



**SBI INFRA MANAGEMENT SOLUTIONS PVT LTD
(WHOLLY OWNED SUBSIDIARY OF SBI)**

INVITES TENDERS

IN TWO BID SYSTEM WITH PRICE BIDDING THROUGH E-TENDERING FOR

COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD (RE-TENDER)

Last date for submission of Technical bid: 3.30 PM. (IST) on 15.10.2019

Opening of Technical bid: 4.00 PM (IST) on 15.10.2019

(The Eligible Bidders who has already submitted the offer in response to our earlier tender need not pay the tender fee and EMD. However, they have to submit the tender documents afresh)

NIT No: THI201907004

The Assistant General Manager
SBI Infra Management Solutions Pvt. Ltd.
4th Floor, SBI LHO Building
Poojappura, Thiruvananthapuram-695012

(Name & Address of bidder) :

NOTICE INVITING TENDER

Tenders are invited in two bid system (with Price bidding through e-tendering) from the **empanelled and eligible contractors** for **COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD**(The offers submitted by other vendors will be rejected)

1	EMD	Rs.1,00,000/- (Rupees One lakh only) in the form of DD in favor of 'State Bank of India Infra Management Solutions Pvt Ltd' payable at Trivandrum (Tenders without EMD will be rejected)
2	Tender document fee (non-refundable)	Rs.5000/-(Rupees Five thousand only) – to be remitted through SBI e-collect. The procedure for remitting the tender fees is detailed in Annexure –I. Copy of the generated receipt with reference number shall be enclosed with the tender. (Without Tender Fee, tender will be rejected). If the bidder does not have GST No. he shall enclose DD favouring “SBI Infra Management Solutions Pvt. Ltd.” payable at Trivandrum
3	Issue of tender	04.10.2019 to 15.10.2019
4	Pre-bid meeting	Date:09.10.2019 at 4:00pm
5	Date of posting of clarifications on the Bidder's queries	Date: 11.10.2019 (Clarifications shall be posted only on the Bank's website. No individual communication shall be provided to the Bidder)
6	Last Date and Time for Bid Submission of Tender at : 4 th Floor, State Bank of India, Premises & Estate Department, Local Head Office, Poojapura, Thiruvananthapuram	15.10.2019 up to 03.30PM

7	Date & time for opening of Technical bids (Venue: 4 th floor, SBI LHO Building, Poojappura, Trivandrum)	15.10.2019 at 4:00PM. Technical Bid of those firms/ contractors who do not submit EMD and receipt of Tender document fees shall be rejected. Representatives of Bidder may be present during opening of Technical Bids. However Bids would be opened even in the absence of any or all the bidder's representatives. Technically qualified vendors will be intimated to submit the price bid on sbi website 'etender.sbi' on the date fixed by SBIIMS. Price bids submitted will be opened on the same day.
8	Tentative date for e- Price Biding	18.10.2019 11am to 19.10.2019 3.00pm
9	Date & Time for opening of price bid.	19.10.2019 at 04.00pm
10	Tender to be submitted to:	Asst. General Manager, SBIIMS, SBI LHO Building, Poojapura, Thiruvananthapuram
11	Contact person	Name: Remya.M.S, Deputy Manager (Civil Engg.) Contact Number : 9447708899
12	Bidder Contact Details: 1.Name of the Company 2.Contact Person 3.Mailing address with Pin Code 4. Telephone number and Fax number 5.Mobile Number 6.E-mail	
13	a) Whether the bidder is black listed by any organisation in the past 3 years or any disputes/ cases are pending against the bidder b) If yes, Pls give reasons thereof. (Submission of false information in this regard may lead to termination of the contract and/ or forfeiture of EMD/ Security deposit and any other remedial action as per the discretion of the Bank.	Yes/ No

COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD

SBIIMS invite tenders for the House Keeping and maintenance service as per the specification of the works attached, Terms and Conditions and Agreement etc.

2. Tender documents duly completed in all respects should be submitted to Asst. General Manager, SBIIMS, SBI LHO Building, Poojapura, Thiruvananthapuram sealed envelope super scribing as indicated below.

"Tender for COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD

Inspection of the premises referred to in bill of quantity, will be permitted on all working days during office hours between 03.00 PM to 05.00 PM with prior permission. Please intimate us in advance to arrange for inspection.

The tender documents must accompany Tender Fee, Earnest Money Deposit & other supporting documents. The tender documents may be delivered either in person or by post so as to reach the Bank/SBIIMS on or before the due date and time. The Bank will not be responsible for any postal delay / loss / non receipt thereof. Tender received after the date / time specified above shall not be considered under any circumstance.

(i) The tender documents are not transferable.

(ii) Incomplete tenders and those which do not conform to the requirements of the invitation for tenders are liable to be rejected. Tenders submitted by a firm shall be signed separately by each members 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 persons / duly authorised in terms of the resolution passed by - the Board of Directors of the Company.

3. The tender document fee is non-refundable.

4. Earnest Money deposited will be refunded without any interest therein to all except the successful bidder after finalization / approval of the tenders by the Competent Authority. If the L1 bidder withdraws from the tender, their EMD will not be refunded.

5. Opening of Tenders:

On the date specified for tender opening, **technical bid will be opened and evaluated**. The price bid of the qualified tenderers will be obtained through e-tendering through E-procurement Technologies Ltd.

6. The qualified/ short-listed bidders shall register and get user ID & password from Bank's e-tendering portal <https://etender.sbi> and the same shall be got approved by the service provider, prior to e-tendering. On the stipulated date and time of e-tendering, the contractor shall login to the said portal and enter the rates online in the sealed bid format and other details like rate in figures, amount etc will be displayed automatically. In such case, the contractor need not submit the price bid in physical form.

7. The duration of the contract for the above services would be for a period of twelve (12) months from the date of execution of the agreement subject to renewal for a further period of one year at **the same rate** at the option of the Bank 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 Contract Labour (Regulation & Abolition) Act, 1970. **However, if the minimum labour wages increases more than 10%, the wages more than 10% will be paid by the Bank as authorised extra apart from the quoted rate. If there is any change in the rate of ESI, EPF, Bonus or any other statutory payment from the penultimate date of submission of price bid these will be paid as authorised extra.** However, the contract will not be renewed beyond 2 years.

8. The Courts in Thrissur city alone shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.

9. State Bank of India/SBIIMS discourages the stipulation of any condition by the tenderers. The conditional tender will be liable to be rejected.

9a. Tenders which do not satisfy / qualify our requirement, will be rejected.

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

11. Validity of Tender: The quoted tender shall be valid for a **period of 90 days** from the last date of submission of the tender.

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

13. The arrangements, performance etc will be reviewed once in month. In case any dissatisfaction in the contract workmanship etc the contract will be terminated on 15 days notice.

14. The successful tenderer shall be requested to execute an agreement in the format prescribed by the Bank, on award of contract. The specifications, duration of the work and the terms and 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 as per the said agreement a copy which is enclosed and the tenderers submitting the tender shall have read the same and is always deemed to have read and understood the same before submitting the tender.

Accepted the above terms & conditions

by Duly Authorised Signatory

SAMPLE BUISNESS RULE DOCUMENT

ONLINE E-TENDERING FOR PROPOSED “**COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD**”

Business rules for E-tendering:

- Only technically qualified bidders invited by the SBIIMS will have to engage the services of an E-tendering service provider who will provide necessary training and assistance before commencement of online submission of bids on Internet.
- In case of e-tendering, SBIIMS will inform the vendor in writing/ e-mail, the details of service provider to enable them to contact and get trained.
- Business rules like event date, closing and opening time etc. also will be communicated through service provider for compliance.
- Bidders have to send by email, the compliance form in the prescribed format (provided by service provider), before start of E-tendering. Without this the vendor will not be eligible to participate in the event.
- The Bidders will be required to submit the various documents in sealed Envelope to the office of SBI Infrastructure Solutions Pvt Ltd. at the address mentioned herein before by the stipulated date i.e. (1) Technical Bid duly signed and stamped on each page (2) Demand Draft of specified amount towards EMD (3) Demand Draft towards Tender Fees and other supporting documents as specified in the tender. Contractors not submitting any one or more documents shall not be eligible to participate in the on-line price bidding.
- The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

Terms & conditions of E-tendering:

SBIIMS shall finalize the Tender through e-tendering mode for which M/s. e-Procurement Technology, Ahmedabad has been engaged by SBIIMS as an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid.

- a) E-tendering shall be conducted by SBIIMS through **M/s.e-Procurement Technology, Ahmedabad**, on pre-specified date. While the Bidders shall be quoting from their own offices/ place of their choice, Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidders themselves. In the event of failure of their Internet connectivity, (due to any reason whatsoever it may be) it is the bidders 'responsibility. In order to ward-off such contingent situation bidders are requested to make all the necessary arrangements /alternatives such as back-up power supply whatever required so that they are able to circumvent such situation and still be able to participate in the E-tendering success-

fully. Failure of power at the premises of Bidders during the E-tendering cannot be the cause for not participating in the E-tendering. On account of this the time for the E-tendering cannot be extended and SBIIIMS is not responsible for such eventualities.

- b) M/s. **e-Procurement Technology, Ahmedabad** shall arrange to train nominated person(s), of the bidder without any cost. They shall also explain to the bidders all the Rules related to the E-tendering. The bidders are required to give their compliance on it before start of bid process.
- c) BIDDING CURRENCY AND UNIT OF MEASUREMENT: Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online-tendering.
- d) BID PRICE: The Bidder has to quote the rate as per the sealed bid displayed in the e-tendering portal.
- e) VALIDITY OF BIDS: The Bid price shall be firm for the period specified in the tender document and shall not be subjected to any change whatsoever.

Procedure of E-tendering:

Online-tendering:

- (α) The hardcopy of the Technical as well as Price Bid is available on the Bank's website during the period specified in the NIT.
 - (β) `Online e-tendering is open to the bidders who are technically qualified for participating in the price bidding, as per provisions mentioned hereinabove, through SBIIIMS approved Service Provider.
 - (γ) The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item.
 - (δ) The Bidders are advised not to wait till the last minute to submit their online item wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
 - (ε) It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
 - (φ) In case, Bidder fails to quote their rates for any one or more tender items, their tender shall be treated as "**Incomplete Tender**" and shall be liable for rejection.
2. LOG IN NAME & PASSWORD: Each Bidder is assigned a Unique User Name & Password by M/s. **e-Procurement Technology, Ahmedabad**. The Bidders are requested to change the Password after the receipt of initial Password from M/s. **e-Procurement Technology, Ahmedabad**. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
 3. BIDS PLACED BY BIDDER: Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled/ withdrawn and the Bidder shall

be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as per the rates quoted, SBIIMS shall be at liberty to take action as per the tender terms and conditions including forfeiting their EMD

1. At the end of the E-tendering, SBIIMS will decide upon the winner. SBIIMS's decision on award of Contract shall be final and binding on all the Bidders.
2. SBIIMS shall be at liberty to cancel the E-tendering process /tender at any time, before ordering, without assigning any reason.
3. SBIIMS shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
4. Other terms and conditions shall be as per techno-commercial offers and other correspondences in this regard.

OTHER TERMS & CONDITIONS:

- The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers/ bidders.
- The Bidder shall not divulge either his Bids or any other exclusive details of SBIIMS to any other party
- SBIIMS decision on award of Contract shall be final and binding on all the Bidders.
- SBIIMS reserve their rights to extend, reschedule or cancel any E-tendering within its sole discretion. SBIIMS or its authorized service provider M/s. **e-Procurement Technologies (P) Ltd, Ahmedabad** shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- SBIIMS or its authorized service provider M/s. **e-Procurement Technology, Ahmedabad** is not responsible for any damages, including damages that result from, but are not limited to negligence.
- SBIIMS or its authorized service provider M/s. **e-Procurement Technology, Ahmedabad** will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

N.B.:- All the Bidders are required to submit the Process Compliance Statement duly signed to M/s. e-Procurement Technology, Ahmedabad.

PROCESS COMPLIANCE STATEMENT

(The bidders are required to print this on their company's letter head and sign, stamp before emailing)

To,
M/s. e-Procurement Technology,
B-705, Wall Street - II, Opp. Orient Club,
Ellis bridge, Ahmedabad – 380006,
State Gujarat, India

E-mail: shubhangi@auctiontiger.net Ms. Shubhangi Banodiya, Phone: 079-68136826/6824/6868, +91-9879996111, Email: OR Mr. Samjad khan, Phone: 079-68136868, +91-9265871720, Email: samjad@auctiontiger.net

AGREEMENT TO THE PROCESS RELATED TERMS AND CONDITIONS FOR THE ONLINE E-TENDERING FOR ““COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD”

Dear Sir,

This has reference to the Terms & Conditions for the E-tendering mentioned in the Tender document

This letter is to confirm that:

- The undersigned is authorized representative of the company.
- We have studied the Commercial Terms and the Business rules governing the E-tendering as mentioned in RFP of SBIIMS as well as this document and confirm our agreement to them.
- We also confirm that we have taken the training on the E-tendering tool and have understood the functionality of the same thoroughly.
- We confirm that SBIIMS and M/s. **e-Procurement Technology, Ahmedabad** shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-E-tendering platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the E- tendering event.
- **We confirm that we have (or we shall obtain if demanded by SBIIMS) a valid digital signature certificate issued by a valid Certifying Authority.**

We, hereby confirm that we will honor the Bids placed by us during the E-tendering process.

With regards, Date:

Signature with company seal Name:

Company / Organization:

Designation within Company / Organization: Address of Company / Organization:
(Shortlisted/ qualified bidders shall scan and send this Document to the service provider)

Signature of the bidder with Seal

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TERMS AND CONDITIONS

COMPREHENSIVE MAINTENANCE CONTRACT

1. The Contractor shall arrange for the services as per the Scope of Work enclosed. He shall adhere to the Schedule as to the time and work to be performed as mentioned in the Scope of Work and more specifically described here under.
2. The contract is for providing the services and is not for supply of Contract Labour and that the persons employed by him for providing the services more fully described in Scope of Work shall be the employees of the Contractor and not of the Bank/SBIIMS.
3. The Bank may provide (but not bound to do so) a few selected articles/equipments for use in the Bank's premises for the purpose. The contractor shall take care of the said articles/equipments as a Bailee, in terms of the provisions contained under the Indian Contract Act and duly return them in good working order and condition to the Bank on and at the expiry of the currency of these presents or on its sooner determination in terms of these presents. The daily and periodical maintenance of these articles/equipments shall be the sole responsibility of the contractor. The cost of replacement/repair and servicing of all the articles/equipment during the currency of these presents shall be borne exclusively by the contractor only.
4. All the materials used for services should be certified ISI mark and or as per the brand names/others as may be specified by the Bank. Chemicals, Sprays, Detergents and other materials should be of high quality satisfactory to the Bank and shall be procured from reputed dealers/shops. The contractor shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation. The contractor should maintain a backup register for each activity like cleaning, electrical, plumbing, carpentry, etc. and enter items purchased by him during the month and will submit xerox copy of register along with original bills, while submitting their monthly contract bills for which approximate amount had been quoted in their tender bid.
5. The contractor shall always have on his active rolls the services of sufficient number (as indicated in his offer document) of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering services at the Establishment/s.
6. The contractor shall ensure availability of adequate number of supervisors as his agents or nominees for supervising the services, who will personally supervise and check the working of the Electrician, Plumber, Carpenter and other housekeeping personnel engaged by the Contractor.
7. The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall and be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the Bank in whatsoever and howsoever manner or in any connection there-

Signature of the bidder with Seal

with against the Bank now or at a future date. He will, at the request of the authorized officer of the Bank/establishment remove from the work any person engaged by him for the services, who may be unsuitable or incompetent or whose conduct is not trustworthy or who misbehaves and /or is not courteous, polite with the employees of the Bank or its customers or third parties.

8. The contractor shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the contractor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and the said personnel so engaged by the contractor. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the contractor and it shall be the sole responsibility and liability of the contractor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.

9. The contractor shall be responsible for the training, allotment of duties, hours of work and timings to the engaged personnel for the purpose. The contractor shall alone have the right to exercise control, give directions and, manage the personnel engaged for the purposes.

10. The contractor shall provide proper uniform to all the personnel and ensure their cleanliness and upkeep; separate uniforms need to be provided for different categories of staff viz. Technical, supervisors, skilled/unskilled and others etc.

11. The contractor shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. Preventive pest control measures will also have to be done by the contractor. The cleansing materials, equipments should be arranged by the contractor.

12. The contractor shall discharge his obligations under these presents most diligently, efficiently and honestly.

13. The contractor shall bear all costs and expenses and stamp duty in respect of all Agreements that may be entered into with the Bank to give effect to this arrangement.

14. The contractor shall alone bear all taxes (except GST), rates, charges, levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with the rendering services.

15. The contractor will be obligated to meet the authorized officer once in a month for assessing and monitoring the quality of housekeeping services rendered. The contractor shall comply with such observations/feedback made and furnished by the Bank for improvement of the services by him/her. However, the continuance of the contract shall be subject to the review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its

right to terminate these presents under due notice to the contractor without incurring any further liability there for.

16. The agreement shall come into force and be effective for a period of 1 year. This agreement shall be terminated by efflux of time or earlier by fifteen days' notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the contractor under these presents. The contractor may, after giving one month's notice to the Bank terminate the contract, if he so desires at any time during the course of the currency of this agreement.

17. The contractor shall deposit a sum of **Rs 1,00,000/= (Rupees One Lakh only) as SECURITY DEPOSIT** with the Bank for due fulfillment and performance of the contract. The security deposit will be returned without interest to the contractor after three months from the date of expiry of these presents provided that there are no defects or loss or damage caused to the Bank and/or materials/articles/equipments provided to him are duly accounted for and returned to the Bank in good working order and condition by the contractor to the satisfaction of the Bank and all his duties to the Bank and all other liabilities under any law or otherwise arising out of or in connection with or in respect of the services are fully settled.

18. The contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) in respect of such engagements, and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The contractor shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensations etc. if any as aforesaid.

19. The contractor shall **arrange and pay for the policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials** which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which substances are used by the contractor during the course of the housekeeping services under these presents.

20. The contractor shall obtain **adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of the death, injury/disablement at work etc.** and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents. **A copy of the same shall be submitted to SBI.**

21. The contractor shall **submit the bills for the services rendered, only at the end of each month to the authorized officer who will scrutinize the bills and if found in order, certify for payment along with the certificate to the extent** that all the equipments supplied by

the Bank are well maintained and are in order. The payments as far as possible will be made within one week from the date of certification, subject to the condition that the contractor has produced proof for having paid the EPF/ESIC or any other statutory recoveries effected from the employees to the concerned authorities and cleared/paid all his dues, viz. Labour Payments, taxes, levies, etc. as required to be paid /payable by him under any law for the time being in force.

22. The Bank further reserves right to delete or reduce any item or sanction of the bills before affecting payment in case any complaints regarding quality of services inefficient service, non-adherence to agreed quality of materials or services have been received or notified by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.

23. In case the contractor fails to fulfill his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages which will be decided by the appropriate authority as a fixed sum per day for the entire number of such days and the Bank shall without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the contractor.

24. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to in the Bank, whose decision shall be final, conclusive and binding on the contractor.

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

26. The contractor should possess, for the entire duration of these presents, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1950 and rules there under. The contractor shall comply with all rules and regulations in force under the said Act and rules. **The contractor shall comply with all applicable laws, rules and regulations regarding to Provident Fund, Payment of Bonus, Minimum Wages or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the contractor.**

27. The contractor shall in terms of the provisions of Sections 16, 17 and 18 of the Contract Labour (Regulation and Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the contractor in complying with the said provisions, the Bank may provide the same when called upon to do so by the Competent Authorities and deduct

the expenses incurred thereof from the bills of the contractor without prejudice to its other rights and remedies under these presents. The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations.

28. In terms of the provisions of the aforesaid Contract Labour (Regulation and Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the contractor, the contractor shall disburse the minimum wages payable to its personnel only in the presence of the Authorized Representative of the Bank and shall obtain due certification to that effect from the said Authorized Representative of the Bank. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this contract in addition to such penal consequences as may be attended with under these presents.

29. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipments or any part thereof by the bank to the contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.

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

- α) The contractor shall be responsible for any loss due to theft/pilferage and/or damage to the Bank's property, when such damage is, in the opinion of the Bank, i.e. the said Authorized Officer, caused due to negligence, carelessness or any fault on the part of the contractor or his workmen/employees engaged for the services and the quantum of the loss arrived at by the said authorized officer is final and binding on the contractor and such losses shall be recovered by the Bank from the charges payable to the contractor under clause 2 and from the Security Deposit mentioned at clause 17. The contractor shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement.
- β) If during the currency of the contract, any Statute, rules/govt. notification prohibit the execution of the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the contractor or his workmen/employees.
- χ) Any indulgence, forbearance or waiver, granted or shown or made on the part of the Bank will not prejudice its rights under the contract.

31. Variation in minimum wages up to 10% shall be borne by the bidder/vendor. However, if the minimum labour wages increases more than 10%, the wages more than 10% will be paid by the Bank as authorised extra apart from the quoted rate. If there is any change in the rate of ESI, EPF, Bonus or any other statutory payment from the penultimate date of submission of price bid these will be paid as authorised extra.

32. The monthly rate of wages in respect of those for whom daily rate is fixed may be calculated by multiplying the daily rate by 26.

33. The minimum wages payable to the contract employee shall be higher of the daily rate applicable as per the latest Central and State Government Minimum Wages Act.

Scope of Works

(i) Daily Cleaning

Sweep Clean

- Sweep clean all floor areas.
- Damp moping of tiles, vitrified floors, staircases, elevators, floor, sidewalls and podium entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills and other debris.
- Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency 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 standing water.
- After sweeping all vitrified floors, areas would be machine scrub cleaned.
- Sweep clean of debris from walkways and driveways and hose clean them during

Vacuum cleaning

- Vacuum cleaning all carpets runners and carpet protectors so that they are free of dirt, mud, etc.
- Heavy industrial type vacuum cleaners would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.
- Any chairs, trash receptacles and easily movable items shall be moved to vacuum underneath, and then replaced in the original position.

Washroom cleaning (to be carried out on hourly basis)

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non-abrasive cleaners and disinfectants.
- All surfaces shall be free of grime, soap mud and smudges.
- Cleaning of mirrors, glass doors, glass windows, etc.

Supply of paper towels, toilet paper and liquid soap dispenser with liquid soap solution, in all bathrooms shall be performed.

Trash removal

- Emptying all waste paper baskets, ash trays (if applicable) 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.
- All waste from waste paper baskets will be collected and deposited in the building's waste containers.
- Dry & wet garbage would be segregated and dumped into designated area within the premises.

Glass surface cleaning

- All glasses at entrance doors of the premises would be cleaned using damp and dry method.
- Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.
- Removal of grease marks or finger prints 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 spots, using appropriate products, chemicals etc.

Damp & Dry Cleaning

- Wipe clean all white boards of meeting rooms, conference rooms, work stations, etc.
- Wipe clean all table top of work stations, cubicles and other furniture and fixtures.

Attendants/Hamals

The contractor shall ensure availability of attendants / Hamals whose services will be utilized by the Dept in events of meetings, conferences and day to day works at different departments.

(ii) Weekly Cleaning

Deep Cleaning

- Stairways, surrounding common areas, terraces, generator rooms, AHU rooms, basements, car parking, etc.
- Ceilings, walls, partitions etc.
- Toilets and wash rooms.

Window Glass Cleaning

- Interior & Exterior glasses will be cleaned on both sides, throughout the building.
- Exterior cleaning of the glasses where accessible.
- Dusting window sills and blinds.

Sanitizing

- Office dust 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 also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all the walls and doors of all toilets with appropriate detergent and disinfectant.
- **Polishing:** all the door handles/door knobs, other brass fittings are required to be polished and kept in shining condition by using good quality polishing agents.

(iii) Fortnightly Cleaning Services

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, hand railings, lift walls, etc.
- **Scrubbing**
- Scrubbing of all floor areas with scrubbing machines

(ii) Contractor shall also do the following tasks:-

- Sweeping, moping, machine scrubbing of all specified floors.
- Removing all garbage and replace cleaned bins. Garbage will be taken the designated site at the complex from where the contractor will arrange for its disposal.
- Wipe clean of all glass doors and windows regularly. Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.

External Façade: The service provider shall undertake cleaning of the glasses and glass panes from the exterior (the glasses/glass panes on the ground floor/basements, etc. on daily basis) by using Spiderman method once in three months. It will be the responsibility of the service provider to ensure that the necessary insurance cover is obtained well in advance and produced to the Bank before commencement of the cleaning work. It will also be necessary to obtain security clearance from the Manager (Security) or any other authorised person of the Bank

Daily Works	
Daily cleaning/ washing etc.	Sweeping, washing, moping Daily garbage clearance, glass cleaning, duct cleaning, floor washing, parking area washing, stair case washing, cleaning of chairs, computers, keyboards, collection of old news papers, bundling & shifting to specified place, plants cleaning, terrace cleaning, etc.
Daily Electrical items cleaning/ checking/ reporting for maintenance of items to the electrical Section of the Bank and the concerned electricians for the purpose in a suitable format.	Lamp, tube lights, electrical fittings, fiber false ceilings, wherever applicable and false ceilings of all lifts daily cleaning.
Daily cleaning of Plumbing accessories/ pipes/duct checking and reporting to the concerned civil engineer and plumbers for the purpose in a suitable format.	Entire building toilets, breakages, leakages, choke-ups, water supply of toilets, supply of toiletries (Part of housekeeping consumables) in each toilets.
Daily cleaning/checking and reporting to the concerned civil engineer and plumbers/carpenters for the purpose in a suitable format.	Handles, doors, door closers, fittings, windows, curtains etc.
Daily checking of stair cases and reporting to the concerned civil engineer in a suitable format.	It must be ensured that the stair cases are clean and free of any obstacles. There should not be hindrance for the users.
Manager & Supervisors	As per the requirement.

Supervisors/ Managers should visit different floors from time to time to ensure that each floors/ toilets etc. remain clean and ready for use round the clock.

Extra Amenities

Various floors	Hand Wash, C-Fold tissues, Air fresheners, Odonil, Sani-cubes, Naphthalene balls.
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AGREEMENT FOR HOUSEKEEPING AND MAINTENANCE SERVICES

THIS AGREEMENT made at Thrissur on this .. dayof 2019 between the **STATE BANK OF INDIA**, a corporate body constituted under the State Bank of India Act, 1955 having its Central Office at Madam Cama Road, Mumbai 400021 and one of its Local Head Offices at Poojapura, Thiruvananthapuram, KERALA (hereinafter referred to as “the Bank” which expression shall include wherever the context so permits its successors and assigns) **OF THE ONE PART**

AND

.....
..... (hereinafter referred to as “THE CONTRACTOR” which expression shall include wherever the context so permits its/his successors and assigns) **OF THE OTHER PART.**

WHEREAS, the Bank has invited tenders for rendering Housekeeping/Maintenance services (Services) at the premises the details of which are more fully described in the Schedule I &II (establishment)

AND WHEREAS the Contractor offered its/his Services for a consideration more fully described in Schedule I &II

AND WHEREAS pursuant to the acceptance of the offer, the parties hereto are desirous of entering into an agreement being these presents on the various terms and conditions hereinafter appearing.

NOW IN CONSIDERATION OF THE PREMISES, it is hereby agreed by and between the parties thereto as follows.

1. The Contractor shall arrange for the services at the Establishment. He shall adhere to the Schedule as to the time and work to be performed as mentioned in Scope of work &price bid, the Schedule more specifically described hereunder.

2. The charges to be payable by the bank to the contractor for rendering the services shall be Rs..... per annum (Rupees) inclusive of labor, material, equipment, all taxes (except GST) and shall be payable in twelve parts i.e., in the first week of succeeding month subject to satisfactory completion of work as per terms and conditions of the contract detailed in Schedule I & II and verification/certification of measure-

Signature of the bidder with Seal

ments by an officer of the Bank.. This agreement is for providing the services and is not for supply of Contract Labour and that the persons employed by him for providing the services more fully described in Schedule I&II shall be the employees of the contractor and not of the Bank.

3. The Bank may provide (but not bound to do so) a few selected articles/equipments for use in the Bank's premises for the purpose. The contractor shall take care of the said articles / equipments as a bailee, in terms of the provisions contained under the Indian Contract Act and duly return them in good working order and condition to the Bank on and at the expiry of the currency of these presents or on its sooner termination in terms of these presents. The daily and periodical maintenance of the articles/equipments shall be the sole responsibility of the contractor. The cost of replacement / repair and servicing of all the articles/equipments during the currency of these presents shall be borne exclusively by the contractor only.

4. All the materials used for services should be certified ISI mark and or as per the brand names/others as may be specified by the Bank. Chemicals, Sprays, detergents and other materials should be of high quality satisfactory to the Bank and shall be procured from reputed dealers / shops. The contractor shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation. The contractor should maintain a backup register for each activity like cleaning, electrical, plumbing, carpentry, etc. and enter items purchased by him during the month and will submit xerox copy of register along with original bills, while submitting their monthly contract bills for which approximate amount had been quoted in their tender bid.

5. The contractor shall always have on his active rolls the services of sufficient number (as indicated in his offer document) of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering services at the Establishment/s.

6. The contractor shall ensure availability of adequate number of supervisors as his agents or nominees for supervising the services, who will personally supervise and check the working of the Electrician, Plumber, Carpenter and other Housekeeping personnel engaged by the Contractor.

7. The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall and be deemed, for all legal and contractual purpos-

Signature of the bidder with Seal

es, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the Bank in whatsoever and howsoever manner or in any connection therewith against the Bank now or at a future date. He will, at the request of the authorized officer of the Bank / establishment remove from the work any person engaged by him for the services, who may be unsuitable or incompetent or whose conduct is not trustworthy or who misbehaves and / or is not courteous, polite with the employees of the Bank or its customers or third parties.

8. The contractor shall strictly comply with all Labour and such other statutory laws in relation to the services to be provided and the personnel engaged by the contractor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and said personnel so engaged by the Contractor. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the Contractor and it shall be the sole responsibility and liability of the Contractor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.

9. The contractor shall be responsible for the training, allotment of duties, hours of work and timings to the engaged personnel for the purpose. The contractor shall alone have the right to exercise control, give directions and manage the personnel engaged for the purposes.

10. The contractor shall provide proper uniform to all personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz. Technical, Supervisors, skilled/unskilled and others etc.

11. The contractor shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. Preventive pest control measures will also have to be done by the Contractor. The cleansing materials, equipments should be arranged by the Contractor.

12. The Contractor shall discharge his obligations under these presents most diligently, efficiently and honestly.

13. The Contractor shall alone bear all costs and expenses and stamp duty in respect of all Agreements that may be entered into with the Bank to give effect to this arrangement.

14. The contractor shall alone bear all taxes (except GST), rates, charges, levies or claims whatsoever as may be imposed or levied by the State / Central Government(s) or any local body or authority for and in connection with the rendering of services

15. The Contractor will be obligated to meet the Premises Committee once in a month for assessing and monitoring the quality of housekeeping services rendered as may be decided by the Bank and for which notice will be given to the contractor either in person or by a written communication. The Contractor shall comply with such observations/feedback made and furnished by the Bank for improvement of the services by him/ her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate these presents under due notice to the Contractor without incurring any further liability there for.

16. The agreement shall come into force and be effective from _____ for a period of 1 (one) year and expires on _____ subject to the review of satisfactory performance as mentioned hereinabove. This agreement shall be terminated by efflux of time or earlier by **15 DAYS** notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the contractor under these presents. The contractor may, after giving ONE months' notice to the Bank terminate the contract, If he so desires at any time during the course of the currency of this agreement. The contract may be renewed for a further period of 12 months **at the same rate** at the option of the Bank under the same terms and conditions stated in this Agreement. **However, if the minimum labour wages increases more than 10% the wages more than 10% will be paid by the Bank as authorised extra apart from the quoted rate. If there is any change in the rate of ESI, EPF, Bonus from the penultimate date of submission of price bid these will be paid as authorised extra.**

17. The contractor shall deposit a sum of **Rs. 1,00,000/- (Rupees One lakh only)** as SECURITY DEPOSIT with the Bank for due fulfillment and performance of the contract. The Security Deposit shall be held in Term Deposit with the State Bank of India in the joint names of Bank and the contractor and all deposit receipt will be kept in the custody of the Bank. The Security Deposit will be returned to the contractor after three months from the date of expiry of these presents provided that there are no defects or loss or damage caused to the Bank and / or materials / articles / equipments provided to him are duly accounted for and returned

Signature of the bidder with Seal

to the Bank in good working order and condition by the contractor to the satisfaction of the Bank and all his dues to the Bank and all other liabilities under any law or otherwise arising out of or in connection with or in respect of the services are fully settled.

18. The Contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The contractor shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines or penalties and compensations etc. if any as aforesaid.

19. The contractor shall arrange and pay for policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which are used by the Contractor during the course of the housekeeping services under these presents.

20. The Contractor shall obtain adequate Insurance Policy in respect of his workmen engaged for the service towards meeting the Liability of Compensation arising out of death, injury / disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents.

21. The Contractor will submit the bills for the services rendered, only at the end of each month to the authorized officer and who will scrutinize the bills and if found in order, certify for payment along with the certificate to the extent that all the equipments supplied by the Bank are well maintained and are in order. The payments as far as possible will be made within one week from the date of certification, subject to the condition that the contractor has cleared / paid all his dues, viz. Labour payments, taxes, levies etc as required to be paid / payable by him under any law for the time being in force.

22. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed quality of materials or services have been received or noticed by the Bank without assigning any reason whatsoever and no claim will be entertained in this regard.

23. In case the Contractor fails to fulfill his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages a sum of Rs. 5000/- per item /floor per day for the entire number of such days and the Bank shall without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the Contractor.

24. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to Assistant General Manager, Premises & Estate Department in the Bank, whose decision shall be final, conclusive and binding on the contractor.

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

26. The contractor should possess, for the entire duration of these presents, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act 1950 and rules thereunder. The Contractor shall comply with all rules and regulations in force under the said Act and Rules. The Contractor shall comply with all applicable laws, Rules and Regulations relating to Provident Fund, Payment of Bonus, Minimum Wages, work men compensation or any other Statutory / Regulatory requirements including any State enactment relating to the above. Any dispute regarding such dues shall and be dealt with and settled by the contractor.

27. The Contractor shall in terms of the provisions of Sections 16, 17 and 18 & 19 of the Contract Labour (Regulations & Abolition) Act, 1970 and the Rules framed under said Act provide the prescribed amenities to its personnel. In case of failure of the contractor in complying with the said provisions, the Bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under these presents. The

Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions / obligations.

28. In terms of provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are made applicable to the Contractor, the Contractor shall disburse the minimum wages payable to its personnel only in the presence of the Authorized Representatives of the Bank and shall obtain due certification to that effect from the said Authorized Representative of the Bank. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.

29. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles / equipments or any part thereof by the Bank to the Contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.

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

31. The Contractor shall be responsible for any loss due to theft / pilferage and / or damage to the Bank's property when such damage is, in the opinion of the Bank's authorized officer , caused due to negligence, carelessness or any fault on the part of the Contractor or his workmen / employees engaged for the services and the quantum of the loss arrived at by the said authorized officer is final & binding on the contractor such losses shall be recovered by the bank from the charges payable to the contractor under clause 2 and from the security deposit mentioned at clause 17. The Contractor shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement

32. If during the currency of the Contract, any Statute, Rules / Government notification prohibits execution of the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the Contractor or his workmen/employees.

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

34. The courts in Thrissur City (Kerala State) alone shall have jurisdiction in respect of any matter touching these presents.

Signed and delivered by within named M/s. by the hand of its Managing Partner for and on behalf of the Contractor in the presence of

1.

2.

Signed and delivered for and on behalf of the State Bank of India by

Witness :-

1.

2.

Periodicity of House-Keeping Services

- Sweeping & Mopping of
 - All Office rooms / Annex/within the compound: Once a day
 - Lobbies & Corridors : Twice a day
 - Stair Case : Sweeping – twice a day
Mopping – once a day
 - Open terraces, Road/ Pavements : Sweeping – once a day
- Dusting of furniture : Once a day
- Vacuum Cleaning of Carpets/ Curtains/Sofa sets/dustbin/artificial plant : Once a week
- Cleaning of toilets in Office complex : Thrice a day
- Cleaning of Buckets/ Mugs with Vim/ detergent : Once a week
- Cleaning of bathroom tiles : Once a fortnight
- Cleaning of window panes/ wall paneling : Once a fortnight
- Cleaning of fans/ switch-boards/walls/ Tube-lights/ wall hanging : Once a month
- Opening of clogged drains/ sewer lines : As and when required

“COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD”

Scope of Works

(I) Daily Cleaning

(A) Sweep Clean

1. Sweep clean all floor areas.
2. Damp moping of tiles, mosaic/vitrified floors, staircases, elevators, floor, doors, partitions, glass, sidewalls and podium entrance areas.
3. Floors shall be free of dirt, mud, sand, footprints, liquid spills and other debris.
4. Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.
5. During inclement weather, the frequency 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 standing water.
6. After sweeping all vitrified floors/ mosaic floors, areas would be machine scrub cleaned.
7. Sweep clean of debris from walkways and driveways and hose clean them.
8. Cleaning of artificial plants/ paintings etc.
9. Dusting & cleaning with cloth of furniture, wall panelling, glass panels, glass etc.
10. Daily use perfume spray on all cabins, AGM, GM & CGM ROOMS

(B) Vacuum cleaning

- δ) Vacuum cleaning all carpets runners and carpet protectors, curtains, vertical blinds, chairs, computers, printers, telephone, tables etc. so that they are free of dirt, mud, etc.
- ε) Heavy industrial type vacuum cleaners would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.
- φ) Any chairs, trash receptacles and easily movable items shall be moved to vacuum underneath, and then replaced in the original position.

(C) Trash removal

- Emptying all waste paper baskets, ash trays (if applicable) 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.
- All waste from waste paper baskets will be collected and deposited in the building's waste containers.
- Dry & wet garbage would be segregated and dumped into designated area within the premises.
- Dry leaves outside the premises, tea cups etc.

(D) Glass surface cleaning

- All glasses at entrance doors/ glass partitions /glass paneling/ structural glass of the premises would be cleaned using damp and dry method.
- Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.
- Removal of grease marks or finger prints glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.

(E) Spot Carpet Cleaning

- Spot clean carpets whenever necessary to remove spots, using appropriate products, chemicals etc.

(F) Damp & Dry Cleaning

- Wipe clean all white boards of meeting rooms, conference rooms, work stations, etc.
- Wipe clean all table top of work stations, cubicles and other furniture and fixtures.
- Stair case hand rails, partition glass etc.

(G) Minor carpentry work

- Repair door locks, hinges, handles, door stoppers, drawer locks, replacement drawer locks, repairing mica paneling, door stopper, replacement etc. , oiling the hinges, door closures etc.

(H) Minor Sanitary Repairing

- Water tap repairing, replacement, removing drainage block, wash basin block, EWC block, manhole block, etc. repairing work of the pump etc.

Ceiling fungus/ cobwebs/ dust of ceiling/ water dampness cleaning etc.

(I) Water supply

In the event of shortage of water supply it will be contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantities for drinking, washing, toilet purposes. The contractor should ensure the smooth working of the water pump & municipal supply.

Refilling of drinking water in bottles when empty.

Electricity: Switching off the lights/fans when not in use.

(J) Washroom cleaning (to be carried out once three hour basis)

- (i) Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non-abrasive cleaners and disinfectants.
- (ii) All surfaces shall be free of grime, soap mud and smudges.
- (iii) Cleaning of mirrors, glass doors, glass windows, etc.

Supply of paper towels, toilet paper and liquid soap dispenser with liquid soap solution, in all bathrooms shall be performed.

Daily checking the flush tank of EWC whether it is functioning or not, if not it should be repaired / replaced necessary hardware fittings/round the clock the water should be available etc

Daily the water tap / health pipe should be checked any repair the tap should be repair or replaced

The towel should be clean and laundry daily all toilet

The toilet door /window should be checked any repair should be carried out

The daily liquid soap /high quality wash soap should be provide all toilet

The daily garbage should be removed all toiled

Garbage bags / mug/ plastic bucket etc should be provided by the contractor in all toilet.

Dado wall/ door / wash basin /EWC etc should be clean daily

Floormats to be clean in case it is not good condition, the contractor to arrange for replacement

Daily use perfume/ deodorant sprays etc

(II) Weekly Cleaning

Signature of the bidder with Seal

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(K) Deep Cleaning

- Stairways, surrounding common areas, terraces, generator rooms, AHU rooms, basements, car parking, etc.
- Ceilings, walls, partitions etc.
- Toilets and wash rooms.

(L) Window Glass Cleaning

- Interior & Exterior glasses will be cleaned on both sides, throughout the building.
- Exterior cleaning of the glasses where accessible.
- Dusting window sills and blinds.

(M) Sanitizing

- Office dust 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 also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all the walls and doors of all toilets with appropriate detergent and disinfectant.

(III) Fortnightly Cleaning Services

(N) 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, hand railings, lift walls, etc.
- Cleaning the compound wall.

(O) Scrubbing

- Scrubbing of all floor areas with scrubbing machines

(P) Contractor will also do the following tasks:-

- Sweeping, moping, machine scrubbing of all specified floors.

- Removing all garbage and replace cleaned bins. Garbage will be taken the designated site at the complex from where the contractor will arrange for its disposal.
- Wipe clean of all glass doors and windows regularly.
- Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.

(III) Other Services

(R) Maintenance and operation of Air conditioners

Operation and maintenance of Air conditioners

- The AC Operator should have passed ITI in the trade of Air –conditioning and have a minimum three years experience in the field of maintenance of central Air-conditioning.
- Supply of manpower is daily (excluding Bank Holidays and Sundays) for 8 hours for daily routine / preventive / breakdown maintenance of all AC installations and equipment. The Contractor personnel should be available in the premises during the working hours and shall not leave the premises without prior permission. The operator should be available for extra services on holidays and beyond 8 hours on Bank working days if required by Bank.
- The contractor should monitor and daily inspect all air-conditioners in un-manned areas of Office including server rooms.
- Proper record has to be maintained for all the complaints attended and the routine checks and cleaning shall be carried out.
- The Contractor personnel shall maintain the complaint log registers of preventive/breakdown maintenance registers for all the air-conditioners. After completion of every preventive (Routine) maintenance work, the service report should be submitted to the competent authority of Bank
- Following documents shall have to be maintained by the contractor.
 - a. Attendance register
 - b. Complaint register
 - c. Equipment recording registers on daily/weekly/monthly basis
 - d. Preventive maintenance & Breakdown register

- The Contractor workmen are required to perform the duties without waiting for specific directions/intimations from Bank. That the contractor shall also provide service in response to oral including telephonic notice by the Bank whenever necessary. No supervision will be provided by the Bank for any works. The Bidder is solely responsible to ensure that no accident / damages occur to the installations / personnel during the operation and maintenance work.
- The contractor should perform the following functions
- Cleaning of Air-filter with air blower & water.
- Check for air and water leakage.
- Checking belt tension & alignment of belt drive.
- Checking of difference in pressure and temperature between inlet and outlet of AHU's and suction & discharge pressure of pumps.
- Check for vibration in motor and blower.
- Recording temperature data daily.
- To record & report undue noise in equipment / vibrations / leakages in pumps & valves.
- Schedule of checks as recommended by the manufacturer.
- Any other check and works as per directions of the Officer-in-Charge.
- Co-ordinate with AMC vendors to ensure proper working of the system.
- Details of important programs / functions of the Bank such as Conference, Review Meeting, etc. that may be held in the Office will be informed to the technicians and they should assist the Bank in maintaining smooth running of the air-conditioners on that day without failure even if they are held on Bank Holidays. Non-attendance of the technicians on such a day will attract penalty at the discretion of the Bank.
- Any loss or damage to the inventory by way of theft sabotage or mal-operation of equipment and machinery shall be made good by the contractor at his own cost.
- No staff shall leave his duty unless relived by his reliever Head of office, The Patent Office reserves the right to detain the staff for duty in the next shift if the reliever fails to turn up.

- If any worker engaged, is found to be not suitable for the position, the contractor has to remove the person from the site immediately and substitute is posted. The decision of Head of office, The Patent Office in this regard shall be final and binding on the contractor.
- Attendance register of the staff engaged shall be maintained and the same shall be countersigned by the authorized representative of the office.
- The staff appointed by the contractor shall have a good character and will be responsible for good behaviour.
- Department shall in no way be involved in any dispute of whatever kind between the contractor and the staff engaged by him.
- In case of leave of any staff, a substitute has to be arranged by the contractor who has got the required qualification and adequate experience. The staff will attend the duty on all working days.
- The contractor shall arrange uniform for all the workers at its own cost & nothing extra will be paid.
- Agency shall maintain log book and attendance record as well as History Book at site and shall record the data as per instruction of the Officer in Charge.
- The ac operators deployed by the agency at site shall be suitably qualified with adequate experience in operation of air-conditioning plant its associated equipments and other air conditioning units covered in the scope of work.
- The wages of A.C. Mechanic cum Electrician / Operator / Serviceman and Helper shall be payable as per minimum wages fixed by Govt. of the India
- Bank will not be responsible, if any accident occurs or whatsoever due to negligence of worker employed & no compensation shall be paid by the Bank.
- The contractor shall provide sufficient safeguard to avoid any accident.

- The contractor shall ensure to provide an alternate qualified manpower or replace with a standby in case any of the regular staff deployed is absent or on leave.

Note: The quoted rates for all the items specified herein include labour charge, material, machine, ladders, all taxes (except GST), labour insurance cost, police verification cost, minimum wage, EPF, PF, any other statutory payments, labour accommodation, dress, food and all other miscellaneous costs.

Daily material register to be maintained and the stock of materials to be approved by the bank.

IV) MANPOWER REQUIREMENT:

1. Contractor shall ensure availability of Supervisor, Housekeeping men /women, lady attendants to complete and comply satisfactorily in tandem with the scope of works. Contractor to provide an analysis as to how many part time/full time workers are to be employed for satisfactory compliance.

2. The contractor must cover all employees under his charge for all statutory compliances like police verification, ESIC, PF, Accidental insurance / death. All house-keeping staff must have trained with at least 2 years / experience in a similar building to perform, duties entrusted to them and must be in proper uniform at all times.

3. Contractor shall ensure that all employees have fitness certificate from Doctor.

4. Note:

(i) The staff should wear immaculate dress with company's logo and photo identity card.

(ii) 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.

(iii) 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.

V) HOUSE KEEPING EQUIPMENTS / CONSUMABLES

Machinery & Equipment

Wet & Dry Vacuum Cleaner heavy-duty industrial type (2 Nos.)

Signature of the bidder with Seal

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Mechanized Battery / fuel operated floor sweeper for external areas

High-pressure jet with accessory (1 No.), multipurpose housekeeping trolley (1 No.), mopping bucket with squeezer (3 Nos.), Ladders 30'ft., 8'ft.

Carpet shampooing /cleaning machine/scrubbing machine

(Rate shall also include ultimate disposal of garbage / waste papers etc. from the premises on day to day basis as being collected without accumulating within the premises).

<ul style="list-style-type: none"> • Dry Mop Set • Dry Mop Refill • Flat Mop Set • Flat Mop Refill • Round Mop Set • Round Mop Refill • Soft Broom • Hard Broom • Tall Sweeping Brush • Scrubbing Brush with Long Handle • Kitchen Wiper • Floor Wiper (Fiber) • Hand Brush Hard • Carpet Brush • Feather Brush • Toilet Brush • Choke Pump • Dust Pan • Dust Pan with Brush • Scrapper • Glass Duster • Checks Duster • Floor Duster 	<ul style="list-style-type: none"> • Scotch Brite • Sponge • Steel Wool • Spray Bottles • Rubber Gloves • Cotton Gloves • Plastic Buckets • Naphthalene Balls • Urinal Cubes • Flora Deodorant • Liquid Soap (Sada) • Fem Hand Wash • Marble (Multi-purpose Liquid:3 in 1) • Perfume Cleaner • Baygon/Hit/No.P • Dettol • Air Freshener Bottle • Garbage Bag Big • Garbage Bag Medium • Garbage Bag Small • Toilet Rolls • C-Fold
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INDICATIVE SEALED BID (PRICE BID) FORMAT FOR E-TENDERING

(For information only- the bidder need not fill the hard copy but fill the details at the time of e-Tendering)

“COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING & MAINTENANCE SERVICES AT RBO-IV PALAKKAD AND ALL BRANCHES UNDER SBI REGIONAL BUSINESS OFFICE-IV, PALAKKAD”

SL NO.	JOB DESCRIPTION	QUANTITY	UNIT	RATE PER UNIT PER MONTH	TOTAL AMOUNT (Quantity X Rate)
1.	<p>DAILY Sweeping and mopping the interiors of branches/office- (payment will be made as per actual area only) Cost including material, adequate labour, tax, complete job with all respect. List of branches along with area details attached as Annexure-A</p> <p><u>Grand Total-112231 Sq.Ft= 10430 Sqm</u></p> <p>Refer scope of work :(A), (B), (C), (D), (E), (F), (K), (L), (M), (N), (O), (P), dispose the garbage away from the premises.</p>	10430	SQM	-	-

SL NO.	JOB DESCRIPTION	QUANTITY	UNIT	RATE PER UNIT PER MONTH	TOTAL AMOUNT (Quantity X Rate)
2	<p>Daily Cleaning of European Closet at toilets, bathrooms, urinals, wash basins at ladies and gents toilet etc. Cost including using high quality naphthalene balls, phenyl, liquid soap, toilet soap, vim, Urinal Cubes, detergents, paper roller, Tissue paper every three hours or three times from 8am to 5pm (during office hours) (The checklist of cleaning per three hours or three times to be maintained at inside all the toilets).</p> <p>(Payment will be made as per actual area only) Refer scope of work above (J)</p>	280	Sqm		
3.	<p>Sweeping / cleaning outside the buildings including road entrance etc. and disposal of garbage/waste paper/dry leaves etc. away from the premises. Daily dispose the garbage/ dry leaves etc away from the premises. Cost including removing the stagnated rain water on the road/ road side etc during rainy season The vendor has to visit these branches and quote for wherever required.</p>	1 (includes all 47 branches in RBO-IV)	Lump-sum		

SL NO.	JOB DESCRIPTION	QUANTITY	UNIT	RATE PER UNIT PER MONTH	TOTAL AMOUNT (Quantity X Rate)
4	<p>External Facade: The service provider shall undertake cleaning of the glasses and glass panes from the exterior by using Spiderman method once in three months. It will be the responsibility of the service provider to ensure that the necessary insurance cover is obtained well in advance and produced to the Bank before commencement of the cleaning work. It will also be necessary to obtain security clearance from the Manager (security).</p> <p>Supervisors/ Managers should visit different floors from time to time to ensure that each floors/ toilets etc. remain clean and ready for use round the clock. Cost including material labour, tax, complete job with all respect.</p>	1 (includes all 47 branches in RBO-IV)	Lump sum		
TOTAL					
GST if any @ %					
GRAND TOTAL					

Total (IN WORDS): Rupees
per month.

SI No	Location Category	Daily Minimum Wage per employee (A)	Monthly minimum wage per employee (B)=26x(A)	PF/EPF @% of (B) (C)=...% x(B)	ESI @% of (B) (D)=...% x(B)	Bonus @% of (B) = (E)=...% x(B)	Any other statutory payments if any (F)	Sub-Total $(G)=(B)+(C)$ $+(D)+(E)$ $+(F)$
1	B							
2	C							

SI No	Description	Amount	
1	Category B - Minimum number of staff to be deployed as per branch area and tender norms – <u>0</u> Nos. (Annexure –B)	= <u>0</u> x <i>Sub Total (G)</i> for Location category B	Rs.....
2	Category C - Minimum number of staff to be deployed as per branch area and tender norms – <u>50</u> Nos. (Annexure –B)	= <u>50</u> x <i>Sub Total (G)</i> for Location category B	Rs.....
3	Material Cost, Service charges, insurance, cost escalation, contractors's profit etc. and all other services as per tender for all <u>47</u> branches		Rs.....
		Sub Total	
		GST if any @.....%	
		Grand Total	

IMPORTANT NOTES

- 1. The area shown is carpet area and the same is approximate. The contractor shall verify and satisfy himself regarding the area and other details, prior to quoting his rates, and submit his rates accordingly. Any additional claim in this regard will not be entertained in future.**

- 2. The quoted rate should include the minimum wages payable to the employees, all statutory payments, the cost of materials, service charges, contractor's profit, insurance, cost escalation (men and materials) and all other services as stated in the tender document.**

- 3. The bidder shall provide allocation chart of the employees (including part time employees) to be engaged. Contractor has to furnish the complete details as aforesaid at the time of e-Tendering and the amount quoted by bidder shall match with the allocation of employees, material cost, service charges etc.**

- 4. Shortlisting/ selection of the bidders who had been terminated/ blacklisted or recommended for termination/ blacklisting by the Bank/ SBIIMS due to poor performance or violation of Government Norms regarding payment of minimum wages, ESI etc shall be at the sole discretion of the Bank/ SBIIMS only.**

BRIEF DETAILS OF THE BIDDER

SL NO	PARTICULARS	
1	NAME OF THE BIDDER	
2	MAILING ADDRESS WITH PINCODE	
3	TELEPHONE No. FAX No.	
4	MOBILE No.	
5	E-MAIL ID	
6	<ul style="list-style-type: none"> • PAN • GST No. 	
7	CONTACT PERSON WITH MOBILE/ PH No.	
8	PLEASE MENTION THE NAME OF DIGITAL CERTIFICATE HOLDER (INDIVIDUAL/ FIRM) WHOSE DIGITAL CERTIFICATE WILL BE USED FOR PARTICIPATING IN THE E- TENDERING	
9	CHECK LIST (TECHNICAL BID) <ul style="list-style-type: none"> • DD towards Tender Fee • DD towards EMD • All pages of tender document duly signed and stamped • Sealed envelope containing all the above documents with address of the bidder & SBIIMS with name of the work superscribed thereon. • Any other documents, if asked for 	Yes / No Yes / No Yes / No Yes / No Yes / No
10	CHECK LIST (PRICE BID) (Price bid need not be submitted in physical form)	Price bidding shall be done online through Bank's e-tendering portal https://etender.sbi . The bidder shall register himself in the portal, prior to the date of e-tendering and obtain used ID & Password for logging in. The bidder shall contact M/s. e-Procurement Technologies Ltd for any assistance .

Accepted the terms and conditions of tendering.

Signature of the bidder with Seal

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