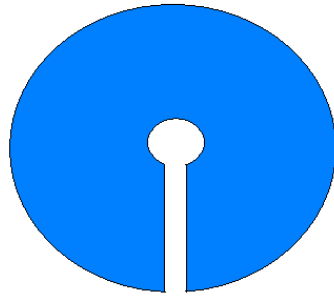




STATE BANK OF INDIA

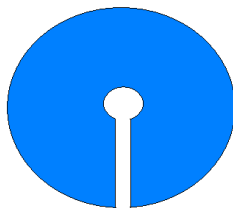
***E-TENDER DOCUMENT
FOR
HOUSEKEEPING,
&
MAINTENANCE WITH CATERING SERVICES
FOR***

**STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT
(SBILD), ITBP ROAD, ADJ. HOTEL SUN PARK INN, DEHRADUN,
UTTRAKHAND**

**DIRECTOR,
STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT,
ITBP ROAD, ADJ. HOTEL SUN PARK INN,
DEHRADUN-248001,
(UTTRAKHAND)**

Phone: 0135-2746107

E-mail: director.sbildehradun@sbi.co.in



**STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT,
ITBP ROAD, ADJ. HOTEL SUN PARK INN,
DEHRADUN-248001,
(UTTRAKHAND)**

**e-TENDER DOCUMENT
FOR
HOUSEKEEPING
&
MAINTENANCE SERVICES**

FOR

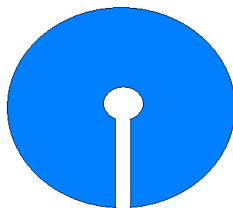
**INTEGRATED FACILITY MANAGEMENT SERVICES
(HOUSEKEEPING, CATERING & MAINTENANCE SERVICES) FOR
STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT
(SBILD) ,ITBP ROAD, ADJ. HOTEL SUN PARK INN, DEHRADUN,
UTTRAKHAND**

**For any queries, please contact:
*DIRECTOR,***

**STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT,
ITBP ROAD, ADJ. HOTEL SUN PARK INN,,
DEHRADUN-248001,
(UTTRAKHAND)**

Phone: 0135-2746107.

E-mail: director.sbildehradun@sbi.co.in



STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT,
ITBP ROAD, ADJ. HOTEL SUN PARK INN,
DEHRADUN-248001,
(UTTRAKHAND)

**e-TENDER DOCUMENT
FOR
HOUSEKEEPING
&
MAINTENANCE SERVICES**

FOR

**INTEGRATED FACILITY MANAGEMENT SERVICES
(HOUSEKEEPING, CATERING & MAINTENANCE SERVICES) FOR
STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT
(SBILD) , ITBP ROAD, ADJ. HOTEL SUN PARK INN, DEHRADUN,
UTTRAKHAND**

Name of Bidder: _____

Address:

PIN -----

Contact:

Landline	_____
Mobile	_____
Fax	_____
E-mail:	_____

CONTENTS

Sl. No.	Description/ Clause	
1	Notice Inviting Tenders	
2	Letter of Declaration	Annexure- A
3	Instructions to the Tenderer	Annexure- B
4	Schedule-I	
5	Terms & conditions	
6	Periodicity of Housekeeping & Maintenance service	Annexure-I
7	Brands of Cleansing Materials for House Keeping Services	Annexure- IA
8	Brands of Items for Catering Services	Annexure- II
9	Menu Card (Tentative) for Catering Services	Annexure- III
10	Rate List for Catering services at Learning Centre (to be filled online only)	Annexure-IIIA
11	Manpower Requirement	Annexure- IV
12	Declaration regarding wages to be paid by the caterer to contract labour	Annexure- IVA
13	Pre-Bid Schedule II Uploaded in Bid section	Annexure- V
14	Proforma	Annexure-VI
15	Verification Report	Annexure-VII
16	Draft Indemnity Bond Format	Annexure-VIII
17	Draft Memorandum of Contract	Annexure-IX
18	List of Items supplied to the Contractor by the Bank.	Annexure- X

NOTICE INVITING e-TENDERS

State Bank of India invites e-tenders on GeM portal for ***INTEGRATED FACILITY MANAGEMENT SERVICES (HOUSEKEEPING, CATERING & MAINTENANCE SERVICES) FOR STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT (SBILD), ITBP ROAD, ADJ. HOTEL SUN PARK INN, DEHRADUN, UTTRAKHAND*** as per following schedule:

1	NAME OF WORK	INTEGRATED FACILITY MANAGEMENT SERVICES (HOUSEKEEPING, CATERING & MAINTENANCE SERVICES) FOR STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT (SBILD), ITBP ROAD, ADJ. HOTEL SUN PARK INN, DEHRADUN, UTTRAKHAND
2	Earnest money deposit	Rs. 1,50,000.00 (Rs. One Lakh fifty thousand Only) , in the form of Demand Draft/ Banker's Cheque issued by any nationalized /scheduled Bank drawn in favour of State Bank of India payable at Dehradun which shall be converted into interest free security deposit for successful contractor, whose tender is accepted. (MSE, Startups and annual turnover more than Rs 500 Crore Vendors are exempted from EMD)
3	Security deposit	A sum equal to 5% of tender amount (annual value) or Rs. 3,00,000.00 (Rs. Three Lac Only) whichever is higher, in the form of interest free Demand Draft/ Banker's Cheque issued by any nationalized /scheduled Bank drawn in favour of State Bank of India payable at Dehradun or Bank Guarantee (BG) of equivalent amount issued by any nationalized /scheduled Bank duly discharged in favour of the Bank. The security deposit will be refunded on expiry/termination of the contract as the case may be after adjusting the dues payable by the contractor to the Bank.
4	Tenders submission	Technical Bid: Online through GeM portal https://www.gem.gov.in in BID section. Price Bid: Online through GeM portal https://www.gem.gov.in in BID section. Place of submission of EMD: DIRECTOR, STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT, ITBP ROAD, ADJ. HOTEL SUN PARK INN , DEHRADUN-248001, (UTTAKHAND). To be submitted before time & date mentioned at S.No. 6 below.

5	Last date & time for submission of e- tenders	As Mentioned in GeM per Portal
6	Date and time of opening of e- tenders	As Mentioned in GeM per Portal
7	Validity for offer	Minimum 3 (three) months from the date of opening of tender.
8	Commencement of work	Within 07 days from the date of issuance of work order.
9	Penalty	As per relevant clause of tender document.
10	Period of honoring payment certificate	Within 15 days from the date of receipt of bill with all supporting documents.
11	Insurance	As per relevant clause of tender document.
12	Working Schedule	In co-ordination with all the other agencies without disturbing the functioning of the office.
13	Monthly Bill	Monthly bill shall be raised by the Contractor in accordance of Schedule II (Finance / Price bid).
14	a) Experience	The company / firm must have minimum 5 years of experience with SBI and 15 years in total before the bid opening date, in Integrated Facility Management Services (Housekeeping & Maintenance with catering services) to government departments, public sector companies, and government autonomous organizations: Copy of documents as per Experience criteria of GEM to be uploaded as proof of experience.
	b) Minimum Turnover (Average annual in last three years 2021 22, 2022-23,2023-24) Provisional of 24-25 may also be considered on producing valid CA certificate.	Rs. 1 Crore
	c) Full-fledged office	The bidder must have full-fledged office/service centre/Branch office/ current working site in any of location with-in geographical area of Dehradun. Copy of electricity bill in the name of firm /GST certificate/ trade license /ESI/PF registration receipt etc to be uploaded. Document should be maximum 3 months old from tender floating date (To ascertain that the service Signature & Seal of the Tenderer &

		centre/Office/Branch office is full-fledged, bank may visit the said office/centre at its own discretion).
	d) Past Performance	The company should have completed Integrated Facility Management Services (Housekeeping & Maintenance with catering services) either of the following: At least one Similar works of value of not less than 120.00 Lacs Or Two Similar works value not less than 90.00 Lacs. Or Three Similar works of value not less than 60.00 Lacs. In at least one of the last three financial year. Completion Certificates of the above works, in case completion certificates are not available, the copies of GST invoices (Completed Annual Contract) raised in the name of client may be considered at the sole discretion of the Bank. (The above certificates/invoices etc. must be of any Central / State Govt Organization / PSU / Public Listed Company)
15	Income Tax and GST	1. Income Tax/GST will be deducted at source as per Govt. Guidelines. 2. Reimbursement of GST on contract will be made only on submission of proper GST invoice as per applicable GST provision. The Bidder should comply with the following. 3. Bidder should have GST Registration Number 4. Invoice should specifically/separately disclose the amount of GST levied at applicable rate as per GST provision Bidder should timely file his GST return in accordance with GST provisions to enable the bank to claim the credit of GST paid to the Bidder.
16	Time of completion of work	Till the expiry of the Contract
17	Liquidate Damage (LD)	As per relevant clause of tender document. At the rate of 0.5% of the Contract Value per week which subject to a maximum of 5% of the accepted Contract Value.
18	Terms & mode of payment	There would be no provision for advance rental payment. The vendor will submit the invoice along with the necessary documents within 7 days on completion of each month to the user department. After verification of invoice & documents submitted by the Vendor and deducting the penalties, if any, the user department will make payment for the monthly hiring charges due. Payment certificate will be honoured within 15

		working days of receipt of bill with all supporting documents. • The monthly hiring rate will be firm throughout the contract period from the date of issue of the work order and shall not change at any event during the contract period. Payment shall be made by way of Electronic fund transfer. The vendor should furnish details of the Bank, A/c no, IFSC code PAN, GST numbers etc. in the Invoice.
19	Place of opening of tender	Asst General Manager (SBILD), SBILD, Dehradun ITBP road Dehradun 248171, director.sbilddehradun@sbi.co.in Phone Number -01352746107
20	Contact person (SBI)	Asst General Manager (SBILD), SBILD, Dehradun ITBP road Dehradun 248171, director.sbilddehradun@sbi.co.in Phone Number -01352746107
21	Performance guarantee:	1. ASD/APG shall be applicable if the bid price is below 7.5% of the estimated cost put to the tender. 2. The amount of such ASD/APG shall be the difference between 92.5% of estimated cost put to the tender and the quoted price. Bank Guarantee or FDR receipt favoring our Bank but drawn on any other nationalized Bank will also be accepted as ASD/APG
22	Documents to be uploaded on GEM Portal	1. Complete tender document signed and stamped. 2. Copies of documents as per Experience criteria be uploaded in GEM portal as proof of experience. Sr. No: 14(a) 3. Completion Certificates of the above works, in case completion certificates are not available, the copies of GST invoices raised in the name of client as defined in Experience criteria of this NIT, Copies of workorders, appreciation certificates and performance certificates may be enclosed. Copies of same to be uploaded in the GEM portal. 4. Copy of electricity bill in the name of firm /GST certificate/ trade license /ESI/EPF registration/ VAT registration/ Service Tax registration/ Valid Catering services licence from Competent govt authorities/ any other certification/ registration required as per labour laws as applicable to be uploaded to certify full-fledged office criteria as defined in this NIT. 5. Other documents as per GeM criteria stating turnover, etc (CA certificate etc).

		6. Audited Financial Statements (P&L and balance sheet) for the last three financial year (2021-22, 2022-23, 2023-24). 7. ITR copies for the last three financial years (2021-22, 2022-23, 2023-24). 8. Certificate of Incorporation, Articles & Memorandum of Association in case of company/partnership deed in case of a partnership firm. 9. Certificate of registration with Employee's State Insurance Corporation. 10. Certificate of registration with the office of the Regional Provident Fund Commissioner. 11. Valid Certificate of ISO in catering business. 12. Copy of valid catering Services license (FSSAI) from competent government authority. The firms not in possession of valid licenses as above will be rejected
23		PLEASE SUBMIT ONLY RELEVANT DOCUMENTS
24	Rejection of tender/s, in case.	a- Incomplete document submission (technical bid and financial bid), Delay in submission. b- Non-submission of mentioned EMD deposit (in prescribed mode), c-Non-adherence to laid down norms/criteria stated in tender document. d- Quoting beyond 2 decimal places after decimals is not permitted and would lead to disqualification of bid. e- Service charges and Admin charges are necessary & has to be quoted at least @ 3.85% or more, quoting below 3.85% would lead to the rejection of bid. f- Total Bid Value Lumpsum Quote to be entered online at GeM portal must be equal to Total Price for Annual Service Including GST of uploaded price Bid i.e. Schedule II. Bids not complying the condition will not be considered and will be rejected outright. g- Cost of catering per participants per day more than Rs 200/- h- Not having minimum requirement of experience for 5 years with SBI and 15 years in total for the same field and at least one Similar works of value of not less than 120.00 Lacs/ two Similar works value not less than 90.00 Lacs/ three Similar works of value not less than 60.00 Lacs.

		i- Non submission of any applicable document mentioned in ser number 22 above.
25		In case of any ambiguity or discrepancies between various components of Tender document Schedule II will prevail over the others.

Note: In case the manpower requirement is changed the contractor shall deploy the required manpower on existing terms condition and rates. Further the cost of cleaning material shall be increased or decreased in proportion to change in area. It is being reiterated that this clause shall be binding on the contractor.

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

DIRECTOR,

STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT,

ITBP ROAD, ADJ. HOTEL SUN PARK INN DEHRADUN-248001,

(UTTRAKHAND

LETTER OF DECLARATION

(To be uploaded duly typed, signed with stamped by the Authorized Signatory on the Letter Head of the Bidder with Technical Bid document)

DIRECTOR,
STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT,
ITBP ROAD, ADJ. HOTEL SUN PARK INN
DEHRADUN-248001,
(UTTRAKHAND)
Phone: 0135-2746107.
E-mail: director.sbildehradun@sbi.co.in

e-TENDER FOR INTEGRATED FACILITY MANAGEMENT SERVICES (HOUSEKEEPING, CATERING & MAINTENANCE SERVICES) FOR STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT (SBILD) , ITBP ROAD, ADJ. HOTEL SUN PARK INN, DEHRADUN, UTTRAKHAND

Dear Sir,

Having examined the terms & conditions, schedule of requirements, scope of work etc. of the tender for the captioned work and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto and affecting the tender. I/We hereby offer to provide specified services in the said memorandum on the minimum manpower including consumable etc. basis mentioned in the attached schedule and in accordance with all respect with the schedule of instructions, scope of work and instruction in writing referred to in the general terms and conditions of tender/ contract and annexure etc. and with such conditions so far as they may be applicable.

a	Description of work	e-Tender for Integrated Facility Management Services (Housekeeping & Maintenance Services) including Catering Services for State Bank Institute of Learning and Development (SBILD) at ITBP ROAD, ADJ. HOTEL SUN PARK INN, Dehradun, UTTRAKHAND.
b	Earnest Money	Rs. 150,000.00 (Rs. One Lakh Fifty Thousand only) (MSE, Startups and annual turnover more than Rs 500 Crore Vendors are exempted from EMD)
c	Validity of Contract	The contract for the above services would be for a period of one year from the date of award of work subject to renewal for a further period of one year on the same terms and conditions upon renewal of License of the Contractor on or before expiry of the License granted by the Appropriate Authority under the Contract Labor (Regulation & Abolition) Act, 1970. However, the contract will not be renewed beyond (02) Two years (total three years including first award). The renewal after one year from the date of award of work, for another year, will also be subject to review of satisfactory performance and solely at discretion of the Bank.

2. 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.

3. I/we have deposited Demand Draft / Banker's Cheque for a sum of **Rs. 150,000.00 (Rs. One Lakh Fifty Thousand only)** as Earnest Money Deposit with **SBI** Should I/We do fail to execute/perform the contract/agreement when called upon to do so, I/We hereby agree that this sum shall be forfeited by me/us to **SBI**. (MSE, Startups and annual turnover more than Rs 500 Crore Vendors are exempted from EMD)

4. 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 of housekeeping for proposed premises. 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.

5. We, hereby, also undertake that, we will not raise any claim for any escalation in the prices of any of the material during the currency of contract/ execution/ completion period.

6. 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.

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

INSTRUCTIONS TO TENDERER

INTEGRATED FACILITY MANAGEMENT SERVICES (HOUSEKEEPING, CATERING & MAINTENANCE SERVICES) FOR STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT (SBILD) , ITBP ROAD, ADJ. HOTEL SUN PARK INN, DEHRADUN, UTTRAKHAND

STATE BANK OF INDIA invites e-Tenders for providing Integrated Facility Maintenance Services (Housekeeping and Maintenance with catering Services) in the premises described in relevant section/ annexure of Schedule-I.

1. EMD :

EMD of **Rs. 150,000.00 (Rs. One Lakh Fifty Thousand only)** will in the form of Demand Draft or Banker's Cheque issued by any nationalized/scheduled Bank drawn in favour of State Bank of India payable at Dehradun. (MSE, Startups and annual turnover more than Rs 500 Crore Vendors are exempted from EMD)

EMD in the form of Demand Draft or Bankers' Cheque shall be submitted to **DIRECTOR, STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT, ITBP ROAD, ADJ. HOTEL SUN PARK INN DEHRADUN-248001**, in envelope, in person on or before **(as per date mentioned in GeM portal)**

2. Eligibility Criteria:

Tenderer who are listed on GeM portal under category Housekeeping, Maintenance and Catering Services.

3. Information relating to submission of Bid:

Bidder needs to submit their price bid proposal through online from GeM portal, hard copy submission will not be accepted.

Technical Bid: Notice inviting tender, guidelines for bidders, schedule-I, terms and conditions, scope of work, annexes etc (all tender document) along with valid license issued by FSSAI, work experience certificate in Govt organisation, performance certificate issued by govt sector organization. Each page of technical bid shall be signed and duly stamped by an authorized person and uploaded in GeM portal. **The tender without required EMD and valid FSSAI license shall be summarily rejected.**

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

The Price Bid shall be submitted online only. The rates quoted should be inclusive of all statutory obligations and all kind of taxes excluding GST. The offers / Bids of those prospective bidders which do not meet the statutory requirement are liable to be rejected. In case of change in statutory obligations like increase/ decrease in minimum wages/ GST, the Bank may consider for enhancement/ decrement to the extent of change as and when there is change in statutory obligations like increase/ decrease in minimum wages/ GST on production of documentary proof of such change by the Contractor.

4. **EMD:**

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

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

specify whether he signs as:-

- a) A "Sole Proprietor" of the concern or constituted attorney of such sole proprietor.
 - b) All the partners of the firm, if it be a partnership firm & in absence of any partner, shall be signed by Power of Attorney holder, in which he must have authority to execute contracts on behalf of the firm either by virtue of partnership agreement or by power of attorney duly executed by the partners of the firm in his / her favor authorizing to sign on behalf of the firm.
 - c) Authorized officer, if it is a company and authorized by the Board of Directors through board resolution to submit /sign the bid. A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to consider that the person so signing has authority to sign, and if, on enquiry, it appears that the person has no authority to do so, the Bank without prejudice to other civil and criminal remedies, will cancel the contract and hold the signatory responsible for all costs and damages.
12. The contractor who has committed / commits any breach of the contract awarded / to be awarded by the Bank, shall be disqualified from participation in future tender process if any to be initiated by the Bank for similar work.
13. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 and any other law/statute in force in this regard as per the enclosed format (Annexure-VIII).

14. Termination:

- (a) The Bank may, without prejudice to any other remedy for breach of contract, may terminate the contract / agreement by one month's notice in the event of unsatisfactory performance or on breach of any stipulated conditions or qualitative dimensions of the various services specified/agreed upon by the Contractor, or the engagement is not in the interest of the Bank or the Bank no more requires any such service.
- (b) Other grounds for termination: The Bank is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice, without any reason and without payment of any compensation, in the following cases:
 - (i) The Contractor is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a Court of competent jurisdiction.
 - (ii) If any charge sheet is filed by a competent authority of the Government against the Agency/Company, or the vendor is convicted by a criminal court on grounds of moral turpitude.
 - (iii) For any reason whatsoever, the Contractor becomes dis-entitled in law to perform obligations under this agreement.

- (iv) If there is a change in the name or constitution of the Contractor arising out of merging with some other company or collaboration with some other company or for any other reason or, if any changes take place in the proprietorship or partnership or the company, the Bank should be intimated within 30 (thirty) days of such changes, failing which all payments will be withheld and Bank may terminate the hire agreement as may be deemed necessary. Whatever be the reason of changes, the subject agreement at the same rates, terms and conditions laid down herein. The Contractor shall refund the excess money paid for the term for which the agreement / arrangement has run.
- (v) In the event of failure of the Contractor to provide the services or part thereof, as mentioned in the agreement/tender document for any reasons whatsoever, the Bank shall be entitled to procure services from other sources and the Contractor shall be liable to pay to the Bank, the difference of payments/excess payment made for such other services, besides damages for the period of failure in providing the services or part thereof.
- (vi) In the event Bank terminates the Contract, the Bank shall be entitled to procure services from other vendor/contractor as it deems appropriate, and the Contractor shall be liable to compensate the Bank for loss if any suffered on account of difference in rates payable to him and to the alternate Vendor/Contractor.
- (vii) In the event of termination of the contract for any reason whatsoever, the Contractor/or persons employed by him, or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

Note: At present these services are to be provided at State Bank Institute of Learning and Development (SBILD), Dehradun at ITBP ROAD, ADJ. HOTEL SUN PARK INN dehradun-248001. In case the manpower requirement is changed the contractor shall deploy the required manpower on existing terms condition and rates. Further the cost of cleaning material shall be increased or decreased in proportion to change in area. It is being reiterated that this clause shall be binding on the contractor.

**Director
SBILD, Dehradun**

TECHNICAL BID

1. Name & Address of the Tenderer Organisation / Agency with Mobile & Phone No., Fax No., E-Mail etc.	
2. Address of the Office / Representative Office in Delhi / NCR/Uttarakhand	
3. Valid registration/ licenses from the competent authorities applicable on these services under labour laws / applicable act (should hold these registration / License for last 3 (three) years). Enclosed copy of the valid registration/ licenses to be enclosed along with the tender.	Yes/ No.
4. Notice inviting tender, guidelines for bidders, schedule-I, terms and conditions, scope of work, annexes etc (all tender document) along with valid license issued by FSSAI, work experience certificate in Govt organisation, performance certificate issued by Govt sector organization. Each page of technical bid shall be signed and duly stamped by an authorized. (to be uploaded)	
5. Prescribed DD / Bankers' Cheque of Rs. 1,50,000.00 (Rs. One lakh fifty thousand only) as Earnest Money Deposit (EMD) as mentioned in NIT should be submitted at given address. (MSE, Startups and annual turnover more than Rs 500 Crore Vendors are exempted from EMD)	EMD DD / Bankers' Cheque details:
6. Power of Attorney / Authorization for signing the Bid should be enclosed. Enclosed copy of the valid Power of Attorney / Authorization for signing the Bid.	Yes/ No.

Signature & Stamp of the Tenderer

TERMS & CONDITIONS

NAME OF WORK: HOUSEKEEPING & MAINTENANCE INCLUDING CATERING SERVICES ETC. FOR THE STATE BANK INSTITUTE OF LEARNING & DEVELOPMENT (SBILD) DEHRADUN, ITBP ROAD, UTTRAKHAND

SCOPE OF WORKS

1. The contract shall be initially for a period of 1 year from the date of commencement of the agreement subject to review at the expiry of 01-year period, provided the contractor has licence and/or renewed license and rendered satisfactory services and maybe renewed for another 1 year subject to satisfactory services provided during the past year on same terms and conditions with an option to extend it up to maximum two years in total. **Contractor must have experience minimum 5 years with SBI and 15 years total in the same field and single contract value should be Rs 1.5 Crore minimum.**

2. The SBILD is seven stories building comprise of ground floor plus 6 floors with basement along with adjoining 2 classroom wings & one discussion room and open ground / garden/ playground, details of which are given here under: -

a) Basement – Conference room, record room, storeroom.

b) Ground Floor- Reception area, dining hall, faculty room, server room & washrooms with adjoining 02 classroom and one discussion room.

c) First Floor - AGM Room, Administrative office, Library, computer lab, faculty rooms, Gym & washrooms.

d) Second to Six floor (Hostel)- 28 rooms on twin sharing basis with attached bathroom and 01 Guest room.

3. The learning centres is having total area of 7480 sq. metres approx., out of which 3781.57 sq. metres approx. is covered. The housekeeping, maintenance and catering services contract shall be for the entire premises occupied by state Bank Institute of Learning & development, ITBP ROAD, ADJ. HOTEL SUN PARK INN, Dehradun.

(A)HOUSE KEEPING AND MAINTAINANCE SERVICES:

4. The contractor shall engage sufficient number of able, trained, efficient, neat and clean (viz. with trim haircut, moustache, nail cut) healthy, honest, well behaved and skilled persons including supervisors, as per Annexure-IV, for upkeep and maintenance of entire premises of State Bank Institute of Learning & Development including guest rooms, terrace, roof, open areas inside the complex, and up to 15 feet outside the complex and cleansing of inside and outside drainage.

5. The contractor shall arrange daily cleaning and other services of the entire complex as specified in Annexure-I. Even if a room is not being used the dusting/cleaning has to be done as per schedule. This should be strictly adhered to without fail.

6.The Contractor shall arrange the daily cleaning of all toilets with eco-friendly bio-products i.e. Citranol/or, multipurpose cleansing liquid/1st grade phenyl and detergents, soap, toilet paper and other materials as specified in Annexure-IA, which shall be provide by the contractor at their cost.

7.The contractor shall arrange for making available bed linens in the rooms, replace the bed linens i.e., bed sheets, bedcovers, pillow covers, and towels once in 3 days or on change of occupancy as per Annexure-I, Bed sheets, covers, towels, pillow cover, blankets, quilts etc. will be supplied by the

Bank. The contractor shall keep proper account of these items and arrange for their washing, ironing etc. at his cost. The contractor shall arrange for dry cleaning, vacuum cleaning of curtains, blankets, quilts cover etc. at his /their cost. Washing of any of these items shall not be allowed within the complex. List of items provided to the contractor by the Bank is enclosed as per Annexure X.

8. The contractor shall provide trained and experienced personnel who will receive and welcome the Banks officials/executives at the reception lobby of the learning centre and arrange to carry their luggage etc. to their allotted rooms. 1 person will be available round the clock at the reception lobby and hostel block to receive and welcome the Banks official the Banks staffs/guests.

9. The contractor shall maintain electrical installations and plumbing work as and when required with the help- of ITI-passed and qualified and experienced, plumber and carpenter only, equipped with proper tools. The cost of replacement of items which are irreparable shall be borne by the Bank (excluding labour charges). Installation charges of replaced/ new items shall be borne by the contractor.

10. The scope of electrical shall include the labour component of operation and maintenance (both preventive and breakdown) of various electrical cables, fans, TV, fixtures, fittings, geysers, refrigerators, room heaters/blowers, water supply pumps, bore well, air conditioners etc. **The cost of replacement of these items when irreparable shall be borne by the Bank. However, fluorescent/T-V/LED Tubes, CFL Bulbs, LED Bulbs/Tube-Lights, Halogen Lights (All types of Lights) starters, chokes etc shall be replaced by the contractor, as and when required, at his / their cost. All these items shall be handed over by the contractor in running conditions at the time of termination of contract. Similarly, the Bank shall hand over these items in running conditions at the beginning of contracts. The maker of these items should be any one of Philips/Bajaj/CG/Halonix/WIPRO/C&S/HPL only. Batteries used in all remotes of electrical appliances and wall clock shall be replaced by the contractor, as and when required, at his / their cost.**

11. The contractor shall install mosquito repellent machines and repellents of good qualities such as Allout, good night, etc at his cost for all the bedrooms, Drawings, Dining, etc. The contractor shall provide pest control of flies, mosquitoes including spraying with finit and/or Baygon spray in the entire complex to be carried out at regular intervals. The contractor will arrange for fogging in the premises at every three days interval and as and when required. Fogging machine will be provided by the Bank.

12. The contractor shall arrange refilling of drinking water every day in flasks which will be provided by the Bank in the Hostel, Guest Rooms, AGM Room, Administrative Block, Faculty rooms, etc.

13. Specialized machines for wet scrubbing, wet mopping, wet/dry & vacuum cleaning and machine for cleaning water bodies will be arranged/deployed by the contractor at his cost, including cleaning of drainage with machines/pressure tools which not only cleans but diagnose the problem too.

14. The contractor shall ensure opening and proper locking of all rooms in learning centre and guest-rooms. In case of any breakage, pilferage of any fixture and / or furniture, equipment etc. the responsibility shall be of the contractor.

15. Duplicate set of keys should always be available with the caretaker at the State Bank Institute of Learning & Development. In case of loss of any set of original/ duplicate key due to negligence on the part of the contractor's employees, the cost of replacement of lock(s) or getting another set of key prepared will be recovered from the monthly bill of the contractor. Before taking over keys, contractor/vendor's person will clean the room and provide certificate to this effect.

16. The check-in and check-out timings of the Bank's officials will be maintained by the contractor's personnel in a register which will be provided by the Bank. These records will be Bank's property. Record of Welcome kits supplied, if any, to the officials will be maintained by the contractor.

17. The contractor will be responsible to attend to all complaints within the purview of the contract. He will also be responsible to communicate immediately any complaints of sickness, mishap, accident etc. to the Director (SBILD). The Contractor will provide First Aid Box with requisite medicines at his/their cost and keep the same at Reception Counter/Learning centre and at Administrative Office. Complaint Register/ Suggestion Register, to be provided by the Bank, will also be made available at the Reception Counter/Learning centre and guest-room under the control of the contractor's men. Feedback forms will be kept in the rooms and the same shall be collected from the officials before they leave the learning centre. If any complaint is received from the Officials of the Bank about any kind of poor services rendered by the Contractor or, their representatives during their stay, an amount of Rs. 1000/-(One Thousand) will be charged for each complaint, shall be recovered from the Contractor and will be deducted from their monthly bill.

18. The contractor will supply one English/Hindi and one financial newspaper in reception, library, class room lobby along with Director, Faculty and Administration rooms besides adequate number of English/Hindi/Financial papers & magazines (10 nos at least) in the lobby/library.

18 (I). The contractor shall provide high quality (HD) cable connection/DTH at all 28 Hostel Rooms, Guest rooms (01 nos), reception (01 no), AGM room (01 no), Canteens (01 No) at his own cost. It should display all popular entertainment and sports channels.

19. All work required to go out by the contract person for the purpose of office/training requirements will be arranged by contractor in his cost.

19 (i). All bills related to electricity, telephone, water etc. will be paid by contractor and then take reimbursement from the bank office after producing the receipt.

19(ii). Diesel for generator will be arranged by the contractor and will take reimbursement after producing the bill.

(B) CATERING SERVICE:

20. The CONTRACTOR shall provide TOP-CLASS catering services at the learning centre/rooms on daily basis as per the "Menu" described at Annexure – III and as per rate **(Maximum Rs 200/- per day per participants)**, terms and conditions and timings decided by the Bank from time to time as per Annexure –IIIA and IV.

21. The quantity of the ingredients used in preparation of the eatables and beverages etc. shall be of FSSAI certified/Agmark quality and/or decided by the Bank from time to time, suggested brand/quality is indicated in the enclosed Annexure-II.

22. The present rates for various items as described in the "Menu" are placed at Annexure-III – A. The contractor shall provide Bed Tea, Forenoon Tea, Afternoon Tea, and Evening Tea with light snacks, breakfast, lunch or dinner as per Menu card to the Bank's officials/Guests stayed in Guest rooms/Hostel rooms at the same rate as decided for participants.

I) The Caterer will prepare in consultation with the Learning Centre/DIRECTOR (SBILD) weekly menu and submit it in advance for approval.

II) In case of trainees do not intend availing themselves of the mess facilities on a particular day(s) and if caterer is intimated 6 hours in advance, no charges will be paid for such trainees.

III) The DIRECTOR (SBILD) or any other officer at the Learning Centre nominated by him is authorised/ or any Official from SBI shall have all the meals to monitor the food quality at any time on regular basis and no charges will be paid to the Caterer in this regard.

23. The Contractor shall pay for cooking gas used for cooking purposes.

24. The Contractor shall provide standard **cooking utensils** of very high standard, table linen, cloth napkin, paper/ M fold napkin, disposable glass etc. at his cost. The table linen & cloth napkin will be changed daily and washed at his expense. The said items shall be first class quality to the full satisfaction of the Bank/Director, SBILD, whose decision in this regard shall be final and binding on the contractor.

25. The Contractor shall be provided by the Bank the articles used in kitchen such as cooking range, Water coolers, Deep Freezer, Hot Case, Electric toaster, tandoor, storage cupboards, worktables, Electrical and plumbing fittings, Geysers, crockery and cutlery etc. The contractor shall maintain proper record and take care of the said articles/equipments as a bailee, in terms of Indian Contract Act and return all these equipments in good and working order on the expiry/termination of the contract.

26. The contractor shall not be allowed to sell food to person(s) other than Bank's Officials/ Executives. Similarly, no outsider shall be allowed to visit, meet the contractor or his employees or to eat food or consume any other items in the Learning centre and guestrooms, except specific permission/approval from the SBILD.

27. All Questions relating to the performance of the obligations under this Agreement and to the quality of ingredients used in preparation of food beverages and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or interpretation of terms and conditions relating to this agreement or payment to be made in pursuance thereof shall be decided by the AGM, SBILD, Dehradun whose decision shall be final, conclusive and binding on the parties to this Agreement. Any aggrieved party can appeal against AGM SBILD, Dehradun decision to the Assistant General Manager, L&D/ Assistant General Manager (P&E), Delhi Circle.

28. In the event of insufficient/bad quality/non-serving of any eatables agreed upon to served, the Bank will be within its rights to impose penalty and recover from the contractor's bill @ **Rs.350/-** per Executive/per Bank staff per day for the entire number of such days.

29. While the articles used in kitchen shall be provided by the Bank the maintenance thereof shall be the contractor's responsibility.

30-a. Bed tea and snacks will be served in the rooms, Break-fast, lunch and dinner will normally be served in the dining hall. However, in case of a specific request by the Bank's Executive, and if situation warrants, these have to be served in the room also.

b- The contractor would provide forenoon, afternoon and evening tea with branded/bakery biscuits/ snacks to the Learning centre's staff/faculty including guard free of cost.

Various items of Menu will be changed on daily basis (as per Annexure – III) or as per Bank's requirement on a later date to provide variety and maintain a uniform standard.

31. The contractor will provide Eco-friendly Hand sanitizer, Air fresheners, toilet soaps, toilet paper and M fold napkins for the toilets provided in the Learning centre and guestrooms. It shall be the responsibility of the contractor to deploy sufficient staff and provide Eco-friendly cleansing materials of first class quality preferably with all purpose cleansing liquid one of the bio-product for the cleaning of these toilets, toilet fittings, washing area, pantry, kitchen, dining halls and service areas.

(C) GENERAL TERMS AND CONDITIONS

32. if the date of tender opening happens to be a holiday, the tender will be opened on the next working day at the stipulated time.

33. wherever all of some of the tenderer quote equal rates, the final selection will be made by draw of lots through GeM portal. In case of any cartel formation is suspected, the Bank reserves the right to reject/cancel any or all the tenders with the exclusion of the rest without assigning reasons thereof.

34. the rates to be quoted by the bidders through online mode only in e-tendering in single stage, however Bank reserve right to go for e-tendering with reverse auction to get more fine rates.

35. The tenderer must obtain for himself at his own responsibility and expenses, all the information / documents necessary including approvals, permissions, to enable him to make a proper tender and to enter into contract with the SBI, SBILD, Dehradun, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the tender documents.

36. The tenderer shall also bear all expenses in connection with the preparation and submission of his tender. Omission, neglect or failure on the part of the tenderer to so obtain requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.

37. If any tenderer withdraws his tender after submission or makes any modifications to this tender which are not acceptable to the Bank, the tender will be treated as having been rejected or abandoned or rescinded.

38. Final award of the contract for the catering & housekeeping services work will be subject to approval of the Competent Authority.

39. The Bank does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason.

40. The Contractor shall engage the services of sufficient number (as per annexure – IV) of able, trained efficient, neat, healthy, honest, well-behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas at his cost round the clock (24x7x365 basis). The cook(s) shall be expert in preparation of veg. and non-veg. of various types of North Indian, continental and South Indian dishes. The attendant/room boy-cum-helpers/cooks and other staff should be properly trained, and shall wear smart and neat uniform (pattern to be got approved from the Bank) with their name-badges. The contractor will be responsible for the good conduct and performance on their part and the contractor shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or at the future date. The contractor shall have to engage, the services of sufficient number of bearers etc. (as per annexure – IV) and one or more supervisors.

41. The contractor will ensure that the supervisor engaged by him verifies the condition of all the electronic, furniture and sanitary items, etc. provided in the learning centre and guest rooms on daily basis and shall ensure that they remain in working condition by arranging necessary upkeep through the electrician, carpenter or plumber as the case may be, If the same is within scope of work of the contract and if not, the problem will be brought to the notice of the Administrative officer, SBILD, Dehradun or concerned officer/engineer in the department on the same day. The supervisor will maintain a register for the purpose and room/lobby wise verification report in this regard will be submitted to Assistant General Manager (SBILD) on weekly basis, i.e., on every Monday as per annexure – IV.

42. The successful contractor/bidders shall execute an agreement with the Bank. The contractor shall bear all the 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.

43. Liquidity Damages: -In case of failure to maintain satisfactory services on any day, the contractor shall pay an amount of Rs. 5,000/- per day. The Bank shall without prejudice to their rights & remedies including termination of contract be entitled to deduct such damage from the security deposit & monthly bills, if any payable to the contractor.

44. The contractor will ensure that his employees carry out activities at site in time without fail. In case they remain absent on any specific day an amount of Rs.500/- per day per employee will be payable by the contractor. The Bank reserves the right to get such jobs executed through other agencies at risk and cost of the contractor.

45. All the routine maintenance jobs are to be completed on the same day within the stipulated time failing which an amount of Rs. 500/- per job per complaints shall be payable by the contractor.

46. Care must be taken while carrying out the work so that no material and Banks property is damaged. Any damage done to the same will have to be repaired / replaced by the contractor, falling which the same shall be got done at his risk and cost. The decision of the Bank shall be final & binding on the contractor.

47. The work shall be carried out with due regards to the convenience of the participants / staff members, the arrangements and the program of work within campus, the rules and regulations of the concerned authority shall be strictly observed. No extra cost shall be payable on this account.

48. The contractor shall deploy only medically fit workers, free from all infectious diseases and time to time he should get them medically checked.

49. The contractor shall be entirely responsible for miss-happening, accident to his worker while performing duty and shall have no claim / binding on State Bank of India / SBILD with respect to any compensation / monetary benefits etc., whatsoever. The contractor shall issue dress / identity card to their workmen & supervisor and ensure that they observe cleanliness and wear neat and clean uniforms with plastic badges, identity cards with photographs. The contractor shall provide 02 nos of uniform to each employee and ensure that employee remain in uniform in working hours.

50. The contractor shall not permit the administrative block or hostel block or any portion thereof or any other area in SBILD campus to be used for residential purpose by him and / or any of his employees.

51. The contractor would get the police verification of all his employees hired for the Learning centre, a copy of which will be submitted to the Bank. List of employees with their name, Photograph, Permanent address, Local address, contact number will be kept at the Learning centre with a copy deposited with the Bank.

52. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them. The contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be contractor's responsibility. The contractor shall remove any person(s) / employee(s) who may, In the opinion of the Bank be unsuitable or incompetent or who may misconduct, and such a person shall not be again employed or allowed in the work/campus without the permission of the Director (SBILD).

53. The contractor will pay rates and wages and observe hours of work and conditions of employment as per existing rules, Agreement and applicable laws. They shall be responsible if so required under the relevant law to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and they must comply with and carry out all the provisions and obligations under the said Act and Rules and furnish all information to the Office of Assistant General Manager (SBILD) as may be required by the Act/Rules.

54. 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 except GST as applicable.

55. All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the contractor under the law but not so paid, shall be set –off against the bills raised by the contractor and paid to the respective government departments or authorities as may be required under law and the contractor shall have no claim against the Bank in respect of any or such payments.

56. The contractor shall obtain adequate insurance policy in respect of his workmen engaged for the services, towards meeting the liabilities 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. The copy of same shall be produced to the Bank.

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

58. The contractor will submit the bills, (along with copy of salary register / documents / challans evidencing online payment of PF,ESI and other payments made for / to individual workers) for the services rendered, at the end of each month to the authorised officer. Consolidated challan, not showing payment of PF and ESI of individual workers, will not be accepted. 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.

59. The tender quoted amount or total contract value is fixed and no additional claim will be entertained during contract period. However , if the minimum wages are increased in future as per the notification of Govt. of India, the Bank may consider revision of the charges payable to the contractor to the personnel engaged by him subject to production of proof.

60. It will be contractor's responsibility to ensure that the obligations under the contracts are duly performed and observed. The contractor shall also designate supervisor(s) by name that will personally check the working of their staff every day. The contractor shall maintain the 'Daily Report register' of services every day and made available for inspection by the Assistant General Manager (SBILD) or Bank's other officials.

61. The contractor shall ensure a very high standard of housekeeping and maintenance of the entire complex at all times, with due regard to hygiene & cleanliness. Disposal (as per the Green building/Banking) of all types of garbage including tree/plants/shrubs garbage inside and outside the premises shall be the responsibility of contractor. The black plastic bag shall be provided by the contractor for the dustbins of each room, kitchen etc. daily all at his/their costs.

62. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the Bank's Executive or Assistant General Manager (SBILD) and Bank's staff. The contractor shall submit the Complaint Register to the Assistant General

Manager (SBILD) at fortnightly interval or as and when required for further putting up to the Competent Authority.

63. The Contractor shall be responsible for any loss due to theft/pilferage of / damage to the Bank's property, including any portion of the buildings under the Contractor's occupation, or the fittings, fixtures or other equipment entrusted in their charge, or any property belonging to the Bank's Executives, when such loss / damage is in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his representative or any of his employee, he shall be liable to pay the Bank such amount in respect of such damage as may be assessed by Bank. Accordingly, the Contractor shall ensure that the character antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.

64. The contractor shall not permit any portion thereof or any other area in the complex to be used for residential purpose by him and /or any of his employee, except the room/area specifically permitted by the Bank.

65. All consumable materials (Eco-friendly only) and equipments required for day to day which are to be arranged by the contractor shall be of best quality and approved by the Bank, which shall be available for inspection by the officials from the department.

66. (i) The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are vogue or will become applicable in future.

(ii) The contractor shall accept and bear full exclusive liability for the payment of any or all taxes etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the contractor.

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

(iv) The contractors shall be responsible for proper maintenance of all Registers, Records and Accounts so fast as these relate to the compliance or any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also depositing the P.F. contributions, ESI, etc, with authorities concerned. All such necessary proof to be submitted with their monthly bill.

(v) The contractor binds himself executor or administrator and agrees to indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings costs, charges and / or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law / Act / Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employee/engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

(vi) The contract shall be responsible for all the claims of his employees. The contractor's employees will not have any claim whatsoever against the Bank.

(vii)The contractor shall engage fully trained and adequately experienced persons, who are medically fit. They should be free from all infectious/diseases.

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

(ix)The contractor shall provide weekly holidays/off to his employees as per labour laws but it will be his responsibility to ensure uninterrupted services on all days at no extra cost(24x7x365).

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

(b)The Bank is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice without assigning any reason & without payment of any compensation, In the following cases:-

(I)If the vendor is adjudicated insolvent by Competent Court of files for Insolvency or if the hirer being a company is ordered to be wound up by a court of competent jurisdiction, or

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

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

(iv) If there is a change in the name or constitution of the contractor arising out of merging with some other company or collaboration with some other company or for any other reason, If any changes takes place in the proprietorship or partnership or the company, the Bank should be intimated within 30 days of such changes, following which all payments will be withheld & Bank may terminate the hire agreement unless the new company/entity accepts the subject agreement at the same rates, terms & conditions laid down herein, The contractor shall refund the excess money paid for the term for which the agreement/arrangement has run.

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

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

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

(f) Settlement of Disputes and Arbitration:-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 THE ASSISTANT GENERAL MANAGER (P&E) / AGM (SBILD) in the Bank, whose decision shall be final, conclusive and binding on the contractor.

(g) Nothing contained in the contract is intended nor shall be constructed to be a grant, demise or assignment 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 efflux of time or otherwise.

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

(i) The rates quoted be inclusive of all statutory obligations such as Minimum wages (central OR state government wages, whichever is applicable in Dehradun city).ESI,P.F contributions, wages for leave reserves, service charges, all kinds of taxes except GST, if applicable, etc. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected. Contractor must have to pay the worker employed by him as per the Govt norms applicable and satisfy the Bank thereof.

(j) The courts in Dehradun (Uttarakhand state) alone shall have jurisdiction in respect of any matter touching these presents.

68. The contractor shall undertake to bear all taxes, rates, charges, levies or claims, whatsoever as may be imposed by the Central/ State Government or Local Body or Authority excluding GST as applicable.

69. In case the contractor or any of his employees, fails to fulfil his obligations as per his scope of work 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 up to a sum of Rs.1000/- per day for the entire number of such days and the Bank shall without prejudice to his other rights and remedies, be entitled to deduct such damages from the amount, if any, payable to the contractor.

70. The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. for executing the agreement with the Bank.

71.The contractor shall have to deposit a sum of **Rs. 3,00,000/- (Rs. Three Lacs only)** or a total of 5% of tender amount (annual value) whichever is higher in the form of a STDR as security deposit for entire contract period duly discharged in favour of the Bank. The security deposit will be refunded on expiry/termination of the contract as the case may be after adjusting the dues payable by the contractor to the Bank.

72. The contractor's rate shall remain firm throughout the contract period.

73. The contractor shall be paid at monthly intervals upon presenting their bill(s) with all documents as stated above.

74.In case of trainees who would not stay in the hostel and consequently do not take full course (bed tea to Dinner), the Contractor would be reimbursed only the charges for taking actual meal viz. forenoon tea, lunch and afternoon tea and snacks etc.

75. **Whenever, any special lunch or dinner is to be provided, a mutually agreed flat additional charge for vegetarian and non-vegetarian per head for such lunch/dinner will be paid.**

76. All services are to be provided in such a way that the Banks executives are not disturbed in any manner.

77. The contractor shall maintain proper liaison with the Telephone, Cable Agency/Tata Sky, Water, Electricity and other Government departments and utility service providers for attending complaints quickly.

78. The contractor will ensure that the bills pertaining to the State Bank Learning Centre in respect of electricity, telephone, water charges are paid and receipt sent to State Bank of India, State Bank Institute of Learning & Development Centre. In case, the Bank has to pay penalty due to late deposit of bills due to fault of the contractor or its personnel, the amount of penalty will be recovered from the monthly maintenance charges payable to the contractor.

79. The contractor shall arrange for periodical cleaning and disinfection of underground and overhead water storage tanks at his cost, at least once in a month and shall write with Enamel paint, the date of cleaning on these tanks.

80. The contractor shall provide laundry services to the Bank's Officials/Executives, if demanded, and such charges to be borne by the Bank's Officials/Executives

81. The contractor shall provide latest local road map, trains time table, airlines time table etc. at the reception lobby for use by Bank's Officials/Executives, at his cost.

82. The contractor shall display on the Notice Board at the Learning Centre, the following:

- i) Full Menu card
- ii) Name of the Contractor and mobile no. of key person with name
- iii) Name of the caretaker with escalation matrix
- iv) Name of the attendants with escalation matrix
- v) The facilities available at the Learning Centre and guest-rooms.
- vi) Important Telephone Numbers, viz., Travel Agents, Doctors, Ambulance Service etc.
- Vii) Facilities and goods provided.

Date:

Signature of Contractor with seal

Name:

Address:

ANNEXURE – I

PERIODICITY OF HOUSE-KEEPING SERVICES

(a)	Sweeping & Mopping	
	Rooms	Once a day and on Change of occupancy.
	Lobbies & Corridors, Reception area, Dining Hall	Sweeping & Mopping Twice a day and as & when warranted
	Stair case	Sweeping twice a day. Mopping once a day.
	Open terraces, Road/Pavements	Sweeping/mopping once a day.
(b)	Cleaning of waste and garbage from open area, rooms, kitchen etc.	Once a day and on Change of occupancy.
(c)	Disposal of all types of garbage and waste paper Municipal garage	Once a day
(d)	Dusting of Furniture	Once a day
(e)	Vacuum Cleaning of carpets/sofa sets	Once a week
(f)	Cleaning of toilets/WC's/Washbasins	Once a day and on change of occupancy and as and when required.
(g)	Cleaning of Buckets/Mugs with Vim/detergent	Once a day and on Change of occupancy
(h)	Cleaning of bathroom tiles/fittings	Once a week
(i)	Cleaning of window panes / wall Panelling	Once a week
(j)	Cleaning of fans/switch-Boards/walls/tube-lights/wall-hangings	Once a week
(k)	Opening of clogged drains/sewer lines	As and when required But at least once in a Fortnight
(l)	Maintenance and operation of Electric Fittings, water pumps, compound lights ,Etc	On an on-going basis.
(m)	Changing of fuse CFL, LED lights, halogen light Fluorescent/T-5 Tubes including lights on sign boards and insect killer machines etc.	Whenever required.
(n)	General checking of all toilets fittings and sanitary accessories	Daily, on an going basis and change of occupancy
(o)	Washing/dry cleaning of bed sheets, Towels, pillow covers	Replacement once in Three days and also on Change of occupancy/ at The request of the Bank's Executives.
(p)	Cleaning and disinfection of overhead and underground water storage tanks.	Every month
(q)	Cleaning of all the refrigerators	Daily and on an going basis

ANNEXURE – 1A

BRAND OF CLEANSING MATERIAL FOR HOUSE-KEEPING SERVICES

S.No.	NAME OF CLEANING ITEM	BRAND
1	Phenyl	Doctor Brand/Genda/Lizol
2	Hand wash	Dettol/Godre/Lifebuoy
3	Toilet Cleaner	Harpic Liquid
4	Floor/Washbasin Cleaning	Citra-clean/Harpic (Red)
5	Pane Glass (Door, Window)	Colin/Mr. Muscle
6	Dishwashing Material	Vim/Pril
7	Repellents	All-out/Good Knight/Hit
8	Freshener	Airwick/Ambi pure/Glade/Godrej
9	Other Cleansing Material	Eco-friendly First Grade Brand
10	Disposable urinal pads	Harpic/ wonder fresh

*Hand wash should be available in every toilets of the hostel rooms.

ANNEXURE – II

LIST OF INDICATIVE BRANDS OF ITEMS (FSSAI APPROVED ONLY) TO BE USED IN CATERING

S.No.	ITEM	BRAND
1.	Milk	Mother Dairy/Amul/Anchal/Ananda
2.	Bread/Brown Bread	Harvest/Britannia/Ellora
3.	Butter	Amul/Anchal/Mother Dairy
4.	Jam	Kisan/Tops
5.	Tomato Sauce	Kisan/Maggi
6.	Chilli Sauce	Kisan/Maggi
7.	Tea/Tea Bags (as per the choice of the trainees)	Taj Mahal/Twinning
8.	Coffee	Nescafe/Bru
9.	Mustard Oil Kachee Ghani	Agmark/Fortune/Patanjali
10.	Rice	Basmati of good quality not less than Rs.80/- per kg in retail market
11.	Sugar	Good quality of reputed brand
12.	Atta/Maida/Besan	Shakti Bhog/Pillsbury/Rajdhani/Ashirwad
13.	Pulses	Good quality of reputed brand
14.	Spices	MDH/Captain cook/Everest/Patanjali
15.	Fruits/Vegetables	Seasonal fresh/good quality of different varieties
16.	Salad	Green fresh vegetables of good quality and variety
17.	Pickle	Kisan/Tops/Mothers
18.	Papad	Lijjat/Haldiram
19.	Ice Cream	Mother dairy/Kwality/Vadilal/Amul
20.	Disposable Cup (Tea/ Water/ Coffee)	Made of eco-friendly good quality materials

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

ANNEXURE – III (Annexure – III A placed at last page for uploading)

MENU CARD FOR CATERING SERVICES

A. BREAKFAST

REGULAR (ON ALL DAYS)	ANY TWO (ON ALL DAYS)
Bread & Butter Butter Toast with Jam Corn Flakes with Milk. Seasonal Fruits Butter – Milk Tea/Coffee Curd/Milk/Dalia Eggs/omlette	South Indian Combo (Idli -Dosa, Vada, uttapam) Chines Combo (Paneer/Manchurian, noodles and pasta) Stuffed Parantha, Chole Puri, choole Bhature Poha , Pav Bhaji, Namkeen Jawai Aloo Puri, Upma, Chila, Plain Paratha-sabji, Chhole Kulche

B. LUNCH/DINNER

ON ALL DAYS	VEG- ANY ONE (ON ALL DAYS)	NON VEG- ANY ONE (ON ALL DAYS)
Soup Chapatti Rice/ Fried Rice/ Pulao/ Noodles Dal Seasonal Vegetable Papad, salad Curd/Raita Fruits/Desert	Shahi Paneer Mushroom Mutter Mutter Paneer Paneer Bhujia Karahi Paneer Shahi Paneer Manchurian Malai Kofta	Chicken Mutton Fish Egg curry

Note: i. For non-veg the quantity (Chicken/Fish) shall be at least 150 gm per participants.

ii. One day a week there will be special lunch having Dahi Bhalla instead of curd/ Raita, Basket of breads instead of chapati/tandoori roti and two dessert items to be served

iii. The above menu will be served as buffet style only.

SOUP Tomato Soup

Monday, Wednesday, Friday and Sunday

Vegetable Soup

Tuesday, Thursday and Saturday

C. AVAILABILITY OF TEA/ COFFEE TRAY FOR BED TEA : Tea/ coffee tray consisting of tea bags, coffee bags, sugar sachets, milk bags, green tea and stirrer two each must be available in every hostel room on daily basis.

D. FORENOON TEA : Tea / coffee with biscuits of at least two varieties of good quality and varying varieties (in rotation and any one variety not to be repeated during 3 days) depending upon the season lemonade/ Rooh-af-Ja can also be served.

E. AFTERNOON TEA : Tea / coffee with biscuits of at least two varieties of good quality and varying varieties (in rotation and any one variety not to be repeated during 3 days) depending upon the season lemonade/ Rooh-af-Ja can also be served.

F. EVENING TEA/COFFEE WITH LIGHT SNACKS SUCH AS VEG. PRAKORAS, SAMOSA/KACHORI/PATTIES/VEG.SANDWICH/POHA/BAMBINO/CUTLET/BREAD PAKODA/MAGGI/CHOWMIN/PASTA/CORN CHAT/FRENCHFRIES/CHANA CHAT ETC. – Two day every week Two snacks will be served as high tea.

Special Items for High Tea-One item from the below list

Wada Pav, Golgappe, Tikki Chat, Dahi bhalla chat, Papdi Chat, Momos etc.

G. Special need items to be available on request during Vrat/fasting or any othe special need.

The above Menu is subjected to revision at the discretion of the Bank any time at short notice.

MANPOWER REQUIREMENT

Sr. No.	Manpower Requirement	Nos.
11	Catering Services	
	Supervisor (Skilled Category)	01
	Professionally Qualified Main Cook (Highly Skilled Category)	01
	Assistant Cook (Skilled Category)	02
	Waiter/ Service Boy/ Utensil Cleaner/ Dish Cleaner/ Misc. Service (Unskilled Category)	05
2	House Keeping Services	
	Supervisor for 24 hours i.e. 01 Supervisor for each 8 hours shift (Skilled Category)	03
	Other House Keeping Staff (Attendants/ Room Boys cum Helpers/sweeper) (Unskilled Category)	07
3	Maintenance Services	
	Gardener (Semi skilled)	02
	Electrician (Skilled Category) (In day hour)	01

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

DECLARATION REGARDING WAGES TO BE PAID BY THE CATERER TO CONTRACT LABOUR

(This is to enable the SBI to satisfy themselves of the Intention of the Caterer to adhere to minimum wages Act. Etc.)

Wage per day proposed to be paid by the Caterer to contract labour excluding employer contribution of EPF but including employee contribution of EPF.

Highly Skilled	Rs.	Per Day
	Rs.	Per month
Skilled	Rs.	Per Day
	Rs.	Per month
Semi – skilled	Rs.	Per Day
	Rs.	Per month
Un skilled	Rs.	Per Day
	Rs.	Per month

Date :

Signature of applicant with seal

Place :

ANNEXURE-VI

PROFORMA

State Bank Institute of Learning & Development, Guest-Room_____

(To be filled by the Bank's Executives/ Officials staying in Guest-Rooms on official duty)

- i. Name of Bank's Executive : _____
- ii. Designation : _____
- iii. Place of posting : _____
- iv. Total Number of days
Stayed in guest-room
PI. Specify dates : _____
- v. Availed food package : Yes/No

Certified that I was on official duty during the stay in the Bank's above guest room.

Dated:

Signature

(To be filled by the Contractor for claiming reimbursement of the amount for providing food package to the Bank's Executive/ Official)

Received a sum of Rs._____ from Shri_____

Towards serving of food package as above. Please reimburse me a sum of Rs._____.

Dated:
with seal

Signature of Contractor

ANNEXURE – VII

VERIFICATION REPORT

(in respect of various electronic, furniture and sanitary items provided in the Learning Centre and guest-room to be submitted by the supervisor to Assistant General Manager (SBILD), State Bank Institute of Learning & Development, Dehradun on weekly basis, i.e., every Monday)

[illegible]

**DRAFT INDEMNITY BOND FOR INTERGRATED FACILITY MANAGEMENT SERVICES
(HOUSEKEEPING & MAINTENANCE SERVICES) INCLUDING CATERING SERVICES
(TO BE STAMPED)**

(Site specific draft agreement shall be approved by the Bank prior to its execution)

THIS DEED OF INDEMNITY BOND executed at Dehradun on this _____ day of _____ month of year Two Thousand and Twenty (2020) by M/s _____ duly represented by proprietor/ one of its partners Shri _____, aged _____ years, son of Shri _____, residing at _____ (hereinafter referred to as "Contractor").

In favour of State Bank Institute of Learning and Development (SBILD), (hereinafter referred to as "Bank"), at ITBP ROAD, ADJ. HOTEL SUN PARK INNDehradun-248001

The Contractor has become successful in securing the subject work of providing Integrated Facility Management Services (Housekeeping & Maintenance Services) including Catering Services at Bank's premises located at State Bank Institute of Learning and Development (SBILD), ITBP ROAD, ADJ. HOTEL SUN PARK INNDehradun-248001, through competitive bidding in the "online e-tender".

And whereas, as per tender documents, the Contractor has to entered into an Agreement with State Bank Institute of Learning and Development (SBILD), ITBP ROAD, ADJ. HOTEL SUN PARK INNDehradun-248001 on _____ (hereinafter referred to as "Agreement") and hereby execute and agree to the provisions of the subject Indemnity Bond before starting the work as under:

In consideration of the Bank having awarded the above said Agreement, the Contractor hereby undertake to indemnify and keep harmless, the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the work place due to non-adherence to safety codes, no following the standard work procedures and for violating rules and regulations for which the contractor shall be solely responsible..

Further, contactor hereby indemnifies for:

- (i) Any loss or damages incurred or suffered or to be incurred or to be suffered by the Bank on account of breach of the terms and conditions of the Agreement by the Contractor.
- (ii) In case of any damage to property by the Contractor, Bank shall have the right to recover the cost of such damages from payments due to the Contractor and decision of the Bank shall be binding on the Contractor.
- (iii) In the event of any damage to the loose furniture, interiors, computers and such other equipment not specifically mentioned herewith or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement, if any, will be recovered from the Contractor.
- (iv) If the Contractor fails to improve the standards of safety in its operation to the satisfaction of Bank after being given a reasonable opportunity to do so, and/or if the

Contractor fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized official(s)/ Officer-in-Charge of the Bank, the Bank shall have the right to take corrective steps at the risk and cost of the Contractor after giving a notice indicating the steps that would be taken by the Bank.

- (v) Before commencing the work, the Contractor shall appoint/ nominate his responsible employee to supervise implementation of all safety measures and liaison with his counterpart of the Bank.

Dated:

Signature of Contractor with seal

**DRAFT MEMORANDUM OF AGREEMENT FOR INTEGRATED FACILITY
MANAGEMENT SERVICES (HOUSEKEEPING & MAINTENANCE SERVICES)
INCLUDING CATERING SERVICES
(TO BE STAMPED)**

(Site specific draft agreement shall be approved by the Bank prior to its execution)

THIS AGREEMENT IS ENTERED INTO AND EXECUTED AT DEHRADUN ON THIS DAY OF 2026
(W.E.F. DAY OF 2026) BETWEEN

M/s. _____ a Proprietorship Concern/ Partnership Firm / a Company {strike off
whichever is not relevant to the context} registered under the provision of Companies Act 2013/ of
Sh. _____ S/o Sh. _____ having its registered
office at _____ acting through its (Name & Designation) _____ dully
authorized to sign/execute this agreement {strike off whichever is not relevant to the context}
(Hereinafter referred to as the Contractor) which expressions shall include its successors,
representatives and assignees) {strike off whichever is not relevant to the context} of the FIRST
PART.

AND

State Bank of India, a body corporate constituted under the State Bank of India Act, 1955 and having
its Corporate Centre at 'State Bank Bhavan', Madame Cama Road, Nariman Point, Mumbai- 400021,
India ("SBI"), acting through its **State Bank Institute of Learning and Development (SBILD),
Dehradun at ITBP ROAD, ADJ. HOTEL SUN PARK INN Dehradun-248001** represented by
its Director & Assistant General Manager (hereinafter referred to as the 'Bank' which expressions
shall include its successors, representatives and assignees) of the SECOND PART.

The Bank and Contractor are collectively referred to as the "Parties" and are individually referred to
as a "Party." Where the context so requires, words imparting the singular only also include the plural
and vice versa; and, any reference to masculine gender shall include feminine gender and vice versa.

Whereas, the contractor has participated in the tender process/ offered their services in pursuance
of the tender notice/ offer and after screening of proposals received and completion of due tendering
process, the Contractor has been declared as the successful AND accordingly has agreed to render
their services for valued consideration.

AND WHEREAS in pursuance to the award of the work to the contractor, both parties are desirous to
enter into the present agreement on the terms and conditions as set forth herein.

NOW THAT IN CONSIDERATION OF ABOVE PREMISES, the parties hereby mutually agree as follows:

NOW THIS AGREEMENT WITNESS THAT

1. The contract shall be initially for a period of 1 year from the date of commencement of the agreement subject to review at the expiry of 01-year period, provided the contractor has licence and/or renewed license and rendered satisfactory services and maybe renewed for another 1 year subject to satisfactory services provided during the past year on same terms and conditions with an option to extend it up to maximum two years in total. **Contractor must have experience minimum 5 years with SBI and 15 years total in the same field and single contract value should be Rs 1.5 Crore minimum.**

2. The SBILD is seven stories building comprise of ground floor plus 6 floors with basement along with adjoining 2 classroom wings & one discussion room and open ground / garden/ playground, details of which are given here under: -

a) Basement – Conference room, record room, storeroom.

b) Ground Floor- Reception area, dining hall, faculty room, server room & washrooms with adjoining 02 classroom and one discussion room.

c) First Floor - AGM Room, Administrative office, Library, computer lab, faculty rooms, Gym & washrooms.

d) Second to Six floor (Hostel)- 28 rooms on twin sharing basis with attached bathroom and 01 Guest room.

3. The learning centres is having total area of 7480 sq. metres approx., out of which 3781.57 sq. metres approx. is covered. The housekeeping, maintenance and catering services contract shall be for the entire premises occupied by state Bank Institute of Learning & development, ITBP ROAD, ADJ. HOTEL SUN PARK INN, Dehradun.

(A)HOUSE KEEPING AND MAINTAINANCE SERVICES:

4. The contractor shall engage sufficient number of able, trained, efficient, neat and clean (viz. with trim haircut, moustache, nail cut) healthy, honest, well behaved and skilled persons including supervisors, as per Annexure-IV, for upkeep and maintenance of entire premises of State Bank Institute of Learning & Development including guest rooms, terrace, roof, open areas inside the complex, and up to 15 feet outside the complex and cleansing of inside and outside drainage.

5. The contractor shall arrange daily cleaning and other services of the entire complex as specified in Annexure-I. Even if a room is not being used the dusting/cleaning has to be done as per schedule. This should be strictly adhered to without fail.

6.The Contractor shall arrange the daily cleaning of all toilets with eco-friendly bio-products i.e. Citranol/or, multipurpose cleansing liquid/1st grade phenyl and detergents, soap, toilet paper and other materials as specified in Annexure-IA, which shall be provide by the contractor at their cost.

7.The contractor shall arrange for making available bed linens in the rooms, replace the bed linens i.e., bed sheets, bedcovers, pillow covers, and towels once in 3 days or on change of occupancy as per Annexure-I, Bed sheets, covers, towels, pillow cover, blankets, quilts etc. will be supplied by the Bank. The contractor shall keep proper account of these items and arrange for their washing, ironing

etc. at his cost. The contractor shall arrange for dry cleaning, vacuum cleaning of curtains, blankets, quilts cover etc. at his /their cost. Washing of any of these items shall not be allowed within the complex. List of items provided to the contractor by the Bank is enclosed as per Annexure X.

8. The contractor shall provide trained and experienced personnel who will receive and welcome the Banks officials/executives at the reception lobby of the learning centre and arrange to carry their luggage etc. to their allotted rooms. 1 person will be available round the clock at the reception lobby and hostel block to receive and welcome the Banks official the Banks staffs/guests.

9. The contractor shall maintain electrical installations and plumbing work as and when required with the help- of ITI-passed and qualified and experienced, plumber and carpenter only, equipped with proper tools. The cost of replacement of items which are irreparable shall be borne by the Bank (excluding labour charges). Installation charges of replaced/ new items shall be borne by the contractor.

10. The scope of electrical shall include the labour component of operation and maintenance (both preventive and breakdown) of various electrical cables, fans, TV, fixtures, fittings, geysers, refrigerators, room heaters/blowers, water supply pumps, bore well, air conditioners etc. **The cost of replacement of these items when irreparable shall be borne by the Bank. However, fluorescent/T-V/LED Tubes, CFL Bulbs, LED Bulbs/Tube-Lights, Halogen Lights (All types of Lights) starters, chokes etc shall be replaced by the contractor, as and when required, at his / their cost. All these items shall be handed over by the contractor in running conditions at the time of termination of contract. Similarly, the Bank shall hand over these items in running conditions at the beginning of contracts. The maker of these items should be any one of Philips/Bajaj/CG/Halonix/WIPRO/C&S/HPL only. Batteries used in all remotes of electrical appliances and wall clock shall be replaced by the contractor, as and when required, at his / their cost.**

11. The contractor shall install mosquito repellent machines and repellents of good qualities such as Allout, good night, etc at his cost for all the bedrooms, Drawings, Dining, etc. The contractor shall provide pest control of flies, mosquitoes including spraying with finit and/or Baygon spray in the entire complex to be carried out at regular intervals. The contractor will arrange for fogging in the premises at every three days interval and as and when required. Fogging machine will be provided by the Bank.

12. The contractor shall arrange refilling of drinking water every day in flasks which will be provided by the Bank in the Hostel, Guest Rooms, AGM Room, Administrative Block, Faculty rooms, etc.

13. Specialized machines for wet scrubbing, wet mopping, wet/dry & vacuum cleaning and machine for cleaning water bodies will be arranged/deployed by the contractor at his cost, including cleaning of drainage with machines/pressure tools which not only cleans but diagnose the problem too.

14. The contractor shall ensure opening and proper locking of all rooms in learning centre and guest-rooms. In case of any breakage, pilferage of any fixture and / or furniture, equipment etc. the responsibility shall be of the contractor.

15. Duplicate set of keys should always be available with the caretaker at the State Bank Institute of Learning & Development. In case of loss of any set of original/ duplicate key due to negligence on the part of the contractor's employees, the cost of replacement of lock(s) or getting another set of key prepared will be recovered from the monthly bill of the contractor. Before taking over keys, contractor/vendor's person will clean the room and provide certificate to this effect.

16. The check-in and check-out timings of the Bank's officials will be maintained by the contractor's personnel in a register which will be provided by the Bank. These records will be Bank's property. Record of Welcome kits supplied, if any, to the officials will be maintained by the contractor.

17. The contractor will be responsible to attend to all complaints within the purview of the contract. He will also be responsible to communicate immediately any complaints of sickness, mishap, accident etc. to the Director (SBILD). The Contractor will provide First Aid Box with requisite medicines at his/their cost and keep the same at Reception Counter/Learning centre and at Administrative Office. Complaint Register/ Suggestion Register, to be provided by the Bank, will also be made available at the Reception Counter/Learning centre and guest-room under the control of the contractor's men. Feedback forms will be kept in the rooms and the same shall be collected from the officials before they leave the learning centre. If any complaint is received from the Officials of the Bank about any kind of poor services rendered by the Contractor or, their representatives during their stay, an amount of Rs. 1000/-(One Thousand) will be charged for each complaint, shall be recovered from the Contractor and will be deducted from their monthly bill.

18. The contractor will supply one English/Hindi and one financial newspaper in reception, library, class room lobby along with Director, Faculty and Administration rooms besides adequate number of English/Hindi/Financial papers & magazines (10 nos at least) in the lobby/library.

18 (I). The contractor shall provide high quality (HD) cable connection/DTH at all 28 Hostel Rooms, Guest rooms (01 nos), reception (01 no), AGM room (01 no), Canteens (01 No) at his own cost. It should display all popular entertainment and sports channels.

19. All work required to go out by the contract person for the purpose of office/training requirements will be arranged by contractor in his cost.

19 (i). All bills related to electricity, telephone, water etc. will be paid by contractor and then take reimbursement from the bank office after producing the receipt.

19(ii). Deisel for generator will be arranged by the contractor and will take reimbursement after producing the bill.

(B) CATERING SERVICE:

20. The CONTRACTOR shall provide TOP-CLASS catering services at the learning centre/rooms on daily basis as per the "Menu" described at Annexure – III and as per rate **(Maximum Rs 200/- per day per participants)**, terms and conditions and timings decided by the Bank from time to time as per Annexure –IIIA and IV.

21. The quantity of the ingredients used in preparation of the eatables and beverages etc. shall be of FSSAI certified/Agmark quality and/or decided by the Bank from time to time, suggested brand/quality is indicated in the enclosed Annexure-II.

22. The present rates for various items as described in the "Menu" are placed at Annexure-III – A. The contractor shall provide Bed Tea, Forenoon Tea, Afternoon Tea, and Evening Tea with light snacks, breakfast, lunch or dinner as per Menu card to the Bank's officials/Guests stayed in Guest rooms/Hostel rooms at the same rate as decided for participants.

I) The Caterer will prepare in consultation with the Learning Centre/DIRECTOR (SBILD) weekly menu and submit it in advance for approval.

II) In case of trainees do not intend availing themselves of the mess facilities on a particular day(s) and if caterer is intimated 6 hours in advance, no charges will be paid for such trainees.

III) The DIRECTOR (SBILD) or any other officer at the Learning Centre nominated by him is authorised/ or any Official from SBI shall have all the meals to monitor the food quality at any time on regular basis and no charges will be paid to the Caterer in this regard.

23. The Contractor shall pay for cooking gas used for cooking purposes.

24. The Contractor shall provide standard **cooking utensils** of very high standard, table linen, cloth napkin, paper/ M fold napkin, disposable glass etc. at his cost. The table linen & cloth napkin will be changed daily and washed at his expense. The said items shall be first class quality to the full satisfaction of the Bank/Director, SBILD, whose decision in this regard shall be final and binding on the contractor.

25. The Contractor shall be provided by the Bank the articles used in kitchen such as cooking range, Water coolers, Deep Freezer, Hot Case, Electric toaster, tandoor, storage cupboards, worktables, Electrical and plumbing fittings, Geysers, crockery and cutlery etc. The contractor shall maintain proper record and take care of the said articles/equipments as a bailee, in terms of Indian Contract Act and return all these equipments in good and working order on the expiry/termination of the contract.

26. The contractor shall not be allowed to sell food to person(s) other than Bank's Officials/ Executives. Similarly, no outsider shall be allowed to visit, meet the contractor or his employees or to eat food or consume any other items in the Learning centre and guestrooms, except specific permission/approval from the SBILD.

27. All Questions relating to the performance of the obligations under this Agreement and to the quality of ingredients used in preparation of food beverages and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or interpretation of terms and conditions relating to this agreement or payment to be made in pursuance thereof shall be decided by the AGM, SBILD, Dehradun whose decision shall be final, conclusive and binding on the parties to this Agreement. Any aggrieved party can appeal against AGM SBILD, Dehradun decision to the Assistant General Manager, L&D/ Assistant General Manager (P&E), Delhi Circle.

28. In the event of insufficient/bad quality/non-serving of any eatables agreed upon to be served, the Bank will be within its rights to impose penalty and recover from the contractor's bill @ **Rs.350/-** per Executive/per Bank staff per day for the entire number of such days.

29. While the articles used in kitchen shall be provided by the Bank the maintenance thereof shall be the contractor's responsibility.

30-a. Bed tea and snacks will be served in the rooms, Break-fast, lunch and dinner will normally be served in the dining hall. However, in case of a specific request by the Bank's Executive, and if situation warrants, these have to be served in the room also.

b- The contractor would provide forenoon, afternoon and evening tea with branded/bakery biscuits/ snacks to the Learning centre's staff/faculty including guard free of cost.

Various items of Menu will be changed on daily basis (as per Annexure – III) or as per Bank's requirement on a later date to provide variety and maintain a uniform standard.

31. The contractor will provide Eco-friendly Hand sanitizer, Air fresheners, toilet soaps, toilet paper and M fold napkins for the toilets provided in the Learning centre and guestrooms. It shall be the responsibility of the contractor to deploy sufficient staff and provide Eco-friendly cleansing materials of first class quality preferably with all purpose cleansing liquid one of the bio-product for the cleaning of these toilets, toilet fittings, washing area, pantry, kitchen, dining halls and service areas.

(C) GENERAL TERMS AND CONDITIONS

32. If the date of tender opening happens to be a holiday, the tender will be opened on the next working day at the stipulated time.

33. wherever all of some of the tenderer quote equal rates, the final selection will be made by draw of lots through GeM portal. In case of any cartel formation is suspected, the Bank reserves the right to reject/cancel any or all the tenders with the exclusion of the rest without assigning reasons thereof.
34. the rates to be quoted by the bidders through online mode only in e-tendering in single stage, however Bank reserve right to go for e-tendering with reverse auction to get more fine rates.
35. The tenderer must obtain for himself at his own responsibility and expenses, all the information / documents necessary including approvals, permissions, to enable him to make a proper tender and to enter into contract with the SBI, SBILD, Dehradun, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the tender documents.
36. The tenderer shall also bear all expenses in connection with the preparation and submission of his tender. Omission, neglect or failure on the part of the tenderer to so obtain requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.
37. If any tenderer withdraws his tender after submission or makes any modifications to this tender which are not acceptable to the Bank, the tender will be treated as having been rejected or abandoned or rescinded.
38. Final award of the contract for the catering & housekeeping services work will be subject to approval of the Competent Authority.
39. The Bank does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason.
40. The Contractor shall engage the services of sufficient number (as per annexure – IV) of able, trained efficient, neat, healthy, honest, well-behaved and skilled persons for cooking, serving and cleaning of kitchen, dining halls and services areas at his cost round the clock (24x7x365 basis). The cook(s) shall be expert in preparation of veg. and non-veg. of various types of North Indian, continental and South Indian dishes. The attendant/room boy-cum-helpers/cooks and other staff should be properly trained, and shall wear smart and neat uniform (pattern to be got approved from the Bank) with their name-badges. The contractor will be responsible for the good conduct and performance on their part and the contractor shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or at the future date. The contractor shall have to engage, the services of sufficient number of bearers etc. (as per annexure – IV) and one or more supervisors.
41. The contractor will ensure that the supervisor engaged by him verifies the condition of all the electronic, furniture and sanitary items, etc. provided in the learning centre and guest rooms on daily basis and shall ensure that they remain in working condition by arranging necessary upkeep through the electrician, carpenter or plumber as the case may be, If the same is within scope of work of the contract and if not, the problem will be brought to the notice of the Administrative officer, SBILD, Dehradun or concerned officer/engineer in the department on the same day. The supervisor will maintain a register for the purpose and room/lobby wise verification report in this regard will be submitted to Assistant General Manager (SBILD) on weekly basis, i.e., on every Monday as per annexure – IV.
42. The successful contractor/bidders shall execute an agreement with the Bank. The contractor shall bear all the 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.
43. Liquidity Damages: -In case of failure to maintain satisfactory services on any day, the contractor shall pay an amount of Rs. 5,000/- per day. The Bank shall without prejudice to their rights & remedies

including termination of contract be entitled to deduct such damage from the security deposit & monthly bills, if any payable to the contractor.

44. The contractor will ensure that his employees carry out activities at site in time without fail. In case they remain absent on any specific day an amount of Rs.500/- per day per employee will be payable by the contractor. The Bank reserves the right to get such jobs executed through other agencies at risk and cost of the contractor.

45. All the routine maintenance jobs are to be completed on the same day within the stipulated time failing which an amount of Rs. 500/- per job per complaints shall be payable by the contractor.

46. Care must be taken while carrying out the work so that no material and Banks property is damaged. Any damage done to the same will have to be repaired / replaced by the contractor, failing which the same shall be got done at his risk and cost. The decision of the Bank shall be final & binding on the contractor.

47. The work shall be carried out with due regards to the convenience of the participants / staff members, the arrangements and the program of work within campus, the rules and regulations of the concerned authority shall be strictly observed. No extra cost shall be payable on this account.

48. The contractor shall deploy only medically fit workers, free from all infectious diseases and time to time he should get them medically checked.

49. The contractor shall be entirely responsible for miss-happening, accident to his worker while performing duty and shall have no claim / binding on State Bank of India / SBILD with respect to any compensation / monetary benefits etc., whatsoever. The contractor shall issue dress / identity card to their workmen & supervisor and ensure that they observe cleanliness and wear neat and clean uniforms with plastic badges, identity cards with photographs. The contractor shall provide 02 nos of uniform to each employee and ensure that employee remain in uniform in working hours.

50. The contractor shall not permit the administrative block or hostel block or any portion thereof or any other area in SBILD campus to be used for residential purpose by him and / or any of his employees.

51. The contractor would get the police verification of all his employees hired for the Learning centre, a copy of which will be submitted to the Bank. List of employees with their name, Photograph, Permanent address, Local address, contact number will be kept at the Learning centre with a copy deposited with the Bank.

52. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them. The contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be contractor's responsibility. The contractor shall remove any person(s) / employee(s) who may, In the opinion of the Bank be unsuitable or incompetent or who may misconduct, and such a person shall not be again employed or allowed in the work/campus without the permission of the Director (SBILD).

53. The contractor will pay rates and wages and observe hours of work and conditions of employment as per existing rules, Agreement and applicable laws. They shall be responsible if so required under the relevant law to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and they must comply with and carry out all the provisions and obligations under the said Act and Rules and furnish all information to the Office of Assistant General Manager (SBILD) as may be required by the Act/Rules.

54. 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 except GST as applicable.

55. All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the contractor under the law but not so paid, shall be set –off against the bills raised by the contractor and paid to the respective government departments or authorities as may be required under law and the contractor shall have no claim against the Bank in respect of any or such payments.

56. The contractor shall obtain adequate insurance policy in respect of his workmen engaged for the services, towards meeting the liabilities 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. The copy of same shall be produced to the Bank.

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

58. The contractor will submit the bills, (along with copy of salary register / documents / challans evidencing online payment of PF,ESI and other payments made for / to individual workers) for the services rendered, at the end of each month to the authorised officer. Consolidated challan, not showing payment of PF and ESI of individual workers, will not be accepted. 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.

59. The tender quoted amount or total contract value is fixed and no additional claim will be entertained during contract period. However , if the minimum wages are increased in future as per the notification of Govt. of India, the Bank may consider revision of the charges payable to the contractor to the personnel engaged by him subject to production of proof.

60. It will be contractor's responsibility to ensure that the obligations under the contracts are duly performed and observed. The contractor shall also designate supervisor(s) by name that will personally check the working of their staff every day. The contractor shall maintain the 'Daily Report register' of services every day and made available for inspection by the Assistant General Manager (SBILD) or Bank's other officials.

61. The contractor shall ensure a very high standard of housekeeping and maintenance of the entire complex at all times, with due regard to hygiene & cleanliness. Disposal (as per the Green building/Banking) of all types of garbage including tree/plants/shrubs garbage inside and outside the premises shall be the responsibility of contractor. The black plastic bag shall be provided by the contractor for the dustbins of each room, kitchen etc. daily all at his/their costs.

62. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the Bank's Executive or Assistant General Manager (SBILD) and Bank's staff. The contractor shall submit the Complaint Register to the Assistant General Manager (SBILD) at fortnightly interval or as and when required for further putting up to the Competent Authority.

63. The Contractor shall be responsible for any loss due to theft/pilferage of / damage to the Bank's property, including any portion of the buildings under the Contractor's occupation, or the fittings, fixtures or other equipment entrusted in their charge, or any property belonging to the Bank's Executives, when such loss / damage is in the Bank's opinion, caused due to negligence or

carelessness or any fault on contractor's part or that of his representative or any of his employee, he shall be liable to pay the Bank such amount in respect of such damage as may be assessed by Bank. Accordingly, the Contractor shall ensure that the character antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records.

64. The contractor shall not permit any portion thereof or any other area in the complex to be used for residential purpose by him and /or any of his employee, except the room/area specifically permitted by the Bank.

65. All consumable materials (Eco-friendly only) and equipments required for day to day which are to be arranged by the contractor shall be of best quality and approved by the Bank, which shall be available for inspection by the officials from the department.

66. (i)The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are vogue or will become applicable in future.

(ii)The contractor shall accept and bear full exclusive liability for the payment of any or all taxes etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the contractor.

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

(iv)The contractors shall be responsible for proper maintenance of all Registers, Records and Accounts so fast as these relate to the compliance or any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also depositing the P.F. contributions, ESI, etc, with authorities concerned. All such necessary proof to be submitted with their monthly bill.

(v)The contractor binds himself executor or administrator and agrees to indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings costs, charges and / or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law / Act / Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employee/engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.

(vi)The contract shall be responsible for all the claims of his employees. The contractor's employees will not have any claim whatsoever against the Bank.

(vii)The contractor shall engage fully trained and adequately experienced persons, who are medically fit. They should be free from all infectious/diseases.

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

(ix)The contractor shall provide weekly holidays/off to his employees as per labour laws but it will be his responsibility to ensure uninterrupted services on all days at no extra cost(24x7x365).

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

(b)The Bank is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice without assigning any reason & without payment of any compensation, In the following cases:-

(I)If the vendor is adjudicated insolvent by Competent Court of files for Insolvency or if the hirer being a company is ordered to be wound up by a court of competent jurisdiction, or

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

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

(iv) If there is a change in the name or constitution of the contractor arising out of merging with some other company or collaboration with some other company or for any other reason, If any changes takes place in the proprietorship or partnership or the company, the Bank should be intimated within 30 days of such changes, following which all payments will be withheld & Bank may terminate the hire agreement unless the new company/entity accepts the subject agreement at the same rates, terms & conditions laid down herein, The contractor shall refund the excess money paid for the term for which the agreement/arrangement has run.

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

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

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

(f) Settlement of Disputes and Arbitration:-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 THE ASSISTANT GENERAL MANAGER (P&E) / AGM (SBILD) in the Bank, whose decision shall be final, conclusive and binding on the contractor.

(g) Nothing contained in the contract is intended nor shall be constructed to be a grant, demise or assignment 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 efflux of time or otherwise.

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

(i) The rates quoted be inclusive of all statutory obligations such as Minimum wages (central OR state government wages, whichever is applicable in Dehradun city).ESI,P.F contributions, wages for leave reserves, service charges, all kinds of taxes except GST, if applicable, etc. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected. Contractor must have to pay the worker employed by him as per the Govt norms applicable and satisfy the Bank thereof.

(j) The courts in Dehradun (Uttarakhand state) alone shall have jurisdiction in respect of any matter touching these presents.

68. The contractor shall undertake to bear all taxes, rates, charges, levies or claims, whatsoever as may be imposed by the Central/ State Government or Local Body or Authority excluding GST as applicable.

69. In case the contractor or any of his employees, fails to fulfil his obligations as per his scope of work 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 up to a sum of Rs.1000/- per day for the entire number of such days and the Bank shall without prejudice to his other rights and remedies, be entitled to deduct such damages from the amount, if any, payable to the contractor.

70. The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. for executing the agreement with the Bank.

71.The contractor shall have to deposit a sum of **Rs. 3,00,000/- (Rs. Three Lacs only)** or a total of 5% of tender amount (annual value) whichever is higher in the form of a STDR as security deposit for entire contract period duly discharged in favour of the Bank. The security deposit will be refunded on expiry/termination of the contract as the case may be after adjusting the dues payable by the contractor to the Bank.

72. The contractor's rate shall remain firm throughout the contract period.

73. The contractor shall be paid at monthly intervals upon presenting their bill(s) with all documents as stated above.

74.In case of trainees who would not stay in the hostel and consequently do not take full course (bed tea to Dinner), the Contractor would be reimbursed only the charges for taking actual meal viz. forenoon tea, lunch and afternoon tea and snacks etc.

75. **Whenever, any special lunch or dinner is to be provided, a mutually agreed flat additional charge for vegetarian and non-vegetarian per head for such lunch/dinner will be paid.**

76. All services are to be provided in such a way that the Banks executives are not disturbed in any manner.

77. The contractor shall maintain proper liaison with the Telephone, Cable Agency/Tata Sky, Water, Electricity and other Government departments and utility service providers for attending complaints quickly.

78. **The contractor will ensure that the bills pertaining to the State Bank Learning Centre in respect of electricity, telephone, water charges are paid and receipt sent to State Bank of India, State Bank Institute of Learning & Development Centre.** In case, the Bank has to pay penalty due to late deposit of bills due to fault of the contractor or its personnel, the amount of penalty will be recovered from the monthly maintenance charges payable to the contractor.

79. The contractor shall arrange for periodical cleaning and disinfection of underground and overhead water storage tanks at his cost, at least once in a month and shall write with Enamel paint, the date of cleaning on these tanks.

80. The contractor shall provide laundry services to the Bank's Officials/Executives, if demanded, and such charges to be borne by the Bank's Officials/Executives

81. The contractor shall provide latest local road map, trains time table, airlines time table etc. at the reception lobby for use by Bank's Officials/Executives, at his cost.

82. The contractor shall display on the Notice Board at the Learning Centre, the following:

- i) Full Menu card
- ii) Name of the Contractor and mobile no. of key person with name
- iii) Name of the caretaker with escalation matrix
- iv) Name of the attendants with escalation matrix
- v) The facilities available at the Learning Centre and guest-rooms.
- vi) Important Telephone Numbers, viz., Travel Agents, Doctors, Ambulance Service etc.
- Vii) Facilities and goods provided.

Date:

Signature of Contractor with seal

Name:

Address:

List of items supplied to the contractor by the Bank.

S. No.	Item	Quantity
1	Quilts	
2	Blankets	
2	Crockery and Cutlery	
3	Bed sheet with Pillow Cover	
4	Towel	
5	Refrigerator	
6	Bucket & Mugs	
7	Electric Cattle	
8	Room Heater	

Note: The above list is only a tentative list of items provided to the contractor by the Bank; however final list shall be prepared by the Bank at the time of the handing over of the items to the contractor.

ANNEXURE – III A (to be filled and uploaded online with Price Bid Schedule II)**COST OF CATERING SERVICES - Lumpsum per Participant (Maximum Rs-200/-)**

Providing catering services as per the following schedule and tentative menu including the cost of all food items of prescribed/ approved brands, cooking gas/ LPG, standard cooking utensils of very high standard, providing and changing table linen, cloth napkin on daily basis etc. including whatever else may be required for services but not specifically mentioned above, complete as per directions and to the satisfaction of the Bank.

S. No.	Item Description	Amount per Day (Rs.)
A	BREAKFAST Regular as per Menu Card Bread Butter (4 pieces) Butter Toast with Jam (4 pieces) Corn Flakes with Milk in medium size bowl Seasonal Fruits/ Juices, Eggs/ Omlette , Tea/ Coffee, Curd/ Milk Optional as per Menu Card Any three items of the following with coffee/Tea South Indian Combo (Idli -Dosa, Vada, uttapam), Chines Combo (Paneer/Manchurian, noodles and pasta), Stuffed Parantha, Chole Puri, choole Bhatore Poha , Pav Bhaji, Namkeen Jawai Aloo Puri, Upma, Chila, Plain Paratha-sabji, Chhole Kulche	35
B	B. LUNCH/ DINNER Regular as per Menu Card Soup Chapatti, Rice, Dal, Seasonal Vegetable premium vegetable Curd/ Raita Papad, Salad, Fruit / Desert (100 gm per participants at least) Optional as per Menu Card VEGETARIAN (Any one of the following gravy Premium Vegetable) Shahi Paneer, Mushroom Mutter, Mutter Paneer, Paneer Bhujia Karahi Paneer NON- VEGETARIAN (Any one of the following gravy items in place of Premium Vegetable, 150 gm per participants at least) Chicken, Mutton, Egg-Curry, Fish Preparation	120
C	BED TEA: Tea/ Coffee with Biscuits at least two varieties of good quality etc.	10
D	FORENOON TEA: Tea/ Coffee with Biscuits at least two varieties of good quality etc.	10
E	AFTERNOON TEA: Tea/ Coffee with Biscuits at least two varieties of good quality etc.	10
F	EVENING TEA: Tea/ Coffee with light Snacks (Pakora/ Pakori/ Samosa/ Kachori/ Patties/ Veg. Sandwich poha/bambino/cutlet/bread pakoda/maggi/ chowmin/pasta/corn chat/frenchfries/chana chat etc.)	15
	Catering Cost per Participant per Day (To be quoted in Price Bid) Total (A to F)	200
Note:		

1. The scope of the work/ services and menu card shall be as per the relevant section of the tender document.
 2. It will be contractor's responsibility to ensure uninterrupted services during all hours (kitchen services from 6:30 A.M. to 10:30 P.M.) on all days, at no extra cost to the Bank and hence the contractor is advised to take due care on this account and make suitable calculations and provisions at their end, while quoting the above rates.

3. The above Menu is tentative and subject to revision at the discretion of the Bank after discussion with contractor within the prices offered, any time, at a short notice, as per requirements.

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

SCHEDULE-II

FINANCIAL/ PRICE BID