

**State Bank of India
Administrative Office
Shimla**

**TENDERS
(Catering and care taking service)**

FOR

**“CATERING/CARETAKING SERVICES
FOR SBI CMC GUEST HOUSE, KALIBARI, ZIO, VOTF
NEW SHIMLA SECTOR-3, & GUEST HOUSE, AT
MALL ROAD”.**

TENDER DOCUMENTS

Administrative Office, Shimla on behalf of State Bank of India (SBI) Invites Sealed E-Tenders from Contractors of for **“CATERING/CARETAKING SERVICES FOR SBI CMC GUEST HOUSE, KALIBARI, VOTF NEW SHIMLA SECTOR-3 & GUEST HOUSE AT MALL ROAD”**.

Details of tenders are as under :-

1.	Name of work	CATERING/CARETAKING SERVICES FOR SBI CMC GUEST HOUSE, KALIBARI, VOTF NEW SHIMLA SECTOR-3 & GUEST HOUSE AT MALL ROAD
3.	Earnest Money Deposit	NIL.
4.	Security Deposit	3% of the accepted value of the contract.
5.	Cost of tender documents	NIL
6.	Tender to be submitted at :	Administrative Office, 40SDA, Kusumpati, Shimla (HP) 171009
7.	Last Date and Time of submission of Tenders:	10.07.2025 10:30AM
8.	Date and Time of opening of tender	10.07.2025 at 3:00PM at administrative office Shimla and price bid will be open only qualified vendors through online.
9.	Validity of offer	90 days from the date of opening of tenders.
10.	Liquidated Damages	As per penalty clause
11.	Value of Interim certificate	To be paid monthly

In case the date of opening of tenders is declared as a holiday, the tender will be opened on the next working day at the same time. SBI have the right to accept/reject any/ all tenders without assigning any reasons.

CHIEF MANAGER (HR)

MODE OF SUBMISSION OF TENDER: ON LINE E-TENDER

The e-tender shall be submitted online in accordance with the procedure detailed herein below. Specified documents shall be sealed in envelopes of appropriate size each of which shall be sealed.

a)

An Envelope shall contain covering letter, clarification (if any), technical and commercial terms, duly signed and bid security with an covering letter accepting all standard technical terms & conditions and a declaration for unconditional tender to be deposited at Administrative Office, 40SDA, Kusumpati, Shimla (HP) 171009 latest by **10.07.2025** upto 10:30 AM PM.

Opening of E-Tender:

- 1) Price bids will be opened ON LINE.
- 2) Cover-1 containing the Bid security, covering letter accepting all standard technical terms & conditions and a declaration for unconditional tender will be opened first OFF LINE.
- 3) After opening of cover-1 OFFLINE and after evaluating the clarifications / conditions, if any, stipulated by the contractors, i.e. if the vendor are qualified, cover-2 containing priced BOQ will be opened ONLINE of those qualified vendors.

In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time.

SBIIMS / State Bank of India have the right to accept / reject any or all tenders without assigning any reasons.

Yours faithfully,

-----S/d-----

Signature of the Tenderer

CHIEF MANAGER (HR)
AO, SHIMLA

TENDER FORM/AGREEMENT

CATERING/CARETAKING SERVICES FOR SBI CMC GUEST HOUSE, KALIBARI, VOTF NEW SHIMLA SECTOR-3 & GUEST HOUSE AT MALL ROAD, ZIO ”. Sealed Tenders are invited for the above services for our captioned **“CATERING/CARETAKING SERVICES FOR SBI CMC GUEST HOUSE, KALIBARI, VOTF NEW SHIMLA SECTOR-3 & GUEST HOUSE AT MALL ROAD”**.as per the terms and conditions given below.

The contractor intending to quote for the above Housekeeping & maintenance, Catering/Caretaking services will be required to render following services: -

1. SECURITY SERVICES

He will ensure that entry is restricted to the authorized staff members only and to comply with Bank's allotment and ensure that the rooms etc. are not used by others and unauthorized. Particulars of the workers will have to be provided before issue of work order/contract.

2 CATERING SERVICES

The contractor will provide good quality tea, snacks and meals to the occupants of VOTF & GUEST HOUSE & Guest House. The contractor will provide catering services to the VOTF & GUEST HOUSE guests such as making and serving tea, snacks and other food items as specified in the Menu list attached as annexure to this notice at the rates fixed for a period of one year commencing from date of award of contract.

3. CARE TAKING SERVICES: All accounts and usual record registers i.e. complaint Book Register, Feed Back register etc. will be maintained by the contractor. He will provide Menu-card prescribed by the Bank. The contractor will be responsible for the washing of bedsheets/quilt/blankets etc. The electric generator provided by the bank will be operated by the employees of the contractor as and when required.

4. HOUSEKEEPING SERVICES : Rooms of VOTF & GUEST HOUSE is to be kept neat and clean regularly on day to day basis by the contractor. The entire premises of VOTF & GUEST HOUSE, in and outside shall also be kept clean by the contractor and as well as the contractor will be responsible for keeping the premises of delegacy neat & clean. The contractor will carry out day to day maintenance of the Premises such as cleaning of floors/carpets at least twice in a day and sweeping of open areas/cleaning of toilets inclusive of dusting of furniture/fixture items on a daily basis. The maintenance of Premises shall also include gardening/horticulture related work of maintaining lawns, cutting of grass, watering of grass and potted plants, manuring, cutting & pruning etc. However, required in puts shall be provided by the contractor. The bidder may visit the premises on any working day. The periodicity of various activities under this as enclosed Annexure C.

5. MANPOWER

Location	Cook	helper	Housekeeping staff
VOTF Sector-3, New Shimla	1	2	1
Guest House at Mall road+ CMC Guest House	1	1	1

Total =07

6. SCOPE OF WORK: The Scope of will also include the following: -

1. Maintain the register containing the name, address, character certificate, latest photograph, telephone number of the workers engaged by him.
2. Maintain duty register including the shift duty of the attendants.
3. Get the antecedents of the person engaged by him checked by police and should get his medical checkup completed periodically.
4. Issue uniforms and Identity cards to all his staff.
5. Clean and spray the room with room freshener on the change of occupancy or as per requirement. The charges will be borne by the contractor.
6. Provide the Menu Card prescribed by the Bank.
7. Ensure that payment of wages to the workers as per the provisions of the Labour Contract Act is complied with.
8. Take the standard feedback form duly completed from each guest prior to his departure (in duplicate) and submit one copy of the same to the Estate Manager (Shimla)
9. Maintain a) Arrival/Departure register b) Electric bills paid register c) telephone bills paid register d) Consumable/linen items purchased register as per standard format.
10. The contractor will provide quality naphthalene balls, odonil, Phenyl, All-out, room freshener, toilet soap and vim/detergent. The cost will be borne by the contractor. The contractor will be responsible for caretaking and cleaning of premises of VOTF & GUEST HOUSE, Chandigarh including stairs and surroundings. The quality and quantity shall be approved/determined by the Bank. (Annexure 'B').
11. The contractor shall obtain identity proof from the allottees of VOTF & GUEST HOUSE rooms at the time of check in and keep a copy of the same in the file. Room will not be allotted without entering in register. Room will be strictly allotted as per advice by Zonal Office, Shimla. The report in regard to details of occupancy, previous date shall be submitted in the Estate Department on everyday basis.

II. GENERAL TERMS AND CONDITIONS

1. The contractor shall be solely responsible for maintenance of VOTF & GUEST HOUSE.
2. The contractor will be responsible for safety of the workers engaged by him for the above VOTF & GUEST HOUSE, Shimla. Bank shall not be liable for any claim on account of any accident/mishap. He will also be responsible for safety of all the guests and all the items provided by the Bank within the premises of the VOTF & GUEST HOUSE, Shimla and for day-to-day running of the VOTF & GUEST HOUSE, Shimla.
3. The contractor will be responsible for the integrity and conduct of his employees and in the event of any complaint, the contractor will be required to replace them and compensate the Bank for any loss.
4. The contract can be terminated by the Bank by giving 15 days notice without assigning any reason and no claim whatsoever shall be entertained on this account.
5. The successful bidder submit security money of Rs.25,000/- within week.
6. The contractor shall keep all his staff insured, against all risk policy during the currency of the contract at his own expenses and policy thereof is to be deposited with the Bank within 15 days of Award of work.
7. All taxes, excluding GST, related to the, CATERING/CARETAKING SERVICES whatsoever shall be borne by the contractor.
8. All accounts and usual records/register will be maintained by the contractor and he will be responsible for maintenance of accounts of guest fee and a visitor's register will be maintained by him to the satisfaction of Bank/Staff. The Bank charges deposited by visitors of Bank shall be deposited by

contractor in Bank's Account advised by the Bank on regular basis on 1st & 15th of every month, failing which penalty of Rs. 100/- per day will be deducted from the bill of contractor.

10. The contractor shall maintain a separate visitors register for Gym and maintain a Complaint Book in the VOTF & GUEST HOUSE, Shimla

11. VOTF & GUEST HOUSE, Shimla is inspected periodically by the Bank Officer from P&E Department and the contractor shall co-operate during inspection. Particulars of the cook, waiters etc. are to be provided to Bank before issue of work order.

11. The offer shall remain valid for 60 days from the date of opening of tenders.

12. Services of cook, waiters etc. will be provided round the clock by the contractor. It is to be ensured that efficient and excellent services/room services are provided by contractor. Bed tea, breakfast, lunch, dinner of good quality as per Annexure "A" is to be provided at Bank's approved rates.

13. Any other misc. work connected with up keep of VOTF & GUEST HOUSE, Shimla is to be provided by the contractor

14. Any bid which deviates from the above terms and conditions will be rejected.

15. The bank reserves the right to reject any or all the tender at any time or relax/withdraw any of the terms and conditions contained in the tender documents without assigning any reason whatsoever.

16. Rooms of VOTF & GUEST HOUSE, Shimla are to be kept neat and clean regularly on day to day basis.

17. The curtains/bed sheets/quilt cover/blankets etc. shall be got washed by the contractor and are to be kept clean and in hygienic condition. Laundry charges of linens/towels/ quilts/blankets shall be borne by the contractor.

18. The visitors in the guest house can ask the contractor to wake them up at the time stated by them during night hours.

19. Crockery/utensils will be provided by the Bank, however, contractor to ensure proper care and avoid theft and breakage.

20. The commercial gas connection and gas cylinder will be provided by the contractor. The charges for the same will also be borne by the contractor and all Govt./Company rules in this regard will be followed by him.

21. Inventory of infrastructure provided by the Bank will be maintained by the contractor. At the time of handing over the same it will be given by the contractor to Bank, complete in all respects in good conditions.

22. Anything not mentioned above, but required in VOTF & GUEST HOUSE, Shimla in general routine is to be done by the contractor.

22. Dusting, cleaning, toiletries, cleansing materials, caretaking charges are to be borne by the contractor. However, the water, electricity and tata sky/DTH service charges to be borne by the Bank.

24. Booking of rooms of VOTF & GUEST HOUSE is to be done by Estate Officer, Shimla,

25. 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. Besides, if the job entrusted under the contract is declared illegal or prohibited at a later date by operation of law, in that situation the contract will come to an end forthwith 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 or claim of any kind against the Bank.

26. The charges of eatable to be provided to the members/guests shall be recovered/collected by the contractor himself and the Bank shall not be responsible for any claim on this account.

27. 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 compensations paid or payable to persons 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 deposit a certificate every month alongwith the bill having paid all wages, ESI and EPF contribution in the department as applicable.

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/his 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 labourers of the Contractor shall not make any claims whatsoever against the Bank. The Contractor's workmen will not have any right whatsoever to claim employemnt or 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 contract or earlier by one month notice by the Bank.

28. The contractor will have to attend the guest/service-related complaint immediately. In case of failure on part of contractor, the Bank is at liberty to impose penalty @ Rs.1000/- per instance of complaint on account of delay in attending the complaint/rectifying the defects and Bank will deduct the penalty 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.

29. All the disputes in regard to this agreement will be referred to a sole arbitrator to be appointed by the Bank.

**SIGNATURE AND SEAL OF CONTRACTOR
IN TOKEN OF ACCEPTANCE OF ABOVE
TERMS & CONDITIONS**

ANNEXURE 'A'

LIST OF APPROVED BRANDS FOR THE MATERIAL TO BE USED

ODONIL : Balsara India Ltd./Dabur India Ltd.

PHENYL : Bengal Chemical Pvt. Ltd./Domex

ALL-OUT : Good Night/Behyon/Mortin/Begone

TOILET : Life-Buoy (white), Lux, Rexona/Dettol

SOAP

VIM : Products of Hindustan Lever/Vim Ultra/Vim popular

DETERGENT : Surf/Rin

ROOM FRESHENER : Airwick, Premium, Godrej

Food quality

Sr. No	Milk	Mother Dairy/Verka/Local milk available in sachets
I	Bread	Bonn/Britannia/Reputed brand
ii	Butter(Table)	Amul/Verka
iii	Jam	Kissan
iv	Tomato Sauce	Maggi/Kissan
v	Tea/Coffee Bags	Taj/Tetley/Reputed brand
vi	Coffee	Nestle/Bru
vii	Refined Oil	Olive Oil/Ginni/Dalda/Fortune/Reputed brand
viii	Mustard Oil	Dalda/Hafed/P-marka/Reputed brand
ix	Rice	Indiagate/marketfed/hafed/Reputed brand
x	Sugar	Reputed brand
xi	Spices	Catch/M.D.H/Reputed brand
xii	Ice Cream	Amul/Mother Dairy/Kwality/Reputed brand
xiii	Fruits, Vegetables	Seasonal fresh quality
xiv	Pulses	Reputed brand
xv	Atta	Ashiarwad/shakti bhog/Reputed brand

SIGNATURE AND SEAL OF CONTRACTOR

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ANNEXURE-B**Food**

Menu card with variety and changes

Sr. No.	Item	Rate	Rates for officers on staying on official duty
1.	Breakfast-Continental Bread (4 slices) with butter & Jam /egg preparation (2 numbers) Tea,/coffee/fruit/fruit juice(200 ml) Breakfast-Vegatarian Bread with butter & Jam (4 slices) alu/seasonal stuffed paratha with curd & butter/chole Puri/idli/ dosa (with sambhar) /upma/poha Tea/coffee/fruit,/fruit juice (200 ml)	Rs. 80/- including	Rs. 30/- including
2.	Lunch/Dinner-Vegetarian Puri/chapatti, 2 vegetables, dal, rice/pulao (unlimited), raita/curd, papad, green salad, fruit/dessert	Rs. 100/-	
3.	Lunch/Dinner-Non-Vegetarian Puri/chapatti, chicken/mutton/egg/fish preparation (one plate), biryani/pulao/rice,,dal and one vegetable, papad, green salad and fruit/dessert	Rs. 150/-	
5	Extra tea on order	Rs 08/- per cup	Rs 8/- per cup
4.	Milk on order	Rs 20/- per 250 ml	Rs 20/- per 250 ml

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"ANNEXURE-C"**PERIODICITY OF HOUSE-KEEPING SERVICES**

(a)	Sweeping & Mopping	
	Rooms	Once a day and on change of occupancy
	Lobbies & Corridors, Drawing Room, Dining Hall	Sweeping & mopping once a day and as and when warranted
	Staircase	Sweeping twice a day Mopping once a day
	Open terraces, Road/Pavements	Sweeping/mopping once a day.
(b)	Cleaning of waste and garbage from rooms kitchen etc.	Once a day and on change of occupancy
(c)	Disposal of garbage and wastepaper to the Municipal Garbage	Once a day
(d)	Dusting of furniture	Once a day
(e)	Vacuum Cleaning of carpets/sofa sets	Once a week
(f)	Cleaning of toilets/WC's/Washbasins	Once a day and on change of occupancy
(g)	Cleaning of Buckets/Mugs with Vim/detergent	Once a day and on change of occupancy.
(h)	Cleaning of bathroom tiles/fitting	Once a week as and when warranted
(i)	Cleaning of windowpanes/wall paneling	Once a week
(j)	Cleaning of fans/switchboards/walls/tube-lights/wall-hanging	Once a week
(k)	Opening of clogged drains/sewer lines	As and when required but at least once in a fortnight
(l)	Maintenance and operation of Electric/Electronics fittings, water pumps, compound lights etc.	On an on-going basis
(m)	Changing of fuse CFL, fluorescent/T-5 tubes etc.	Whenever required
(n)	General checking of all toilets fittings and sanitary accessories	On change of occupancy.

(o)	Washing/dry cleaning of bed sheets, towels, pillow covers	Replacement once in three days and also on change of occupancy/at the request of the Bank's Executives.
(p)	Cleaning & disinfection of overhead and underground water storage tanks	Quarterly
(q)	Cleaning of all the refrigerators	On change of occupancy and as & when warranted.
(r)	Repair /replacement of carpentry and plumbing works	Whenever required
(s)	Gardening	Whenever required

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