NIT NO	SBI/HYD/2025-26/32
DATE	27-02-2026

STATE BANK OF INDIA
PREMISES AND ESTATE DEPARTMENT
3rd floor, SBI LHO Premises, Bank Street, Koti, Hyderabad – 500 095 Telangana.

INVITES ONLINE TENDER SUBMISSION

FOR

PROVIDING CATERING CUM CARETAKING SERVICES AT DWARAKAPURI GUEST HOUSE AT PUNJAGUTTA, HYDERABAD

TENDER IS NOT REQUIRED TO BE SUBMITTED IN HARD COPY

Part – I
TECHNICAL BID

Last Date for Submission is: 12/03/2026

The Asst General Manager (P&E)
3rd floor, SBI LHO Premises,
Bank Street, Koti,
Hyderabad – 500 095
Telangana.
040-23466346 / 48

NOTICE INVITING TENDER

State Bank of India, Local Head Office HYDERABAD invites online tenders from empanelled Agencies for **PROVIDING CATERING CUM CARETAKING SERVICES AT DWARAKAPURI GUEST HOUSE AT PUNJAGUTTA, HYDERABAD.**

2. The brief details of NIT are as under:

1	Name of the work	PROVIDING CATERING CUM CARETAKING SERVICES AT DWARAKAPURI GUEST HOUSE AT PUNJAGUTTA,HYDERABAD
2	Contract Period	One year
3	Earnest Money Deposit (EMD)	**Rs. 27,000/- (Rupees Twenty Seven thousand only)** in the form of Demand Draft issued by any Nationalized/Scheduled Bank drawn in favour of **"State Bank of India"** payable at HYDERABAD.
3	Date of Pre-bid meeting	15:00 hrs on 09/03/2026. • All the bidders are advised to visit the site, understand the requirements and attend the pre-bid meeting and get themselves clarified of any queries. • All the queries will be responded in the pre-bid meeting. • No individual correspondence will be entertained.
4	Evaluation of tender documents	**Offline:** No offline/hardcopy submission. L1 bidder alone has to submit the relevant documents post-tendering at the user/controller's office. **Online** @ https://etender.sbi a. Bidders shall first upload the duly signed & stamped Letter of Declaration and EMD in the form of DD and thereafter can fill & submit the Price Bid. b. Last date & time for price bid submission 15:00 hrs on 12/03/2026. c. Price bids of only eligible bidders will be opened online at 15:10 hrs on 12/03/2026. d. After opening & evaluation of price bid, the identified Successful bidder (L1) alone shall submit hard copy of entire technical bid & price bid duly signed & stamped along with EMD/Security Deposit amount at the office of user/controller within 07 working days. Thereafter, Work Order by the controller will be placed with L1. Bids would be opened online in the above date and time irrespective of presence of any or entire bidder's representatives.
5	Address for submission and opening of Tender document	The Asst General Manager (P&E) 3rd floor, SBI LHO Premises, Bank Street, Koti, Hyderabad – 500 095 Telangana. 040-23466346 / 48.
6	e-tendering service provider Contact info	e-Procurement Technologies Limited A-201/208, Wall Street – II, Nr. Gujarat College, Ellis

		bridge, Ahmedabad – 380006, Gujarat (INDIA). Ms. Anshul :- 6354919566, anshul@auctiontiger.net +91-79-68136 862/847/811/851/885
7	Validity for Offer	3 (three) months from the date of opening of price bid
8	Date of Commencement of Work	1st Day of Succeeding month of the Work Order
9	Premises address *(sought prior permission from the user for site visit)*	The Asst General Manager (P&E) 3rd floor, SBI LHO Premises, Bank Street, Koti, Hyderabad – 500 095 Telangana. 040-23466346 / 48.

3. In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time. SBI will not be responsible for any postal delay / loss / non receipt thereof. No consideration will be given to a tender received after the date / time specified above and such tenders are deemed to be rejected.
4. *Tenders received without prescribed EMD shall summarily be rejected and such bidders* ***shall not be allowed*** *to participate in the online price bidding process.*
5. SBI reserves its right to accept any or to reject all the tenders in part or whole without assigning reasons thereof and no correspondence shall be entertained in this regard.
6. The Vendor shall sign and stamp each page of the tender document thereby ensuring the number and sequence of all pages. Tender documents without seal and signature of the authorized tenderer are liable to be rejected.
7. The intending bidders are categorically advised to submit the tender document strictly in the attached format only.
8. Earnest Money deposit will be refunded without any interest therein to all within 30 working days from the date of approval of the tenders by the Competent Authority.
9. The Courts in HYDERABAD city alone shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.
10. State Bank of India discourages the stipulation of any condition by the tenderers. The conditional tender shall be liable to get rejected.

Assistant General Manager (P&E)
LHO, HYDERABAD.

LETTER OF DECLARATION

(To be submitted duly typed, signed with stamped by the authorized Signatory on the Letter Head of the Bidder in Original along with EMD & Tender processing fees)

The Asst General Manager (P&E)
3rd floor, SBI LHO Premises,
Bank Street, Koti,
Hyderabad – 500 095
Telangana.
040-23466346 / 48

PROVIDING CATERING CUM CARETAKING SERVICES DWARAKAPURI AT PUNJAGUTTA, HYDERABAD

Dear Sir,

1. With reference to **NIT no: SBI/HYD/2025-26/32, dated 27.02.2026**, I/we accept all the terms & conditions, schedule of requirements, scope of work etc. of the tender for the captioned work and examined the site and having acquired the requisite information relating thereto and affecting the tender.

2. I/we agree that all employees/workers engaged in the Bank's premises for the captioned project shall be adequately provided with PEP and monitored on daily basis for any symptoms of illness. In case found ill, the worker shall be treated properly for the illness and suitable replacement will be arranged at our own risk & cost till recovery time.

3. I/we agree to strictly comply with all the guidelines of Central/State Govt. issued in connection with Epidemic/Pandemic situations without affecting the routine services required under this contract.

4. I/We hereby offer to provide specified services in the said tender document on the requested manpower and consumable in accordance in all respect in line with the schedule of instructions, scope of work and instruction in writing referred to in conditions of Tender, the articles of agreement, conditions of contract and with such conditions so far as they may be applicable.

5. I/We hereby accept that, all the scope of works, quantities of Manpower and consumables are indicative and not exhaustive; SBI reserves the right to add/reduce Manpower/Consumables/scope of work during any stage of pre & post tendering.

6. Should this tender be accepted, I/we hereby agree to abide by and fulfill the terms and provisions of the said conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to SBI., the amount mentioned in the said conditions.

 Contractor Signature with Seal

7. I/we have submitted Earnest Money Deposit for as per NIT with SBI in the form of Demand Draft / Banker's Cheque. Should I/We do fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be forfeited by me/us to State Bank of India.

8. I/we hereby accept that, our tender/bid is liable to be rejected without assigning any reasons thereof under no circumstances, if the **quoted labour rate does not comply with statutory provisions** viz. extant minimum wages act, ESI, EPF etc. and/or rates quoted for the consumable items specified in the tender are found to be low/unreasonable/unworkable when compared with market/wholesale rates of those items.

9. I/We understand that, if our tender/bid does not include minimum legal amount towards "Administrative/Service charges" is unworkable compared with Market/wholesale rate, our bid shall liable to be rejected without assigning any reason/notice thereof in this regard.

10. I/We understand that as per terms of this tender, the SBI may consider accepting our tender in part or whole or may entrust the work for proposed building. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of SBI deciding to drop any of the scope of work of this tender at any stage during the contract period. Further, we also undertake to execute the work entrusted to us on our approved rates and within the stipulated time limit without any extra claim for price escalation as provided for in respective clause of Terms & Conditions of this tender.

11. I/We, hereby, also understand that, only minimum wages will be revised in accordance with the revision in Central Govt. Minimum Wages. However, the administrative / service charges shall remain the same during the tenure of the contract

12. I/We hereby accept that, the validity of contract is for an initial period of 1 (One) year from the date of commencement of work with an option of renewal for another 2 (two) terms on the same terms & conditions subject to satisfactory performance

13. Further, we confirm that we are eligible to quote this tender. In case any information is found incorrect at any subsequent point of time, our tender may be annulled / rejected by SBI, including taking any action against us as deemed fit.

14. We have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender and accept the same.

Signature of the Tenderer With Seal

SCOPE OF WORK / SERVICES TO BE RENDERED

1. Building details: *(Highly recommended to inspect the site before quoting)*
   a) Name of the premises: Dwarakapuri, Punjagutta, Hyderabad
   b) No. of Rooms: 19 rooms
   c) Carpet area: 20000 sq. ft. (approx.)
   d) Location: Punjagutta, Hyderabad

2. Arrangements made from Banks side:
   a) 20L drinking water jars
   b) All equipment/utensils/cutlery required for cooking services
   c) Furniture & fixtures including bedspread, towel, blankets, curtains, mattress, pillow, pillow covers.
   d) Accommodation within the premises for caretaker, cook and attendant employed for the service
   e) Electrical & electronic gadgets for the guest house maintenance
   f) Registers / stationary items
   g) Water supply and EB Charges will be borne by the Bank
   h) Periodical cleaning of Underground sumps and Overhead tanks
   i) Fire extinguishers
   j) Cost of welcome kit
   k) Recharge cost of Telephone/Internet/DTH

3. Reimbursements supported by original bills: (Services to be rendered by agency) in case of reimbursement of expenditure the tax invoice to be submitted in the name of the Bank and Bank's GST number (36AAACS8577K1ZQ)
   a) Cost of newspaper
4. Providing high grade comprehensive caretaking Services including Housekeeping & Catering Services with adequate standby arrangements to ensure uninterrupted services for whole year 24 x7.

5. The service provider has to maintain a register furnishing the Name, Address and Character Certificate and latest photograph, telephone number of the contract personnel engaged by him and posted at the Guest House. This register completed in all respects has to be handed over to the Estate Department within 15 days from the date of award of contract.

6. The service provider before engaging any person has to get his antecedents checked by the police and the police report to be produced to SBI. Similarly, medical certificate from competent authority should be obtained and produced to SBI. Every two months, the staff should be deputed to Health Centre (s) for medical check-up and report submitted to SBI. If any employee found unfit, the agency should replace them with same skill set employee at his own risk & cost.

7. The service provider should note that the contract is not transferable. He shall not transfer, assign or sublet the contract. In the event of non-compliance of any terms and conditions of the contract, the contracts will be terminated immediately entailing forfeiture of EMD.

8. The service provider should ensure that his staff is very polite and courteous while dealing with the guests and should not enter the room occupied by the guests without prior permission. In case

of theft of any item from the guest, it is the sole responsibility of the service provider and the value of the same will be deducted from the monthly payments.

9. The service provider has to maintain the dining hall clean and as such get the flooring swabbed every night once the guests have vacated. The tables, chairs shall be cleaned and properly arranged, ready for the breakfast. Fortnightly cleaning of ceiling fans, pedestal fans etc. shall be undertaken. The freezers shall be maintained clean. The garbage shall be cleared every day. The surroundings shall be kept clean.

10. The service provider has to ensure that kitchen staff washes the kitchen utensils with proper and standard variety liquid washing soap, before preparing any dish and also every day whenever necessary. Similarly, the kitchen flooring should be washed every night using disinfectant once the kitchen service is closed. The exhaust fans should be cleaned every week.

11. The service provider has to ensure that his staffs properly wash the plates, glasses and other cutlery. The plates should be kept in the oven before laying the table for serving.

12. The service provider has to ensure that only quality water is provided to the guests for drinking. Arrangements should be made to provide hot water to the guests whenever asked. However, 20L water jars will be supplied by the Bank.

13. The service provider should ensure implementation of code of Conducts in the following areas:

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

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

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

    d) The service provider has to arrange to collect and properly distribute / account the guest house wise the allotment letters of the guest houses from the Bank twice a day ie., once in the morning and thereafter in the evening as directed by the Bank.

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

15. Room charges and mess charges as fixed by the bank, to be recovered from the occupants as per Bank's instructions, before their departure from the guest houses. The room rent recovered during the month should be deposited to the Premises and Estate Department on or before the 7th of the succeeding month.

16. The bank shall have the right to add new guest houses if created by the bank and the service provider shall be under obligation to provide necessary services to the new guest houses also

subject to additional payment on pre-rate basis under the terms and conditions agreed upon. Similarly, the Bank will have the right to take out any of the existing guest houses from the service provider due to reasons whatsoever by giving one month's notice and accordingly the Bank shall reduce the monthly payment proportionately to be made to the service provider.

17. Arrival / departure register, and such other registers as prescribed by the Bank from time to time will be maintained by the service provider.

18. Any article of furniture, fixture, crockery or equipment broken and damaged should be brought to the notice of SBI.

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

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

21. No unauthorized persons should be allowed in the guest houses. Persons booked by the Bank will only be permitted to stay at the guest houses.

22. Under no circumstances the service provider or his employees should bring their family to dwell in the guest houses.

23. The educational qualification for the service provider should be minimum of +2

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

25. The service provider should maintain following register and will produce to the officials of the Bank for verification on quarterly basis.

    a) Electric Bills paid Register
    b) Telephone Bills paid Register
    c) Consumable items purchase Register
    d) Linen items Requisition and purchase Register
    e) Attendance Register
    f) All Registers, Records and Accounts under the Minimum Wages Act, Contract Labour (regulation act and any other statutory requirements and such other registers as per proforma as prescribed by SBI.

26. The service provider should ensure the following:

    a) There should be one caretaker (guest houses) who shall be in touch with the Bank on day to day basis.
    b) Serve bed tea / coffee to the guests as directed by SBI.
    c) Serve breakfast and evening tea / coffee snacks to the guests as directed by SBI.

d) Serve lunch, dinner to the guests as directed by SBI.

e) Cater to the parties during seminars, workshops and other official functions as and when directed by SBI.

f) Washing all the linen, towels, table, cloth, curtains etc provided to the rooms engaging professional laundered at his own cost.

g) Service provider to ensure all around maintenance of the premises and surroundings in coordination with housekeeping agency employed by the Bank.

h) Ensuring adequate stock of drinking water jars

27. The penalty for various deficiencies are under:

Major deficiency	**Minor deficiency**
Shortage of food & manpower	Not wearing Uniform/ gloves / Head gear / Apron /shoes
Serving stale food / Using rotten vegetables/fruits/milk/other food items.	Using of floor instead of tables for preparing food items/ Roti/ Cutting of vegetables
Not using Agmark / ISI certified/ branded and specified ingredients for cooking	**Not displaying menu in dining hall board**
Non-maintenance of cleanliness in kitchen/dining hall/wash area and occurrence of pest	Non-disposal of garbage generated out of kitchen
Non-adherence to pre-decided menu without prior approval of the Competent Authority	
Violating of any terms and conditions/specifications/stipulations made in the Agreement (except those mentioned under major deficiencies)	
Rates of Penalty	
Major deficiency during a quarter	**Amount of penalty per instance**
1st Instance	Rs.2000/-
2nd Instance	Rs.5000/-
3rd Instance	Rs.10000/-
Above three instances	Termination of contract at the discretion of the Institute or Rs. 25000/-per instance
Minor deficiency during a quarter	**Amount of penalty per instance**
1st Instance	Rs.1000/-
2nd Instance	Rs.2000/-
3rd Instance	Rs.5000/-
Above three instances	Rs.10000/-per instance

A) Caretaking Services:

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

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

alia ensure that:

1. The work to be undertaken by the caretaker engaged by the contractor. The premises are kept clean and under hygienic conditions at all times befitting the image of State Bank of India.

2. He will ensure that the Guest House is cleaned on day–to–day basis mopping of the floors are done twice a day, the furniture and fixtures are dusted and cleaned every day. The carpets and sofa set etc. should be cleaned every 2 days with vacuum cleaner.

3. He will also ensure that all toilets, wash basins, kitchen sinks, etc. are cleaned every day with proper use of phenyl and approved Chemical agents at their cost. Naphthalene balls should be regularly placed in the wall-cupboards and urinals. Other materials including soaps, Odonil in toilets, Mosquito repellent, Room Spray etc., to be provided by Contractor at their cost.

4. The caretaker will ensure changing of bedsheets, towels, pillow covers, and bed covers on change of occupancy or once in two days. Occupants will be provided with freshly washed linen including towels, bed sheets, pillow covers on every alternate day. All curtains & mosquito nets must be washed periodically, once in a month or as and when necessary. Washing should be done by engaging services of professional launderers only. Any deviation / complaint on non- compliance as above will be liable for penalty and subsequent termination of contract. Washing cost should be borne by the Contractor.

5. The Caretaker shall arrange for washing of clothes of guests (if necessary) through outside professional laundry on payment of the actual costs thereof by the guests.

6. The Caretaker shall be responsible for the safe keeping of all keys & infrastructure provided.

7. Bank shall provide the necessary infrastructures like cooking range, crockery, utensils, fully equipped kitchen with refrigerator, etc. The infrastructures provided by the Bank should not be used for any private ceremonies. Any such misuse of Bank's infrastructure by the contractor may result in imposition of liquidated damages or termination of contract. The contractor shall take care of all the provided amenities/infrastructure and return them to the Bank in good working condition.

8. The Caretaker should also ensure quarterly Pest Control measures. (The payment will be within the contract and no extra cost for pest control will be made). The kitchen and dining space should be daily scrubbed and cleaned and kept free of flies, cockroaches, insects, rates, mice and rodents.

9. The Caretakers shall ensure that rent collected from the occupants is deposited at Premises and Estate Department, LHO. All payments should be received from the Guests in cash only.

10. Maintenance, as mentioned above, should be done all seven days a week with trained manpower, cleaning material and consumables under personal supervision by the Caretaker. He will also ensure proper cleaning of the terrace, common areas like lift lobby, reception etc. regularly and cleaning of the overhead water tanks at least once a month.

11. In all toilets, the contractor has to provide branded soap (1 small and 1 medium size) (supplied by Bank) for bath and to be replaced when change of guest comes. Toilet paper roll also has to be provided by the contractor.

12. The contractor should supply welcome kit to all the officials who have come on Bank's duty only and obtain acknowledgement. The welcome kit containing soap, toothbrush, comb, hair cream, shampoo, hair oil pouches, talcum powder etc. in a plastic bag. Prior approval of sample welcome kit to be obtained. **The cost for these Kits will be reimbursed by Bank after verification and as per the rates fixed by the Bank**.

13. The Contractor should supply one English National Newspaper & one Financial Newspaper at each room when occupied and one National, one Financial and One local language newspaper in the drawing hall of the guest houses. Actual incurred for the cost of the newspaper shall be reimbursed on monthly basis based on the bill submitted.

14. The items mentioned above are not exhaustive and the Bank reserves the right to include other items as it may deem fit for the proper maintenance of the Guest House. The officials from Premises & Estate Dept. will inspect the Guest House for ensuring proper upkeep at regular intervals.

15. Caretaker shall maintain proper registers of visiting officials, bills paid viz. (Telephone, Electricity etc.), Consumable items, inventories/infrastructure, arrival & departure details of guests, proper records of linens, towels, bed sheets, blankets, pillows, Mattresses etc. and the same needs to be submitted to the concerned officer of SBI.

B) Housekeeping Services:

1. Internal and terrace cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / ornamental & decorative wooden flooring and wooden furniture of high value, crystal glass doors / panes, modern electric gadgets, electric fixtures, windows, window panes, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins etc and exterior cleaning, cleaning of glasses and polishing of metallic engravings, logos, sign names etc and pest control measures plus specific maintenance activities like electrical repairs / carpentry, sanitary repairs and such other repairs required to keep the premises in the excellent condition.

2. Periodical pest control services of the premises.

3. Ensuring the periodical/Scheduled cleaning of sumps and overhead tanks through housekeeping agency.

4. High grade/quality laundering of bed sheets/spreads, pillow covers, towels, curtains and other items as required/directed (bed sheets/spreads, pillow covers, towels, curtains and other items) will be provided as needed.

5. Day to day maintenance to be attended including arrangement for supply of Water Tankers in case of emergency/water shortage etc and any other repairs and relevant bills (actual amount) will be reimbursed by Bank on monthly basis and no extra charges/taxes on maintenance/material will be paid

C) Catering Services:

1. The Caretaker shall also be responsible for catering services in the Guest House. He shall arrange for cooking and serving of quality food in hygienic conditions on a daily basis for the executives occupying the guest house.

2. The agency shall use Agmark or ISI quality ingredients, spices, oil etc., (as per make list enclosed) and shall keep all cereals flour and other consumable articles covered and free from ants, rodents' cockroaches, flies etc.

List of indicative makes/brands of items to be used in catering

Sl.No.	Items	Brand
1	Milk	Heritage/Vijaya/ Arogya/Tirumala
2	Bread	Modern/Spencer/Britania/Ruchi
3	Butter	Nestle/Amul
4	Jam	Kissan/Tops/Maggi
5	Tomato sauce	Kissan/Maggi/Tops/Delmonte
6	Chili sauce	Kissan/Maggi/ Delmonte
7	Tea/Tea bag	Taj Mahal/Tetley/Tata Tea/3Roses or of equal quality
8	Coffee	Sunrise, Bru, Lavista, Narasus
9	Refined oil/Groundnut oil	Fortune/Nature fresh/Gold winner/SVS
10	Vanaspathi Ghee	Dalda/Rath
11	Mustard Oil	Fortune/Engine/Kanodia/Kalash
12	Rice	Basumati costing not below Rs.70/- per kg in the retail market Steam/raw/boiled rice costing not below Rs.55/- per kg in the retail market
13	Sugar	Good quality (sulpherless)
14	Salt	Tata / Ashirwad
15	Atta/Maida/Basen/ Ragi	Ashirwad/Annapoorna/Pilsburry/Nagas (no loose atta acceptable)
16	Pulses	Tata Sampann/ITC/Udhayam/Nagas/Aachis/Manna
17	Spices	Tata Sampann/ITC/Sakthi /Aachi
18	Fruits/Vegetables	Seasonal fresh quality
19	Salad	Seasonal items consisting of green fresh vegetables
20	Corn flakes	Kellogs/Nestle/Mohun
21	Ice cream	Amul/Kwalitywalls/Aavin/Arun

Above brands and/or brands of comparable quality (to be approved by Chief Manager (P&E) can only be used.

 Contractor Signature with Seal

3. **FOOD PACKAGE FOR OFFICIAL VISITS:** The contractor should collect from the Guests for the items served such as morning tea / coffee, breakfast, lunch and dinner (Veg or non-veg). The contractor shall be permitted to collect the following food charges from the occupants of the guest house directly who are on their official/personal visit. Proper bill in the format prescribed by the Bank should be issued to the occupants against the payment done. Bank shall not take responsibility of any recovery of charges after occupants have left the guest house.

4. The contractor should maintain the sufficient stocks of cooking materials, fresh vegetables & fruits for usage at the guest house at his cost.

5. All the items which are stale and decayed should not be kept in the guest house.

6. The following items should be supplied daily for the guests.

BREAK FAST	Idly, Dosa, Poori, Roti/paratha with sabji, chutney and sambar/kurma etc (any Two items) + Tea/Coffee/ Milk.+ Bread (Jam/ omelette) @ Rs.60/- (Rupees sixty only)
LUNCH & Dinner	Vegetable Salad, Special Rice (pulihora/ tomoto Rice/ Pudina Rice etc.), 2 poori/chapathi, white rice, 2 veg curries (Fry+Gravy), Dal, samber, papad, pickle, curd etc + 1 sweet & fruits. @ Rs.90/- (Rupees ninety only) per lunch or dinner.
EVENING SNACKS	Standard snacks to be made available + Tea/Coffee. Somasa/Cutlets/ Veg puff/ Kachori/ Bondas/ Soft pakoda/ Pakoda @ Rs. 30/- (Rupees thirty only)
BEVERAGES (at any time as requested by the guest)	Tea / Coffee/ buttermilk @ Rs.10/- (Rupees ten only)
NON-VEGETARIAN	a. Omelette (1 egg) @ Rs.15/- (Rupees fifteen only) b. Chicken/mutton/ fish preparation (2 pieces) @ Rs. 60.00 (Rupees sixty only)

Food items shall be served to Top Executives at their choice which may not be as described above. Their preference shall be requested and served. Actual cost of items will be reimbursed by the Bank. Foods should be served without limitation. All workers / supervisor to maintain neat uniform and photo ID card to be issued by the contractor. All the workers / Supervisor should have the knowledge of Hindi, English and Tamil. Supervisor should stay at the guest house round the clock and he will attend to all phone calls and respond accordingly. Experienced cook to be engaged and he should be well versed with North Indian and South Indian dishes. There should be professional approach in the work. All staffs should have enough number of neat and clean uniforms and should be well behaved. Cleanliness should be given utmost importance.

Other requirements:

Agency shall be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap accident etc. to the Assistant General Manager (Premises & Estate). Complaint Register / Suggestion Register and First Aid Box to be provided by the SBI- LHO will be made available at the Reception Counter of Guest House under the control of the Contractor's men.

The continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate these presents under one-month notice to the Contractor without incurring any further liability therefor.

D) Man power requirement (only male):

The caretaker shall always have on his active rolls the services of sufficient number of the under mentioned Manpower of able, efficient, clean, healthy, honest, well behaved at the establishments on 24X7 basis.

1. Caretaker – of required number having min. 12th Standard qualification with 5 years of relevant experience in Supervising Caretaking services. Languages to be known Tamil, Hindi and Functional English (Read/write/talk). Also, should have READ & WRITE skills of any of the two aforesaid languages.

2. Skilled Cook - of required number with min. 5 years of experience in North Indian/ South Indian dishes.

3. Semi-Skilled cook/helper - of required number with min. 2 years of experience in North Indian/ South Indian dishes. He should act as a replacement for main cook as and when he is proceeding on leave.

4. Semi-skilled/helper/housekeeper – of required number with min. 1-year experience in handling Caretaking Services.

Certificates/documents showing above desired qualification shall be furnished on successful award of work. Caretaker should be a specialized dedicated Human resource equipped with required health protective gears to upkeep comfort cubicles. Service provider/Caretaker shall be responsible for training, work allotment, hours of work, timing of all the personnel engaged by him.

Though, the above number is minimum, the contractor has to provide the required manpower for carrying out all the works detailed in the work schedule on 24X7 basis. Incase any employee on any day found to be absent, wages for the particular employee shall be deducted.

All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the Bank.

Materials requirements:

Cost of all Caretaking/Housekeeping consumables, Cooking gas etc., shall be borne by the agency. Consumables used shall be of high grade/ five-star standards and shall be approved by the Bank. Utmost care should be taken while using Electrical gadgets & LPG cylinders. Caretaker shall ensure proper preventive measures like availability of Fire Extinguishers are in place to fight the emergency situation.

Note:

i. All the above-mentioned scope of works & quantities of Manpower and consumables are indicative and not exhaustive; Bank reserves the right to add/reduce any work/Manpower/Consumables/scope of work.

ii. The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.

iii. Supervisors/Managers should visit the entire complex from time to time to ensure that each floors/toilet etc., remain clean and ready for use round the clock.

iv. The above-mentioned manpower is based on a detailed survey carried out by experts in the industry who will audit all services & activities from time to time. Proactive & preventive maintenance program must be of international standards and the contractors may remodel the existing manpower from time to time without compromising on quality of service and zero interruption to the occupants.

v. The services should be continuously available 24 x 7 for all the seven days of the week unless otherwise advised. Staggering of duty if any shall be planned accordingly without compromising weekly off to labourers as per statutory norms.

vi. Area classification of the premises w.r.t. geographical location has been furnished in the Technical bid enclosed. However, bidders are advised to verify the same and discrepancies, if any, shall be brought to our notice before price bid submission for necessary amendment. Wrong classification/assumption shall not be entertained after tendering.

 Contractor Signature with Seal

INSTRUCTIONS TO PARTICIPATE IN e-TENDER

- Login to website : **https://etender.sbi**
- Log in with credentials
- Click on RFX Tender & Search RFX Tender with Event ID *(Event ID which will be communicated to all prequalified bidders)*
- Click on Dashboard
- Click on "I Agree" to confirm your participation.
- Click on Fill next to the each Bidding Form.
- After Filling all details along with Remarks, click on Save.
- To upload supporting documents click on Map Documents.
- After submitting filling all required details and Uploading all supporting documents verify entered details.
- After Verification to submit your bid click on "Final Submission".

(A) Business rules for E-tendering:

1. Only empanelled agencies are eligible to participate.
2. SBI will engage the services of an e-tendering service provider who will provide necessary assistance before commencement of online bidding on Internet.
3. In case, there is any change in e-tendering service provider, the SBI will inform the qualified bidders suitably at appropriate time.
4. Contractors are advised to have **VALID DIGITAL SIGNATURE WITH ENCRYPTION**.
5. Business rules like event date, closing and opening time etc. will be communicated through service provider for compliance.
6. Contractors have to send by email, the compliance form in the prescribed format (provided by service provider), before start of E-tendering without which, bidders will not be eligible to participate in the bidding process.
7. E-tendering will be conducted on schedule date & time.
8. The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

(B) Terms & conditions of E-tendering:

SBI shall finalize the Tender through e-tendering mode by engaging an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid.

1. E-tendering shall be conducted by SBI through authorized service provider on pre-specified date. While the Contractors shall be quoting from their own offices/ place of their choice, Internet connectivity and other paraphernalia requirements shall have to be ensured by Contractors themselves. In the event of failure of their Internet connectivity, (due to any reason whatsoever it may be) it is the bidders' responsibility.

2. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives such as back-up power supply etc. whatever required so that they are able to circumvent such situation and still be able to participate in the E-tendering successfully.

3. Failure of power at the premises of Contractors during the E-tendering cannot be the cause for not participating in the E-tendering. On account of this, the time for the E-tendering will not be extended and SBI shall not be responsible for such eventualities.

4. Authorized service provider shall arrange to train your nominated person(s), without any cost to you. They shall also explain you all the Rules related to the E-tendering. You are required to give your compliance on it before start of bid process.

5. BIDDING CURRENCY AND UNIT OF MEASUREMENT: Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online E-tendering.

6. BID PRICE: The Bidder has to quote the percentage as per the Tender Document.

7. VALIDITY OF BIDS: The Bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.

8. Procedure of E-tendering:
   a) Online e-tendering for Price Bid submission through SBI approved Service Provider shall be open to the bidders qualified by the SBI as per Technical Bid Evaluation mentioned hereinabove.
   b) The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in only their percentage for Administrative/Service charges.
   c) The Contractors are advised not to wait till the last minute to submit their online price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
   d) It is mandatory to all the bidders participating in the price bid to quote their percentage for Administrative/Service charges.
   e) In case, contractor fails to quote their percentage, their tender shall be treated as ***"Incomplete Tender***" and shall be liable for rejection.

9. LOG IN NAME & PASSWORD: Each Bidder is assigned a Unique Username & Password by authorized service provider. The Bidders are requested to change the Password after the receipt of initial Password from the service provider. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.

10. BIDS PLACED BY BIDDER: Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as per the rates quoted, SBI shall at liberty to take action as deemed necessary including de-paneling such contractors and forfeiting their EMD.

11. At the end of the E-tendering, SBI will decide upon the successful bidder. SBI decision on award of Contract shall be final and binding on all the Bidders.

12. SBI shall be at liberty to cancel the E-tendering process / tender at any time, before ordering, without assigning any reason.

13. SBI shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.

14. OTHER TERMS & CONDITIONS:
    a. The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders/service provider.
    b. The Bidder shall not divulge either his Bids or any other exclusive details of SBI to any other party.
    c. SBI decision on award of Contract shall be final and binding on all the Bidders.
    d. SBI reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion.
    e. SBI and its authorized service provider shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
    f. SBI and its authorized service provider are not responsible for any damages, including damages that result from, but are not limited to negligence.
    g. SBI and its authorized service provider will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

 Contractor Signature with Seal

GENERAL INSTRUCTIONS TO TENDERER

1. **Purpose:**
   Providing Catering cum Caretaking services for guest Houses as required in respective complex/ building.

2. **Invitation:**
   The bidders desirous of taking up the project for supply of above Services for SBI are invited to submit their technical and commercial proposal in response to this Tender. The criteria and the actual process of evaluation and subsequent selection of the successful bidder (L1) will be entirely at Bank's discretion. We seek proposal from empaneled bidders who have the necessary experience, capability & expertise to provide Maintenance and Housekeeping services or mentioned against respective building complexes adhering to Bank's requirement outlined in this Tender.

   This Tender document is not an offer by State Bank of India, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the successful Bidder.

3. **Eligibility Criteria:**
   Bid is open to only to Catering cum Caretaking Agencies under Category- B empanelled with State Bank of India, HYDERABAD Circle.

4. <u>PREQUALIFICATION OF BID DOCUMENTS & TECHNICAL BID:</u>

   (i) The bidders are advised to upload the under mentioned requisite document in the e-tendering portal on or before the last date of tender submission.
      a) Hard Copy of Letter of Declaration signed and stamped by the Authorized Signatory.
      b) Demand Draft of specified amount of EMD
      c) Demand Draft of specified amount (non-refundable) towards Tender Processing Fee

   (ii) Contractors not submitting any one or more documents mentioned above and elsewhere in this document shall not be eligible to participate in the online price bidding.

   (iii) The EMD of the bidders not qualified for the reasons whatsoever including disqualification in the Technical Bid Evaluation shall be returned to the bidder within 30 days without interest after the decision to award the work is taken.

5. **Disclaimer:**
   The information contained in this Tender document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of State Bank of India (Bank), is provided to the Bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

   This Tender is neither an agreement nor an offer and is only an invitation by State Bank of India to the interested parties for submission of bids. The purpose of this Tender is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender does not claim to contain all the information each Bidder may require. **Each Bidder should conduct its**

own investigation and analysis and should check the accuracy, reliability and completeness of the information in this Tender and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender. Bank may in its absolute discretion, but without being under any obligation to do so, add all amend or supplement the information in this Tender. No contractual obligation whatsoever shall arise from the tender process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

The SBI reserves the right to accept or reject any Bid/ offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the SBI action. Bank reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

SBI reserves the right to cancel the entire Bidding / procurement process at any stage without assigning any reason whatsoever.

The biding document provides overview of the requirements, bidding procedures and contact terms. It includes Introduction, Instructions to Bidder, Terms & Conditions of Contract, Technical Bid and Financial Bid.

The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. SBI has made considerable effort to ensure that accurate information is contained in this Tender and is supplied solely as guidelines for Bidders. Furthermore, during the Tender process, SBI is entitled to issue corrigendum to Tender (to be posted in Bank's website only) relevant to the Scope of Work. Nothing in this Tender or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the Tender or any addenda.

6. **Clarifications & Amendments**:
   If deemed necessary the SBI may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of clarification of the bid.

7. **Bid Integrity:**
   Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the bids with accompanying documents will become property of SBI.

8. **Format and Signing of Bid**
   i. The bidder should prepare submission as per Technical Bid, Price Bid and other requested information.

ii. All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

iii. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.

iv. Bidders responding to this Tender shall submit letter of declaration in the given format on their letter head along with necessary EMD & Tender Processing fees.

v. In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.

9. The Bidders requiring any clarification on the bidding documents should submit written queries on or before the time permitted.
10. At any time prior to the deadline for submission of bids, SBI may modify or alter the bidding document by issuing an amendment on Bank's website only.
11. 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 in its tender submission.
12. Any clarification issued by SBI will be in the form of an addendum / corrigendum will be communicated via e-mail. The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids which shall be informed to all through e-mail.
13. The Contractor shall ensure that they are fully conversant with the premises/ building/ complex in question as well as with the business activities thereat and its related manpower requirements for the work specified.
14. The SBI shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of the SBI, except under emergencies / unavoidable circumstances.
15. The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.
16. The Contractor shall issue identity cards/ identification documents to all its employees.
17. The personnel of the Contractor shall not be the employees of the SBI and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract.
18. The Contractor shall also provide at its own cost all benefits; statutory or otherwise to its employees and the SBI shall not have any liability whatsoever on this account.
19. The details of the machineries proposed to deploy and other technical details can be furnished in the Technical bid.
20. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
21. The Technical Bid and the Price Bid will be opened as per the schedule given in NIT.
22. Tenders received after the due date and time, are liable for rejection. SBI reserves its right to reject any / or all the applications without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.

23. All entries in tender documents should be in one ink. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
24. Tenderers sign & stamp in each and every page of the tender document before submitting tender.
25. The rate should be quoted in Indian Currency only.
26. In quoting rates, the tenderers are advised to take into account all factors including any fluctuations in market rates. Please note that the rate quoted in the tender shall remain firm and valid for the contract period of 'ONE YEAR' from the date of commencement of work. During this period no request for enhancement / escalation in rates shall be considered under any circumstances.
27. The rate quoted by the tenderer shall remain firm and shall cover and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisors, plumber, other technical & supervisory staff and workmen, tools & equipment deployed, maintenance of the machineries, contractors profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government Minimum Wages Act but excluding Goods & Service Tax (GST).
28. The tenderers are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.
29. Please note that it is tenderers' responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Bank.
30. The bank shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
31. No employee of SBI shall be engaged by the contractor during the course of carrying out the works.
32. If any tenderer withdraws his tender before the said period or make any modifications in the original terms and conditions of the tender, the SBI shall, without prejudice to any other right or remedy, be at liberty to cancel such tenders and forfeit full value of the EMD as aforesaid.
33. The contractor has to maintain an attendance register of the persons employed and the same will be inspected daily by the Bank's Officer-in-charge.
34. If any of the labour employed by the contractor is found to be under performing or any mobilization is found or found under the influence of alcohol or any abusive substance / indecent behaviour reported while on duty, such person/persons shall not be allowed to work at site anymore and the Bank reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.
35. The contractor has to submit the Police verification details of all the people deployed by him at site before commencement of work. In case of any replacement during the pendency of the agreement, submission of police verification documents of such replaced staff is to be made available immediately.
36. The staff deployed at site should be physically fit to handle the works detailed in the scope. The full bio-data & ID proof of the staff deployed at site like their full address, educational qualification, age proof etc. shall be made available before commencement of work. The staffs have to be deployed in consultation with the user dept.
37. No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the SBI.
38. Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected and EMD of such tenderer shall be forfeited.

39. Quoted rates per unit being different from those prescribed in the tender shall render the bid disqualified without any claim/explanation.
40. All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to tenderers, offer letter, General conditions of contract, Annexures etc. shall constitute part of the contract document.
41. The contractor shall follow such Act, rules and regulations of the Local government bodies, State/Central Government labour laws that are in force and that may be framed from time to time for completion of work. SBI shall not be responsible for any infringement of the various statutes in force by the contractor.
42. The contractor shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor.
43. STATUTORY DEDUCTION towards INCOME TAX, Work Contract Tax and any other statutory deductions as per the law prevalent will be made as per Rules.
44. The contractor shall be responsible to ensure making payment of "Prevailing Minimum Wages" as notified by Regional Labour Commissioner (Central) to their labourers/ employees directly in their Bank accounts and shall produce relevant documents to the SBI directly for verification every month along with their monthly bills failing which bills may not be paid.
45. The contractor shall be bound to submit original challans and other documents with regard to payment of ESIC/EPF/any other statutory dues /compliances/pay slip along with monthly bill to the SBI directly, failing which bill will not be entertained.
46. No union formation is allowed.
47. The Contractor's supervisor shall be first line of contact for SBI, who shall report to the designated officers of SBI for all requirements. Mobile numbers of supervisors to be provided on receiving the work order.
48. The personnel who are appointed as Janitors shall be provided with all cleaning and safety material for cleaning purposes by the Contractor.
49. The estimated quantity for manpower and machines mentioned in this tender is minimum indicative. It shall, however, be sole responsibility of the contractor to ensure deployment of additional manpower required, if any, for execution of work and services to the utmost satisfaction of client/employer/owner i.e. SBI without any extra charge but within the accepted tender amount only.
50. In case, any demand is raised by the SBI for providing additional manpower for any extra work /activity other than those pertaining to the scope of work of the captioned project, the contractor shall make arrangements for the same and cost thereof shall be paid by the Bank on the basis of minimum wages payable to specific skill set of labour engaged.
51. All the chemicals, consumables required for the purpose of providing services should be of standard brands as specified in the tender, and as per the approval of the SBI. No sub-standard material shall be used. The chemicals used for the purpose of cleaning shall be eco-friendly and bio-degradable.

 Contractor Signature with Seal

FORMAT AGREEMENT BETWEEN BANK AND COMPREHENSIVE CARETAKING AGENCY

THIS AGREEMENT made at _____ on this day of 20 between STATE BANK OF INDIA, a body corporate constituted under the State Bank of India Act, 1955 having its Corporate Centre at Madam Cama Road, Mumbai – 400 021 and one of its Local Head Office / Zonal / Regional / Branch / other Offices at _____ (hereinafter a referred to as "the Bank" which expression shall include wherever the context so permits its successors and assigns) OF THE ONE PART

AND

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

WHEREAS the Bank has invited offers for rendering Comprehensive Caretaking Services of the Guest House at…… more fully described in the tender document. (hereinafter referred to as "CONTRACT" or "WORK" or "SERVICES").

AND WHEREAS the contractor offered its / his services for a consideration more fully described in the tender document (_____) along with prescribed as hereunder here in above referred to as "SCOPE OF WORKS" which forms part of this agreement.

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 establishment. He shall adhere to the Schedule as to the time and work to be performed as mentioned in the Schedule more specifically described hereunder.

2. The charges payable by the Bank to the Contractor for rendering the services enumerated will be as per the rates quoted in the Price Bid of Contract. The details of which are as detailed in Annexure.

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

4. All the materials used for services should be certified ISI mark and or as per the brand names/others as may be specified by the Bank. Food Ingredients/raw materials, Chemicals, Sprays, detergents and other materials should be of high quality satisfactory to the Bank and shall be procured from reputed dealers / shops. The contractor shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation.

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

6. 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 a 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 its customers or third parties.

7. The contractor shall strictly comply with all extant 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 enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and 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 by the said personnel so engaged by the Contractor 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.

8. 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, give directions and manage the personnel engaged for the purposes.

9. The contractor shall provide proper uniform to all personnel and ensure their cleanliness and upkeep.

10. The contractor shall ensure excellent standard 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 cleansing materials, equipment should be arranged by the Contractor.

11. The Contractor shall discharge his obligations under these presents most diligently, efficiently and honestly.

12. 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 as per prevailing Stamp Act.

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

14. The Contractor will be obligated to meet the Premises Committee 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 made and furnished by the Bank for improvement of the services by him/ her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate these presents under due notice to the Contractor without incurring any further liability therefore.

15. The agreement shall come into force and be effective from the date of work order and holds valid till the completion of 1 (one) year subject to the review of satisfactory performance as mentioned hereinabove. The satisfactory performance shall also include making payment to the employees strictly as per the wages mandated by the Labour Commissioners periodically. This agreement shall be terminated by efflux of time or earlier by one month's notice at the option of the Bank in the event of unsatisfactory performance or breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon the contractor under these presents. The contractor may, after giving three months' notice to the Bank terminate the contract. If he so desires at any time during the course of the currency of this agreement. The contract may be renewed for a further period of 12 months under the same terms and conditions stated in this agreement with mutual consent.

16. The contractor shall deposit a sum of Rs. 75,000/- (Rupees seventy-five thousand only) as SECURITY DEPOSIT with the Bank for due fulfillment and performance of the contract. The Security Deposit shall be held in Term Deposit with the State Bank of India in the joint names of Bank and the contractor and all deposit receipt will be kept in the custody of the Bank. The Security Deposit along with interest accrued will be returned to the contractor after three months from the date of expiry of contract subject to no defects or loss or damage caused to the Bank and / or materials / articles / equipment's provided to him are duly accounted for and returned to the Bank in good working order and condition by the 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.

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

 Contractor Signature with Seal

18. 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 notifications issued or that may be issued from time to time 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.

19. 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.

20. The Contractor will submit the bills for the services rendered, only at the end of each month to the authorized officer and who will scrutinize the bills and if found in order, certify for payment along with the certificate to the extent that all the equipment 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, taxes, levies etc as required to be paid / payable by him under any law for the time being in force.

21. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non- adherence to agreed quality of materials or services have been received or noticed by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.

22. In case the Contractor fails to fulfill his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages a sum not exceeding 5% of the total annual contract value and the Bank shall without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the Contractor.

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

24. 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 no 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.

25. 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 licence 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 comply with all applicable laws, Rules and Regulations relating to Provident Fund, Payment of Bonus, Minimum Wages or any other Statutory / Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the contractor. Only minimum wages will be revised in accordance with the revision in Central Govt. Minimum Wages. However, the administrative / service charges shall remain the same during the tenure of the contract.

26. The Contractor shall in terms of the provisions of Sections 16,17 and 18 of the Contract Labour (Regulations & Abolition) Act, 1970 and the Rules framed under 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 present. 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.

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

28. Nothing contained in these presents is intended nor shall be construed to be a great, demise or assignment in law of the premises or the articles / equipment 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 of otherwise.

29. 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, Bank may at its discretion but without prejudice to its other rights and remedies terminate this contract.

30. 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 before such engagement.

31. If during the currency of the Contract, any Statue, Rules / Government notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the Contractor or his workmen/employees.

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

33. The courts in HYDERABAD City (Tamil Nadu State) alone shall have jurisdiction in respect of any matter touching these presents.

Liquidating Damages

If the successful bidder fails to perform or provide services in the technical specifications and scope of work with the requisite quality, minimum qualification of the manpower and within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent up to 5% of the monthly bill of the respective month.

Statutory and other Regulations

The successful bidder shall comply with all the statutory obligations of the Government of India / State Governments / Municipal Authorities and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-fulfilment of statutory obligations by the Contract.

Arbitration

In case of any dispute or difference arising out of or in connection with the maintenance contract, successful bidder and the Bank shall first endeavour to settle such disputes or differences amicably. If both the parties fail to reach such amicable settlement, all the disputes or differences shall be finally settled by arbitrator as provided herein.

In case of failure of such amicable settlement by the parties, either party may within 28 days of such a failure give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. Such written notice shall specify the matters, which are in dispute, or differences, which require to be referred to the arbitrator. A single arbitrator should be appointed by both the parties jointly or in case of disagreement as regards appointment of a single arbitrator, both the parties shall appoint one arbitrator each and the two arbitrators so appointed shall appoint an umpire. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitrations.

In the event of the Arbitrator or any one of the arbitrators, as the case may be, dying, neglecting, refusing to act or resigning or being unable to act for any reason or the award being set aside by the Court for any reason, it shall be lawful for the parties to appoint another Arbitrator in the manner provided herein above.

The venue of arbitration shall be HYDERABAD, India.

The Arbitrator or Arbitrators so appointed under this Schedule shall hold the arbitration proceedings.

The Arbitrator, Arbitrators or Umpire, as the case may be shall give reasoned award in respect of each item of disputes, which shall be final and binding on both the parties.

In case during the arbitration proceedings, the parties mutually settle, compromise or compound their dispute or difference, the reference to arbitration and the appointment of the Arbitrator or Arbitrators ,or Umpire , as the case may be , shall be deemed to have been revoked and the arbitration proceeding shall stand withdrawn or terminated with effect from the date on which the parties file a joint memorandum of settlement thereof with the Arbitrator or Arbitrators or the Umpire, as the case may be.

Governing Law: The contract shall be interpreted in accordance with the laws of the Government of India.

Inspection:

The Bank shall have the right to inspect duties being performed by the personnel, and the quality of materials used, to ensure that the Contractor is effectively carrying out the obligations under the Maintenance Contract. All questions relating to the performance of the obligations under the Maintenance Contract, and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be decided by the Bank, whose decision shall be final, conclusive and binding on the Contractor.

The Bank may also require that the Contractor should get the quality and quantity of material used by him, and the jobs completed / executed by him, certified by an official of the Bank, before the bills related to those items/ jobs are paid by the Bank.

Termination of the Contract

The Bank reserves the right to terminate the agreement in case of breach of any terms and conditions of this agreement & scope of work by the Contractor, one month notice. The Bank also reserves its right, to claim damages for such breaches and the decision of the bank in this regard shall be final. Bank can terminate the agreement if the services provided by the Contractor are found to be unsatisfactory. Delivery of the services and performance of the services shall be made by the contractor in accordance with the time schedule and other terms and conditions as specified in the RFP. Any delay in performing the obligation/ defect in performance by the contractor may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and /or termination of contract.

Force Majeure

Neither party shall be liable for delay in performing obligations if the delay or failure is due to any of the following force majeure i.e. Act of God or any Government Act, fire, earthquake, flood, explosion, strikes/ Bandhs, civil commotion or anything beyond the control of either party. The party shall make all reasonable endeavors to minimize any such delay.

IN WITNESS WHEREOF THE BANK and the contractor have set their respective hands to theses presents and duplicates hereof the day and year first hereinabove written

SIGNATURE CLAUSE

Signed, Sealed and delivered by the State Bank of India

Shri……

……

(SEAL & SIGN OF THE EMPLOYER)

(Name & Designation)

In the presence of

Witness No.1……

Witness No.2……..

Signed, Sealed and delivered by M/s. …….

(SEAL & SIGN OF THE CONTRACTOR)
(Name with full address)

Witness No.1……....

Witness No.2……

PRICE BID

CATEGORY & EXPERIENCE	SKILL SET	QTY.	Per day Central Govt. Minimum Wages as on 01.10.2025 or as applicable (₹)(₹) (Min. wage +13% PF+3.85% Service charge)	AMOUNT PER DAY
Caretaker and cook	Highly Skilled	01 nos.	1250.00	1250.00
Housekeeping	Semi-skilled	01 no.	1151.00	1151.00
Food serving/room attendant/dish washing	Semi-skilled	04 no.	1048.00	4192.00
A. Total Manpower Charges Per Day				6593.00
B. Lump sum cost towards housekeeping consumables & allied services (Phenyl/bathroom cleaning agent, room spray, mosquito repellent spray, naphthalene balls, odonil, pest control garbage collection bags etc. cockroach treatment and all other services stated in scope of work) for **(15 Guest Rooms + 4 Suit rooms). (Per Day)**				400.00
C. Lump sum cost towards washing and ironing of linen, pillow covers, blankets, bedspreads, curtains, fiberglass mosquito nets etc. with required consumables. Washing machine will be provided by the bank **(15 Guest Rooms + 4 Suit rooms) (Per Day)** ***(Per Day)***				300.00
D. **Total cost per Day (A+B+C)**				7293.00
E. **Grand Total per month (D x 31 days)** *(actual payable amount may vary as per calendar days)*				2,26,075.00
F. Administration/Service charges on (E) to be quoted by the bidder in **percentage(%) only**				

NOTE:

- The above quoted price shall be exclusive of GST. The cost of GST shall be reimbursed at actuals at the time of payment.
  - The Administrative / Service charges quoted for the Manpower under each category shall include employer contribution towards. all statutory deductions / payments, profit, lumpsum charges towards Insurance as applicable to industry standards, personal protective equipment, tools required, and other charges related to scope of work. ESI & EPF amount is reimbursed as applicable and the same should not be considered in service charges
- Escalation on account of increase in minimum wages during the contract period shall be revised in accordance with the revision in Central Govt. Minimum Wages. However, the administrative / service charges shall remain the same during the tenure of the contract.
- Tenders of Administrative / Service charges quoted below or Zero or at par percentage shall be deemed invalid and unresponsive tender and shall summarily be rejected.
- Caretaker, cook and attendant employed for the services can stay in the available facility at Guest House at free of cost.
- In case, the Lowest Tendered Amount (i.e. Percentage quoted) of two or more contractors is found to be the same, tender process will be cancelled and re-tendering will be done to identify.

Contractor Signature with Seal