹...../plate

(per plate normally indicates 150 gms of food.)

**\* Kitchen Services to be available from 6.30 A.M to 10.30 P.M**

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Solemnly affirmed by:

**AUTHORISED SIGNATORY OF THE Service Provider & STAMP**

**Note: "Financial/Price Bid" sheet is attached in the bid document. To be filled and uploaded by applicants as Schedule-II (2<sup>ND</sup> PACKET).**