

NOTICE INVITING TENDER

Section-I

1. State Bank of India (SBI), Local Head Office, New Delhi, through Premises & Estate Department invites bids through GeM Portal from eligible and experienced agencies/firms for providing Comprehensive Annual Maintenance Contract (CAMC) services for 51 Nos. Reverse Osmosis (RO) Water Purifier Systems installed at various SBI Transit Houses and Bank Residential Flats under the jurisdiction of SBI, LHO New Delhi.

SCHEDULE

01.	Tender ID/BID NO.	GEM/2026/B/7687349
02.	Name of Work	Comprehensive Annual Maintenance Contract (CAMC) of Reverse Osmosis (RO) system installed at various sites at SBI Transit House and Bank Residential flats/society
03.	Locations and details of RO system	As per Annexure-III (appended on Page No. 12-13)
04.	Date and time of Submission of Tender	As per GEM portal
05.	Date of Opening of Tender	As per GEM portal
06.	Commencement of Works	Within 07 days after successful selected L1 bidder
07.	Address for Communication	Assistant General Manager (Premises & Estate), Deptt., of State Bank of India, 11 Parliament Street, 5 th Floor, Local Head office, New Delhi - 110001 agmpre.lhodel@sbi.co.in *011-23407350, 23407357


Assistant General Manager(P&E)
Local Head Office, New Delhi



MINIMUM ELIGIBILITY CRITERIA

1. The Service provider / bidder shall be stationed locally by a dedicated branch or through registered office in NCT Delhi and have minimum **two years' Experience** (from date of submission) in Service of CAMC (Comprehensive Annual Maintenance Contract) of Reverse Osmosis (RO) system and **should have at least three years of Experience in maintenance of Household RO systems with 10 LPH (Litre Per Hour), 25LPH and 50LPH** in any of the Government Department/ Autonomous institutions/Universities/Public Sector Undertakings of the Govt. of India / or any other State Government or Public Sector Banks or Local bodies / Municipalities or major Private Company.

The technical experience certificate to be duly filled and submitted in Annexure-I (appended on page no.9).

2. Financial Standing:

The Average Annual Turnover of last 3 Financial Years (FY 2023-24, 2024-25 & 2025-26) of the bidder should be minimum Rs. **2,00,000** (Rupees Two Lakh Only) per year. The Turnover must be certified by the Chartered Accountant. The financial details to be duly filled and submitted in **Annexure-II (appended on page no.10)**.

3. Mandatory Documents to be uploaded on GEM Portal:

1. Complete tender document duly signed and stamped by the service provider.
2. Copy of documents as per Experience criteria be uploaded in GEM portal as as per Annexure-I.
3. Copy of electricity bill in the name of firm /GST certificate/ trade license / VAT registration/ Service Tax registration/ / any other certification/ registration required as per Central/State Govt. of India, as applicable to be uploaded to certify full-fledged office criteria as defined in this NIT.
4. Udyam/MSME registration Certificate,
5. PAN/TAN of proprietor / directors / firm / company.
6. Other documents as per GeM criteria stating turnover, etc (CA certificate etc) as per Annexure-II.

Signature of authorized signatory on behalf of Tenderer

Section-II

A. Scope of Work & Special Conditions of Contract

- 1) The term CAMC (Comprehensive Annual Maintenance Contract) shall include everything like periodic change of filters, membrane/UV tube and activated carbon filter, Anti-scalant dosing system, Micron Cartridge filter etc as consumable and visits by service engineer to carry out maintenance service of the equipment covered under the contract. Further it also covers all electrical parts, body parts and accessories/ components such as pump, compressor, Electro De-ion Module etc. without any extra cost.
- 2) Under Comprehensive Annual Maintenance Contract (CAMC), the Service provider has to provide 4 (Four) services in a year. The Service provider will have to provide free mandatory replacement once a year of filters and membranes of all RO installed at all sites mentioned in Annexure - III and the replaced part has to be deposited to the Caretaker of the said site.
- 3) The bidder may visit to inspect the physical conditions of the installed/working RO systems before quoting the price rates. The locations where RO systems have been installed are provided in **Annexure-III**.
- 4) The treated water from 10LPH, 25LPH and 50 LPH system shall comply with a PH range of 6.5 to 8.5 and its chloride content shall not exceed 200 ppm.
- 5) Bidder / service provider has to quote the Comprehensive Annual Maintenance Amount in green field in excel sheet (Price Bid) (Section-III) only at their competitive rate.
- 6) **Determination of L1 Bidder:** The aggregate of amount quoted by the bidder for all the RO(s), as specified in the format of Price Bid, shall be considered for evaluation. The bidder quoting the lowest aggregate price among all eligible bidders shall be declared the Lowest Bidder (L1).
- 7) The total price quoted in Price Bid, should tally with the quoted price in GeM portal. The total price shall inclusive GST and should be matched with quoted on GeM portal. In the event that two or more bidders quote the same lowest evaluated price (L1), the system will select L1 as Run by L1 system available in GeM portal.
- 6) The Service provider has to provide services and replacement of all components as and when required to maintain the quality of drinking water as per WHO guidelines and standards.
- 7) Water purity report from Govt. certified laboratory shall be submitted by the Service provider twice in a year (i.e every six months) for all the RO Systems used for drinking water.
- 8) In case of any complaint/ breakdown/fault in RO system, the Service provider has to attend the issue within 24 hours of reporting on phone/Email etc. failing which will invite a penalty as mentioned in Deduction for exceptions.

- 9) The Service provider shall use only original brand of installed RO system with ISI marked spare parts for repairs/replacement. Service provider shall take prior approval before installation of the new spare parts whenever it is required. Documentary proof of originality, invoice and guarantee or warrantee document should be submitted along with the old spare parts which would be replaced. In case the Service provider fails to provide ISI marked spare parts and if found installed spare parts of inferior quality, a penalty of doubled the cost of that particular spare part shall be imposed and the amount will be recovered from subsequent bill.
- 10) No RO or any part thereof shall be taken out by the mechanic to the workshop. The work is to be carried out in the premises as mentioned in Annexure-III. However, the work which cannot be done in the Site would be allowed to be done outside with written permission from Premises & Estate department, LHO, New Delhi and no extra charges will be paid for this work.
- 11) If an RO is disposed of by SBI or if it is otherwise taken out of use, the payment of CAMC charges will be made only till the RO remains in use. The CAMC charges will be remain unchanged when the disposed of RO is replaced with other existing RO. In case of installation of New RO, CAMC will cover after completion of warranty period by the newly installed Company and cost of New RO will bear by the SBI.
- 12) The Service provider shall have to attend to all complaints on information/direction received from the Premises & Estate department. The services would be provided on regular basis during office hours and also in the case of emergency beyond office hours or holidays. The Service Provider shall designate a dedicated contact person and furnish their contact details to the Bank for prompt resolution of complaints and service-related issues.
- 13) The Service provider should keep sufficient stock of essential spare parts for replacement of defective/worn out parts expeditiously.
- 14) No increase in amount shall be considered at all during the full period of CAMC. No other charges will be payable, like transportation, fare etc. for providing the services at any SBI site/office/Transit Houses/Chummary/Flats.
- 15) The Bank also reserves the right to shift and reinstall any of the RO machines to any location and it will continue to be covered under CAMC by the Service provider. The reinstallation facility (i.e. installation charges) of any of the RO Systems to any location should also be covered under CAMC.
- 16) In future if there is change in number of RO Systems, the amount will be paid as per the number of RO Systems. The quantity of RO Systems mentioned above is indicative and may increase or decrease during the contracted period. The Service provider will have to abide by providing said services accordingly.
- 17) The Bank shall reserve all rights to make changes in terms and condition or variation in the contract mentioned by a notice in writing to the Service provider.

- 18) If the work of the contractor is found unsatisfactory or if the contractor dishonours the contract, the job will be entrusted to any other firm/parts at the risk expenses of the defaulting contractor.

B. Earnest Money Deposit (EMD) - EMD of Rs 5000/- (Rupees Five Thousand only) to be submitted in the form DEMAND DRAFT in FAVOUR "AGM (Premises & Estate), LHO, New Delhi and payable at Delhi at Asst General Manager (P&E), SBI, 5th Floor, 'D' Block, Local Head Office, 11, Sansad Marg, New Delhi 110001. Exempted for Micro and Small enterprises with uploading valid MSME/UDYAM registration certificate.

- Further, the EMD submitted by the Bidders may be forfeited; if the Successful Bidder fails to execute an Agreement within specified time as per intimation/request of the Bank or in the event, the Successful Bidder withdraws his tender or backs out after acceptance.

C. Tie-Breaking Clause for Price Bid in GeM portal

In the event that two or more bidders quote the same lowest evaluated price (L1), the system will select L1 as Run by L1 system available in GeM portal.

D. Payment of Monthly Bills

1. Payment shall be made on a quarterly basis upon submission of a consolidated bill by the Service Provider for all 51 RO water Purification Systems (may be increase or decrease) installed at the location specified as above under Annexure-III, Details of RO systems. Statutory deductions shall be made as applicable.

2. The bill shall be supported by a certificate from the concerned user/occupant /caretaker confirming that the RO System is serviced as per the scope of work and is functioning satisfactorily during the relevant period.

3. Document Required for the Payment

The service provider shall submit the following documents along with each quarterly bill:

- Original invoice, duly signed and stamped by the authorised representative of service provider, in duplicate.
- Service Reports for all scheduled maintenance visits, duly signed and stamped by the authorised representative of the service provider and countersigned by the caretaker/authorised officials of the respective Transit House/Office/Department representative.
- Copies of any work orders, instructions, or complaints attended during the quarter, duly acknowledged by the Service Provider.
- Any other document/certificates may be required by the Bank for verification of services rendered.

4. The Payment for CAMC of RO system where servicing was not attended due to whatsoever reason, amount will be deducted on pro rata basis from the bill submitted by contractor.

5. The rates accepted will remain firm and fixed during the currency of the contract and Bank will not entertain any claim for the upward revision/increase of these rates or for payment of any additional charges on any ground whatsoever.

E. Deduction for Exceptions/Penalties:

- 1) If a Complaint is not attended within 24 hrs. of its registration, a penalty of Rs. 500/- per day/ per complaint will be imposed at on the Service Provider.
- 2) If any breakdown/non-functioning/improper functioning of aforesaid machine continues beyond 3 days. The Service provider will be liable to pay penalty of Rs. 1000/- per day per complaint for the delayed period after the stipulated period of getting the system back in service. The penalty will be recovered from the Service provider's subsequent bill amount.
- 3) Delay in excess of 05 (Five) days for attending/resolving the complaint, will be repaired from other Vendor and Repairing Cost will be recovered from Service provider's subsequent bill and suitable penalty shall be imposed.
Delay hours/days will be calculated from the time of call is logged, irrespective of Sunday / holiday.
- 4) In case of breakdown of any machine, calls must be attended within 24 hrs, failing of which shall invite penalty of 5% of basic contract value and the same shall be deducted from the quarterly bill of Service provider. No payment by the SBI for a particular RO Unit will be made if the RO Unit is out of order for more than 10 days in one season.
- 5) If the RO System is taken out for major repairs, alternative service unit should be provided in place of existing unit, failing of which shall invite penalty of Rs.1000/- for each defaulted day and the same shall be deducted from the subsequent bill of Service provider.
- 6) Any financial loss caused due to damage of any part of the RO systems or any other assets of the Bank by the Service provider or its technicians, the same would be deducted from the performance guarantee or subsequent bills of Service provider.
- 7) If as a result of post payment audit, any overpayment is detected in respect of any work done by the Service provider or by any means alleged to have done by the Service provider, it shall be recovered by SBI from the Service provider's monthly invoices or performance guarantee.
- 8) SBI will deduct the statutory tax, penalties etc if applicable, from each bill time to time at its own discretion without consent of the Service provider.
- 9) On any particular incident negatively affecting the working of SBI Transit House, a suitable amount of penalty as decided by Competitive Authority of SBI will be deducted from the Service provider's subsequent bill/performance guarantee.

F. Period of Contract:

The initial Contract shall be valid for a period of Two Years from the date of commencement of work which is further extendable to one year subject to review and satisfactory performance of the Service provider. The Successful Bidder shall also be required to execute an agreement, with in __07__ days) after the award of the contract, with the Bank in the prescribed format provided by the Bank.

G. Performance Guarantee:

The Service provider shall deposit Performance Guarantee of **5% of Contract value** in the form of DD in the name of AGM Premises, LHO New Delhi payable at New Delhi or e-Bank Guarantee from nationalized bank within 21 calendar days from the date of award of work/Letter of Acceptance (LOA). Performance Guarantee must be valid up to a period of Ninety Days after the date of completion of contract, In case of extension of contract period the e-Bank Guarantee is to be extended further as per the requirement of Bank. This Performance Guarantee shall be released only after 90 Days from the date of expiry of the contract.

H. Sub-Contracting:

The Service provider shall not sub-contract any part or whole part of the contract or any activity mentioned in the tender to any sub-contractor.

I. Change in Conditions of Contract:

Bank shall reserve all rights to make changes in terms and condition or variation in the mentioned contract/tender by a notice in writing to the Service provider. The Service provider will be abiding to the same and no representation in the said manner will be allowed/entertained.

J. Termination:

1. If the Service provider fails to perform its duties/functions satisfactorily as prescribed by Bank or commit breach of any conditions of the Contract, the Bank reserves the right to terminate the contract with Service provider at any point of time by giving thirty (30) days' notice in writing. In no event shall the Service provider be entitled to any prospective profits or consequential losses because of such termination.
2. The Contract shall be considered as terminated in the event of the death of the Service provider and their legal heir will not have any right/claim towards the same. However, the legal heirs of the Service provider may continue working as per contract specifications for next three months. SBI has to complete process to appoint the new Service provider during the mentioned period.
3. If Service provider does not desire to continue the contract, in such case, it has to give three months' notice in advance to the Bank and its performance guarantee will be forfeited.
4. In addition to any provision of this contract, SBI can terminate the contract without providing any reason to the Service provider by giving notice in one month in

advance. No compensation shall be paid to the Service provider for the residual period after the cancellation of contract.

5. Failure by the Service provider to comply with any statutory requirements and terms and conditions of this tender during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender by SBI. In such a case, the performance guarantee will also be forfeited.
6. Repeated instances in the imposition of penalties upon the Service Provider may be treated as material breach of the Contract and may, at the sole discretion of the Bank, lead to termination of contract in accordance with the terms and conditions of the tender.

K. Indemnity

The Service Provider shall indemnify, defend and hold harmless the Bank, its officers, employees and representatives from and against any and all losses, claims, damages, liabilities, penalties, costs and expenses (including legal expenses) arising out of or in connection with: (i) any breach of the terms and conditions of this contract by the Service Provider; (ii) any violation of applicable laws, rules, regulations or statutory requirements; (iii) any act, omission, negligence, misconduct or default of the Service Provider, its employees, or agents; and (iv) any third-party claims arising from the performance or non-performance of the services under this contract. The obligations under this clause shall survive the expiry or termination of the contract.

L. Employer and employee relationship:

The Service Provider or the personnel engaged by the Service Provider 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 Provider, 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 Provider claiming to be employee of the Bank.

M. Dispute Resolution and Jurisdiction:

In case of any dispute arising regarding the job contract including the interpretation or the scope or working thereof, the decision of the AGM (Premises), State Bank of India, Local Head Office, 11, Parliament Street, New Delhi shall be final and binding on the Service Provider. However, if such dispute could not be resolved then the courts situated at New Delhi shall have jurisdiction to decide such disputes.

N. Statutory Compliance with Laws, Regulations and Orders:

The Service Provider shall, at all times during the term of the contract, comply with all applicable laws, labour laws, statutes, rules, regulations, notifications, orders, and directions issued by the Government of India, State Governments, local authorities,

regulatory bodies, and other competent authorities. The Service Provider shall maintain all requisite licenses, registrations, permits, records, and documents and shall promptly furnish the same to the Bank or any statutory authority for verification, as and when required. Any liability arising out of non-compliance of such laws shall be the sole liability of the Service Provider and the Service Provider shall indemnify the Bank in this regard.

O. Governing Law:

The contract and the relationship of the parties hereunder shall be governed by and interpreted in accordance with the laws of India.

P. Bank's Right to reject Bid and cancel the tender process:

The Bank reserves the right to reject any or all the applications or to cancel the tender process on its discretion without assigning any reason thereof and without incurring any liability. Further, no correspondence would be entertained in this regard.

Signature of authorized signatory on behalf of Tenderer

Technical Experience

This Annexure must be supported with certificates: -

S N	Similar Contract description	Contract Identific ation Number	Date of work Award	Employer's Name, address, telephone number, email etc.	Value of Work Awarded	Completi on Date of work	Total Experience
1							
2							

The bidder has to submit Experience Certificate of previous contracts for maintenance of minimum 50 LPH RO systems for one year.

Note: This is to be substantiated with documentary evidence (**Experience Certificate/Work Completion Certificate on Client's Letter Head will only be considered**) which clearly mentioned the period of "Experience in Service of CAMC (Comprehensive Annual Maintenance Contract) of Reverse Osmosis (RO) system" work.

Signature & Stamp of service provide / bidder.

Annexure -II**Financial Detail**

Description	FINANCIAL YEAR (in) INR		
	2023-24	2024-25	2025-26
Average Annual Turnover			
Seal & Signature of CA			
Unique Document Identification (UDI) Number of CA			

Note:

1. The financial data in above prescribed format, Annexure –II shall be certified by Chartered Accountant in original under his signature, stamp and membership number. Certified P&L statement and Balance sheet for last Three years i.e 2023-24, 2024-25 & 2025-26.

Signature & Stamp of service provide / bidder

DETAILS OF RO SYSTEM

Sl No.	Name Site/Locations	Type of premises	Quantity	Make	RO Capacity in LPH
1	A-13 , KAILASH COLONY, NEW DELHI - 110048	SBI TRANSIT HOUSE	2	WAVE (KRYSTAL)	25
				Kent Pride Plus	10
2	501-502 MOTIA KHAN , PAHARGANJ, DELHI-110055	SBI TRANSIT HOUSE	1	WAVE (KRYSTAL)	25
3	F-18, EAST OF KAILASH NEW DELHI -110065	SBI TRANSIT HOUSE	3	AQUAGUARD	10
				KENT	10
				KENT	10
4	G-56, EAST OF KAILASH, NEW DELHI - 110065	SBI TRANSIT HOUSE	2	WAVE	25
				KENT	10
5	SBI OFFICER FLAT, G BLOCK, EAST OF KAILASH, NEW DELHI - 110065	G BLOCK MANDIR EOK	9	AQUAGUARD	10
		G BLOCK ATM EOK		WAVE	50
		FLAT NO 14,, EOK		AQUAGUARD	
		LADIES CLUB , EOK		AQUAGUARD	10
		FLAT NO- 5 EOK		KENT	10
		FLAT NO- 403 EOK		KENT	10
		G-1, G BLOCK, EOK		KENT	10
		FLAT NO - 10 (Chummary)		KENT	10
		Flat No.15, (Chummary)		KENT	10
6	D-982, NEW FRIENDS COLONY, NEW DELHI-110025	SBI TRANSIT HOUSE	2	WAVE	25
				KENT	10
7	D-212, DEFENCE COLONY, NEW DELHI - 110024	CHAIRMAN HOUSE	3	WAVE (KRYSTAL)	25
				WAVE (KRYSTAL)	25
8	DD-5, KALKAJI, DELHI - 110019	GM RESIDENTIAL FLATS (DD-5/3)	6	KENT	10
		DD-5/5		WAVE	25
		DD-5/4		AQUAGUARD	10
		DD-5/1		KENT	10
		DD-5/2		KENT	10
		DD-5/5, CHUMMARY		WAVE	10
9	D-25 C, SOUTH EXTENSION, NEW DELHI - 110049	CGM HOUSE	4	KENT	10

				AQUASURE	10
				KENT	10
				BLUESTAR	10
10	SURYA VIHAR, RESIDENTIAL APARTMENT, KAPASHERA BORDER, GURUGRAM, HARYANA -122016	SBI TRANSIT HOUSE	3	KENT	10
				KENT	10
				AQUAGUARD	10
11	PLOT NO-A/12A, GREEN PARK, NEW DELH - 110016	SBI TRANSIT HOUSE	3	AQUAGUARD	10
		CHUMMERY		AQUAGUARD	10
		CHUMMERY		KENT	10
12	5-166, SBI OFFICER FLATS, RAJAURI GARDEN, NEW DELHI -110027	DISPENSARY	1	WAVE (KRYSTAL)	25
13	TYPE-04, TOWER-09, FLAT NO.A-14 B-14, KIDWAI NAGAR, NEW DELHI - 110023	SBI TRANSIT HOUSE	1	WAVE (KRYSTAL)	25
14	TOWER-14, COMMONWEALTH GAME, AKSHARDHAM, NEW DELHI- 110092	SBI TRANSIT HOUSE	3	KENT	10
				KENT	10
				AQUAGUARD	10
15	TOWER-01, COMMONWEALTH GAME, AKSHARDHAM, NEW DELHI- 110092	FLAT NO.102	7	AQUAGUARD	10
		FLAT NO.-106		KENT	10
		FLAT NO.206		KENT	10
		FLAT NO.306		KENT	10
		FLAT NO.602		AQUAGUARD	10
		FLAT NO.604		KENT	10
		FLAT NO.605		KENT	10
16	SBI LHI, 11th FLOOR	CANTEEN	1	KENT	1
		TOTAL	51		

Assistant General Manager (P&E)
LHO, New Delhi



Signature & Stamp of service provide / bidder