

M/s \_\_\_\_\_

Dear Sir,

**INVITATION FOR TENDERS FOR HOUSE KEEPING AND MAINTENANCE SERVICES AT ADMINISTRATIVE OFFICE BUILDING, SHIMLA.**

The specification of the work for which the Tenders are invited is as per Schedule II (Price proposal).

2. Sealed Tender documents duly completed in all respects shall be submitted to the **Administrative Office, State Bank of India, Shimla, either in person or by post so as to reach the bank on or before 03:00 PM on 10.07.2025** No consideration will be given to a Tender received after the date and time specified above and such Tenders are deemed to be rejected.

(i) The Tender Documents are not transferable.

(ii) Incomplete Tenders, and not conforming to the requirements of the invitation for tenders are liable to be rejected. Tenders submitted by a firm shall be signed separately by each member thereof and in the absence of any partner, shall be signed by the Power of Attorney holder. Tender by a company shall be executed by person(s) duly authorized under the resolution of the Board of Directors of the Company.

3. The offers are to be submitted in two-bid pattern: - The Terms & Conditions proposal (schedule-I) and the price proposal (Schedule-II) in two separate sealed covers distinctly marked accordingly and both the proposals then put in a third envelope and sealed duly super scribed as **Tender for House Keeping and Maintenance at Administrative Office, Building, Shimla.**

4. Earnest money :-Rs 50,000.00.

5. Terms & Conditions proposals will be opened at **03:30 P.M. On 10.07.2025** at State Bank of India, Administrative Office, Shimla in the presence of bidders or the bidders duly authorized representatives.

6. The price proposals of those qualified bidders whose envelope-I containing, **Satisfaction letter, NIT and Bid Security Form** is found in order will be opened in the presence of bidders online or the bidders duly authorized representatives either on the same day or later date at the time and date and the venue to be advised by the Bank. The authorized representatives should bring necessary authority letter under an official letter head of the bidders conferring full and comprehensive authority to deal with all matters relating to the tenders.

7. The tenders without EMD and Bid security form will be rejected. The Security money of ₹ 1,00,000.00 ( Rupees One Lakh) L-1 in form of FDR and Demand draft will submit within 01 Week at Administrative Office Shimla.

8. **The contract for services would be for a period of twelve months from the date of acceptance subject to renewal for a further period of one year on the same terms and conditions** and upon renewal of License by the Contractor on or before expiry of the License granted by the Appropriate Authority under the Contract Labour (Regulation & Abolition) Act, 1970.

9. The Courts in Shimla city alone shall have the jurisdiction in respect of any or all matters relating to or connected with the Tender.

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

11. Final award of the contract for housekeeping services will be subject to the approval of the Competent Authority in the Bank.

12. 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 and the person submitting the Tender shall have read the same and is always deemed to have read and understood the same before submitting his/her/their tender.

Yours faithfully,

**Chief Manager (HR & Admin)**

**The other details of the tender are as under:**

1	Tender ID No. TENDER ID NO.:	NIL
2	Name of Work	Tender for House Keeping and Maintenance service at Administrative Office, Building, Shimla
3	Cost of Tender Documents cum processing Fee (Nonrefundable)	Rs. NIL
4	Earnest Money Deposit (EMD)	Rs 50,000.00
5	Security Deposit (ISD)	Security Deposit (ISD) Rs1,00,000.00 The successful Contractor whose tender is accepted by the Bank shall be bound to deposit (including EMD as Security Deposit (SD) in the form of banker's Cheque/demand draft issued by any Nationalized/Scheduled Bank favouring "State bank of India" payable at Shimla. The contractor may choose to deposit the said Security Deposit (SD) in the form of Bank Guarantee (BG) of equivalent amount issued by any Nationalized / Scheduled Commercial Bank as per the Bank's approved format.
	Technical Bid	From 21.06.2025 to 10.07.2025 upto 03:00 PM. At administrative Office Shimla
	Price Bid	Conducted online and notified later (open only for qualified vendors)
	Last date & time for submission of Technical bid.	By 10.07.2025 up to 03:30 PM
	Date and Time of Opening of Technical Bid	<b>From 26.6.25 till 10.7.25 upto 3:00 pm</b> at <a href="http://www.sbi.co.in">www.sbi.co.in</a> /SBI in the News procurement-news and <a href="https://etender.sbi/">https://etender.sbi/</a>
	Date and Time of submission of Price-Bid	a) On line submission of e-Tender (Including Technical Bid and Price Bid) till <b>10.7.25 Up to 3:00 PM</b> at <a href="https://etender.sbi/">https://etender.sbi/</a> b) EMD submission Address: <b>Chief Manager (HR)</b> <b>Administrative</b>

		<b>Office, State Bank of India, Shimla</b>  10.07.2025 up to 03:00 PM
	Date of Commencement of Work	01.08.2025
	Insurance	As per insurance clause of the tender document

**Eligibility Criteria:**

Bid is open to all Bidders who qualify the under noted criteria –

**Format and Signing of Bid**

- i. The bidder should prepare submission as per Technical Bid, Price Bid and other requested information.
  - ii. All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
  - iii. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.
  - iv. Bid should be typed and submitted on A4 size paper, spirally bound securely and in serial order. Bidders responding to this Tender shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.
  - v. In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.
1. At any time prior to the deadline for submission of bids, SBI may modify or alter the bidding document by issuing an amendment.
  2. Any addendum/corrigendum as well as clarification thus issued shall be a part of the tender documents and it will be assumed that the information contained in the amendment would have been considered by the tenderer in its tender submission.
  3. Any clarification issued by SBI will be in the form of an addendum / corrigendum and will be available in-Service Provider's portal <https://etender.sbi/SBI/>. The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids which shall be informed to all through SBI's website- <http://sbi.co.in> (procurement news).
  4. The Contractor shall ensure that they are fully conversant with the premises in question as well as with the business activities thereat and its related manpower requirements for the work specified.
  5. The SBI / BANK shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of the SBI / BANK, except under emergencies / unavoidable circumstances.
  6. The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.
  7. The Contractor shall issue identity cards/ identification documents to all its employees.

8. The personnel of the Contractor shall not be the employees of the SBI / BANK/SBI and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract.
9. The Contractor shall also provide at its own cost all benefits; statutory or otherwise to its employees and the SBI / BANK/SBI shall not have any liability whatsoever on this account.
10. The details of the machineries proposed to deploy, and other technical details can be furnished in the Technical bid.
11. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
12. The Technical Bid and the Price Bid will be opened as per the schedule given in NIT.
13. Tenders received after the due date and times are liable for rejection. SBI / BANK reserves its right to reject any / or all the applications without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.
14. All entries in tender documents should be in one ink. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
15. Tenderers shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & stamp in each and every page of the tender document before submitting tender.
16. The rate should be quoted in Indian Currency only.
17. In quoting rates, the tenderers are advised to take into account all factors including any fluctuations in market rates. Please note that the rate quoted in the tender shall remain firm and valid for the contract period of 'ONE YEAR' from the date of commencement of work. During this period no request for enhancement / escalation in rates shall be considered under any circumstances.
18. The rate quoted by the tenderer shall remain firm and shall cover and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisors, equipment deployed, maintenance of the machineries, contractors profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government Minimum Wages Act but excluding Goods & Service Tax (GST).
19. The tenderers are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.
20. Please note that it is tenderers' responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Bank.
21. The bank shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
22. No employee of SBI/SBI / BANK shall be engaged by the contractor during the course of carrying out the works.
23. The tenderer shall deposit a sum of ₹ Nil.50,000.00 towards Earnest Money Deposit This EMD (Earnest Money Deposit) for each cluster shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of SBI payable at Shimla
24. No interest shall be paid on the EMD. The tenders received without EMD and Cost of Tender Document shall be summarily rejected.
25. If any tenderer withdraws his tender before the said period or make any modifications in the original terms and conditions of the tender, the SBI / BANK shall, without prejudice to any other right or remedy, be at liberty to cancel such tenders and forfeit full value of the EMD as aforesaid.
26. The contractor has to maintain an attendance register of the persons employed and the same will be inspected daily by the Bank's Officer-in-charge. In addition to this, the contractor shall also arrange to supply and install Bio-metric attendance system at his own cost close to the Security Cabin or any other location approved by the Bank for maintaining daily record of attendance of all employees deployed at the site during the month and record thereof should be produced with monthly bills as a proof of claim for the same.
27. If any of the labour employed by the contractor is found to be under performing or any mobilization is found or found under the influence of alcohol or any abusive substance / reported while on duty, such

person/persons shall not be allowed to work at site anymore and the SBI / BANK/Bank reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.

28. The contractor has to submit the Police verification details of all the people deployed by him at site before commencement of work. In case of any replacement during the pendency of the agreement, submission of police verification documents of such replaced staff is to be made available immediately.

29. The staff deployed at site should be physically fit to handle the works detailed in the scope. The full bio-data of the staff deployed at site like their full address, educational qualification, age proof etc shall be made available before commencement of work. The staff has to be deployed in consultation with the SBI / BANK officials after performing the interview of the staff.

30. No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the SBI / BANK.

31. Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected and EMD of such tenderer shall be forfeited.

32. Quoted rates per unit being different from those prescribed in the tender shall render the bid disqualified without any claim/explanation.

33. All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to tenderers, offer letter, General conditions of contract, Annexures etc. shall constitute part of the contract document.

34. The contractor shall follow such Act, rules and regulations of the Local government bodies, State/Central Government labour laws that are in force and that may be framed from time to time for completion of work. SBI/SBI / BANK shall not be responsible for any infringement of the various statutes in force by the contractor.

35. The contractor shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor.

**STATUTORY DEDUCTION towards INCOME TAX, Work Contract Tax and any other statutory deductions as per the law prevalent will be made as per Rules.**

36. The contractor shall be responsible to ensure making payment of “Prevailing Minimum Wages”, as notified by Central Government of India, Ministry of Labour & Employment, to their labourers/ employees directly in their Bank accounts and shall produce relevant documents to the SBI / BANK for verification every month along with their monthly bills failing which bills may not be paid.

37. The contractor shall be bound to submit original challans and other documents with regard to payment of ESIC/EPF/any other statutory dues /compliances/pay slip along with monthly bill to the SBI / BANK, failing which bill will not be entertained.

**PREQUALIFICATION BID DOCUMENTS & TECHNICAL BID:**

(i) The bidders are advised to submit various documents in sealed Envelope marked as “TENDER PART-A” to the office of SBI Admin Office, Shimla. at the address mentioned hereinbefore by the stipulated date i.e.

a. Hard Copy of Technical Bid duly filled, signed and stamped by the Authorized Signatory on each page

b. Bid Security form

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

d. The above-mentioned tender documents and other supporting papers should be placed in a sealed Envelope marked “A” super scribing **“Technical Bid for Providing Housekeeping Maintenance Services for State Bank Of India Office, Administrative Office, Shimla,”**

e. Technical Bid not accompanied by any one or more of the above-mentioned documents shall be summarily rejected and such bidders shall not be allowed to participate in price bidding for the project under any circumstances.

f. No documents of the bidders not qualified for the reasons whatsoever including disqualification in the Technical Bid Evaluation shall not be returned to the bidder’s

38. No union formation is allowed.

39. The Contractor's supervisor shall be first line of contact for SBI / BANK/SBI, who shall report to the designated officers of SBI / BANK/SBI for all requirements.
40. The personnel who are appointed as Janitors shall be provided with all cleaning and safety material for cleaning purposes by the Contractor.
41. The quantity for manpower and machines mentioned in this tender is minimum indicative. It shall, however, be sole responsibility of the contractor to ensure deployment of additional manpower required, if any, for execution of work and services to the utmost satisfaction of client/employer/owner i.e. SBI/SBI / BANK without any extra charge but within the accepted tender amount only.
42. In case, any demand is raised by the SBI / BANK/SBI for providing additional manpower for any extra work /activity other than those pertaining to the scope of work of the captioned project, the contractor shall make arrangements for the same and cost thereof shall be paid by the Bank on the basis of minimum wages plus 10% handing charges.
43. All the chemicals, consumables required for the purpose of providing services should be of standard brands as specified in the tender, and as per the approval of the SBI / BANK/SBI. No sub-standard material shall be used. The chemicals used for the purpose of cleaning shall be eco-friendly and biodegradable.

### **SCHEDULE- I Terms & Conditions**

#### **CONTRACT FOR HOUSE KEEPING AND MAINTENANCE OF OFFICES/ BRANCHES UNDER SBI, RBO, UNA (I.E. BRANCHES UNDER ITS ADMINISTRATIVE CONTROL**

The selected contractor(s) will have to do the work related to the upkeep and maintenance of the Buildings occupied by Administrative Office Building, Shimla under its administrative control area, for services of sweeping, mopping, dusting, cleaning and other maintenance services described in the price bid and in detailed terms & conditions for **Electrical, landscaping, horticulture & Sanitary & Plumbing, Mesonary, carpentry and welding work, pests control services etc**, which are specifically mentioned hereinafter and more particularly stated in the annexure hereto.

The Contractor will have to do the aforesaid work services at the total consideration as quoted in tender per annum payable in monthly equal installments on completion of work every month and on production of monthly bills.

1. **The site of work:** Premises of State Bank of India, Administrative Office Building, Shimla.
2. **Contract period:** The contract shall be for a period of one-year w.e.f. the date of award of work. The bank shall have full discretion to terminate the contract at any time subject to notice of one month. Besides, if the job entrusted under the contract is declared illegal or prohibited at a later date by operation of law and in that situation the contract will come to an end forthwith. In no circumstances, compensation shall be payable by the Bank to the Contractor, and the contract labourers employed by the Contractor shall not have any right to get employed or absorbed in the Bank.
3. **The area of services:** Entire complex, ceiling and walls of the above buildings including the open premises for parking, gardens, basements, drainage of clogged drains/sewer lines, stairs cases.

**4. Nature of Services:** The Contractor shall arrange for performance upkeep including sweeping, washing, cleaning, dusting, mopping etc. of furniture and fixture, windows, windows glasses, doors, carpets, wind screens, polishing of metal surfaces. The contractor shall ensure that even those areas of premises shall be well maintained and cleaned, which are not in the immediate use and/or is vacant. The contractor shall ensure cleaning of toilets and streetlight etc.

The Contractor shall arrange for upkeep of entire complex including furniture and fixtures at the frequency/interval as is specified in the Annexure-1 to these terms & conditions.

The Contractor shall ensure a very high standard of housekeeping, cleanliness and maintenance of the entire complex/premises at all times with due regard to hygiene. Disposal of all garbage/wastes shall be the responsibility of the Contractor to arrange.

The Contractor shall ensure top class upkeep and maintenance, services of aforesaid building and the premises by employing sufficient number of skilled/unskilled contract labourers. The hours of work of each contract labourer shall be fixed by the contractor at its sole discretion. The said work shall include maintenance, externally and internally of the **branch(es)/office(s)** including roof, parking spaces, terraces and all around the premises including roads drainage.

The contractor will be responsible to attend to the complaints/requirements within the purview of the contract and such complaints and requirements will be attended to by the contractor immediately.

The Contractor shall arrange cleaning of toilets including W.C. urinals, washbasins with first grade phenyl and detergents on ongoing basis and costs for such cleansing materials shall be borne by the contractor.

The Contractor shall also arrange polishing of planters, gamlas, shining of brass plates and other name plates also.

The Contractor shall arrange for pest control of flies, mosquitoes including spraying with Finit/Baygon spray in the entire complex to be carried out at regular intervals and anti-termite at quarterly intervals and costs shall be borne by the contractor.

The Contractor shall engage trained contract labour for housekeeping, maintenance and specialized works.

The Contractor shall ensure that its contract labourers, observe cleanliness and wear neat and clean uniforms with plastic name badges for identification of them and that they are courteous, polite and prompt while rendering efficient service in their respective areas.

The contractor shall have full control over its contract labourers engaged by it.

The contractor shall give necessary guidance and instructions to its contract labourer to carry out the jobs assigned to them by the Contractor.

The contractor shall also be responsible for payment of their wages and/or other dues to its contract labour including compliance of hours of work and condition of employment in consonance of its applicable laws and rules. All liabilities arising out of violation of local laws and/or Central laws shall be the contractor's responsibility. The contractor on request of the Branch Head will immediately remove from the work any contract labour who may in the opinion of the Bank found to be unsuitable in the interest of the Bank or who may misconduct himself and such personnel shall not be again engaged or allowed to work in the campus/premises.

The Contractor shall be responsible to register himself and obtain a valid license under the contract labour (Regulation and Abolition) Act 1970 and rules there under and the contractor must comply with and carry out all the provisions and obligations under the said Act and Rules there under, including renewal of license

and furnish all information to the Bank as may be required by Act/Rules and the Contractor shall indemnify the Bank against the penalties/claims or for any default on their part.

It will be Contractor's responsibility to ensure that each obligation under this contract is duly performed and observed. The Contractor shall also designate one supervisor or such number of supervisors as required for proper supervision of the services to be rendered by the contractor and/or through its contract labour.

The Contractor shall carry out improvements as may be needed for ensuring satisfactory service and shall take due notice of complaints made by the employees or the Branch Head. The Contractor shall submit the complaint register to the Branch Head everyday for further putting up to the competent authority.

The contractor shall be responsible for any loss due to theft/pilferage/ damage to the Bank's property under the contractor's area of service of the fittings, fixtures, furniture or other equipments entrusted in his charge or any property belonging to the Bank's staff/guest/customers when such a 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 supervisor or any of contractor's labourers and the contractor shall be liable to pay to the Bank such amount in respect of such damages/losses as may be assessed by the Branch Head or any other officer authorized in this regard. Further the contractor shall personally be responsible for good conduct and satisfactory antecedent of the contract labour employed by contractor.

The Bank will not be responsible financially or otherwise for any injury/death caused to any staff of contractor while executing the work under the agreement.

The Contractor shall not permit any of his employees to use any area of the premises/building for residential purposes.

All material and equipments required for day to day housekeeping will be provided by the Contractor in sufficient quantity and these shall be of best quality as approved by the Bank. All expenses for cleansing materials shall be borne by the contractor.

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

¶) The Contractor shall accept and bear full and exclusive liability for the payments 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 compensation paid or payable to person(s) engaged by the Contractor.

The Contractor shall fully comply with all the applicable laws, rules and regulations relating to contract labour (Regulation of abolition) Act 1970 and contract labour (R&A) central rule 1971 P.F. Act including the payment of P.F. contribution, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, Contract Labour (R&A) Act, Essential Commodities Act, Migrant Labour Act and/or such other Act or laws or regulations passed by the Central, State, Municipal and Local Government agency or authority including TDS as per I.T. Act, applicable from time to time.

The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payment of wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.

The Contractor shall bind himself/executor or administrator and shall 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 the contractor



in respect of violation of any of the provisions of Laws/Acts/Rules or regulations having the force of law or any award or decision by any competent tribunal, court or authority in respect of the workmen or any one, employed/engaged by the contractor in connection with this contract. Such indemnity bond has to be furnished/executed on a non-judicial stamp paper worth the applicable stamp duty affixed thereon. The cost of such stamp paper, demi paper etc. shall be borne by the Contractor.

The Contractor shall be responsible for all the claims for its contract labours and the said labourer(s) of the Contractor shall not make any claims whatsoever against the Bank. The Contractor's workmen will not have any right whatsoever to get absorbed in the Bank.

The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infectious diseases.

The contractor shall provide weekly off/holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services to bank on all days.

The contract shall be terminated by efflux of time limited under this or earlier by one month notice by the Bank.

**In case the Contractor(s) fails to fulfill his obligations for any day or any number of days, to the satisfaction of the Bank, for any reasons 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 their other rights and remedies, shall be entitled to deduct, such damages from the money, if any, payable to the contractor besides its right to recover otherwise.**

All questions relating to the performance of the obligations under this contract and all the disputes and differences, which may arise either during or after the contract period or other matter arising out of or relating to this contract or payment to be made in pursuance thereof, shall be referred to the SBI, Administrative Office, Shimla, whose decision shall be final, conclusive and binding on the parties to this agreement.

The contractor shall have to execute an agreement as per the enclosed format 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 this agreement. All the terms & conditions will also form a part of the agreement.

The Contractor shall have to deposit a sum of 5% of annually tender cost per cluster wise as Security Deposit at the time of execution of agreement. The Security Deposit will be refunded on termination of the contract after adjusting the dues payable by the Contractor to the Bank without any interest.

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

The Contractor shall be paid at monthly intervals upon presenting his bill(s) for the previous months of contract work.

The tender will remain open for acceptance for 90 days from the date of opening of this tender.

All type of taxes now or made applicable in future for the materials, equipments and services etc. will have to be borne by the contractor and bank shall not make any extra payment excluding GST.

The contractor will take out adequate Insurance Cover at his cost.

The firm should submit the bill at the end of month and payment will be released within 7 days from receipt of the bill.

Any damage to the property by natural calamities will be borne by the Bank.

During lock-outs and strikes, the contractor will have to carry out the activity as usual and if for any reason it is not possible to carry out the job due to the reasons attributable to the Bank, the Bank will not deduct any payment.

The replacement of any parts of the transformer and H.T.L.T panel shall be borne by the Bank. However, the maintenance and operations will be borne by the contractor.

The tenderer, whose tender is accepted, shall provide to the Bank a list of works which are required to be replaced / carried out within first week from the allotment of work or taking over whichever is later.

The 'Terms & Conditions' as mentioned above are accepted.

**Signature of the Contractor(s)**

**ANNEXURE-1**

**Periodicity Of House Keeping Services:**

- |    |  |                                |
|----|--|--------------------------------|
| (a | Sweeping & mopping First floor PLUS basements    | Twice a day                    |
| )  |  |                                |
|    | Lobbies & corridors                              | Sweeping & mopping twice a day |
|    | Staircase  | Mopping once a day             |
|    | Open terraces, roof, road/basement               | Sweeping once a day            |
| (b | Dusting of furniture/wall paneling               | Once a day                     |
| )  |  |                                |
| (c | Vacuum cleaning of carpets/curtains/ Venetian    | Once a week                    |
| )  | blinds/sofa sets/chair cushions/seats etc.       |                                |
| (d | Cleaning of toilets                              | Twice a day                    |
| )  |  |                                |
| (e | Cleaning of buckets/mugs with vim/detergent      | Once a week                    |
| )  |  |                                |
| (f | Cleaning of toilet walls skirting/tiles of walls | Once a week                    |
| )  |  |                                |
| (g | Cleaning of window panes/doors panes/ wall       | Once a fortnight               |
| )  | paneling   |                                |

- |    |  |               |
|----|--|---------------|
| (h | Cleaning of fans/switch boards/wall/tube lights/wall | Once a month  |
| )  | hanging  |               |
| (i | Cleaning of planters                                 | Once in a day |
| )  |  |               |
| (j | Cleaning of inside sewerage                          | Once in a day |
| )  |  |               |
| (k | Cleaning of dustbin                                  | Once a day    |
| )  |  |               |

### **NOTE**

The staff should wear immaculate dress with company's logo and photo-identity card which will be provided by the contractor two times in a year .

The contractor to provide quality naphthalene balls, Odonil, phenyl, All-out, toilet soap and vim/detergents. The quality and quantity shall be approved/ determined by the bank.

In case it is observed that the cleaning material used is of inferior quality or insufficient quantity is used, the bank will reserve the right to purchase the same itself and deduct the cost thereof from the monthly bill payable to the contractor.

The contractor have to maintain all registers and records for conformity in regard to periodicity of activity of work and shall produce the same in the first week of every month or as and when required for verification.

## **ANNUAL MAINTENANCE CONTRACT**

### **LANDSCAPING & HORTICULTURE SERVICES:-** **MAINTENANCE OF SHRUBS, POTS/PLANTERS ETC. AT RBO UNA AND BRANCHES** **UNDER ITS ADMINISTRATIVE CONTROL**

The contractor will provide/maintain/rotate plants at each floor/open areas in and around the branch / office building (including area outside the boundary wall on the front). He will also maintain trees shrubs etc.

He will provide/place/replace additional plants in various rooms/halls/lawns etc. at the meetings. Conference functions etc.

He will establish and maintain a green house in the back yard of RBO building for proper rotation maintaining and developing of new foliage plants. The required number of plants will be provided by the Bank in the initial stage and the contractor will replace the old/dry plants with new plants at his cost as and when the need arises in and around the boundary, thus maintains the same strength of plants at all times.

He will regularly treat/spray the plants, trees, shrubs etc. with pesticides/other chemicals.

He will regularly undertake trimming/pruning of plants, trees, shrubs and cutting of grass in lawns.

He will undertake painting of flowerpots at half yearly intervals or as and when required, however material will be supplied by the bank.

All inputs like Farm Yard Manure, sweet earth; insecticides/pesticides etc. will be supplied by the bank.

He will provide regular consultancy services to the department for the said contract.

The firm will be responsible for the good conduct and the safety of their workers engaged for the operation/maintenance and bank shall not be liable for any claim an account of any mishap.

The scope of work will be the entire existing installations and any installations that come up in future.

**ANNUAL MAINTENANCE CONTRACT FOR SERVICING, CLEANING, PERFUMING AND ALLIED SERVICES OF LANDLINE / MOBILE TELEPHONES, INTERCOMS AT ADMINISTRATIVE OFFICE BUILDING SHIMLA**

1) The firm will have:-

a) to ensure that all the landline telephones/intercom/mini exchange line at building(s) of allotted cluster(s) as per Schedule-II are kept in working conditions.

b) to check all the telephone/ISDN lines during morning hours and attend to the faults reported immediately in the building(s) of allotted cluster(s) Schedule-II.

c) to clean & perfume all the apparatus in the building, at least once in a week.

d) to attend the requests for shifting from one department to another, extensions/parallel extensions of existing lines, within the same premises.

2) During the period of contract sufficient employees of the contractor will be made available to our office on all working days to attend day to day faults during working hours. **As the Video Conference is using ISDN phone lines at the branches, the firm should deploy its employee to daily monitor the ISDN lines.** Since, Video Conference are being held at very frequent intervals for almost all meetings with modules and Corporate Centre and its use is bound to increase in future, services of employee of the firm should be made available exclusively for Video Conference as and when desired by bank. The employee will be able to connect Video Conference with desired locations, which is a simple process in normal situation and in case of any problem, the help of IT Department officials may be sought. When the Video Conference is not being held, the same person can be utilized for the routine activities of telephone maintenance of the building.

3) Firm's persons will at all times comply with all security norms, which will be imposed from time to time by the Bank.

4) The firm will be responsible for safety of their workers engaged for the operation/maintenance and bank shall not liable for any claim on account of any mishap.

5) The firm will maintain liaison with the telephone /Mobile authorities and will get the work relating to new connection/disconnection of telephone provision and withdrawal of STD/ISD facilities. Shifting of telephone from one office to another or one deptt., to another deptt. to collect details of telephone bills /Mobile phone bills and all other work related to telephone from the concerned agencies.

6) The firm will also maintain close liaison with mobile phone services providers and get all the work relating to mobile phones done.

7) The scope of work will be the entire existing installations and any installations that come up in future.

**PEST CONTROL TREATMENT**

The contractor shall carry out the Pest Control treatment for eradication of Pests/Insects like silver Fish, cockroaches, rodents, flies, mosquitoes and other household pests and treatment to be carried out minimum once in every month and also termite treatment if required at any time with chemicals including infestation/fumigation of traps, manholes, inspection chambers, enclosed spaces like almirahs false ceiling, AC etc. in the entire complex(s) at Administrative Office Building. The work has to be carried out as per Indian standard rules and regulation and by an authorized person(s).

### **SAFETY CODE**

The safety code has to be observed by the contractor as under:

1. There shall be maintained in a readily accessible place first aid appliances including adequate supply of sterilized dressings and cotton wool.
2. The injured person shall be taken to a public hospital without loss of time. In case where the injury necessitates hospitalization.
3. Suitable and strong seat folds should be provided for workmen for all works that cannot safely be done from ground.
4. No portable single ladder shall be over 6 meters in length. The width between the side rails shall not be less than 30 cm. (clear) and the distance between two adjacent rungs shall not be more than 30 cm. when a ladder is used, an extra Mazdoor shall be engaged for holding the ladder.
5. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fences or railing minimum height of which shall be one meter.
6. No floor roof or other parts of the structure shall be loaded with rubbish or materials as to render it unsafe.
7. Suitable face masks should be supplied for use by the workers, when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
8. Ropes used in hoisting or lowering material or as a means of suspension should be of durable quality adequate strength and free from defects.
9. The contractor will ensure that all types of safety measures as advised by Government are taken care of during the performance of work.

### **PENALTY:**

- 1) The bank is at liberty to impose suitable penalty and deduct the same either from the bills submitted by the contractor or at its discretion from the Security deposit for any damage caused to bank's property by the contractor or for unsatisfactory work.
- 2) The contractor shall while maintaining or repairing the plumbing/carpentry/minor masonry and development works at the aforesaid complex only for the aforesaid maintenance and repair purposes, use the aforesaid and not to any other purpose and any violation or breach of this condition shall make the contractor liable for all the losses and of damages suffered or may be suffered by the bank in addition to pecuniary liability for all the consequences, besides forfeiture of the security deposit.
- 3) The contractor shall keep all the walls floors, carpets tools and structures of the various buildings in the aforesaid complex and water drainage mains and pipes and sanitary apparatus of whatsoever nature in good, substantial and sanitary repair and proper working order and condition while carrying out the maintenance

and repairs operations of the aforesaid work and shall not come cause any damage or destruction to the aforesaid fixtures and fittings and material and contractor expressly undertake to indemnify and keep the bank indemnified from all monetary losses. Legal actions proceedings suffer, the bank and pay all the costs charges of expenses and whatsoever nature immediately on demand by the bank.

4) The contractor specifically agree for the safe custody and storage of the various materials supplied to him by the bank and shall indemnify the bank for all the losses in the event of any theft., robbery, dacoity, fire or civic circumstances and will not allow any free access to any person who is not acceptable to the bank.

### **CIVIL WORKS**

#### **PLUMBING SANITARY, CARPENTRY, MEASURING WORK OF ENTIRE AT RBO UNA AND BRANCHES UNDER ITS ADMINISTRATIVE CONTROL**

### **TERMS AND CONDITIONS**

1. The contractor or his supervisor should be available at site every day during office hours. In case of emergency complaints, the contractor to whom the proposed work is awarded must be available in person to ensure rectification of defects within specified period.
2. The contractor will have to immediately attend the complaint and complete the same of its receipt but subject to maximum to 2 days.
3. The contractor will have to maintain all types of records for consumption and receipt of material as desired by bank and suitable instructions issued from time to time in this regard should be complied with by the contractor.
4. The scope of work will be the entire existing installations & any installation that come up in future.
5. The contractor should maintain the registers etc. for his labourers engaged on this job as required under the law and comply with all legal formalities applicable in this behalf.

## **CIVIL MAINTENANCE /REPAIRS/REPLACEMENT**

### **CIVIL WORKS**

#### **A. PLUMBING & SANITARY**

- i) The contractor will have to carry out all types of repairs/replacement pertaining to plumbing/sanitary work in the entire complex including existing installations & any installations that come up in future under ground tanks and over-head tanks and also removing of chokes in water lines, sewerage lines and chambers. He has also to ensure periodical cleaning of water storage tanks above all the buildings on quarterly basis or as directed by the bank and keep all the water tanks in hygienic conditions.
- ii) The plumber should be available as per requirement.
- iii) The contractor will have to arrange in all types of tools required.
- iv) The contractor will have to arrange for digging and refilling of trenches if required so, at any place including masonry work etc.
- v) The necessary materials required for the maintenance/repairs/replacement will be provided by contractor.
- vi) In case of water supply failure from P.H.E.D. the same should be restored at the earliest in coordination with the PHED officials. In case of emergency due to non availability of water supply due to the reasons beyond control after seeking permission from the bank's authorities and cost thereof shall be born by the bank on approved rates,

#### **B. CARPENTRY/WELDING WORK**

- i) The contractor will have to carry out all types of repairs pertaining to wood work in doors windows, in built cup-boards, staircase etc. but excluding furniture items in the entire complex.
- ii) The contractor has to arrange for replacement of broken window pans, repairs to iron work such as window grills, grills/collapsible gates and other similar items involving welding job in the entire complex etc.
- iii) The contractor will have to arrange for all type of tools etc. for the purpose.
- iv) The contractor will have to arrange for all materials such as nails, screws, fevicol etc. for aforesaid repairs at their own cost. The cost of the materials such as wood, plywood, block board, and images locks glasses etc. and other hardware fittings will be borne by the contractor. The quality of the materials should be as provided earlier or existing materials.
- v) The carpenter should be available whenever required.

#### **C. MASONRY WORK**

- i) The contractor will have to carry out all types of repairs pertaining to masonry work, plastering etc. in the entire complex over head tank, under ground tank etc.
- ii) The mason along with any labour should be available whenever required.
- iii) The contractor will have to arrange for all types of tools etc. for such required.
- iv) The cost of all the materials such as cement, sand gritt, marble or any other stone, bricks etc, will be borne by the contractor.

### **TERMS & CONDITIONS (ELECTRICAL WORKS)**

1. Preventive maintenance is to be carried out along with normal maintenance as required even on week recess/holidays.
2. No T&P for the above execution shall be supplied by the department. The contractor has to arrange all the T&P required of his own T&P for daily use will have to be made available with his man. However, special T&P like megger etc. shall be provided before the Engineer-in-Charge and when demanded by him or required for the work.
3. Installation are to be maintained based on the daily message register which shall be made available at the Enquiry office.
4. All type of Replaceable material like switches, holders, wires, fuses and adhesive tapes etc. shall be arranged by the contractor.
5. The Contractor has to maintain daily register for receipt of complaints and its disposal. Any complaint attended based on the message register or directly by the incharge of the work or directly received during maintenance has to be entered in the dairy.
6. Entire work has to be executed in accordance with the C.P.W.D. specifications and relevant Indian standards.
7. Disposal of complaint has to be made on the basis of first complaint received. However, in some cases priority shall be accorded by the in-charge of the work, which has to be done as desired by him.
8. Above maintenance also includes labour required for digging the cable and relaying the same, as such the contractor has to quote the rate accordingly.
9. The contractor should inspect the installation before quoting the rate as the installation shall be handed over on as is available basis.
10. The contractor has to make the installation upto date within the first month of taking over the installation and keep it upto date during the whole of his maintenance period
11. At the end of contract the contractor will handover the installation in perfect order and his last monthly payment will be released only after handing over the installation in good condition.
12. The contractor's staff will be provided one enquiry room free of cost from where they will operate the maintenance.
13. The timing for operating the pumping set will be from 6 A.M. to 7 P.M. or on the basis of requirement.
- 14. The Electrical staff one Electrician & one helper for attending the complaints should be available from 09 :00A.M. to 05:00 P.M.**



15. The contractor should have sufficient experience in maintenance of electrical installation and qualified staff with him.
16. The contractor should have full knowledge of Electricity Department Rules and work accordingly.
17. In case of emergency work, the contractor has to work continuously till it over and nothing extra will be paid on this account.
18. The Sub-station should not be left on unmanned at any point of time.
19. Diesel and mobile oil will have to be arranged by the contractor and the payment will be released to them on the basis of production of original vouchers.
20. Routine tests for substation such as oil testing, meggering of cables/earths etc. shall be carried out in the present of bank's representative and nothing extra will be paid on the account
21. The contractor will have to make arrangements for the dehydration of transformer oil however necessary charges will be paid separately by the bank.
22. All panels and other equipment shall have to be maintained in such a way that these should be dust free.
23. The scope of work will be the entire existing installations that came up in future.

Place: **Signature of the Contractor(s)**

Date:

### **SPECIAL CONDITIONS**

1. The contractor's staff shall be for round the clock operation.
2. Contractor's man will inform to the Branch Head in advance, any problem he may face, in smooth operation of pump and electrical system.
3. Contractors will have the following instruments with them:-
  - i. Techno meter- one no.
  - ii. Tong tester- one no.
  - iii. Megger- one no.
  - iv. Multimeter- one no.
  - v. Tool kit- two sets
  - vi. Testers and test lamps- with each man [power and other tools and instruments required in case of emergency will be arranged by contractor at his cost. However the dehydration plant required for Transformer oil etc., will be arranged by the contractor. Hiring charges for which shall be paid by the Bank.
  - Vii. Commercial Vacume cleaner 02 Nos

4. The work includes the weekly maintenance like cleaning of panel tightening of nuts & bolts and then preventive maintenance of DG sets on weekly basis. Greasing of the grease points and cleaning of the H.T. Room, Sub, Station and Transformer Room etc.
5. The contractor will depute one skilled service engineer at the time of major overhaul, maintenance work or in case of major breakdown rectified. No extra charges shall be paid for the same by the bank.
6. The contractor will have to maintain log book for each para meter of sub station.
7. All work will be down as per Indian Electricity rules.

#### **PAYMENT OF BILLS BY THE BANK:**

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 State Bank of India on the recommendations of SBI / BANK 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.
- iv. A separate covering letter undertaking that the PF amounts have been credited rightly as per the statement enclosed should also be submitted.
- v. 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.
- vi. 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.
- vii. 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/SBI / BANK representative, as the principal Employer, every month.
- viii. 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 as wells as Plumbing, Electrical 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.

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 SBI / 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 works.

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 has to reimburse to SBI/SBI / BANK, the extra cost involved on this account.

#### **OTHER COMPLIANCES:**

The Contractor should ensure compliance of the following for smooth execution of work:

- Identity card should be issued by the contractors to the contract staff deputed on State Bank of India site.

- All contract staff deputed by the contractor at SBI site should have in possession Identity card issued by the contractors.
- The Payment slips should be issued by the contractors to the staff deputed on SBI site.
- All Contract staff should bear specified uniform bearing badges of Company's name and other safety accessories, viz Helmet, Safety belt, etc.

### **LOCAL LAWS, ACTS, REGULATIONS**

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:

- Minimum Wages Act, 1948
- Payment of Wages Act 1936
- Workmen's Compensation Act 1923 (Amended), as applicable
- Contract Labour Regulation and Abolition Act 1970 and Central Rules 1971
- Apprentice Act 1961
- Industrial Employment (Standing Order) Act 1946
- Personal Injuries (Compensation Insurance) Act 1963 and any other modifications
- Employees' Provident Fund and Miscellaneous Provisions Act 1952 and amendment thereof
- Employees State Insurance Corporation Act
- Shop and Establishment Act, as applicable
- Any other Acts Central or States, that may be applicable or by law or enactment relating thereto and rules framed there under from time to time.
- Factories Act,
- Employment of Children Act 1938,
- Employers Liability Act 1938,
- Industrial Disputes Act 1947

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 / 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 / SBI / BANK 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

### **MANDATORY DATA/ KYC REQUIREMENT OF EMPLOYEES**

The following data relating to employees has to mandatorily provided by the vendor:-

1. Name & Address of the employees
2. ID & Address proof
3. Two copies of Recent coloured photographs of the employees
4. EPFO registration details
5. ESIC registration details
6. Account numbers in which salary of the employees is to be credited, along with details of the Bank (viz. Name of the Bank, IFSC Code, Branch Name, Address of the Bank)

### **SCOPE OF WORK**

#### **HOUSEKEEPING SERVICES:**

S. No.	Nature of Services	Frequency
	<p>Sweeping &amp; Cleaning: - Sweep and clean all floor areas, roads etc.</p> <p>Damp moping of tiles, vitrified floors, staircases, sidewalls and entrance areas.</p> <p>Floors shall be made free of stain, dirt, mud, sand, footprints, liquid spills, and other debris.</p> <p>Chairs, computers, keyboards, trash, receptacles, and easily movable items shall be moved to clean underneath.</p> <p>During inclement weather, the frequency of cleaning may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or water standing.</p> <p>After sweeping all vitrified floors, areas would be machine scrub cleaned.</p> <p>Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.</p> <p>Daily cleaning of lift cabins, mirrors &amp; doors in all the floors.</p> <p>Removal of stagnant water.</p> <p>Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.</p>	Daily
	<p>Vacuuming:</p> <p>Vacuuming all carpets, runners and carpet protectors so that they are free of dirt, lint, mud, etc.</p> <p>All Sofa set/chairs, revolving/non-revolving cushioned chairs cushioned stools, Curtains, venetian/vertical fabric blind, Roller Blinds etc.</p>	Fortnightly
	<p>Washrooms &amp; toilets cleaning (To be carried out on hourly basis): Thorough cleaning and sanitization of toilets, bathrooms, wash basins and spray facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.</p>	3 times per day
	<p>Cleaning of mirrors, glass doors, glass windows, etc.</p> <p>Replenishment of paper towels, toilet paper, liquid soap, urinal cubes, naphthalene balls, odonil, etc. in all the toilets &amp; wash rooms.</p>	Daily
	<p>Trash Removal:</p> <p>Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.</p> <p>All waste from waste paper baskets will be collected and deposited in the building's waste containers.</p> <p>Dry &amp; wet garbage would be segregated and temporarily dumped into designated area within the premises.</p> <p>Collection of old newspapers, bundling &amp; shifting to specified place.</p> <p>All the wastes, trash, debris, garden waste etc. has to be disposed from the campus on daily basis as per the guidelines of MCC. Any co-ordination in this regard with MCC has to be carried out by the Contractor.</p> <p>Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the Bank, the Contractor shall be penalized up to 5% of bill amount and its deduction from the monthly bills.</p>	Daily
	<p>Glass Surface Cleaning:</p> <p>All glasses at entrance doors and windows of the premises would be cleaned using damp and dry method.</p> <p>Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.</p>	Daily

	Removal of grease marks or fingerprints on glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.	
	Spot Carpet Cleaning: Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals, etc.	Daily
	Damp & Dry Cleaning: Wipe clean all white boards of meeting rooms, conference rooms, etc. □ Wipe clean all table tops of workstations, cubicles and other furniture and fixtures. Conference Rooms Cleaning includes cleaning of Glass windows, ceiling, marble cladding, carpets, chairs, Service Rooms/ bath/ toilets, etc.	Daily
	Shifting of Furniture: Three attendants / hamals needed at Estate Department for Shifting of chairs, tables, cup boards, e-wastes, monitors, computers, printers, etc. within the premises using suitable trolley as per instruction of officials of Estate Department. Also, will be utilized by the Dept. in events of meetings, conferences and day to day works at different department.	Daily
	Deep Cleaning: Stairways, surrounding common areas, terraces, generator rooms, AHU Rooms, basements, car parking, etc. Ceiling, walls, partitions, etc. Interior & Exterior glasses will be cleaned on both sides, throughout the building. Ceiling fans, pedestal fans, wall mounted fans, Indoor split AC units, etc. Up-keeping & removing choke-up in the storm water drains in the ground & basement level and other drains located inside the premise. The Contractor should coordinate with Municipal Corporation, Shimla and keep the inter-junctions clear from any obstruction. During monsoon season the Contractor has to ensure periodic cleaning of the basement, etc. with suitable materials for removing the algae / green patches formation	Daily
	Window Glass Cleaning: The service provider shall undertake cleaning of the glasses and glass panes from the interior in all floors. Dusting window sills and blinds.	Weekly
	Sanitizing: All items related to Computer (Monitor, CPU, Keyboard, Mouse etc.) are to be cleaned thoroughly and sanitized. Office desk paper bins would be cleaned and sanitized. All washroom dustbins would be thoroughly cleaned and sanitized. All telephone instruments would be sanitized using disinfectants. Waste bins from Pantry and Cafeteria areas would be thoroughly cleaned and sanitized with disinfectants. Through washing of all walls and doors of all toilets with appropriate detergent and disinfectant. All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant.	Weekly
	Dusting & Wiping: Dusting and wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks. Applying metal polishes to accessories or door handles, name plates, hand railings, lift walls, etc.	where applicable
	Deep Cleaning: Deep cleaning, dusting and wiping of sanitary fittings in the wash rooms, ladies' toilets etc.	Fortnightly

	<p>Deep cleaning, dusting and wiping of handles, doors, door closers, fittings, windows, curtains etc.</p> <p>Cleaning, dusting and wiping of false ceilings.</p> <p>After cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks.</p> <p>Cleaning/sweeping of all the terraces on fortnightly basis.</p> <p>Cleaning, dusting, cobwebs.</p> <p>Dusting of fire extinguishers, fire hydrant heads located at various places.</p> <p>Note: The Contractor will ensure that no Acid or similar cleansing agent/material should be used in the process of cleaning of CP/Brass fittings. Any damages caused on account of violations shall be at the contractor's cost and risk. The contractor shall be responsible for replacement of such damaged fittings/fixtures with same brand/model fixtures at their own cost.</p>	
	<p>Polishing:</p> <p>All the Brass/SS door handles/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using approved quality polishing agents including buffing as and when directed</p>	Quarterly or as and when required
	<p>Cleaning Work:</p> <p>Cleaning of vertical fabric blinds/ Roller Blinds and checking / rectification of the same using suitable material</p> <p>Deep cleaning of all service ducts, chajjas in the floor, etc. Note: The contractor has to take necessary safety precautions for their laborer by wearing personal protective equipment like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas etc.</p>	Quarterly
	<p>Chemical / Shampoo wash – All sofa sets/chairs, revolving chairs, non-revolving chairs, cushioned stools, Curtains, venetian/vertical/Roller blinds etc. are to be dry cleaned/ chemical washed / Shampooing</p>	Quarterly or as and when required

#### B. ELECTRICAL MAINTENANCE SERVICE:

	Providing licensed electrician with helper round the clock on all days including Sundays & holidays	Daily
	Operation and maintenance and regular up-keep of lighting and allied electrical works, within the building/premises	Daily
	Operation and maintenance and upkeep of exhaust fans in the building/premises	Daily
	Changing of fused tubes and other items as per instructions of Engineer-in-charge and handing over the fused ones to the Officer (maintenance) and / or Electrical Engineer	Daily
	Switch off/on the common area lights, fans, etc. as scheduled and requirement to save Energy.	Daily
	Cleaning of mains, distribution boxes of each floor and checking up of all the electrical connections to all the gadgets	Weekly
	Cleaning, dusting of electrical and telephone shafts, starters, pumps, panel boards, cable racks etc.	Weekly
	Maintenance and cleaning of all electrical fixtures and fans	Monthly

	Cleaning and dusting of panel boards once in every 30 days.	Monthly
	Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour cost as well as cost of minor materials required as mentioned in this tender. However, the cost of specified major items mentioned in this tender document will be reimbursed to the Contractor on actual basis on production of GST paid Invoice duly certified by the Bank's Engineer provided replacement of all such Items/fittings/fixtures are considered beyond repairs by the Engineer-in-charge who have issued specific written instructions to replace the same.	
	Replacing bulbs, tube lights etc. wherever / whenever required.	As & when required
	To clean fans and exhaust fans, wherever / whenever required	As & when required
	Disposal of complaint has to be made on first come first serve basis. However, in some cases, priority shall be accorded by the incharge of the work.	As & when required
	The contractor will have to do the wet servicing of the Split, Cassette, Window, Tower, (app 125 ACs) twice in a year in the months of March & July whereas the dry servicing of all the A/Cs will have to be done on monthly basis, at it's own cost.	As & when required

### **C. PLUMBING MAINTENANCE SERVICE:**

	Providing skilled plumber with all required tools including Sundays and holidays	As & when required
	Removing choke-ups in all the plumbing installation inside the bathrooms, toilets & kitchen/pantry and common areas, plumbing ducts, sewer lines, supply lines etc.	As & when required
	Attending to leakage from taps, showers, flushing cistern, etc., at all floors, duct areas and outside premises so as provide "first-aid" solutions to prevent any damage & undertake necessary repairs after completing all norms.	As & when required
	Repairs to plumbing & sanitary fittings like flushing systems CI/PVC/Ceramic etc., including removal of siphons, bells, float valves, provision of cotter pin, plunger washers, nut and bolts for siphon, 'S' hooks, Ball-cock etc. including removal and re-fixing with new accessories of appropriate sizes and making it in working condition	As & when required
	Cementing of joints of various drainage lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment.	As & when required

	Checking and monitoring of all installation and to attend any defect immediately. Major work to be informed to the Estate Department	As & when required
	All Sewage/drainage line, inspection chambers, floor traps, etc. to be checked & cleaned inside the Premises up to Municipal Manhole (including removal of debris, sludge etc. from the line/ chambers and also out of the Premises)	As & when required
	Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.	As & when required
	Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when require	As & when required

#### **D. CARPENTRY MAINTENANCE SERVICE:**

	Providing skilled carpenter with all required tools including Sundays and holidays	As & when required
	The complaints registered by the resident in the complaint book maintained with the Caretaker will be routinely checked daily and all complaints will be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident or their representative.	As & when required
	Repairs and maintenance of all the doors, windows, racks ventilators, sliding windows, pelmets / curtain rods, hangers etc. in the flats and of common area	As & when required
	Removing and re-fixing the loose hardware items with necessary screws as required at site etc. complete. Without claiming any extra cost.	As & when required
	Replacement of worn out wooden beading, any wooden members and any damaged hardware fitting. Replacement of broken glass panes of door and window shutters. Polishing of furniture, doors etc. Cost of material shall be paid as per the Bank's on actual basis.	As & when required

#### **E. PEST MANAGEMENT SERVICES**

	Pest Management for cockroaches (using Herbal gel), silver fish, ants, house flies, etc inside the premises.	Quarterly
	Pest management for cockroaches, silver fish, ants, house flies, etc to common areas at all floors like staircase, lift lobbies, terraces, stilt parking, ground floor & rooms/cabins thereat, including drains, chambers, ducts, etc.	Monthly
	Rodent control treatment for rats, mice & bandicoots using traps, baits, stick board, etc. in the entire complex including Kitchen, Pantry, Dining areas, drains, chambers, ducts, parking area, garden, etc	Monthly
	Post construction Anti-Termite/white ant Pest Management treatment inside the premises. Cost of service/material shall be paid as per the Bank's on actual basis.	As & when required

- i. The work of Pest Control treatment Services shall be got carried out through approved and Licensed agencies only. The name of the agency to be got approved from SBI / BANK in advance.
- ii. The Materials to be used for Pest Control should be Govt. approved as well as eco friendly.



iii. 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.

**F. PUMP SETS (INTERNAL & EXTERNAL), AT SBI, ADMIN OFFICE, SHIMLA & CMC RESIDENCES**

	<p>The Admin Office building having a carpet area of 30000.00 lac sq.ft. (basement, ground floor and 4 stories, along with mess, VC Room and basement). Operations &amp; Comprehensive Maintenance of Internal Electrification. Fans, fixtures, lights, power plugs, other gadgets and equipments such as call bells, floor sub distribution boards, mechanized doors/glass doors etc. External Electrical Installations L.T. Panel and other electrical panels such as distribution panel, external panel, main panel for distribution, external lighting, A.M.F. panels, cables etc. PA system: Comprehensive Maintenance of PA system as per manufacturer's recommendations and providing qualified attendant(s) during meetings/seminars as per Bank's requirement.</p> <p>Maintenance of all electrical appliances. Pump Sets: 15 Numbers of pump sets, ranging from 2 H.P. to 15 H.P.</p> <p>Diesel Generating Sets 1 No. 250 KVA capacity.</p> <p>Maintenance of Central Heating system</p>	As required
	<p>Dismantling and relaying of all sizes of cables with sand and brick protection.</p> <p>Dismantling and relaying of all sizes of cables with old bricks and fresh sand</p> <p>Straight through joint kit for L.T.</p>	As per Annexure-I

**G. LANDSCAPING & HORTICULTURE SERVICES: -**

The contractor will maintain/rotate plants (ornamental & flowering plants) at each floor/open area in and around all the buildings (including area outside the boundary walls on all the sides of the buildings). The contractor will also maintain lawns, trees shrubs etc.

- The contractor will place/replace additional plants in various rooms/halls/lawns etc. at its own cost.
- The contractor will establish and maintain a green house in the back yard of the ADMIN OFFICE building and CMC residences, for proper rotation maintaining and developing of new foliage plants. The required number of plants will be provided by the Bank in the initial stage and later on, the contractor will replace the old/dry plants with new plants at bank's cost, as and when needed, in and around the boundary, thus maintaining the same strength of plants, at all times.
- The contractor will regularly treat/spray the plants, trees, shrubs etc. with pesticides and other chemicals, the cost of which will be borne by the bank.
- The contractor will regularly undertake trimming/pruning of plants, trees, shrubs and cutting of grass in lawns.
- The contractor will ensure painting of flowerpots at bi-monthly intervals or as and when required, cost of material of which will be borne by the bank.
- All inputs like farmyard manure, sweet earth, insecticides/pesticides etc. will be supplied by the contractor at bank's cost.
- The contractor will provide regular consultancy services to the department for the said contract.
- The contractor will be responsible for the good conduct and the safety of his workers engaged for the operation/maintenance. Bank shall not be liable for any claim which may arise on account of any mishap.
- The scope of work will be the entire existing installations and any installations that are to be done in future, as per the requirement of the bank.

**H. LANDLINE TELEPHONES, INTERCOMS**

The contractor will have: -

to ensure that all the landline telephones/intercom/mini-exchange lines are in working condition at ADMIN OFFICE and CMC residences at all the times.

to check all the telephone/ISDN lines during morning hours and immediately attend to the faults reported in the building. to clean & perfume all the apparatuses in the building, at least once in a week, the cost of which will be borne by the contractor. to attend the requests for shifting from one connection to another, extensions/parallel extensions of existing lines, within the same premises.

2. During the period of contract, sufficient employees of the contractor will be made available at the office on all working days to attend day to day faults during working hours.

3. The contractor's persons will always comply with all security norms that are imposed from time to time by the Bank.

4. The contractor will be responsible for safety of their workers engaged for the operation/maintenance and bank shall not liable for any claim on account of any mishap.

5. The contractor will maintain liaison with the Telephone / Mobile authorities and will get the work related to new connection/disconnection of telephones, provision and withdrawal of STD/ISD facilities. Contractor will also undertake shifting of telephones from one office to another or one residence to another, at its own cost.

6. The contractor will ensure collection of Telephone / Mobile phone bills and all other work, related to telephone, from the concerned agencies at its own cost. 6. The contractor will also maintain close liaison with mobile phone service providers and get all the work relating to mobile phones done.

7. The scope of work will be the entire existing installations and any installations that come up in future, as per the requirement of the bank.

8. New point, if installed, cost shall be paid extra by the Bank.

9. Repair / servicing of Telephone (Cost of Telephone Set & wire will be borne by bank).

### **MANPOWER REQUIREMENT**

#### **NO OF PERSONS REQUIRED FOR HOUSEKEEPING**

Total no of employees required for Housekeeping, maintenance and other services are as under:-

S.N	Floor	NO OF PERSONS REQUIRED FOR
1		CLEANING
	Basement, external area, canteen area, -2,-1 floor and ground floor	2
2	First Floor	2
3	Second Floor	2
4	Third floor + Forth floor	2
5	Electrician	1
Total		9

#### **MANPOWER QUALIFICATION AND EXPERIENCE CRITERIA**

Sr. No.	Particular	Manpower Category Along with Qualification
1	Housekeeping staff (General Shift)	Unskilled Category
2	Electrician (general shift)	(Skilled Category) Electrical Technician with Govt. recognized technical course (ITI or equivalent) in electrical trade with 1 to 2 years'

		relevant experience and possess mandatory License to work as electrician as per Maharashtra Electricity rules
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**\*\*Note: Wherever the duty hours of the respective Employee/workman/Technician etc. mentioned above is exceeding 8 Hours, it will be sole responsibility of the Contractor to ensure relief arrangements and to quote their rates accordingly.**