STATE BANK OF INDIA

TENDER DOCUMENT

FOR PROVIDING HOUSEKEEPING & FACILITY MANAGEMENT SERVICES

(For Use Across All SBI Offices)

Tender No. : AOBTD/RBO6/2026-27/C GeM Bid No. : _____

Date of Issue : 22.10.2026 Last Date & Time for Submission : 11.11.2026 04:00PM

Date & Time of Technical Bid Opening: 11.11.2026 05:30 PM

Contract Period: 01 Year (Extendable up to 2 additional years on yearly basis subject to satisfactory performance and sole discretion of SBI)

Issued By

State Bank of India

Administrative Office
Fourth floor, Model Town Phase-2
Bathinda-151001, Punjab

Tender For

Integrated Facility Management Services comprising Comprehensive Housekeeping & Maintenance Services including deployment of manpower, operation of housekeeping machinery, maintenance of cleanliness, sanitation, waste management, and other allied services for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab.

Signature of Bidder along with Firm Seal

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CONFIDENTIAL

This Tender Document is issued solely for the purpose of inviting competitive bids. It shall not be copied, reproduced, transmitted, or disclosed to any third party except for preparing and submitting the bid in accordance with the terms and conditions contained herein.

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NOTICE INVITING TENDER (NIT)

STATE BANK OF INDIA

AO Bathinda

Address:

Administrative Office, Fourth floor, Model Town Phase-2 Bathinda-151001, Punjab

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NOTICE INVITING e-TENDER (GeM)

GeM Bid No.: _____

State Bank of India (hereinafter referred to as "the Bank") invites online bids through the Government e-Marketplace (GeM) Portal from eligible, experienced and financially sound agencies for providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under **Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under the administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab.**

The contract shall include deployment of unskilled manpower, housekeeping machinery, supervision and execution of housekeeping services as specified in this Tender Document.

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1. Tender Details

Particular	**Details**
Name of Work	Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under **Cluster 'C'** under State Bank of India, RBO-VI Ferozepur, under the administrative control of **AO Bathinda**, Model Town, Phase 2, Bathinda, Punjab.
Tender Inviting Authority	State Bank of India
Office	AO Bathinda
Tender No.	AOBTD/RBO6/2026-27/C
GeM Bid No.	
Mode of Tender	Open e-Tender through GeM Portal
Type of Bid	Two Bid System (Technical & Financial)
Contract Period	**01 Year** (Extendable up to 2 additional years on yearly basis subject to satisfactory performance and sole discretion of SBI)

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Estimated Contract Value	**₹ 34,83,300/-** (excluding GST)
Earnest Money Deposit (EMD)	**₹ 34,833/-** (1% of estimated amount)
Performance Security	5% of Annual Contract Value
Bid Validity	90 Days
Tender Cost	Nil
Currency	Indian Rupees (INR)

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2. Eligibility Criteria**

The bidder shall possess:

- Valid PAN.
- GST Registration.
- EPF Registration.
- ESIC Registration.
- Labour Licence/LIN Number (where applicable).
- Experience of similar housekeeping/facility management works / Diploma or Degree in Hotel Management (If Applicable)
- Financial capability as prescribed.
- Not be blacklisted/debarred by any Government Department, PSU, Public Sector Bank or Statutory Authority.
- Not more than one tender shall be submitted by one Contractor or Contractors having business relationship. Therefore, if the two companies are considered to have a business relationship due to the husband and wife's ownership , they would likely be disqualified

Detailed eligibility requirements are provided under the Minimum Eligibility Criteria section as **Annexure-B.

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3. Performance Security

The successful bidder shall submit a Performance Bank Guarantee equivalent to **5% of the Annual Contract Value** within **15 days** from the date of issue of the Work Order. The

Performance Security shall remain valid throughout the contract period and any claim period specified by the Bank.

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4. Bid Evaluation

The evaluation shall be carried out in two stages:

1. Technical Evaluation
2. Financial Evaluation

Only technically qualified bidders shall be considered for opening of the Financial Bid.

The Bank reserves the right to verify the documents submitted by the bidders and to seek additional information, if required. Technical Bid Evaluation Matrix is annexed as **Annexure-C**.

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5. Right of the Bank

State Bank of India reserves the right to:

- Accept or reject any or all bids without assigning any reason with no cost to the Bank.
- Cancel or withdraw or prepone or postpone the tender process without assigning any reason.
- Modify the scope of work before award of the contract.
- Increase or decrease the quantity or quality of work.
- Seek clarifications from bidders.
- Verify the credentials and documents submitted by bidders.
- Award the work in full or in part to one or more bidder.
- Increase or decrease the quantum of service/manpower to be provided.

The decision of the Bank shall be final and binding.

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6. Important Note regarding Submission of EMD and Tender Documents

1. The tender shall be submitted through the Government e-Marketplace (GeM) Portal in accordance with the terms and conditions of this Notice Inviting Tender (NIT) along with all required signed tender documents.
2. In addition to uploading the bid on the GeM Portal, the bidder shall mandatorily submit the original Earnest Money Deposit (EMD) instrument (where applicable) in a sealed

envelope by hand at the office of the Chief Manager (HR & Admin), Administrative Office (AO) Bathinda, 4th Floor, Model Town, Phase 2, Bathinda- 151001, Punjab.

3. The sealed envelope shall be super scribed as:

   *"Tender for Providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under **Cluster 'C'** under State Bank of India, RBO-VI Ferozepur, under the administrative control of **AO Bathinda**, Model Town, Phase 2, Bathinda, Punjab.*
   Tender No.: _____
   Name of Bidder: _____"

4. The sealed envelope containing the EMD must **reach** the above-mentioned AO on or before the last date and time prescribed for submission of the tender. Any delay therein will be the responsibility of the bidder.

5. Firms registered under MSME are exempted from submission of EMD provided proper proof of registration attached.

6. Bids shall be liable to be rejected if the original EMD (where applicable) are not received by hand at the respective AO within the stipulated time, irrespective of the successful submission of the bid on the GeM Portal.

7. Technical bid, Authorisation letter, experience certificate, copy of Audited Balance sheets for FY 2023-24, 2024-25 & 2025-26 (CA certified with UDIN, PAN & GST Certificate, Address poof of Firm, MSME Registration certificate (if applicable), EPF Registration Certificate, ESIC Registration Certificate, Labour Licence certificate, Diploma or Degree in Hotel Management (If Applicable) along with all required signed tender documents should be submitted online on GeM portal duly signed and stamped failing which shall result in disqualification of the bidder.

8. Not more than one tender shall be submitted by one Contractor or Contractors having business relationship. Therefore, if the two companies are considered to have a business relationship due to the husband and wife's ownership , they would likely be disqualified.

9. The Bank shall not be responsible for any delay, loss, or non-receipt of the physical documents for any reason whatsoever. The bidder shall ensure timely submission of the documents before the prescribed deadline.

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7. General Instructions

- Bidders shall carefully read all terms and conditions before submitting the bid.
- Submission of a bid shall be deemed as unconditional acceptance of all provisions of this Tender Document.
- The bidder shall comply with all applicable Central Government, State Government and local statutory requirements.

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- The successful bidder shall comply with all labour laws, tax laws, safety regulations and statutory obligations throughout the contract period including any extended period of contract.

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8. Contact Details:

Tender Inviting Authority

Deputy General Manager (B & O)

State Bank of India

Office: Administrative Office Bathinda

Address: Administrative Office (AO), 4th Floor, Model Town, Phase 2, Bathinda- 151001, Punjab.

Telephone: 0164-2866114/ 99925-41170

E-mail: cmhr.zobtd@sbi.co.in **Website:** https://sbi.bank.in

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INSTRUCTIONS TO TENDERERS (ITT)

1. Scope of Work & Portal

- **Purpose:** Awarding annual tender for providing Tender for Providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under **Cluster 'C'** under State Bank of India, RBO-VI Ferozepur, under the administrative control of **AO Bathinda**, Model Town, Phase 2, Bathinda, Punjab."
- **Requirements:** Deployment of unskilled manpower, housekeeping machinery, supervision and execution of housekeeping services as specified in this Tender Document.
- **Mode of Submission:** Bids must be submitted electronically via the **GeM Portal**.

2. Mandatory Tender Conditions

Provision	Key Requirement / Rule
Bid Structure	**Two-Bid System:** Part-A (Technical Bid) & Part-B (Financial / Price Bid).
Bid Validity	**90 Days** from the date of submission.
Contract Tenure	**01 Year** (Extendable up to 2 additional years on yearly basis subject to satisfactory performance and sole discretion of SBI)
Commencement	Work must begin immediately upon award. Delay exceeding **7 days** permits contract cancellation.
Sub-Contracting	Strictly prohibited.
Price Currency	To be quoted on GeM portal in INR, **including GST** (inclusive of tools, equipment, overheads and non-GST statutory charges).

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3. Financial & Security Guarantees

- **Earnest Money Deposit (EMD):**
  - Payable via Demand Draft (DD) in favour of State Bank of India, AO Bathinda
  - Copy of Physical DD must be uploaded on GeM Portal.
  - Physical DD must be submitted at the Administrative Office (AO), 4th Floor, Model Town, Phase 2, Bathinda- 151001, Punjab, before the GeM deadline.
  - Bids without physical as well uploaded copy of EMD will be rejected.

- **Performance Bank Guarantee (PBG):**
  - **Quantum:** 5% of the total annual contract value.
  - **Submission:** Within 15 days of Work Order issuance.
  - **Validity:** Entire contract period including extended period plus 3 months.
  - **Issuing Bank:** Any Scheduled Commercial Bank **other than SBI**.
  - **The PBG is required to protect the interest of the Bank against the risk of non-performance of the successful bidder or breach of performance of the conditions of the contract which may warrant invoking of Bank Guarantee (BG). Also, if any act of the Contractor results in imposition of Liquidated Damages then the Bank reserves the right to invoke the Bank guarantee.**

4. Execution of agreement/forfeiture of EMD

- The Successful Bidder shall have to execute a contract/agreement as per the enclosed format **(Annexure-F)** and to furnish the Performance Bank Guarantee (PBG) within 15 days from the date he has been advised to do so; failing which, his tender will be rejected and EMD will be forfeited. No interest is payable on the amount of EMD.
- The Successful Bidder shall bear all the costs and expenses in respect of all charges, stamp duties etc. of the agreement.
- All the terms and conditions of the tender document even if not specifically mentioned in the agreement will also form an apart of the agreement.
- The EMD may be forfeited:
  - (i) If a Bidder withdraws or amends, its bid during the period of Bid validity specified herein.
  - (ii) If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of contract.

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5. Key Conditions & Disqualification

- **Blacklisting / Debarment:** Bidders blacklisted or debarred, or contract terminated due to unsatisfactory service in previous two years from date of publication of the bid are ineligible. Concealment of facts leads to debarment, immediate contract cancellation, and legal action.
- **Rejection / Cancellation:** SBI reserves the right to accept/reject any bid or cancel the entire process without assigning reasons or incurring liability.
- If Service Provider is owned/ controlled wholly/ partly by any other bank operating in India.
- If any officer/ employee/ director of Service Provider or their relatives as defined in section 2 (71) of the Companies Act, 2013 becomes a director of the Bank.
- **Bank Exemption:** This tender is an invitation to offer, not a binding contract until a formal agreement is executed.

6. Compliance, Manpower & Labour Laws

- **Legal Status:** Deployed personnel are employees of the contractor. No employer-employee relationship exists with SBI.
- **Wages & Benefits:** Mandatory adherence to Central Minimum Wages, EPF, ESIC, Bonus, Insurance, and Gratuity. Monthly wage disbursement must occur on or before the **7th of every month** via bank transfer.
- **Monthly Billing:** Bills must include original ESIC/EPF/statutory payment challans, pay slips, and system-generated GST tax invoices.
- **Safety & Verification:** Mandatory police/character verification, uniforms (2 sets/year), photo ID cards (with EPF/ESIC numbers), and required PPE (safety gear, ladders).
- **Workplace Rules:** Strict prohibition of substance abuse/underperformance. Immediate replacement required for unfit staff.
- **Compliance with all statutory requirements:** The contractor shall strictly adhere to all prevailing labour laws including of contract labour (Regulation and Abolition Act, 1970) and other safety regulations. The contractors shall comply with the provision of all labour legislation including the latest requirements of all the laws, directions and guidelines that are applicable for carrying out the work, including without limitation, the following:

    a. Minimum Wages Act, 1948
    b. Payment of Wages Act 1936
    c. Workmen's Compensation Act 1923 (Amended), as applicable
    d. Contract Labour Regulation and Abolition Act 1970 and Central Rules 1971
    e. Apprentice Act 1961
    f. Industrial Employment (Standing Order) Act 1946

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g. Personal Injuries (Compensation Insurance) Act 1963 and any other modifications
h. Employees' Provident Fund and Miscellaneous Provisions Act 1952 and amendment thereof
i. Employees State Insurance Corporation Act
j. Shop and Establishment Act, as applicable
k. Any other Acts Central or States, that may be applicable or bye law or enactment relating thereto, and rules framed there under from time to time.
l. Factories Act,
m. Employment of Children Act 1938,
n. Employers Liability Act 1938,
o. Industrial Disputes Act 1947
p. Bonus Act, 1965

The contractor shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the contractor by an authority empowered under the relevant Act.

Any cost incurred by SBI / Bank in connection with any claim or proceedings under the said Acts or in respect of loss, injury or improper performance of this contract by the contractor or his workmen and any money which may become payable to State Bank of India as aforesaid shall be deemed to be deducted by State Bank of India or may be recovered by the Bank from the contractor.

The Contractor shall keep the Employer saved harmless and indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the Employer in connection with any claim that may be made by any workmen relating to work carried out by the contractor for this contract

- Duration of duty is eight hours per day per person. Age: 18-60 years for workmen, up to 55 years for supervisor

7. Performance, Deductions & Dispute Resolution

- **Liquidated Damages:** Up to **5% of the monthly bill value** may be deducted for non-performance or failure to meet quality/timeline standards. Penalty of Rs.1000/- per absentee per day if manpower less than specified. Penalty up to 5% of monthly bill for burning/dumping waste inside campus. Rs.2500/- per day per branch if work not up to mark.
- **Quality Deductions:** SBI's internal committee evaluates service quality. Reductions/deletions apply for sub-standard performance or materials.
- **Contract Cancellation:** SBI may terminate the contract at any time by giving **1 month's written notice** without assigning reasons.

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- **Arbitration & Jurisdiction:** Disputes resolved via mutual discussion or sole arbitrator under the *Arbitration & Conciliation Act 1996*. Venue is at Bathinda; jurisdiction lies exclusively with local courts.

8. Process & Portal Guidelines

- **Platform:** Tendering is conducted strictly via the **Government e-Marketplace (GeM) Portal**.
- **Updates:** All schedules, corrigenda, and clarifications will be published solely on the GeM Portal.
- **Eligibility:** Participation is restricted to bidders meeting the NIT eligibility criteria.
- **Bank Rights:** SBI reserves the right to modify, extend, postpone, or cancel the tender at any stage without assigning reasons.

9. Document Submission (Online & Physical)

- **Online:** Financial Bids and required technical submissions must be completed on GeM.
- **Physical Envelope:** Bidders must submit original **EMD** in a sealed envelope by hand at the designated office before the bid closing deadline. Any delay therein is the responsibility of the bidder.
- **Envelope Labelling:** Must be super scribed with the **Tender Number** and **Name of Work** as mentioned above.
- **Rejection Clause:** Bids missing uploading of all required documents duly signed as well as the physical submission of EMD by the deadline are subject to immediate rejection.
- Bidder details & Profile as per **Annexure-D.**
- Bidder Experience details as per **Annexure-DD,**

10. Bid Requirements & Technical Terms

- **Bid Currency & Quotes:** All rates must be quoted strictly in Indian rupee currency (**INR**). Conditional or incomplete bids will be rejected.
- **Bidder Responsibility:** Bidders are solely responsible for technical infrastructure (internet connectivity, power backup). Technical failures on the bidder's end will not qualify for deadline extensions.
- **System Delays:** The Bank bears no liability for GeM Portal access delays or technical interruptions.
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11. Conduct, Disqualification & Governing Rules

- **Prohibited Acts:** Cartelization, bid manipulation, and unfair trade practices are strictly prohibited.
- **Fraud Policy:** Submission of false or forged documents results in instant bid rejection, forfeiture of submissions, and potential blacklisting.
- **Final Authority:** The Bank's decision regarding technical/financial evaluation and contract award is final and binding.
- **Governance:** Governed by the NIT, GeM Guidelines, and Government of India regulations.

8. WORK ORDER:

Within the validity period of the tender, the Bank shall issue a work order by registered post / courier or otherwise handover personally to the contractor to enter into an agreement for carrying out the work as per the terms of the tender. The work order shall constitute a binding contract between the Bank and the Contractor.

9. CONTRACT DOCUMENT:

On receipt of work order from the Bank, the successful Bidder shall be bound to implement the contract and within 7 days thereof, he shall sign an agreement on a non-judicial stamp paper of appropriate value. The contractor shall furnish one certified copy of the contract documents as may be forming part of the tender papers. None of these documents shall be used for any purpose other than that of this contract.

10. PERFORMANCE SECURITY/GUARANTEE DEPOSIT:

The successful bidder should submit a Performance Bank Guarantee for an amount equivalent to 5% of the value of contract (i.e.12-month value of contract) within 15 days from the date of issue of work order. The Bank guarantee will be **valid for entire contract period including such extended period as decided by the bank plus 3 months after completion/termination of contract period.**

11. INSURANCE:

Before starting work, the Contractor shall obtain and submit an original Third-Party Insurance Policy issued by a Public Sector Insurance Company in joint names (SBI named first) covering ₹5.00 Lakhs per worker for any accident/incident, keeping it valid throughout the term.

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12. ASSIGNMENT, SUBLETTING AND CONTRACTOR'S SUPERINTENDENCE:

The whole of work included in the contract shall be carried out by the contractor and he shall not directly entrust and engage or indirectly transfer assign or under let the contract or any part or share thereof or interest therein without the written consent of the Bank and no undertaking shall relieve the contractor from the responsibility of the contractor from active superintendence of the work.

13. PROTECTION OF WORKS AND PROPERTY:

The contractor shall continuously protect the Bank's properties from damage or loss arising in connection with contract. He shall make good any such damage, injury, loss resulting due to his fault or negligence except due to causes beyond his control. In case the contractor fails to make good the losses caused to the bank due to his fault or due to negligence of his staff, SBI tools reserves the right to invoke the security deposit as stated above to cover such losses.

The contractor shall take all precautions for safety and protection of his employees on the works and shall comply with all applicable provisions of government and local bodies safety laws and building codes to prevent accidents, or injuries to persons or property in or adjacent to his place of work. The contractor shall take insurance covers as specified elsewhere in the contract at his own cost. **The policy shall be taken in joint names of the Bank and the contractor.**

14. WORK ON SATURDAY/ SUNDAY AND BANK HOLIDAYS:

The contractor must arrange for engaging their workers on any Saturday (2nd& 4th) & holidays, for thorough deep cleaning of the internal and external areas as required by the Bank. No Extra payment on this account will be made by the Bank.

15. ATTENDANCE RECORDS AND UNIFORMS

The Contractor shall maintain an Attendance Register and daily attendance records must accompany monthly bills as proof of claim.

The Contractor shall provide 2 sets of uniform (1 summer & 1 winter uniform) with Company's name badge along with other accessories like shoes/boots etc. every year. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account.

The uniform must prominently display the agency's monogram/logo and the word "Housekeeping" may be imprinted on the back in English/Hindi/Vernacular language.

All employees of the contractor must wear uniform and ID Card (provided by the contractor) while on duty.

16. ADDITIONAL WORK:

Should any new areas of work transpire, which the Bank considers are not envisaged, as being part of this tender, the prices for the new scope of work shall be mutually decided and agreed upon between the Bank and the contractor based on actual rate analysis on established norms. In the event of non-agreement of the rates, the Bank reserves the right to get the same carried out through any other agency so appointed for.

17. TECHNICAL AUDIT /SCRUTINY:

(i) The Bank shall have right to carry an audit/technical examination of the works and the bill of the contractor including all supporting vouchers, abstracts etc.

(ii) If because of the examination or otherwise any sum is found to have been overpaid or over certified, it shall be lawful for the Bank to recover the sum from any payment due to the contractor for such work.

18. RECORDS OF DAILY OPERATION:

The Contractor shall maintain and provide comprehensive logbook of cleaning procedure adopted, record of chemicals used, details of daily record of cleaning activity carried out in all units of the buildings.

19. INDEMNITY BOND:

Contractor shall sign an Indemnity Bond in an approved format as per **Annexure-E** before starting the work, indemnifying the SBI from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the workplace 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.

20.INSPECTION BY THE EMPLOYER:

- The Employer shall always have the right to inspect any tools, instruments, materials / chemicals, staging or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections.

- The Employer shall have the right to condemn any or all tools, instruments, materials / chemicals, equipment or work which does not confirm to the specifications.

- The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure

to do so, the Bank shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and consequences

21. NON-DISCLOSURE:

The Contractor shall not disclose directly or indirectly any information, materials and details of the State Bank of India infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the State Bank of India (SBI). The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied This clause shall survive the contract for 3 years from the duration of this agreement.

22. CORRUPT OR FRAUDULENT PRACTICES:

- The Bank as well as Tenderer shall observe the highest standard of ethics during the procurement and execution of such contracts.

- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution, and.

- Fraudulent practice" means a misrepresentation or omission of facts in order to Influence a procurement process or the execution of a contract to the detriment of SBI and includes collusive practice among Tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive SBI of the benefits of free and open competition.

- "Collusive practice" means a scheme or arrangement between two or more tenderers, with or without the knowledge of the Bank, designed to establish tender prices at artificial, non-competitive level, and.

- "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.

- The Bank will reject a tender for award if it determines that the tenderer recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.

- The Bank will declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

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23. SEXUAL HARASSMENT:

The Contractor shall be solely responsible for full compliance with the provision of the "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013"
i. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.

ii. Any complaint of sexual harassment from any aggrieved employee of the State Bank of India (SBI) against any employee/s of the contractor shall be taken cognizance of by the State Bank of India (SBI).

iii. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank 's employee, if sexual harassment/violence by the employee of the contractor is proved.

iv. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

24. CONTINGENCY PLANS & CONTINUITY ARRANGEMENTS:

- The Service Provider shall arrange and ensure proper contingency plans to meet any unexpected obstruction to the Service Provider or any employees or sub-contractors of the Service Provider in rendering the Services or any part of the same under this Agreement to the Bank.

- The Service Provider agrees for the following continuity arrangements to ensure the business continuity of the Bank.

- In the event of this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable assistance and help to the Bank and to any new contractor engaged by the Bank, for the smooth switch over and continuity of the Services.

- In the event of failure of the Service Provider to render the Service, without prejudice to any other right the Bank shall have as per this Agreement, the Bank at its sole discretion may make alternative arrangements for getting the Services from any other source. And if the Bank gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall liable to reimburse the expenses, if any incurred by the Bank in availing such services from the alternative source.

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SCOPE OF WORK & TECHNICAL SPECIFICATIONS

1. PREMISES & MANPOWER REQUIREMENTS

The Service Provider shall deploy adequate and trained manpower to provide Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under **Cluster 'C'** under State Bank of India, RBO-VI Ferozepur, under the administrative control of **AO Bathinda**, Model Town, Phase 2, Bathinda, Punjab, structured as follows:

Sl. No.	Name of Premises / Module	Total Branches / Offices	Minimum Manpower Required (Semi-skilled)	Minimum Manpower Required (Skilled)	Minimum Manpower Required (Unskilled).
1	Branches under Cluster "A" of State Bank of India, RBO VI Ferozepur under AO Bathinda	12 branches	0	0	15

2. SCHEDULE OF HOUSEKEEPING & MAINTENANCE SERVICES

2.1 Services

Ref. No.	Nature of Services & Operational Guidelines	Frequency
D-01	**Sweeping & Floor Cleaning:** • Sweep and clean all interior floor areas, corridors, entrance foyers, and external roads/driveways. • Damp mopping of vitrified tiles, marble, staircases, sidewalls, and entrance areas. • Floors shall be maintained free of stains, dirt, mud, sand, footprints, liquid spills, and debris.	**Daily**

Signature of Bidder along with Firm Seal

Ref. No.	Nature of Services & Operational Guidelines	Frequency
	• Increase cleaning frequency during inclement weather. Finished floors must display a uniform appearance free of streaks, detergent residue, or standing water. • Cleaning of lift cabins, mirrors, control panels, and lift doors across all floors. • Sweep walkway debris and hose clean driveways (subject to water conservation norms). • Prompt removal of stagnant water from driveways and open yards.	
D-02	**Washrooms & Toilets Sanitization:** •Thorough cleaning, scrubbing, and sanitization of toilets, urinals, washbasins, and spray facilities using non-abrasive cleaners and disinfectants. • Wipe and polish mirrors, glass doors, and windowpanes. • Ensure all surfaces remain free of grime, soap scum, mud, and smudges.	**Weekly**
D-03	**Trash & Waste Management:** • Segregate waste into dry and wet garbage at source; deposit into designated municipal collection bins. • Collect, bundle, and shift old newspapers/magazines to specified store locations. • Ensure daily off-site disposal of campus trash, debris, and garden waste in strict accordance with local Municipal Corporation guidelines. > 🔴 **Penalty Warning:** Burning or dumping waste inside the campus is strictly prohibited. Violation will attract a **penalty up to 5% of the monthly bill value**, deducted directly from the contractor's monthly invoice.	**Daily**

2.2 Need-Based Maintenance Services

Signature of Bidder along with Firm Seal

Ref. No.	Nature of Services & Operational Guidelines	Frequency
Q-01	**Other Maintenance services:** • Switch off/on the common area lights, fans, etc. as scheduled and requirement to save Energy. • Turn off/on all the plumbing installations inside the bathrooms, toilets & kitchen/pantry and common areas, supply lines etc. as scheduled and requirement to save water.	**As & when required**
S-01	**Pest Management Services** • Rodent control treatment for rats, mice & bandicoots using traps, baits, stick board, etc. in the entire complex including Kitchen, Pantry, Dining areas, drains, chambers, ducts, parking area, garden, etc. • Pest management for cockroaches, silver fish, ants, house flies, etc to common areas at all floors like staircase, lift lobbies, terraces, stilt parking, ground floor & rooms/cabins thereat, including drains, chambers, ducts,etc. • Post construction Anti-Termite/white ant Pest Management treatment inside the premises. • The Contractor shall ensure that after carrying out the high-quality Rodent Treatment, no damage would be caused to the Bank's equipment. In the event, any damage is caused, the contractor shall be responsible for the losses caused and shall be required to make good the losses	**As & When Required** **Pest Control Quarterly and Anti termite treatment yearly.** **Shall be paid separately on production actual bill.**

CONTRACTOR SIGNATURE & ACCEPTANCE

I/We have read, understood, and agree to strictly execute the Scope of Work and Technical Specifications outlined above in compliance with State Bank of India guidelines.

Signature of Authorized Signatory: _____

Name & Designation: _____

Name of Firm / Agency: _____

Date & Official Seal: _____

Signature of Bidder along with Firm Seal

ANNEXURE – A

BID COVERING LETTER

(To be submitted on the Bidder's Official Letterhead)

Date: **Tender No.:**

To,
The Deputy General Manager (B & O)
State Bank of India
Administrative Office Bathinda

Subject: Bid Submission for providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab.

Sir / Madam,

We hereby submit our Bid for providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab.

In submitting this bid, we confirm that:

1. We understand the Bank is not bound to accept the lowest or any bid and reserves the right to reject any or all bids without assigning reasons.
2. The bidding process will be conducted via the **GeM Portal** for Housekeeping & Maintenance Services.
3. If awarded, we undertake to execute the formal contract agreement at our cost within the prescribed timeline.
4. We acknowledge joint and several responsibilities for the satisfactory performance of the contract.
5. "Vendor" refers to the bidder selected and declared post evaluation of bids.

II. CERTIFICATE

Signature of Bidder along with Firm Seal

I/We have read, fully understood, and unconditionally accept all terms, conditions, and specifications of State Bank of India for providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab.

Yours faithfully,

For:

Signature of Authorized Signatory

ANNEXURE – AA

MANPOWER REQUIREMENT & BRANCH-WISE DEPLOYMENT DETAILS FOR HOUSEKEEPING & MAINTENANCE SERVICES UNDER STATE BANK OF INDIA

3. SUMMARY OF MANPOWER REQUIREMENT

The total manpower required for providing **Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab**, structured as follows:

Sr. No.	Particulars	Category	Total Personnel Required
1	Housekeeper	Unskilled	15
TOTAL			15

2. BRANCH / OFFICE-WISE DEPLOYMENT BREAKUP

S. No.	Branch Code	Branch / Office Name	Place of Work	Total personnel Required
1	50060	KNJ School Faridkot	District Faridkot	1
2	50866	Sadiq Road Faridkot	District Faridkot	1

Signature of Bidder along with Firm Seal

S. No.	Branch Code	Branch / Office Name	Place of Work	Total personnel Required
3	5601	Faridkot Cantt	District Faridkot	1
4	63456	RACC Faridkot	District Faridkot	1
5	51025	Faridkot Mini Sectt.	District Faridkot	1
6	50051	The Mall Faridkot	District Faridkot	2
7	50057	Sadiq	District Faridkot	1
8	1736	Circular Road Faridkot	District Faridkot	2
9	51355	Golewala	District Faridkot	1
10	3122	Mudki	District Ferozepur	1
11	1550	Talwandi	District Ferozepur	2
12	65138	Shahzadi	District Ferozepur	1

4. MANPOWER QUALIFICATION & EXPERIENCE CRITERIA

Signature of Bidder along with Firm Seal

Sr. No.	Designation	Shift Type	Category & Qualification Criteria
1	Housekeeper	General Shift	**Unskilled Category:** Minimum 5th standard pass (preferable)

4. MANDATORY DEPLOYMENT & SERVICE CONDITIONS

1. **Rotation Policy:** Deployed personnel shall not be permitted to work continuously at one place/branch more than 3 years. The Contractor must rotate personnel periodically strictly in accordance with rotation policy of the bank applicable from time to time.
2. **Leave Relievers & Daily Presence:** The Contractor must maintain adequate leave reserve arrangements to ensure 100% daily attendance of required manpower.
3. **Wage Deductions (Pro-rata):** Failure to deploy the required number of personnel on any given day will attract a pro-rata wage deduction from the monthly bill.
4. **Sunday / Holiday Work:** If the Bank specifically requests manpower deployment on Sundays or public holidays, relief charges will be reimbursed by the Bank at mutually agreed rates.
5. **Overtime & Shift Coverage:** Where duty hours exceed 8 hours, the Contractor is solely responsible for arranging shift relief. The cost of such relief arrangements must be factored into the overall bid rate; no extra charges will be paid by the Bank.

IMPORTANT NOTES

- **Non-Exhaustive Scope:** The scope of work outlined is indicative. The Bank reserves the right to add or remove specific tasks or locations as operational needs dictate.
- **Equipment Maintenance:** All maintenance, repair, and operational expenses for cleaning equipment and machinery shall be borne entirely by the Contractor.
- **Uniforms & Gear:** The Contractor must supply each staff member with at least **two sets of approved uniforms** (bearing the Contractor's name/logo), safety shoes, gloves, ID cards, and Personal Protective Equipment (PPE).
- **Quality Standards:** The contractor shall implement a quality system in accordance with ISO standards. The contractor shall develop, in conjunction with the Employer's

Signature of Bidder along with Firm Seal

representatives, the standards of service to be provided and how performance to be measured and monitored.

ANNEXURE – AAA

SCHEDULE OF MATERIALS & CONSUMABLES (ESTIMATED PRICE BREAKDOWN) FOR HOUSEKEEPING & MAINTENANCE SERVICES AT STATE BANK OF INDIA

All the cleaning materials and consumables required for the work shall be supplied by the Bank

ANNEXURE – B

MINIMUM ELIGIBILITY CRITERIA

(To be filled, signed, and uploaded on the GeM Portal along with supporting documents by the Bidder)

Bidders meeting the following criteria are eligible to upload their Bids on the GeM portal along with requisite supporting documents. If a bid is not accompanied by all required supporting documents establishing eligibility, it will be summarily rejected.

S. No.	Minimum Eligibility Criteria	Documents to be Submitted
1	**Entity Registration & Business Standing:** The bidder must be a Sole Proprietorship Firm / Partnership Firm / Private Limited / Public Limited Company registered under applicable Indian laws, with a minimum	• **Proprietary Firm:** Copy of GST Registration Certificate. • **Partnership Firm:** Copy of Firm Registration Certificate / Deed. • **Company:** Copy of Certificate of Incorporation issued by Registrar of

S. No.	Minimum Eligibility Criteria	Documents to be Submitted
	standing/experience of 07 years in the field of Housekeeping & Maintenance Services.	Companies (ROC) along with full registered office address proof.
2	**Work Experience Credentials:** The bidder must have successfully executed completed Annual Housekeeping & Maintenance Contracts between 01/01/2019 and 31/03/2026 meeting any one of the following: • Three (3) completed annual contracts each costing not less than ₹ 18.5 Lakhs per annum. *(OR)* • Two (2) completed annual contracts each costing not less than ₹ 23.25 Lakhs per annum. *(OR)* • One (1) completed annual contract costing not less than ₹ 37.15 Lakhs per annum. *(OR)* • For New Entrants / Freshers: Applicants with no prior professional experience but holding a recognized Hotel Management Degree / Diploma / Equivalent Qualification are eligible to apply. ******	Copy of Work Order(s) and Satisfactory Work Completion Certificate(s) issued by the Principal Employer(s) explicitly specifying: i. Scope of Work. ii. Total Contract Value. iii. Area of the Building/Premises. iv. Number of manpower/staffs deployed. v. Period of contract completed. vi. Monthly payment breakdown. vii. Copy of Contract Agreement. *(Note: Annual renewals of an ongoing contract shall be treated as a single continuous contract).* • **For Freshers:** Copy of Hotel Management Degree / Diploma / Certificate.

Signature of Bidder along with Firm Seal

S. No.	Minimum Eligibility Criteria	Documents to be Submitted
3	**Financial Turnover:** The bidder must have achieved a minimum average annual financial turnover of ₹ 10 Lakhs during the last three financial years (FY 2023-24, FY 2024-25, and FY 2025-26). *(OR)* • For Freshers: Exemption as per Hotel Management Degree/Diploma qualification criteria. ******	Copy of Audited Profit & Loss Statements and Balance Sheets for FY 2023-24, FY 2024-25, and FY 2025-26, duly certified and stamped by a Chartered Accountant (CA) with UDIN.
4	**Office Presence & Local Setup:** The bidder must have an established office at least in any one of the places at Chandigarh, Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Ladakh. and must undertake to establish/open a local office in the area of work site in the geographical boundaries of Administrative office Bathinda within one month from the date of award of the contract.	Valid Address Proof of the firm (e.g., Electricity Bill, Rent Agreement, GST Registration, Property Tax Receipt).

****** Note: As per Government of India policy circular no. 1 (2) (1)/2016-MA dated 10.03.2016, the Government of India has relaxed condition of prior experience and prior turnover criteria with respect to Micro & Small Enterprises in all public procurement subject to meeting of quality and technical specifications. The relaxation will be given to MSEs as mentioned above GoI Policy. Similar exemptions for Start-up shall also be applicable for this tender. While applications received from MSMEs without prior experience and turn over will be considered but comparative suitability among MSMEs will be reckoned as per evaluation matrix given in **Annexure - C**.

STATUTORY REGISTRATION MANDATES

The bidder must possess and submit valid copies of the following statutory registrations:

Signature of Bidder along with Firm Seal

1. **Labour License/LIN Number:** Valid Labour License under Section 12(1) of the *Contract Labour (Regulation & Abolition) Act, 1970/New Labour Code*.
2. **EPF Registration:** Employee Provident Fund Organization (EPFO) Registration Certificate.
3. **ESI Registration:** Employees' State Insurance Corporation (ESIC) Registration Certificate.
4. **GST Registration:** Goods & Services Tax (GST) Certificate.
5. **PAN Card:** Permanent Account Number (PAN) in the name of the Firm/Company/Proprietor.

Instruction to Bidders: A copy of documentary evidence must be furnished against each of the above criteria along with a structured **Document Index**. All uploaded documents must be self-attested and digitally signed by the authorized signatory of the bidder. Relevant sections/figures in the supporting documents must be clearly highlighted.

Signature of Authorized Signatory: _____

Name of Signatory: _____

Designation: _____

Name of Firm / Agency: _____

Date & Official Seal: _____

ANNEXURE – C

TECHNICAL BID EVALUATION MATRIX

(To be filled and uploaded on the GeM Portal with supporting documentary evidence)

Signature of Bidder along with Firm Seal

S. No.	Particulars / Criteria	Bidding Slab / Category	Attached (Yes/No) & Document Nature
1	**Average Annual Turnover** *(Audited Balance Sheets for FY 2023-24, 2024-25, 2025-26)*	• > ₹0.50 Cr • > ₹0.40 Cr to ≤ ₹0.50 Cr • > ₹0.30 Cr to ≤ ₹0.40 Cr • > ₹0.20 Cr to ≤ ₹0.30 Cr • > ₹0.10 Cr to ≤ ₹0.20 Cr	
2	**Area Serviced in a Single Organization** *(Housekeeping & Maintenance in India)*	• > 60,00 sq. ft. • > 45,00 to ≤ 60,00 sq. ft. • > 30,00 to ≤ 45,00 sq. ft. • > 15,00 to ≤ 30,00 sq. ft.	
3	**Housekeeping Staff on Payroll** *(As on 31/03/2026)*	• > 30 Personnel • > 20 to ≤ 30 Personnel • > 10 to ≤ 20 Personnel • ≤ 10 Personnel	
4	**Years of Experience** *(Housekeeping & Maintenance)*	• ≥ 10 Years • ≥ 8 to < 10 Years • ≥ 5 to < 8 Years	
5	**ISO Certification**	• Available *(Attach Certificate)* • Not Available	
6	**Client Base Experience**	• Govt. / PSU + Private • Govt. / PSU Only • Private Only	

Signature of Bidder along with Firm Seal

S. No.	Particulars / Criteria	Bidding Slab / Category	Attached (Yes/No) & Document Nature
7	**Constitution of Firm**	• Public Ltd. • Private Ltd. • Partnership • Proprietary / Others • MSME/Start-up	
8	**Value of Single Largest Annual Contract** *(In the past 5 years)*	• > ₹0.40 Cr • > ₹0.32 Cr to ≤ ₹0.40 Cr • ≤ ₹0.32 Cr	
9	**Complaint Mechanism System**	• Online / Web-based System • Manual Helpdesk System • No Formal System	
10	**Fresher Eligibility**	• Hotel Management Degree / Diploma *(Attach Certificate)*	
11	**Pest Control License**	• Available *(Attach Certificate)* • Not Available	

Note: Technical Bid evaluation is strictly for qualification purposes. The Bank reserves the right to verify credentials, check references, and perform physical site visits of ongoing/completed works.

Signature of Authorized Signatory: _____
Name & Designation: _____
Date & Place: _____
Firm Name & Official Seal: _____

ANNEXURE – D

BIDDER DETAILS & PROFILE

Signature of Bidder along with Firm Seal

(To be filled, signed, and uploaded on the GeM Portal on the Bidder's Official Letterhead)

S. No.	Field Description	Details / Particulars
1	**Name of the Firm / Agency / Company**	
2	**Address of the Firm / Agency / Company**	
3	**Constitution of the Entity** **(***Proprietary / Partnership / Pvt. Ltd. / Public Ltd.)*	
4	**Date of Incorporation / Commencement of Business**	
5	**Certificate of Incorporation / Registration No.**	*(Attach copy)*
6	**Brief Profile & Mainline Business Activities**	
7	**Official Website URL** *(if any)*	
8	**Labour License Number & Validity**	*(Attach copy)*
9	**Labour Identification Number (LIN)**	*(Attach copy)*
10	**EPF Registration Number**	*(Attach copy)*
11	**ESIC Registration Number**	*(Attach copy)*
12	**GST Registration Number**	*(Attach copy)*

Signature of Bidder along with Firm Seal

S. No.	Field Description	Details / Particulars
13	**Permanent Account Number (PAN)**	*(Attach copy)*
14	**Pest Control License**	*(Attach copy) if available*

PARTICULARS OF AUTHORIZED SIGNATORY

Field Description	Contact Details
Full Name	
Designation	
Official Address	
Landline Phone Number	
Mobile Number	
Primary Email Address	

Signature of Authorized Signatory: _____

Name of Signatory: _____

Designation: _____

Date & Place: _____

Firm Name & Official Seal: _____

ANNEXURE – DD

Signature of Bidder along with Firm Seal

EXPERIENCE DETAILS

TOP-3 COMPLETED HOUSEKEEPING & MAINTENANCE CONTRACTS

(Value ≥ ₹16.00 Lakhs/year executed between 01/04/2019 and 31/03/2026. Attach Client Completion Certificates).

S. No.	Particulars	Completed Contract 1	Completed Contract 2	Completed Contract 3
1	Client Name & Address			
2	Completed Value (₹)			
3	Contract Period	From: To:	From: To:	From: To:
4	Client Contact Person			
5	Contact No. / Email			

Signature:_____

Stamp of Signatory: _____

Date: _____

Signature of Bidder along with Firm Seal

ANNEXURE – E

DRAFT INDEMNITY BOND

(To be executed on Non-Judicial Stamp Paper of requisite value)

THIS DEED OF INDEMNITY BOND is made on this _____ day of _____, 2026, **BY** M/s _____, represented by Shri/Smt. _____, (hereinafter called **"the Contractor"**), **IN FAVOR OF STATE BANK OF INDIA**, **AO BATHINDA** operating through its **Administrative Office Bathinda**

WHEREAS the Bank awarded the Contract for Comprehensive Housekeeping & Maintenance Services vide Work Order No. _____ Dated _____, and a formal agreement was executed on _____ (**"the Contract"**).

NOW THIS DEED WITNESSETH:

1. **General Indemnity:** The Contractor unconditionally indemnifies and holds harmless SBI, its officers, and employees against all claims, legal suits, losses, penalties, and damages arising from:
    - Any mishap, injury, or fatality occurring at the site during duty execution.
    - Negligence, faulty work, or breach of tender scope/terms by the Contractor or its staff.
    - Non-compliance with statutory labour laws, local safety regulations, or environmental rules.
    - Any damage caused to Bank building, equipment, or public property during work execution.
2. **Sole Liability:** The Contractor remains exclusively liable to settle all such claims, damages, or prosecutions at its own expense without creating any financial or legal liability for SBI.

IN WITNESS WHEREOF, the Contractor has executed this Bond on the date above written.

Signature of Contractor / Authorized Signatory

Name & Designation: _____

Firm Name & Seal: _____

Witness 1: Sign: _____ Name: _____

Address: _____

Witness 2: Sign: _____ Name: _____

Address: _____

Signature of Bidder along with Firm Seal

ANNEXURE – F

MEMORANDUM OF CONTRACT

(To be executed on Non-Judicial Stamp Paper of requisite value)

THIS CONTRACT is made at _____ **[Insert Place/City]** on this _____ day of _____, 20____, **BETWEEN**:

STATE BANK OF INDIA, a body corporate constituted under the State Bank of India Act, 1955, having its Corporate Centre at 'State Bank Bhavan', Madame Cama Road, Nariman Point, Mumbai-400021, acting through its **Administrative Office Bathinda** of the **ONE PART**;

AND

M/s _____, a Proprietorship concern / Partnership firm / Company registered under the provisions of the Companies Act, having its registered office at _____, acting through its Authorized Signatory (hereinafter referred to as the **"Contractor / Service Provider"**, which expression shall include its successors and assigns) of the **OTHER PART**.

(The Bank and the Contractor are collectively referred to as "Parties" and individually as "Party". Any reference to gender includes both male and female).

WHEREAS:

The Contractor / Service Provider participated in the tender process / offered services pursuant to the Tender Notice for providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under the administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab."

1. Following screening and evaluation, the Contractor was declared the successful bidder and agreed to render services for valued consideration.
2. Both Parties desire to enter into this Contract on the terms and conditions set forth herein.

NOW, THEREFORE, IN CONSIDERATION OF THE PREMISES, THE PARTIES AGREE AS FOLLOWS:

1. Scope of Service & Location

- The Contractor / Service Provider agrees to render Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under the administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab."

2. Contract Documents

Signature of Bidder along with Firm Seal

All provisions, terms, and conditions of the Original Tender Document, Work Order, and official correspondence between the Parties shall form an integral part and parcel of this Agreement, and the Contractor undertakes to abide by the same.

3. Consideration & Right of Deduction

The Bank will pay the Contractor **₹_____/ per month**, subject to rendering services to the complete satisfaction of the Bank. The Bank reserves its unfettered right to deduct penalties or reduce payment for services not rendered. Charges payable exclude GST but are inclusive of all other taxes, duties, and statutory levies, whether existing or levied in the future.

4. Tenure & Immediate Termination

Initial contract period is 1 (One) Year from commencement, extendable for two similar terms of one year each at the sole discretion of SBI based on satisfactory performance. In case of breach, non-fulfilment of minimum/statutory requirements, or unsatisfactory service, SBI reserves the right to terminate the Contract forthwith, forfeit the Performance Security deposit, and initiate de-panelment.

5. Price & Wages Validity

- **(i) Fixed Margin:** Quoted rates, profit margins, and supply components shall remain fixed and valid for the initial 1-year period with no price escalation allowed.
- **(ii) Wage Adjustments:** Upon annual renewal at Bank's discretion, minimum wages will be revised as per Central Government rates prevailing at the material time.
- **(iii) Material Cost:** No price escalation on material components, housekeeping supplies, or horticulture items will be allowed during the initial 1-year period.

6. Material Quality Standards

All materials used must be ISI marked, produced by reputed brands, or as specified by the Bank in the tender. The Contractor shall never use sub-standard products or corrosive acids.

7. Manpower, Verification & Age Limit

The Contractor shall maintain enough medically fit, honest, well-behaved, and skilled personnel on its roll. No person below 18 years or above 60 years of age shall be deployed. Police antecedent verification, identity proofs, and residence proofs must be submitted to the Bank prior to deployment. The Contractor must maintain full required staff strength, making leave/absenteeism arrangements.

Deployed personnel shall not be permitted to work continuously at one place/branch more than 3 years. The Contractor must rotate personnel periodically strictly in accordance with rotation policy of the bank applicable from time to time.

8. Annual Medical Examinations

The Contractor shall, at its own expense, conduct annual medical examinations for all deployed staff, maintain records, and ensure no employee suffers from contagious or virulent diseases.

Signature of Bidder along with Firm Seal

9. Workplace Discipline & Misconduct

The Contractor is solely responsible for its staff/personnel conduct. Upon Bank request, the Contractor shall immediately remove any personnel deemed unsuitable, untrustworthy, incompetent, or discourteous and arrange new personnel in place of him/her to ensure uninterrupted work. Personnel shall strictly not report to work under the influence of or consume narcotics, liquor, or psychotropic substances.

10. Statutory Compliance & Occupational Insurance

The Contractor shall strictly comply with all labour and statutory laws and insure all deployed employees against risk of occupational hazards and personal injuries at its own cost.

11. Control & Management of Staff

The Contractor remains solely responsible for employment, training, duty allocation, control, and management of its engaged personnel.

12. Attendance Records and Uniforms

The Contractor shall maintain an Attendance Register and daily attendance records must accompany monthly bills as proof of claim.

The Contractor shall provide 2 sets of uniform (1 summer & 1 winter uniforM) with Company's name badge along with other accessories like shoes/boots etc. every year. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account. The uniform must prominently display the agency's monogram/logo and the word "Housekeeping" may be imprinted on the back in English/Hindi/Vernacular language.

All employees of the contractor must wear uniform and ID Card (provided by the contractor) while on duty.

13. Stamp Duty & Contract Execution

All expenses, stamp duty, and legal fees for executing this Contract shall be borne by the Contractor. Executed in duplicate; SBI retains the original and the Contractor receives a certified copy.

14. Taxes & Local Levies

The Contractor shall bear all taxes, duties, and cesses levied by Central/State Governments or local bodies regarding the service.

15. Quality Review Meetings

The Contractor / Service Provider shall meet the Premises & Estate Department / Officer-in-Charge at AO Bathinda quarterly or as required to assess service quality and carry out all feedback/observations.

16. No Employer-Employee Relationship

Signature of Bidder along with Firm Seal

This is a contract for rendering services and not for supply of contract labour. It creates no employer-employee, partnership, or joint-venture relationship. Contractor's staff/employee have no right to claim permanency, employment, or benefits from State Bank Of India.

17. Termination Clauses

- (i) By Contractor: Requires 3 months' advance written notice. Service must continue until a replacement vendor is appointed without additional cost.
- (ii) By Bank (Convenience): Bank may terminate by serving 1 month's written notice without assigning any reason or paying compensation.
- (iii) For Cause / Default: For unsatisfactory performance, non-compliance, or abandonment, SBI may terminate forthwith with 1 months' notice, rearrange work at Contractor's risk and cost, forfeit the Security Deposit / invoke PBG, and debar/de-panel the firm.
- (iv) Asset Handover: Upon termination, the Contractor must return all Bank-provided equipment in working condition and assist in smooth service transition.

18. Absolute Compensation Liability

The Contractor assumes absolute and complete responsibility for service conditions, claims, damages, and statutory compensations (including insurance) payable to its personnel/ employee.

19. Third-Party Insurance Policy

Before starting work, the Contractor shall obtain and submit an original Third-Party Insurance Policy issued by a Public Sector Insurance Company in joint names (SBI named first) covering ₹5.00 Lakhs per worker for any accident/incident, keeping it valid throughout the term.

20. Monthly Bill Submission

- Neither any advance nor any loan from any Bank or financial institution shall be recommended on the basis of Work Order or Award of work.
- The payment of your monthly bills in respect of the captioned Contract shall be paid by the respective branches/RBO within 30 days of receiving the bill only after all documents as indicated below are submitted along with the bill:
    i. PF challan for the previous month.
    ii. A separate sheet mentioning the names of the staff deputed at SBI Site,
    iii. Wages/Salary amount credited in the Bank 's account of individual,
    iv. Amount of PF & ESI Deposited in their respective account. The statement should have the PF number of the staff and the agency shall fix its official seal and signature on the statement.
    v. A separate covering letter undertaking that the PF amounts have been credited rightly as per the statement enclosed should also be submitted.
    vi. ESIC challan for the previous month along with separate sheet mentioning the names of the staff deputed at SBI Site (name of site to be mentioned) and the amount credited against their account with the ESIC office.

vii. The statement should have the ESIC number of the staff and the agency shall fix its office seal and signature on the statement. A separate covering letter undertaking that the ESIC amounts have been credited rightly as per the statement enclosed should also be submitted. For staff who are out of the ESIC ambit, clear details of number of people covered under ESIC and Workmen compensation policy shall be indicated.

viii. The original wages register, signed by your employees deputed to SBI sites, in token of receipt of payment for the previous month, should be submitted for certification of SBI/Bank representative, as the principal Employer, every month.

ix. GST Paid Original Bills/Invoices in support of claims of all the material (including cleansing materials supplied to the residents, material used for Common areas and any other material supplied/used in the maintenance during the month) duly counter signed by the Officer-in-charge/Engineer from SBI confirming the procurement and use of all such material at site.

- If State Bank of India engages workers to complete any part or whole of the work as per this contract for any period, due to failure of the contractor to engage adequate number of workers, in that event, contractor must reimburse to SBI, the extra cost involved on this account.
- Whenever under the contract any sum of money shall be recovered from, or payable by the contractor, the same shall be paid by the contractor on demand. The Bank may also deduct such amounts from any dues of the contractor, or from any sum which at any time there after becomes due to the contractor under his contract or under any other contract or from his security deposit, in respect of this work or in respect of any other work.

21. Deduction for Sub-Standard Quality

The Bank reserves the sole right to delete or reduce bill items before payment if services are observed to be sub-standard or non-compliant, without assigning reasons.

22. Liquidated Damages (LD)

In case of failure or neglect to perform obligations on any day, the Bank will levy Liquidated Damages as per tender terms, without prejudice to termination or cost recovery rights.

23. Dispute Resolution & Arbitration

- (a) Mutual Settlement: Disputes shall first be attempted to be resolved amicably within 30 days.
- (b) Sole Arbitrator: Unresolved disputes shall be referred to a mutually appointed Sole Arbitrator (who is not a past/present employee). If no consensus, a 3-member Arbitral Tribunal will be formed. Venue: Bathinda.
- (c) Enforceability: Governed by the *Arbitration & Conciliation Act, 1996*.
- (d) Work Continuation: Pending arbitration, the Contractor shall continue performing its obligations unless terminated.

Signature of Bidder along with Firm Seal

- (e) Substitute Arbitrator: Vacancies will be filled under mutual consent as per Clause 23(b).
- (f) Time Extension & Costs: The Arbitrator may extend time with mutual consent and allocate costs at discretion.

24. Tax Deduction at Source (TDS) & Direct Tax Demands

SBI will deduct TDS at source under applicable rules. If statutory authorities raise tax demands on SBI due to non-payment by the Contractor, SBI will settle the demand and recover it from the Contractor's bills.

25. Statutory Clearances & Display Notices

The Contractor must maintain all valid licenses under the Occupational Safety, Health and Working Conditions Code, 2020, Code on Social Security, 2020, Code on Wages, 2019, Industrial Relations Code, 2020 such as EPF, ESI, Bonus, Minimum Wages etc.-, and display all mandatory statutory charts/notices at the workplace.

26. Worker Amenities

The Contractor shall provide statutory amenities under Occupational Safety, Health and Working Conditions Code, 2020. If neglected, SBI will provide them and deduct expenses from monthly bills.

27. Wage Payment via Bank Transfer

Wages must be credited via bank transfer on or before the 7th of every month in the presence of an SBI representative or with verifiable bank credit proofs. Violation will entail immediate termination.

28. Prohibition of Assignment

The Contractor shall not assign or sub-contract its rights or obligations to any third party. Violation will attract immediate contract cancellation.

29. Theft, Pilferage & Property Loss

The Contractor shall be fully responsible and liable to pay for any financial loss, theft, pilferage, or property damage caused by acts, omissions, or negligence of its deployed staff.

30. Prohibition of Contract Labour Law

If any law or ordinance prohibits contract labour for these services, the Contract shall end forthwith with no compensation payable to the Contractor or workers.

31. Governing Law & Jurisdiction

Governed by Indian laws. Legal proceedings shall fall under the exclusive jurisdiction of Courts at Bathinda.

32. Written Amendments

Signature of Bidder along with Firm Seal

No change or amendment shall be binding unless made in writing and signed by authorized representatives of both Parties.

33. Notices

Official notices must be delivered in writing with proof of receipt to the registered addresses stated above.

34. Severability

If any provision is held invalid or unenforceable, the remaining provisions shall continue in full force and effect.

35. Transition & Removal of Staff

Upon contract expiry or termination, the Contractor shall immediately remove its personnel, collect its machinery, and hand over Bank property in good working condition.

36. Safety Indemnity

The Contractor indemnifies SBI against any damages, prosecutions, or claims resulting from site accidents due to non-adherence to safety norms or standard operating procedures.

37. Force Majeure

Neither Party is liable for delays caused by Force Majeure.

"Force Majeure" shall mean any event beyond the control of Bank or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

a. War, hostilities, invasion, act of foreign enemy and civil war;

b. Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;

c. Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;

d. Act of God, Earthquake, fire, flood or cyclone, or other natural/ manmade disaster;

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

i. The date of commencement of the event of Force Majeure;
ii. The nature and extent of the event of Force Majeure;
iii. The estimated Force Majeure Period,

Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure. The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to

resume performance of such of its obligations affected thereby. Any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.

38. Non-Disclosure & Confidentiality

The Contractor shall hold all Bank system details, infrastructure, and operational data in strict confidence. Information shall not be published or disclosed to third parties without prior written consent. This clause survives contract termination.

39. Insolvency & Summary Termination

SBI may summarily terminate the Contract without compensation if the Contractor:

- (i) Is adjudged insolvent, enters liquidation, or makes assignments with creditors.
- (ii) Passes a resolution or court order for winding up / receivership.
- (iii) Commits a material breach of any terms herein.

40. Authority & Power to Enter Agreement

Both Parties warrant that they possess full legal power and corporate authority to execute and perform this Contract.

41. Complete Understanding & Acceptance

The Contractor confirms reading, understanding, and agreeing to all terms, scope of work, and schedules of requirement outlined in the Tender Document and this Contract.

IN WITNESS WHEREOF, the Parties hereto have signed this Agreement on the day, month, and year first written above.

For State Bank of India	**For the Contractor**
(Authorized Signatory & Seal)	*(Authorized Signatory & Seal)*

WITNESSES:

1. **Signature:** _____ Name: _____

   Address: _____

2. **Signature:** _____ Name: _____

   Address: _____

Signature of Bidder along with Firm Seal

ANNEXURE – G

PERFORMANCE BANK GUARANTEE FORMAT (IN LIEU OF SECURITY DEPOSIT) TO BE ISSUED OTHER THAN STATE BANK OF INDIA

(To be executed on non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

B.G. No.: _____

Value (₹): _____

Date: _____

To,

Chief Manager (HR & Admin)

State Bank of India

Administrative Office

Model Town, Phase 2, Bathinda

WHEREAS M/s _____ [Name and Address of Contractor] (hereinafter called "the Contractor") has entered into a Contract with State Bank of India (hereinafter called "SBI") vide Work Order / Award Letter No. _____ dated _____ for **providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab."**
(hereinafter called "the said Contract").

AND WHEREAS as per the terms of the said Contract, the Contractor is required to furnish a Bank Guarantee amounting to 5% of the annual contract value, being ₹_____ (Rupees _____ only), as Security Deposit valid up to [Insert Expiry Date].

AND WHEREAS We, _____[Name of Issuing Bank and Branch] having our office at _____ [Branch Address] (hereinafter called **"the Guarantor"**, which expression shall include its successors and assigns), at the request of the Contractor, hereby execute this Guarantee in favour of SBI as under:

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:

1. **Unconditional & Absolute Guarantee:** If the Contractor fails to execute the work or fulfil contractual obligations, the Guarantor shall, upon SBI's first written demand without demur, protest, or reference to the Contractor, immediately pay to SBI any sum

claimed up to a maximum limit of ₹_____ **(Rupees _____ only)**.

2. **Payment Undertaking:** The Guarantor agrees to credit the demanded amount immediately of receiving SBI's written claim.

3. **Conclusive Proof:** SBI's written demand shall be final, conclusive, and binding on the Guarantor, notwithstanding any existing dispute, pending suit, or proceeding before any court or arbitrator between the Contractor and SBI.
4. **Non-Release by Indulgence or Variation:** The Guarantor's liability shall not be discharged or diluted by any variation, extension of time, indulgence, or forbearance granted by SBI to the Contractor, with or without the Guarantor's knowledge.
5. **Continuing & Unaffected Guarantee:** This is a continuing guarantee and shall remain irrevocable during its currency. It shall not be affected by any change in the constitution, absorption, merger, or dissolution of the Contractor, and shall remain fully enforceable against any successor body.
6. **Principal Debtor Status:** SBI is entitled to act as if the Guarantor were the principal debtor, and the Guarantor hereby waives all its rights of suretyship.
7. **Discharge by Operation of Law:** This guarantee shall remain in force notwithstanding the discharge of the Contractor by operation of law, ceasing only upon full payment of the secured amount by the Guarantor to SBI.
8. **Additional Security:** This guarantee is in addition to, and not in substitution for, any other security or guarantee held by SBI for the said Contract.
9. **Notice Delivery:** Any notice, demand, or claim may be delivered in person or sent by registered post. A certificate signed by an SBI officer confirming post dispatch shall be conclusive proof of notice delivery.
10. **Governing Law:** This guarantee shall be governed by and construed in accordance with Indian Law.

LIMITATION & CLAIM PERIOD

- Notwithstanding anything contained hereinbefore, the total liability of the Guarantor under this guarantee is restricted to ₹_____ (Rupees _____ only).
- This guarantee shall remain valid up to _____ [Insert Validity Date].
- Unless a written claim or demand is lodged with the Guarantor within three (3) months from the expiry date (i.e., on or before _____[Insert Claim Expiry Date]), all rights of SBI under this guarantee shall be forfeited, and the Guarantor shall be discharged from all liabilities.

Signature of Bidder along with Firm Seal

AUTHORITY: The Guarantor confirms that it has full power to issue this guarantee under its Memorandum & Articles of Association, and the undersigned signatories have been duly authorized to execute this Guarantee Deed.

Dated this _____ day of _____, 20____ at _____[Insert City]

SIGNED AND DELIVERED

For and on behalf of _____ **[Name of Issuing Bank]**

(Signature/s with Name & Designation/s)

Branch Code / Staff No.: _____

Official Banker's Seal: _____

Signature of Bidder along with Firm Seal

ANNEXURE – H

STATUTORY COMPLIANCE CERTIFICATE

(EPF & ESIC REMITTANCE)

(To be submitted monthly by the Contractor along with the monthly bill on Firm's Letterhead)

Certified that we have remitted the monthly subscriptions of Employees' Provident Fund (EPF) and Employees' State Insurance (ESIC) for all workers for **providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab."** for the Month of _____, Year 20____.

REMITTANCE DETAILS

Statutory Body / Office	**Monthly Bill No. & Date**	**EPF Contribution (₹)**	**ESIC Contribution (₹)**	**Other Statutory Dues (Bonus etc.) (₹)**

Note: Copy of original Electronic Challan-cum-Return (ECR) receipt along with worker-wise remittance statement is enclosed herewith.

UNDERTAKING & DECLARATION

We hereby certify that we have thoroughly reviewed the Tender Document and fully understand all conditions contained therein. We assure State Bank of India that we strictly adhere to and comply with the Minimum Wages Act, EPF, ESIC, and all other applicable statutory labour laws and formalities. Monthly compliance statements and payment proofs shall continue to be submitted regularly with every bill.

Place: _____

Signature of Bidder along with Firm Seal

Date: _____

Signature of Authorized Signatory (with Seal)

Name (in Block Letters): _____

Firm Name & Address: _____

ANNEXURE – I

DETAILS OF LITIGATION / ARBITRATION CASES

(Details of litigation/arbitration resulting from contracts executed in the last 7 years or currently under execution)

Year	Name of Client	Cause of Litigation & Matter in Dispute	Disputed Amount (₹)	Award For / Against Applicant	Actual Awarded Amount (₹)

*Note: If there are no ongoing or past litigations/arbitrations, please write **"NIL"** across the table.*

DECLARATION & TECHNICAL COMPETENCE NOTES

1. Information must be filled strictly in this prescribed format.
2. **Additional Technical Credentials / Points in Favor:**

(Mention any specific certifications, specialized equipment, awards, or operational strengths establishing technical competence)

_____

_____

Place: _____

Date: _____

Signature of Bidder along with Firm Seal

Signature of Authorized Signatory (with Seal)

Name of Signatory: _____

Firm Name: _____

ANNEXURE – J

DECLARATION & UNDERTAKING

(To be submitted on the Bidder's Official Letterhead along with their application)

The Deputy General Manager (B & O)
Administrative Office
State Bank of India
4th Floor, Model Town, Phase 2,
Bathinda- 151001, Punjab.

I / We hereby declare and undertake that:

1. **Truthfulness of Information:** All information and supporting documents submitted in this bid are true, complete, and correct. Any misrepresentation or false statement will result in immediate disqualification or contract termination.
2. **Eligibility & Terms Acceptance:** I / We fulfill all eligibility, technical, and pre-qualification criteria and unconditionally accept all terms and conditions of the Tender Document.
3. **Completeness of Document Upload:** I / We hereby understood and accordingly confirm that all Tender documents and supporting Prequalification documents/annexures etc. are required to be submitted by us strictly in the prescribed format only. In case, the Bid/documents submitted by us along with this tender is found in any other formats and not complying this condition, we hereby authorise the Bank to summarily reject our tender for which we shall not make any protest.
4. **Format of Document Upload**: I/We confirm that the submitted PQ documents are strictly on the format prescribed by the Bank and no page is missing and all pages as per the index and checklist are available & that all pages of PQ document submitted by us are clear & legible.
5. **Correctness of Document Upload**: I / We have signed (with stamp) all the pages of the PQ document before submitting the same. I / We have not made any modification / corrections / additions /deletions etc in the PQ documents downloaded from web by me / us. In case at any stage later, it is found there is difference in our downloaded PQ documents from the original and / or any documentation, SBI shall have the absolute

Signature of Bidder along with Firm Seal

right to disqualify / reject our tender and also debar me / us in participating in any future tenders of Bank without any prior intimation to me / us.

6. **Clean Track Record:** The firm/company maintains a clean track record free of financial irregularities, illegal activities, or breach of contract.
7. **No Blacklisting / Debarment:** The firm/company has never been suspended, delisted, de-panelled, or blacklisted by State Bank of India or any other organization within a period of previous two years from date of publication of the tender, nor has it abandoned any awarded contract prior to completion.
8. **Bid Validity & EMD:** Our bid remains valid for 90 days from the tender opening date (extendable by mutual written agreement), and EMD will remain valid throughout this period.
9. **Bank's Discretion:** I / We understand that State Bank of India reserves the absolute right to accept or reject any or all bids in full or part without assigning any reason thereof.
10. I/We hereby undertake and confirm that all the information furnished in this tender is correct and true to the best of our knowledge and belief and we own full responsibility for its correctness and authenticity.

Signature of Authorized Signatory: _____

Name: _____

Place: _____ **Date:** _____

Address: _____

(Official Seal / Stamp of Bidder)

Signature of Bidder along with Firm Seal

ANNEXURE – K

COMMERCIAL PRICE BID

(To be submitted online via the GeM Portal)

Tender for providing Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab."

Annexure II

S. No.	Minimum wages per employee considering 26 working days (A)	No of Person (B)	Total Minimum wages (C= B*A)	EPF (D=@13% of A)	ESIC (E=@3.25 of A)	Leave Coverage (EL+NH) (F= @ 6.75% of A)	LWF (Casual Leave) (G = @ 3.85% of A)	Total (H=A+D+E+F+G)
Unskilled	14690	15	220350	1910	477	992	566	18634
Total		15						2,79,514
Bonus (if applicable) shall be paid in accordance of the Government guidelines and on actual reimbursement basis on submission of valid proof of payment								

***The above-mentioned monthly wages (rounded off to nearest decimal) are in INR and are the benchmark for quotation any bid below the mentioned benchmark will be rejected.**

***We have considered Ferozepur/Bathinda under Area C as per Govt of India Labour bureau circular no 6/1/2026-VDA DT:30.09.2026**

S. No.	Description	Reference	Periodicity	Basic+VDA+ EPF+ESIC+Leave coverage+ casual leave)	Amt (Rs) Total
A	**Unskilled**	Nos	15	18,634	2,79,514

Signature of Bidder along with Firm Seal

S. No.	Description	Reference	Periodicity	Basic+VDA+ EPF+ESIC+Leave coverage+ casual leave)	Amt (Rs) Total
	Cost of Manpower for 20 persons	Annexure-AA	15	18,634	2,79,514
B	**Service / Administrative / Departmental Charges in percentage(%) of (Ann II, column 4) which must meet GOI/GeM Portal guidelines** which *(Must meet GOI min. limit)*	*Minimum 3.85% Annexure II Column number 4 (bidder quoting less than 3.85% will be disqualified	Monthly	@3.85% of minimum wages	10,761
C	**Total Cost Offer for One Month**	**(A + B)**	Monthly		2,90,275
D	**Total Cost Offer for 12 (Twelve) Months**	**(C× 12)**	Annual		34,83,300

Total Annual Offer Amount (D) in Words (INR): Rupees Thirty Four Lacs Eighty Three Thousand Three Hundred only.

***Bonus (if applicable) shall be paid in accordance of the Government guidelines and on actual reimbursement basis on submission of valid proof of payment**

IMPORTANT NOTES

1. **GST Terms:** GST shall **not** be included in the Price Bid and will be paid extra by the Bank. The successful vendor must submit system-generated GST tax invoices incorporating both the Bank's and the Vendor's GSTIN. **Manual GST invoices will be rejected.**
2. **Central Minimum Wages:** Wages are strictly payable as per Central Government Minimum Wages (w.e.f. 01.10.2026 or as revised thereafter) + EPF + ESI + minimum eligible bonus.
3. **Rejection of Unrealistic / Zero-Profit Bids:** Bids quoted with unreasonable/unrealistic rates towards Utility items / Consumables, zero profit margin,

Signature of Bidder along with Firm Seal

or below the minimum administrative margin specified by the latest Government of India instructions will be **summarily rejected** by SBI.

4. **Mandatory Execution:** Bidders must download the full Technical Bid from the GeM Portal, review all terms and conditions, and upload the complete bid duly signed and stamped on each page. Unsigned or unstamped bids will be disqualified.

ANNEXURE-L

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

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

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

Place :

Date :

Signature with seal of the Contractor

Name in Capital Letters:

Address:

Signature of Bidder along with Firm Seal

Signature of Bidder along with Firm Seal

PRICE SCHEDULE-1

ADMINISTRATIVE OFFICE, STATE BANK OF INDIA ,MODEL TOWN PHASE II BATHINDA

INTEGRATED FACILITY MANAGEMENT SERVICES COMPRISING HOUSEKEEPING AND MAINTENANCE FOR BRANCHES FALLING UNDER CLUSTER 'C' UNDER STATE BANK OF INDIA, RBO-VI FEROZEPUR, UNDER ADMINISTRATIVE CONTROL OF AO BATHINDA, MODEL TOWN, PHASE 2, BATHINDA, PUNJAB

MANPOWER COST : PRICE SCHEDULE-1

S. NO.	Category	Type	Manpower Required	Min. Wages Per Central Government rate dt	Monthly Wages considering 26 working days (GOI	Statutory		Leave Coverage (EL+NH) @ 6.75% of 5	LWF (Casual Leave @ 3.85% of 5	Total Min. Wages Per Manpower Per month Prevailing as on Date of Tender	Total Monthly Wages in (RS.) considering 26 working days
						EPF @ 13% of (5)	ESI @ 3.25% of (5)				
0	1	2	3	4	5	6	7	8	9	10 =(5+6+7+8+9)	11 = (3) X (10) days
1	Housekeeper	UnSkilled	15	565	14690	1910	477	992	566	18634	279514
	SUB- TOTAL		15								279514

Total manpower cost	279514
Profit Margin @3.85% min of labour amount	10761
Total payable on monthly basis	290275
Total payable on yearly basis	3483303
GST 18 %	626995
Net Payable on yearly basis	**4110298**

Note: All figures are in Indian Rupees (rounded off to nearest decimal)

Signature of Bidder along with Firm Seal

STATE BANK OF INDIA

AO BATHINDA

Administrative Office, Model Town Phase-2,

Bathinda-151001, Punjab

Email: cmhr.zobtd@sbi.co.in

(COMMERCIAL / FINANCIAL BID)

TWO-BID TENDER SYSTEM THROUGH E-TENDERING PROCESS VIA GeM PORTAL

- **Tender Document for Integrated Facility Management Services comprising Housekeeping and Maintenance for branches falling under Cluster 'C' under State Bank of India, RBO-VI Ferozepur, under administrative control of AO Bathinda, Model Town, Phase 2, Bathinda, Punjab."**

Parameter	**Details**
Employer / Client	State Bank of India
Issuing Authority	The Deputy General Manager (B & O)
Tender Type	Two-Bid System (Technical Bid & Financial Bid)
Mode of Submission	Online via GeM Portal
Commercial Bid Reference	Part – B (Annexure – K)

Signature of Bidder along with Firm Seal