

NIT NO	HYD202006068
DATE	20/06/2020



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

PART-A

TWO BID TENDER SYSTEM THROUGH E-TENDERING PROCESS

Note: Bidder should possess valid digital signature for this e-tender

TECHNICAL BID FOR PRE QUALIFICATION

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TRANSIT GUEST
HOUSE MAINTENANCE INCLUDING HOUSEKEEPING, CARE TAKING,
CATERING (TRANSIT GUEST HOUSE, VIP PANTRY & STAFF CANTEEN)**

AT

**SBI TRANSIT GUEST HOUSE, INTERNAL AUDIT DEPARTMENT (IAD),
LINGAMPALLY, HYDERABAD**

The Vice president,
SBI Infra Management Solutions Pvt. Ltd.
Ground Floor, SBI LHO Building,
Bank Street, Koti,
Hyderabad – 500 095
Telangana
Ph: 23466346,

Notice Inviting Tender (NIT)

Online E-Tenders are invited for **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TRANSIT GUEST HOUSE MAINTENANCE INCLUDING HOUSEKEEPING, CARE TAKING, CATERING (TRANSIT GUEST HOUSE, VIP PANTRY & STAFF CANTEEN) AT SBI TRANSIT GUEST HOUSE, INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, HYDERABAD**

1)	Date of download of tender documents from Bank's web site http://bank.sbi under "procurement news".	From 01/07/2020 up to 21/07/2020
2)	Pre-Bid Meeting at SBI Infra Management Solutions Pvt. Ltd. Ground Floor, SBI LHO Campus, Bank Street, Koti, Hyderabad – 500 095, Telangana	On 14/07/2020 at 3.00 PM
3)	Last date and time for receipt of written queries for clarification from bidders	By 3.00 PM on 14/07/2020
4)	Date of posting of clarifications on the Bidder's queries	17/07/2020 (Clarifications shall be posted only on the Bank's website. No individual communication shall be provided to the Bidder)
5)	Last date and time for submission of online e-tender.	Date: 21/07/2020 by 3.00 PM at https://etender.sbi
6)	Cost of Tender Documents	Rs 5,000/- to be paid through State Bank Collect ONLY as detailed under; 1) login https://www.onlinesbi.com 2) Select SB Collect from Top Menu, click the check box and "Proceed" 3) Select "All India" in "State of Corporate/Institution" & Select "Commercial Services" in "Type of Corporate/Institution" then "Go" 4) Select " SBI Infra Management Solutions pvt. Ltd" in Commercial Services Name and "Submit" 5) Select "Tender Application Fee" in "Payment Category" and enter the "Tender ID" exactly as given in first page top of this tender(characters in uppercase only). 6) Fill up all fields such as email, GST No., Mobile No, Vendor/Firm Name etc and make payment.

		7) Enclose payment receipt having unique ID
7)	EMD amount to be submitted at:	Rs.92000/- (Rupees Ninety Two Thousand only) in favor of 'SBIIMS, Hyderabad" EMD should be submitted physically at SBI Infra office, Koti, Hyderabad before 21/07/2020 by 3.00 PM Firms registered under MSME OR NSIC for specific trade are exempted from EMD.
8)	Date and Time of Technical Bid Opening	Date: 21/07/2020 at 3.30 PM at the above mentioned office address. Technical Bid of those firms/contractors who do not submit EMD or MSME OR NSIC certificate shall be rejected. Representatives of Bidder may be present during opening of Technical Bid. However Technical Bids would be opened even in the absence of any or all of the bidder's representatives.
9)	Place of opening of Bids	at SBI Infra Management Solutions Pvt. Ltd. Ground Floor, SBI LHO Campus, Bank Street, Koti, Hyderabad – 500 095, Telangana
10)	Address for communication:	SBI Infra Management Solutions Pvt. Ltd. Ground Floor, SBI LHO Campus, Bank Street, Koti, Hyderabad – 500 095, Telangana
11)	Contact person	Vice president, SBIIMS, Hyderabad Ph: 040- 23466346
12)	Bidder Contact Details	Bidder to Provide following information: 1.Name of the Company 2.Contact Person 3.Mailing address with Pin Code 4.Telephone number and Fax number 5.Mobile Number & E-MAIL
13)	Date of Commercial Bid Opening or Date of Online Reverse Auction	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid. Representative of Bidder may be present during opening of Indicative Commercial Bid. However Bids would be opened even in the absence of any or all of the Bidder's representatives.
14)	Agency for arranging online bidding	e-Procurement technologies Limited, Ahmedabad. 1. Nadeem Mansuri:- 079-68136853, nadeem@eptl.in 2. Kanchan Kumari:- 079-68136820, kanchan.k@eptl.in 3. JaymeetRathod:- 079-68136829, jaymeet.rathod@eptl.in 4. Salina Motani:- 079-68136843, salina.motani@eptl.in 5. Vinayak Khambe:- 079-68136835,

		<p>vinayak.k@eptl.in 6. ImtiyazTajani :- 079-68136831, imtiyaz@eptl.in 7. HemangiPatel:- 079-68136852, hemangi@eptl.in 8. Anshul Juneja:- 079-68136840, anshul.juneja@eptl.in 9. Deepak Narekar:- 079-68136863, deepak@eptl.in 10. Sujith Nair:- 079-68136857, sujith@eptl.in 11. Devang Patel:- 079-68136859, devang@eptl.in Primary Contact Numbers :- +91- 9081000427, 9904407997 guidance on e tendering.</p>
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2. Purpose:

Comprehensive Annual Maintenance Contract for TRANSIT GUEST HOUSE MAINTENANCE INCLUDING HOUSEKEEPING, CARE TAKING, CATERING (TRANSIT GUEST HOUSE, VIP PANTRY & STAFF CANTEEN) AT SBI TRANSIT GUEST HOUSE AT INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, HYDERABAD.

3. Invitation:

The bidders desirous of taking up the project for supply of above Services for SBI are invited to submit their technical and commercial proposal in response to this Tender. The criteria and the actual process of evaluation and subsequent selection of the successful bidder (L1) will be entirely at Bank's discretion. We seek proposal from Bidders who have the necessary experience, capability & expertise to provide Maintenance and Housekeeping services adhering to Bank's requirement outlined in this Tender.

This Tender document is not an offer by State Bank of India, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India, IAD with the successful Bidder.

The bidders have to submit the Bid covering letter along with documents as per **Annexure-'A'**.

4. Eligibility Criteria:

Bid is open to all Bidders who fulfill the eligibility criteria. The bidders have to submit the details of eligibility criteria as per **Annexure-B**.

5. Disclaimer:

The information contained in this Tender document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of State Bank of India (Bank), is provided to the Bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this TENDER is to provide the Bidder(s) with information to assist the formulation of their proposals. This TENDER does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this TENDER and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this TENDER. Bank may in its absolute discretion, but without being under any obligation to do so, add all amend or supplement the information in this TENDER. No contractual obligation whatsoever shall arise from the TENDER process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

The Bank reserves the right to accept or reject any Bid/ offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action. Bank reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

Bank reserves the right to cancel the entire Bidding / procurement process at any stage without assigning any reason whatsoever.

6. Earnest Money Deposit (EMD)

Bidder to submit the EMD (As per the NIT) as Bid Security in the form of Demand draft in favor of 'SBI Infra Management Solutions Pvt Ltd, Hyderabad'.

EMD (Demand Draft) should be kept in the envelope containing PART-A (technical Bid). Any bid not accompanied with the requisite EMD shall be treated as non-responsive and is liable to be rejected. MSME OR NSIC registered contractors/firms under valid category are exempted from submitting EMD. MSME or NSIC registered bidders should submit MSME OR NSIC certificate along with Technical bid. In case the contractor/firm who is MSME or NSIC registered, becomes L-1 and subsequently backs out of the work for some reason, we shall black list them from quoting any works in SBI and also recommend to MSME OR NSIC to delist them from their registration.

The EMD of the unsuccessful bidders will be returned within 30 days from date of opening of technical bid. Successful Bidder's EMD will be returned upon the bidder signing the contract and submitting the required Performance Bank Guarantee.

No interest is payable on the amount of EMD.

If EMD is forfeited for any reason, the concerned bidder will be debarred from further participation for the TENDERS to be floated by the Bank during next one year, at the sole discretion of the Bank.

The EMD may be forfeited:

If a Bidder withdraws or amends its bid during the period of Bid validity specified herein: or

If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract; or

In case of a successful Bidder, if the Bidder fails:

To sign the contract with the Bank within a period of 30 days; or

To furnish Security / Performance Guarantee to the Bank.

7. Performance Bank Guarantee (BG)

The selected bidder would be required to submit a performance Bank Guarantee to the Bank for an amount equivalent to **two months** value of the contract within 15 days from the issue of work order. The bank guarantee will be valid for a period of 13 months or such other extended period as the Bank may decide for due performance of the obligations undertaken by the successful bidder.

The bank guarantee should be issued by any scheduled commercial bank, other than SBI. A format for BG is attached as per **Annexure –F.**

The Performance Bank Guarantee is required to protect the interest of the Bank against the risk of non performance of the successful bidder or breach of performance of the conditions of the contract which may warrant invoking of Bank Guarantee (BG). Also, if any act of the Contractor results in imposition of Liquidated Damages then the Bank reserves the right to invoke the Performance Bank guarantee.

8. Bidding Document:

8.1 Cost of Bidding: The Bidder shall bear all costs associated with the preparation and submission of its bid. Bank will not responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8.2 Content of Bidding Document

8.2.1 The bidding document provides overview of the requirements, bidding procedures and contract terms. It includes Introduction, Instructions to Bidder, Terms & Conditions of Contract, Eligibility Criteria, Technical Bid and Financial Bid. (Indicative Price)

8.2.2 The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

SBIIMS has made considerable effort to ensure that accurate information is contained in this TENDER and is supplied solely as guidelines for Bidders. Furthermore, during the TENDER process, SBIIMS is entitled to issue corrigendum to tender relevant to the Scope of Work. Nothing in this TENDER or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the TENDER or any addenda.

8.3 Clarifications & Amendments:

8.3.1 If deemed necessary the Bank may seek clarifications on any aspect from the bidder. However that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of clarification of the bid.

8.3.2 The Bidders requiring any clarification on the bidding documents should submit written queries on or before Date: **(as per the NIT)**.

8.3.3 At any time prior to the deadline for submission of bids, SBIIMS may modify or alter the bidding document by issuing an amendment.

8.3.4 Any clarification issued by SBIIMS will be in the form of an addendum / corrigendum and will be available in SBI's website – <http://bank.sbi> under "procurement news". The amendment will be binding on all bidders. SBIIMS, at its discretion may extend the deadline for submission of bids which shall be informed to all through SBI's website- <http://bank.sbi> (procurement news) or <http://etender.sbi>.

9. Bidding Process:

9.1 The bids shall be submitted in Technical Bid and Price bid through online in the www.etender.sbi. Hard copy of the EMD and tender cost to be submitted as per the details mentioned in the NIT. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this tender document will have to be submitted. In the first stage, only TECHNICAL BID along with EMD will be opened and evaluated. Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this document will be evaluated for technical specifications. Only those who qualify in the Technical Bid shall be eligible to be considered The Commercial Bids of those who do not qualify in the Technical Bid will not be opened.

10. Preparation and Submission of Bids:

10.1 The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder must be written in English.

10.2 Bidder must provide specific and factual replies to specific questions asked in the TENDER.

10.3 The bids should be uploaded directly on the portal of www.etender.sbi
10.4

The technical bid should consist of the following:

- (i) The EMD of in favor of **SBI Infra Management Solution Pvt Ltd., Hyderabad.** or Valid MSME OR NSIC certificate should be submitted on or before the date as mentioned in NIT. A letter on bidder's letterhead mentioning.
 - a) Details of EMD or Valid MSME OR NSIC certificate submitted, technical competence and experience of the bidder.
 - b) Certifying that the period of the validity of the bid is 90 days from the date of submission of bid.
 - c) Confirming that the bidder has quoted for all the items / services mention in the bid in their commercial bid.
 - d) Supporting documents in respect of Eligibility Criteria as mentioned in **Annexure- B.**
- (ii) Bidder's information as per **Annexure –D** on bidder's letter head.
- (iii) Audited balance sheets and profit and loss account statement for last 3 years.
- (iv) A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
- (v) Response to all points of the Technical evaluation format as per **Annexure-C.**

10.4 Bidder should submit indicative commercial bid as per **Annexure – E** through online.

10.5 Bid prices:

The price quoted should inclusive of escalation on account of increase in material cost during the contract period of initial one year and renewable at the same terms and contract period of another one year , including profit , lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, consumables, duties & statutory levies etc. **The successful vendor has to submit system generated GST tax invoice incorporating Bank's GST in number and vendor GST no. Manual GST invoices will not be accepted.** Any increase in minimum wages /VDA as per Central Govt Act, the same shall be reimbursed by Bank. Bonus as per Bonus act shall be reimbursed and therefore shall be not loaded in the commercial Bid.

10.6 Revealing of Prices:

The rates and/or prices in any form or for any reasons should not be disclosed in the technical or other parts of the bid except in the indicative commercial bid and failure to do so would result disqualification and rejection of the bid.

10.7 Pre-Bid Meeting:

Pre-bid meeting as per the details mentioned in NIT. The clarification on the quires shall be communicated to the bidders through the Bank's website www.bank.sbi under procurement news or www.etender.sbi .

10.8 Validity of Bids:

Bid shall remain valid for 90 days from date of submission mentioned at Bid Details. A bid valid for shorter period is liable to be rejected. The bidder may require to give consent for the extension of the period of validity of the bid beyond initial 90 days, if so desired by the Bank in writing or by FAX. Refusal to grant such consent would result in rejection of bid without forfeiture of the EMD. However any extension of validity of bids will not entitle the bidder to revise / modify the bid document.

10.9 Bid Integrity:

Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the bids with accompanying documents will become property of SBI.

10.10 Format and Signing of Bid

10.10.1 The bidder should prepare submission as per minimum eligibility criteria, Technical Bid, Indicative Commercial Bid and other requested information.

10.10.2 All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

10.10.3 Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.

10.10.4 Bid should be typed and submitted on A4 size paper [font times new roman 12], spirally bound securely and in serial order. Bidders responding to this TENDER shall submit covering letter included with

the bid and compliance certification statement required for submission of a proposal.

In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.

10.11 Bid Currency:

Prices shall be expressed in Indian Rupees only.

10.12 Late Submission of bids:

Any bid received by the Bank after target date and time prescribed in Bid details will be rejected and /or returned unopened to the bidder at his risk and responsibility.

10.13 Modification and Withdrawal of Bids:

Once bid is submitted no modification is permissible. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity.

11. Opening and Evaluation of Bids:

11.1 Opening of Technical Bid: All the Bids will be opened at the date, time & locations mentioned under the clause Bid Details. The technical bids will be open in the presence of representatives of the bidders who choose to attend.

11.2 Evaluation process

11.2.1 Preliminary examination:

The bids will be examined by the Bank to determine whether they are complete and whether required bid security has been furnished. A bid determined as not substantially responsive will be rejected. The Bank may, at its discretion waive any minor non conformity or irregularity in a bid which does not constitute a material deviation.

After opening of the technical bids and preliminary examinations, some or all of the bidders may be asked to make presentation of the solution/ services offered by them.

Any effort on the part of bidder to influence bid evaluation process or award of contract may result in the rejection of the bid.

11.2.2 PART- A Technical Evaluation:

Detailed technical evaluation will include, scrutiny of minimum eligibility criteria (as mentioned in Annexure B) and technical information submitted as per technical bid format (Annexure C) and site visits.

Bids meeting the eligibility criteria & having complied with the points of Technical Bid and attain minimum technical score shall be qualified for commercial bid opening & evaluation / Reverse Auction.

11.2.3 PART- B Commercial Evaluation:

Bidder should provide indicative price only.

The envelop containing the Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid set out in **Annexure-E**. The commercial offer should consist of comprehensive Cost for the tendered work. Bidder must provide detailed cost breakdown, for each and every categories mentioned in the commercial bid.

Note: The Bidders should ensure to follow the minimum wages (Central Govt.) Labour act, ESIC, EPF, Insurance and all statutory obligations, etc. while quoting the price. The price quoted should inclusive of escalation on account of increase in material cost during the contract period of initial one year and renewable at the same terms and contract period of another one year, including profit, lump sum payment towards the cost such as Insurance, personal protective equipment, tools required, mobile charges, all taxes, uniform, consumables, duties & statutory levies etc. **The successful vendor has to submit system generated GST tax invoice incorporating Bank's GST in number and vendor GST no. Manual GST invoices will not be accepted.** Any increase in minimum wages /VDA as per Central Govt Act, the same shall be reimbursed by Bank. Bonus as per Bonus act shall be reimbursed and therefore shall be not loaded in the commercial Bid.

11.2.4. Final Evaluation:

The online e-tendering will be conducted by M/s E-Procurement Technologies Ltd (abc procure/auction Tiger), Ahmedabad.

12. Award & Signing of contract:

SBI will notify successful bidder (L1) in writing by letter in duplicate or fax that its bid has been accepted. The Selected bidders has to return the duplicate copy of the bank within 7 working days duly Accepted, Stamped and Signed by Authorized in token of acceptance.

The successful bidder shall be required to enter into a contract with the Bank, within 7 days of the award of the tender or within such extended period as may be decided by the Bank along with the letter of acceptance, BG and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof.

Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter and contract should be submitted.

13. Subcontracting

As per scope of the TENDER, subcontracting is explicitly prohibited.

14. Cancellation of Contract

The Bank shall have the right to cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of at least one (1) month, without assigning any reason.

15. Liquidating Damages

If contract fails to perform services in the technical specifications and scope of work with the requisite quality, minimum qualification of the manpower and within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent up to 5% of the monthly bill.

16. Statutory and other Regulations

The Contactor shall comply with all the statutory obligations of the Government of India / State Governments / Municipal Authorities and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-fulfilment of statutory obligations by the Contract.

17. Arbitration

In case of any dispute or difference arising out of or in connection with the successful bidder and the Bank the parties shall first endeavour to settle such disputes or differences amicably. If both the parties fail to reach such amicable settlement, all the disputes or differences shall be finally settled by arbitrator as provided herein.

In case of failure of such amicable settlement by the parties, either party may within 28 days of such a failure give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. Such written notice shall specify the matters, which are in dispute, or differences, which require to be referred to the arbitrator. A single arbitrator should be appointed by both the parties jointly or in case of disagreement as regards appointment of a single arbitrator, both the parties shall appoint one arbitrator each and the two arbitrators so appointed shall appoint an umpire. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitrations.

In the event of the Arbitrator or any one of the arbitrators, as the case may be, dying, neglecting, refusing to act or resigning or being unable to act for any reason or the award being set aside by the Court for any reason, it shall be lawful for the parties to appoint another Arbitrator in the manner provided herein above.

The venue of arbitration shall be Hyderabad, India.

The Arbitrator or Arbitrators so appointed under this Schedule shall hold the arbitration proceedings.

The Arbitrator, Arbitrators or Umpire, as the case may be shall give reasoned award in respect of each item of disputes, which shall be final and binding on both the parties.

In case during the arbitration proceedings, the parties mutually settle, compromise or compound their dispute or difference, the reference to arbitration and the appointment of the Arbitrator or Arbitrators ,or Umpire , as the case may be , shall be deemed to have been revoked and the arbitration proceeding shall stand withdrawn or terminated with effect from the date on which the parties file a joint memorandum of settlement thereof with the Arbitrator or Arbitrators or the Umpire, as the case may be.

Governing Law: The contract shall be interpreted in accordance with the laws of the Government of India.

18.1 Inspection:

The Bank shall have the right to inspect duties being performed by the personnel, and the quality of materials used, to ensure that the Contractor is effectively carrying out the obligations under the Maintenance Contract. All questions relating to the performance of the obligations under the Maintenance Contract, 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 decided by the Bank, whose decision shall be final, conclusive and binding on the Contractor.

The Bank may also require that the Contractor should get the quality and quantity of material used by him, and the jobs completed / executed by him, certified by an official of the Bank, before the bills related to those items/ jobs are paid by the Bank.

18.2. Powers to Vary or Omit Work

No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to

instruct the successful bidder to make any variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall instruct the successful bidder to make such other modified variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents . If Bank confirms its instructions, the successful bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

In any case in which the successful bidder has received instructions from Bank as to the requirement of carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of Bank shall prevail.

18.3 No Waiver of Bank Rights or Successful Bidder's Obligations

Any indulgence, forbearance or waiver granted or shown by the Bank will not prejudices the rights of the Bank nor shall it relieve the successful bidder from carrying only his obligation under the contract.

19. Deduction from Monthly Costs

The Bank 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 Committee comprising of four members specifically constituted for the purpose, without assigning any reason whatsoever and no claim will be entertained in this regard.

The Contractor shall reimburse the Bank all costs, charges, damages or expenses which the Bank may have paid, (which the contractor is obliged under this Maintenance Contract to pay) within 30 days upon written request of the Bank, failing which such costs, charges, damages or expenses including statutory payments, if any shall be deducted / recovered / set off by the Bank against the bills raised by the Contractor or from any money due or becoming due to the Contractor under the Maintenance Contract or may be

recovered by action under law or otherwise from the Contractor or by invoking the Bank Guarantee furnished by the Contractor.

20. Period of Contract:

Initial period of the contract is 01 (one) year. After initial contract period of one year the contract may be renewed on the same terms and conditions for a further period of one year, at the discretion of the Bank.

21. Commencement Period:

The work has to be commenced immediately an award of the contract in favour of the successful bidder. If the Contractor delays the commencement of the work or more than 7 days after award of the contract or such exceeded time as may be intimated to the successful bidder. The Bank will be at liberty to cancel the award of contract without giving any notice. Failure to commence the contract within the above period will lead to forfeiture of the EMD amount.

22. Manpower, Wages, etc.

- The contractor should ensure to comply with all the provisions of Labour Act / State/Central Govt. Agreed procedures. The Contractor shall be solely responsible for compliance of provisions of Various labour and industrial laws and all statutory obligations such as minimum wages as per Central Govt. Rules , allowances, compensations, EPF, gratuity, Insurance, ESIC , etc. relating to personnel engaged by them. The Bank shall have no liability in this regard.
- The Contractor should obtain necessary labour license form statutory authorities for deploying man power.
- All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the Bank.
- That the Contractor will not sub-contract or permit any other person to perform any of the work or services agreed to without prior written permission from the Bank.
- The Contractor shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules.
- Contractor's personnel or their family members shall not be allowed to stay / reside at site.

- The documents related to submission of EPF, ESIC, salary paid, etc, to the respective statutory bodies has to be submitted along with next month bill to the SBI / SBIIMS, Hyderabad for scrutiny.
- The contractor shall abide by “The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013”

23. Safety, Security, etc.

- That the Bank shall not be liable for any compensation in case of any fatal injury / death caused to any of the Contractor’s employees while performing / discharging their duties/ visiting Bank’s premises for inspection or otherwise. The contractor shall alone be fully responsible for safety and security & insurance or life insurance of their personnel who are engaged for maintenance work.
- In no case, safety norms shall be violated.
- The Contractor agrees that its personnel shall comply with security regulations in effect from time to time at Bank’s premises. The Contractor alone shall be fully responsible for safety and security & insurance or life insurance of their personnel.
- The Contractor should issue valid Company identity cards to all their staff personnel who will be providing services under this contract.
- The Contractor shall provide and ensure that the personnel engaged by them wear proper uniform, protection gears like helmets, safety shoes, hand gloves, fully body safety belts, ladders, etc.
- The Contractor shall ensure to get the police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good character and conduct.
- The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall 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 therewith against Bank now or at a future date. The contractor will at the request of the authorized officer of the Bank / Establishment will remove from the work place 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 it’s customers. The contractor should undertake to thoroughly

verify the antecedents, addresses, qualifications, character, family background and technical qualification etc of its personnel.

- The Contractor shall ensure that necessary tools and equipment are always available for the purpose of attending repairs on emergency basis.
- The Supervisor, Plumber, Carpenter, Electrician and other technicians shall be available and be report to the concerned Engineers ever day.
- All Contractor personnel will be subjected to physical checking while coming and leaving the premises. The contractor should maintain a register of its personnel who carry out the work and such register shall be kept open for inspection by the Bank as and when required.
- The contractor is required to maintain First Aid kits for use whenever it becomes necessary.

24. Payment Terms:

- Payment of wages/EPF/ESI etc to all the workers engaged by the contractor should be through an Account maintained with any Scheduled Commercial Bank which should be witnessed by an officer of the Bank and evidences should be submitted to the Bank. The payment to be made before 07th of the month
- The performance of the contractor shall be monitored by the committee based on the feedback on quarterly basis.

25. Termination of the Contract

The Bank reserves the right to terminate the agreement in case of breach of any terms and conditions of this agreement by the Contractor, with one month notice. The Bank also reserves its right, to claim damages for such breaches and the decision of the bank in this regard shall be final. Bank can terminate the agreement if the services provided by the Contractor are found to be unsatisfactory. Delivery of the services and performance of the services shall be made by the contractor in accordance with the time schedule and other terms and conditions as specified in the TENDER. Any delay in performing the obligation/ defect in performance by the contractor may result in imposition of liquidated damages, invocation of Performance Bank Guarantee and /or termination of contract.

26. Force Majeure

Neither party shall be liable for delay in performing obligations if the delay or failure is due to any of the following force majeure i.e. Act of God or any

Government Act, fire, earthquake, explosion, strikes/ Bandh, civil commotion or anything beyond the control of either party. The party shall make all reasonable endeavours to minimize any such delay.

27. Governing Language

The contract and all correspondence / communications and other documents pertaining to the Contract, shall be written in English.

28. Signing of Agreement of Maintenance Contract

This tender document shall be the basis for the Maintenance Contract to be entered into with the successful tenderer and the offer shall be strictly inline with the terms specified herein. No deviation from the terms and conditions specified shall be acceptable. For this purpose, the tenderer shall submit all the documents as specified in this tender duly signed and stamped on each page as a token of acceptance.

29. **Income Tax** will be deducted on the gross amount of the monthly bill at the rates notified under Income Tax Act, 1961, from time to time by Govt. of India.

SCHEDULE I

SCOPE / DETAILS OF WORK TO BE DONE

PROVIDING HOUSE KEEPING, MAINTENANCE, CATERING SERVICES AT SBI TRANSIT GUEST HOUSE, INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, HYDERABAD:

Sl.No	Scope of work
1	Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / carpet flooring / ornamental and wooden furniture of high value, crystal glass doors / panes, modern electric gadgets, electric fixtures, windows, window panes, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins etc and exterior cleaning, polishing of glasses and metallic engravings, logos, sign names etc and pest control measures required to keep the premises in the excellent condition, pathways / indoor & outdoor sports facilities, etc . News paper to guests.
2	Catering Services for 365 days.

However, you are advised to inspect the premises and ascertain the exact requirement and other details before quoting the rates

SCHEDULE II

Description of the Establishments

S.No.	Description of the Establishments
1	SBI TRANSIT GUEST HOUSE AT INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, Hyderabad.

A. HOUSEKEEPING /MAINTENANCE SERVICES

The term housekeeping/maintenance services which include safety and security of the premises, its fixtures fittings & furniture, office items, towels, Bed sheets, Bed covers, other Materials and also carpets, air-conditioners, Television sets, computers and other electronic and electrical gadgets kept in the guest house.

The Caretaker will also be responsible for the proper maintenance of the guest house. He will inter alia ensure that:

- a) The work to be under taken by the caretaker engaged by the contractor. The premises is kept clean and under hygienic conditions at all times
- b) He will ensure that the Guest House is cleaned on day – to – day basis mopping of the floors are done every day, the furniture and fixtures are dusted and cleaned every day. The carpets, gym equipments and sofa sets etc. should be cleaned every day with vacuum cleaner
- c) He will also ensure that all toilets, wash basins, kitchen sinks, etc. are cleaned every day with proper use of phenyl, and approved Chemical agents at their cost. Naphtha balls should be regularly placed in the wall-almairahs and urinals. Other materials including soaps, room/toilet fresheners in toilets, mosquito repellants, Room Spray etc, The cost will be as per contract cost.
- d) The caretaker will ensure washing of bed-sheets, towels, pillow covers, and bed covers on change of occupancy or once in two days. Occupants will be provided with freshly washed linen. Including towels, bed sheets, pillow covers on every alternate day.
- e) The Caretaker should arrange for washing of clothes of guests through laundry on payment of the actual costs thereof by the guests or maintain properly the washing machine provided for washing clothes of the guests, or arrange for washing of clothes subsequently.
- f) The Caretaker will be responsible for the safe-keeping of all keys.
- g) The Caretaker will report any breakage due to normal wear and tear to the Bank and should arrange for their repair. Cost will be reimbursed by Bank
- h) The Caretaker should also ensure quarterly Pest Control measures and the payment will be with in the contract. The kitchen and dining space should be daily scrubbed and cleaned and kept free of flies, cockroaches, insects, rates mice and rodents.
- i) The Caretakers shall ensure that rent collected from the occupants of SBI Transit Guest House, INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY is deposited at AGM (Admin) in the appropriate account to be opened for the purpose on every Friday without fail.

j) Maintenance, as mentioned above, should be done all seven days a week with trained man-power, cleaning material and consumables by the Caretaker under his personal supervision. He will also ensure proper cleaning of the terrace regular and cleaning of the overhead water tanks at least once a month.

k) The items mentioned above are not exhaustive and the Bank reserves the right to include other items as it may deem fit for the proper maintenance of the Guest House. The officials from Admin Dept will inspect the Guest House for ensuring proper upkeep at regular intervals.

l) In all toilets, the contractor has to provide branded soap (1 small and 1 medium size) for bath at his cost and to be replaced when change of guest comes. Toilet roll also has to be provided by the contractor.

m) The contractor should supply welcome kit (of standard size/ quantity) on arrival to all the officials. The welcome kit should contain soap, toothbrush, tongue cleaner, shaving cream, razor and brush ,comb, hair cream, shampoo sachets, hair oil sachets etc. in a plastic bag. The cost will be within the contract.

n) All workers/supervisor to maintain neat uniform and photo ID card to be issued by the contractor. Supervisor should stay at the guest house round the clock and he will attend to all phone calls and respond accordingly.

o) Room service to be done when when guests request for in addition to routine cleaning.

p) Supply of four news papers set in common areas (i.e Eenadu / The Hindu/ Times of India/ Economic Times)

q) Penalty will be imposed for non-compliance any service as under

- 1) Cleaning of toilets if not done - Rs 500/- per complaint.
- 2) Cleaning of rooms if not done - Rs 500/- per room
- 3) Cleaning of tanks, sumps as per schedule if not done – Rs 500/- per occasion
- 4) Change of curtains / towels / bed sheets as per schedule if not done, Rs. 150/- per room per item.
- 5) Corridors cleaning if not done – Rs 500/- per occasion
- 6) Cleaning of gym if not done as per schedule – Rs 500/- per occasion
- 7) Cleaning of roof of cob webs over chajjas and over windows if not done Rs- 500/- Per complaint.
- 8) Cleaning of Solar panel found deficiency any day attract penalty Rs.500/- per day
- 9) Mosquito repellent to be replaced immediately if not done for non fixing of

refills Rs 100/- per room.

- 10) Cleaning of fans, tube lights as scheduled –if not done- Rs 500/- per complaint.
- 11) Using of inferior quality / non-specified material will attract penalty of Rs.500/- per case.
- 12) Non disposal of garbage: Rs 2000 per occasion
- 13) If required staff not provided: Rs 1000 per day per staff.
- 14) Any deficiency other than mentioned above will attract penalty of Rs.500/- per occasion per category

B. CATERING SERVICES

1. The Caretaker shall also be responsible for catering services in the Guest House. He shall arrange for cooking and serving of quality food in hygienic conditions on a daily basis for the executives occupying the guest house.
2. Contractor should use Agmark or ISI quality spices oil etc and shall keep all cereals flour and other consumable articles covered and free from ants, rodents cockroaches, flies etc.
3. The list items as mentioned below to be supplied daily for the guests and the quoted amount as per price bid shall be collected directly by the contractor from the guests.
4. (i) All the items which are stale and decayed should not be kept in the guest house.
5. Experienced cook to be engaged and he should well verse with North India and South India dishes
6. The recommended Menu containing details of eatables is given in Annexure-J to this tender document, which shall be strictly complied with by the Caterer. Weekly detailed Menus will be advised by IAD and the catering should be done only on the basis of such menu. Menu/items can be changed at the discretion of IAD.
7. The Caterer shall arrange to display day's menu every morning on the Notice Board provided in the canteen and strictly adhere to the menu so displayed. The daily menu should be rotated on a weekly cycle as provided by the authorised official/competent authority concerned.
8. The Caterer shall be provided (but not always bound to do so) selected articles/equipments/property for use in the kitchen by IAD. The caterer shall take care of the said articles / equipment as a bailee, in terms of in the Indian Contract Act and return them in good working order and condition to the Department on expiry of the contract. The caterer shall be liable to reimburse the loss/damage of such articles/equipments. In the event of any default by the caterer, the Department shall

have the right to deduct from the Security Deposit of the caterer the amount/cost of such loss/damage, that may be determined by the Department and the decision of the Department in this behalf shall be final and binding on the Caterer.

9. The daily and periodical maintenance and service of all articles/ equipments shall be the responsibility of the caterer. **The cost of replacement / repair and servicing of all equipments shall be borne by the caterer during the currency of the contract.**
10. The department will provide sufficient quantity of good quality cutlery like dining plates, bowls, spoons, cups etc. at the time of taking charge by the Contractor. The contractor shall replace the cutlery due to loss, breakage, damage etc. at his own cost.
11. The provision of cooking fuel shall be the responsibility of the caterer. The caterer shall be responsible for the safe keeping of the LPG cylinders etc. The caterer shall pay charges for water, electricity and gas used for cooking purposes
12. All the raw materials used in preparation of food products should be a certified ISI/Agmark (illustrative list of brands is enclosed as annexure K) wherever applicable and/ or as per the brand names/others specified by the Department. Vegetables, fruits, other perishables, dry foods, other raw materials and tissue papers, paper roll for the serving table, Good quality Ceramic cup for tea/coffee, paper towel for hand wash area should be of high quality and be procured from reputed dealers/shops. The contractor should arrange for purchases on his own and bear all expenses in connection with such purchases including transportation. The contractor will be under obligation to show purchase invoices of such items for inspection by the Department.
13. The caterer shall engage the services of sufficient number of able, efficient, clean (viz., with trim hair cut, moustache, nail cut), healthy (should wear very neat and good looking hygienic uniform& safety gloves(non-plastic) to their hands and head gears without fail while on duty), honest, well-behaved and skilled persons including qualified kitchen staff for cooking vegetarian, non-vegetarian, both South and North Indian delicacies, tandoori items and bakery products, and for rendering catering services. The contractor must keep engaged a Cook who can prepare both south Indian and north Indian dishes at all times.
14. The caterer shall be responsible for training, allotment of duties and timings to his / her personnel in the kitchen and dining room and at other places connected with the catering services.
15. The caterer shall provide proper uniform to all his personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz. servers, supervisors, waiters and other staff etc.
16. All the personnel required by the caterer shall be engaged after a medical examination and shall be subjected to periodical medical check-ups every year by a Medical Officer who may be identified by the Department. The certificate of fitness obtained from the Medical officer should be produced for scrutiny by the Department. The cost of medical checkup shall be borne by the caterer.

17. The Caterer should arrange for up keep of the Dining Hall, kitchen area, toilets and washing area at least 3 times daily and also immediately after any service is rendered and also whenever it is required to be done. The Caterer should ultimately ensure that the entire premises are kept hygienic and clean. Wash area must be cleaned continuously during Breakfast, Lunch and dinner times. Liquid hand wash of reputed make like Lifebuoy/Dettol/Palmolive should be provided at all wash basins in wash area of dining halls.
18. **Periodical preventive pest control measures should be carried out by the contractor within in the contract and should borne the expenditure.**
19. Caterer should adopt modern and hygienic kitchen practices. Caterer should ensure that tables (**and not floor**) should be used for kitchen work. Synthetic/marble cutting boards and stainless steel knives should be used for cutting vegetables. Caterer should ensure that cups,plates,tumblers, spoons,etc.are cleaned and dried properly and he should provide paper napkins at dining hall or other places wherever food and beverages are provided. **Caterer should arrange for providing proper cover for wastages besides proper and regular disposal of garbage on daily basis, lest the authorities of Department will arrange for disposal of the same, the cost of which has to be borne by the Caterer.**
20. The caterer shall devote his full attention to the work of purchases, preparation and service and shall discharge his / her obligations under the arrangement most diligently, efficiently and honestly.
21. The caterer or his employees shall not use the premises allotted to him / her for any purpose other than for the purposes of preparation, storing and servicing and shall not act in any manner so as to cause any nuisance or annoyance or disturbance to the Department or the participant trainees at the Department.
22. The caterer shall at all times during the currency of the contract comply with and observe all directions and instructions which may be given by the Department, its Asst. General Manager (Admn) and such other authorized officials concerning every aspect of the catering service.
23. The caterer shall bear all costs and expenses and stamp duty in respect of all documents that may be entered into with the Department.
24. The caterer shall alone to bear all taxes (excluding 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 catering services
25. The contract for catering services shall be for a minimum period of one years from the date of commencement of the contract, renewable at the discretion of the Department for such period and on such terms and conditions in that behalf mutually agreed upon. However, half yearly review would be conducted to assess the performance.
26. The performance of caterer would be assessed and monitored by the AGM (Admin) at periodical intervals with or without the assistance of external expertise as may be

decided by the Department. The caterer shall comply with such observations/feedback made and furnished for improvement of the services by him/her

27. **The rates quoted shall not be subject to any variations in prices, basic material, taxes, duties, labour conditions, etc., during the currency of the contract.**
28. Penalty will be imposed for non-compliance any service as under

<u>Penalties for various deficiencies</u>	
Major deficiency	Minor deficiency
Shortage of food.	Not wearing Uniform/ gloves / Head gear / Apron /shoes
Serving stale food / Using rotten vegetables/fruits/milk/other food items.	Using of floor instead of tables for preparing food items/ Roti/ Cutting of vegetables
Not using Agmark / ISI certified/ branded and specified ingredients for cooking	Not displaying menu in dining hall board
Non-maintenance of cleanliness in kitchen/ dining hall/wash area	Non-disposal of garbage generated out of kitchen Non-adherence to pre-decided menu without prior approval of AGM (Admin) Violating of any terms And conditions / specifications / stipulations made in the Agreement (except those mentioned under major deficiencies)
<u>Rates of Penalty</u>	
Major deficiency during a quarter	Amount of penalty per instance
1 st Instance	Rs.3000/-
2 nd Instance	Rs.5000/-
3 rd Instance	Rs.7500/-
Above three instances	Termination of contract at the discretion of IAD or Rs. 10000/- per instance
Minor deficiency during a quarter	Amount of penalty per instance
1 st Instance	Rs.500/-
2 nd Instance	Rs.1000/-
3 rd Instance	Rs.2000/-
Above three instances	Rs.3000/- per instance

CATERING MENU/SCHEDULE/LIST OF ITMES FOR VARIOUS CATEGORY**TRANSIT GUEST HOUSE (TGH) PACKAGE INCLUDES BREAK-FAST, LUNCH, DINNER, TEA/COFFEE WITH SNACKS**

A	Bed Tea / Coffee (6AM to 7:30AM)	1 cup per head
B	BREAK FAST (8AM to 9:30AM)	<p>Vegetarian Idli, Rawa upma, Semia upma, Vada, puri, paratha-stuffed, paratha-plain,uthapam-tomotto, uthapam-onion, chole batura, dosa plain, dosa masala, tomat bath etc (one of the itmes to be served to each participant in weekly cyclical)</p> <p>Non-Vegetarian 2 eggs: fried half boiled/full boiled / omelet etc</p>
	Common Items	Bread, Butter, Jam, Bread toast, corn flakes 2 varieties, Beverages: Coffee, Tea and Milk
C	Forenoon Tea / Coffee (11AM to 11:30AM)	1 cup per head
D	LUNCH (1PM to 2PM) Two vegetable curries (1 special)	<p>Puri / Roti / Nan (for all)</p> <p>Vegetarian curries: Two from the following to be served with one them as special (rich with gravy) in weekly cycle menu. Aloo Palak, Aloo Curry, Aloo Mutter, Aloo Gobi, Jeera Aloo Dahiwada, Gobi Curry, Veg Shani Kurma, Kerala Curry, Tomato Curry (Raw), Mixed Vegetables, Ladies Finger Curry, Arabic Fry Curry, Mirchika Salad, Gobi Masala, Cabbage Poriyal, Carrot Poriyal, Palak Panner, Mutter Panner, Paneer Makhani, Yam Curry, Stuffed Capsicum, Navaratna Curma, Chann Masala, Veg. Kofta Curry, Pakoda Curry, Veg. Jal Fry, Brinjal Masala, Bagara Baigan etc.</p>
	Common items for all guests	Sambar, Rasam, White Rice, Dal, Curd, Salad, Papad, Pickles
E	Evening Tea with snacks (4PM to 5:30PM)	One cup tea/ coffee with Snacke like Samosa, Cutlets, Biscuits, Cakes, Bondas, Pakoda, Bread Rolls etc (one item of snack to be served n weekly cyclical menu)
F	Dinner (8:30PM to 9:45PM)	<p>Puri / Roti / Nan Vegetarian soup for all.</p> <p>Vegetarian curries 2 veg. curries (1 special) as mentioned In Item D above</p> <p>Non Vegetarian One Non Veg. dish & One Veg (one of the following to be served on weekly cyclical menu) Mutton Curry, Mutton Kurma, Mutton Nilagiri, Mutton Dahiwla, Mutton Kofta Curry, Mutton Rogan Josh, Mutton Pepper Fry, Garlic Chicken, Butter Chicken, Ginger Chicken, Chicken Do Pizza, Fish Curry, Chilly Fish, Ginger Fish, Fish Fry, Egg Curry, Egg Masala, Kheema Prawns (Chily Or Ginger) etc.</p>

Common items for all guests	Sambar, Rasam, White Rice, Curd, Salad, Papad, Pickels, Indian Sweets (For All), Badshah, Rice Kheer, Semia Kheer, Gulab Jamun, Mysore Pak, Laddu, Coconut Burfi, Carrot Halwa, Double-Ka-Mitha, Kurbanika-Mitha etc
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Extra Tea/Coffee/ buttermilk etc to be supplied at any time when guests request for.

LUNCH AT STAFF CANTEEN

LUNCH (1PM to 3PM)	<p>Roti (for all)</p> <p>Sambar, Rasam, White Rice, Dal, Curd, Salad, Papad, Pickels (limited)</p> <p>Vegetarian curries: Aloo Palak, Aloo Curry, Aloo Mutter, Aloo Gobi, Jeera Aloo Dahiwada, Gobi Curry, Veg Shani Kurma, Kerala Curry, Tomoto Curry (Raw), Mixed Vegetables, Ladies Finger Curry, Arabic Fry Curry, Mirchika Salad, Gobi Masala, Cabbage Poriyal, Carrot Poriyal, Palak Panner, Mutter Panner, Paneer Makhani, Yam Curry, Stuffed Capsicum, Navaratna Curma, Chann Masala, Veg. Kofta Curry, Pakoda Curry, Veg. Jal Fry, Brinjal Masala, Bagara Baigan etc.</p>
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VIP LUNCH PACKAGE / CONFERENCE LUNCH (WEEKLY SCHEDULE)

Sl. No	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	Tomoto Soup	Corn Soup	Veg. Clear Soup	Mushroom Soup	Sweet Corn Soup	Veg. Clear Soup
2	White Rice And Chappatis	White Rice And Chappatis	White Rice And Chappatis	White Rice And Chappatis	White Rice And Chappatis	Chinese Two Items & Sweet
3	Chole Masala	Rajma	Pakoda Kadi	Rajma	Chole Masala	Aloo Mulle Parota & Sweet
4	Kadai Mix Veg	Mutter Mushroom	Mutter Panner	Veg-Kofta	Panner Burgi	Mutter Panner
5	Palak Mung Dal	Urad Dal	Chann & Urad Dal	Masoor Dal	Tur Dal	Chann & Urad Dal
6	Salad, Papad & Pickle	Salad	Papad	Pickle	Salas	Papad
7	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc	Seasonal Fruit i.e Papaya, Apple, Grapes, Watermelon, Pineapple Etc
8	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet	South Indian / North Indian Snacks, Sweet
9	Daily One Non-Veg Curry					

MENU FOR VIP LUNCH

1. Soup	7. Fried rice / zeera rice / vegetable rice
2. Vegetable salad	8. Curd and curd with onion (ryta)
3. Two veg curries (dry & wet)	9. Papad and pickle
4. Rotis / pulkas	10. Fruit
5. Dal, sambar, rasam	11. Sweet / ice cream
6. Plain rice	12. Non-veg items on prior information

ILLUSTRATIVE LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

<u>Sr. No.</u>	<u>ITEM</u>	<u>BRAND</u>
1	Milk	Britania /Amul/Vita/Jersey/heritage/Vijaya
2.	Bread	Modern/Perfect/Britannia/ Bakers" Inn / Ruchi / Spencers
3	Butter	Amul/Jersey/Nestle
4	Jam	Kissan/Tops/Maggi
5	Tomato Sauce	Kissan/Maggi/Tops
6	Chilli Sauce	Kissan/Maggi
7	Tea/Tea Bags	TajMahal/Twinning's/Tetley/Tata Tea or of equal quality
8	Coffee	Nescafe/Sunrise/Bru
9	Refined Oil/Ground Nut Oil	Nature Fresh/Vital//Fortune/Ginny /Lite/Heart
10	Vanaspati	Ghee Dalda/Rath
11	Mustard Oil	Fortune/Engine/Kanodia/Kalash
12	Rice	Basmati costing not below Rs.100/- per kg in the retail market for Pulav. For plain rice, top quality fine rice

13	Sugar	Good Quality (sulphurless)
14	Atta/Maida/Besan	: Shakti Bhog /Ashirwad/Rajdhani/Annapurna/Pillsbury / Patanjali (no loose Atta is acceptable)
15	Pulses	Good Quality
16	Spices	MDH/Captain Cook/Everest/Catch
17	Fruits/Vegetables	Seasonal Fresh Quality
18	Salad	Seasonal items consisting of green fresh Vegetables
19.	Corn Flakes	Mohan/Kellogg"s
20	Ice Cream	Jersey/Heritage/Kwality/Amul
21 only	Biscuits	Britannia, ParleG, Kranchi, & other nation level brand

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

SCHEDULE IV

TGH MAINTENANCE (HOUSEKEEPING & CATERING)

GENERAL DETAILS & CONDITIONS FOR JOB WORKS

S.No.	Description of works
1	All Cleaning materials of reputed brands approved by bank should be supplied by Contractor, within maintenance service contract.
2	The Contractor shall arrange for & ensure daily cleaning and others services for the entire complex as specified in Annexure. Even if a room or any other area is not being used, the dusting / cleaning would be done as per schedule.
3	The Contractor shall engage sufficient number of his trained employees for essential housekeeping , maintenance and catering on any day, below which it may be, treated as absolute default in services. The Contractor shall ensure that they observe cleanliness and wear neat and clean uniforms with plastic Name Badges, identity cards with photographs and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The Contractor shall have full control over the employees engaged by him. The Contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them by the Contractor. The Contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be his responsibility. He will on the request of agm (Admin, immediately remove from the work any person(s) / employee(s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself and such a person shall not be again employed or allowed in the work / campus without the permission of the Bank.
4	The Contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the guests. The Contractor shall submit the Complaint Register to the Officer (Maintenance) / every day and to Assistant General Manager (AGM) once in 15 days for further putting up to the Competent Authority.
5	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 quantity for drinking, bathing, washing, gardening and toilet purposes: The Contractor will for this purpose ensure smooth working of the water pump, tube well and the Municipal Supply. In case of scarcity of drinking water, the contractor has to arrange for supply of drinking water through outside agencies and the bank will borne the cost of water.
6	i) The Contractor shall be able to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in

	<p>future.</p> <p>ii) The Contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc (except GST)., 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 provision of services or arising out of or in connection with wage, salaries, or other compensations paid or payable to persons employed by the Contractor.</p> <p>iii) The Contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment. of P.F. contributions, Minimum Wages Act, Workmen's Compensation Act, ESI, CL(R&A) Act, Essential Commodities Act, Migrant Labour Act and' or such other Acts or Laws or regulations passed by the Central & State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.</p> <p>iv) The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts as required under the applicable laws/ statutory provisions and' or Rules/Regulations framed there under. 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.</p> <p>v) The Contractor shall bind himself and shall indemnify and hold the State Bank of India, IAD, Lingampally, Hyderabad harmless, 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 State Bank of India, IAD or any of its Officers or employees for reasons of or consequent upon any breach or default on the part of contract or in respect of violation of any of the provisions of Law / Act / Rules or Regulations having the force of Law or under 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. This indemnity shall survive even after termination of the contract.</p> <p>vi) The Contractor shall be responsible for all the claims of his employees and the employees of the Contractor shall not make and claim whatsoever against the State Bank of India, IAD, Lingampally, Hyderabad. The Contractor's workmen will not have any right whatsoever to get absorbed in the State Bank of India, IAD, Lingampally, Hyderabad.</p>
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	<p>vii) The Contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from any infections.</p> <p>viii) The Contractor shall obtain adequate insurance policy/policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death / injury/disablement at work etc. The Contractor shall provide weekly off / holidays to his workmen as per applicable laws/labour laws but it will be his responsibility to ensure uninterrupted services on all days.</p>
7	In case the Contractor, or any of his employees, 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 up to a sum of minimum of Rs.1, 000/- (Rupees one Thousand Only), per day for the entire number of such days and the Bank shall without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the money, if any, payable to the Contractor.
8	The Contractor shall bear all the costs and expenses in respect of .all charges, including stamp duty, registration etc. of this agreement and/or any other documents/agreements, which are required to be executed.
9	The Contractor's, rate shall remain firm throughout the contract period.
10	<p>All chemicals and toiletries should be of BSI / IS marked companies like:</p> <ul style="list-style-type: none"> • Hindustan Liver • Johnson • Godrej • Reckitt • Bengal Chemical • Nath Peters etc. <p>as approved from time to time. All materials should be non-hazardous and environment friendly. Sufficient quantity of materials and consumables to be stocked at this site to ensure their uninterrupted supply.</p>
11	The Contractor will be responsible to attend to all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap accident etc. to the Assistant General Manager (IAD). Complaint Register / Suggestion Register and First Aid Box to be provided by the SBI- IAD will be made available at the Reception Counter of Guest House under the control of the Contractor's men.
12	As per records of the registers AGM (Admin) will arrange to impose penalty at the time of release of payment to the Contractor every month. Each deficiency should attract penalty of the 1 day's, 1 labour's cost, or 3.33% of the aggregate monthly contract value, to the minimum of Rs1000/- per day.
	12. 01 Responsibility of the Contractor.

i) Contractor must have a valid license under Shops & Establishment Act, 1988 (that regulates working conditions and employment conditions of the employees). The Registration certificate is issued by Labour Dept. of the State for a calendar year and it has to be got reviewed by the Contractor every year.

ii) The Contractor shall arrange to obtain license from the appropriate authority under Contract Labour (R & A) Act Rules 1971 by applying a form IV on the basis of form V issued by the P.E.

iii) Contractor has to maintain Register for contract labour on form 13 and submit ½ yearly returns to the ALC of labour / licensing officer. In case of default, the P.E. is held accountable and liable for prosecution. Every Contractor shall issue employment Card to his Labours form XIV within 7 days of employment.

iv) The Contractor has to pay the minimum wages (**Central Government wages**) to his employees and shall also pay ESI and PF contributions and comply with all rules and regulations.

v) The Contractor must maintain the following registers: -

a) Attendance Register on form XVI (16).

b) Wages Register on form XVII (17)

c) Leave Register.

d) Register of fines on form XXI (21)

e) Register of deductions on account of damage or loss caused to the employees on form XX.

f) Register for Contract employees on form 13.

g) Every Contractor shall issue a wage slip on form XXIX (29) his employee at least 1 day prior to disbursement of wages.

k) All the records to be retained for a period of 3 calendar years.

l) Contractor shall possess own ESI code number and remit of ESI contribution before 20th of every month and submit a copy of the challan to the Premises & Estate Department.

j) Every Contractor shall maintain an Inspection book in which the Inspector visiting may record his remarks. The Inspection book shall be of 18 x 15 cms size bind book.

vi) Contractor shall submit half yearly return before 30 days of completion of half year for the previous half year on form XXIV.

The first page of the book shall contain the following particulars:-

a. Name and address of the establishment

b. Registration No.

c. Name of employees.

d. Father's name.

e. Postal address.

12.02. Contractor shall maintain the First Aid Box in the Establishment

	<p>with the prescribed contents.</p> <p>12.03. Telangana Labour Welfare Fund Act: The Act is applicable to all the employees who draw less than Rs.1600/- per annum, has to be complied with by the Contractor.</p> <p>12.04 The contractor shall abide by “The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act-2013”</p>
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TGH HOUSEKEEPING MAINTENANCE SCHEDULE

S.No.	Specific details of job works	* D	* W	* M
1.	Reception work :Recording of arrival and departure of guests and room allotment etc.,	√		
2.	Cleaning of all internal common areas including lobbies, cabins, etc forming part of the premises – up keeping, sprucing	√		
3.	Cleaning of tables, chairs and other furniture in rooms and public areas	√		
4.	Cleaning of Roof including wiping rain water during and after rain.			√
4a	Cleaning of all Solar Power Panels, Daily dusting (Before 8 AM), Weekly twice wet cleaning(Saturday and Tuesday)	√		
5.	Cleaning of ceiling, others wall fixture, including light fittings, portable fire extinguishers display boards, clock, water coolers, removal of cobwebs from ceilings and walls.		√	
6.	Cleaning wastebaskets / and removal of garbage at place indicated	√		
7.	Cleaning and maintenance of windowpanes, wire mesh on windows/ ventilators/ skylights and barbed wire fencing.			√
8.	Maintenance of central atrium, dining tables, mural walls/designs	√		
9.	Cleaning of wall skirting			√
10.	Cleaning of glass or other partition / screens, curtains, blinds.		√	
10a.	Dry cleaning blinds, woolen Blanket and wet cleaning of curtains.			√
11.	Cleaning of switches, switch plates etc.		√	
12.	Cleaning of doors.	√		
13.	Cleaning of dining area and furniture including dispensers.	√		
14.	Cleaning of Washrooms/fittings in Common Washrooms for every 2 hours (during lunch time)	√		
15.	Cleaning of terrace, fans, electrical fixtures			√
16.	Checking of tank, sump, & washroom fittings.	√		
16.a	Cleaning of tank and sump			√
16.b	Cleaning of wash room fixtures/fittings		√	
17.	Vacuum Cleaning of carpet in suite rooms			√
18.	Floor scrubbing with machine	√		
18a.	Maintenance/cleaning of washing machine		√	
18b	Cleaning of all water Tanks, Sump, Drinking steel UV tank(Weekly)			√
18.c	UV water purifier cleaning		√	

S.No.	Specific details of job works	* D	* W	* M
19.	Dusting and upkeep of bed linen, pillow cover etc., at rooms, cleaning of water glasses/ water jugs, filling in fresh water at all rooms	√		
20	Cleaning of decorative items on the walls /floors/ tables	√		
21	Polishing of metal decorative items / metal surfaces			√
22	Removal of garbage / rubbish disposal & burning	√		
23	Sweeping of ramp/portico	√		
24	Spraying of disinfectants etc., spreading of naphthalene balls in all the Washrooms.	√		
25	Exterior Cleaning of Chajjas, fins, sun sheds, roof tops			√
26	Proper cleaning of Sofa Sets, cushions Chairs etc.			√
27	Providing Catering services at VIP Dining Hall	√		
28	Checking of TVs, AV equipments at rooms and arranging for maintenance	√		
29	Dusting of mattresses, Cushions, drying (dehumidating) mattress, shampooing of cushions, carpets etc.		√	
30	Deodorants spraying – Rooms/ Gym & changing of hand towels. The cost of the deodorants, sprayers etc. Are borne by the Contractor.	√		
31	Cleaning of Gym equipments	√		
32	Switching OFF/ ON, fans, lights, Acs (whenever required)	√		
33	To collect waste/ rubbish from each and every rooms and disposal to dumping ground.	√		
34	Collecting old newspapers, magazines from rooms and arrange designated place.	√		
35	Collecting / gathering wastes / dirt / plastic wastes/ fallen leaves and disposing the same at the dustbins / pits / dumping grounds and removing entire garbage from the building	√		
36	Replacing Mosquito repellent machines and refills.	Σ		
37	Vacuum cleaning of carpet flooring in suite room/gym		√	
38	Cleaning of kitchen/ dining tables/utensils/plates etc	√		
39	Cleaning & up keeping of Washing Machine, Iron & Iron Board, Water dispensers, Aqua guards.		√	

Σ Items shall be done as and when necessary

The following personnel to be provided at any point of time during the day as per the work schedule.

- i. TGH Maintenance staff (unskilled) – 09 Nos
- ii. Care taker (Skilled)– 1Nos
- iii. Cook (Skilled) -1 Nos

The following personnel who are skilled and qualified to be provided at any point of time during the day as per the work schedule:

1. Unskilled labour :1 year experience in handling Housekeeping works.
2. Qualified Caretaker : 12th Standard /Diploma / ITI with 5 years of relevant experience in Supervising Housekeeping works.
Languages: Telugu, Hindi and English.
3. Cook : 5 years experience in cooking North India/ South India dishes..

Bid Covering Letter: To be submitted by the bidder along with Bid documents

To,

The Vice president,
SBI Infra Management Solutions Pvt Ltd,
Ground Floor, SBI LHO campus,
Koti, Bank Street,
Hyderabad- 500 095

Sir,

Our Bid for _____

We submit our Bid Document herewith. We understand that

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.
2. Bank may follow close or open bidding process as per requirement of the Bank.
3. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the bidder to do so, a contract in the prescribed form.
4. If our Bid is accepted, we are to be jointly responsible for the due Performance of the contract.
5. Vendor means the bidder who is decided and declared so after examination of commercial bids.
6. The Commercial Bidding process will be through an e-procurement reverse auction process. The online reverse auction will be conducted by the Bank or a company who have been authorized in this regard by the Bank. The bidders are required to possess a valid Digital Certificate for participating in the e-procurement process bid for Comprehensive Annual Maintenance Contract for TRANSIT GUEST HOUSE MAINTENANCE INCLUDING HOUSEKEEPING, CARE TAKING, CATERING (TRANSIT GUEST HOUSE, VIP PANTRY & STAFF CANTEEN) at INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, , Hyderabad.

II CERTIFICATE:

I/We read and understood all conditions and requirements of SBIIMS/SBI-IAD, Lingampally, Hyderabad for providing Housekeeping, catering & maintenance services at SBI Transit Guest House, IAD, Hyderabad

Yours faithfully,

For:

Signature:

Name:

Seal of Company

2. Qualification criteria:

- a) Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

SNo.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm / Proprietary / Company registered under Companies Act. With an experience of minimum 05 years in the field of Housekeeping, Maintenance and catering in anywhere in Telangana.	In case of Proprietary copy of the GST Registration certificate / In case of firms Copy of the firm registration Certificate / In case of company copy of certificate of incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates.
2	<p>Handled minimum 3(three) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and catering in anywhere in Telangana with each contract having value of not less than Rs 37,00,000/- (Excluding Service tax/GST)</p> <p>Or</p> <p>Handled minimum 2(Two) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and catering in anywhere in Telangana with each contract having value of not less than Rs 46,00,000/- (Excluding Service tax/GST)</p> <p>Or</p> <p>Handled minimum 1(one) single completed annual contracts in commercial complexes for Housekeeping, Maintenance and catering in anywhere in Telangana with each contract having value of not less than Rs 73,00,000/- (Excluding Service tax/GST)/-</p>	<p>Copy of the work order and work completion certificates issued by the principal Employers specifying the below criteria's for the works carried out during the period from 01/04/2015 to 31/03/2020.</p> <ol style="list-style-type: none"> 1. Scope of work. 2. Contract value. 3. Area of the building. 4. No. of staff deployed by the contractor for the contract. 5. Period of the contract for completed. 6. Monthly payment <p>Note: (i) Renewal of annual contracts shall be considered as a single contract. (contract value will be considered for maximum of 12months) (ii) Copy of agreement is enclosed.</p>
3	The bidder should have a minimum average annual turnover of Rs	(i) Copy of the audited P&L Account and Balance Sheet duly

	28,00,000/- for the previous three years (as on 31-03-2020). Audited / Certified Balance Sheet (by Chartered Accountant) for the years 2017-2018 , 2018-2019 and provisional / audited Balance sheet for 2019-2020 , establishing the turnover criteria should be submitted.	Certified by the Chartered Accountant including 3CA/3CD and auditor notes and accounts. (ii) Copies of returns submitted to the Tax authorities such as IT & Service Tax etc. (iii) Any return submitted to the labour Commissioner.
5	Bidder should have Office at Twin cities only. Or Should be able to open an office in Hyderabad with in 2 months from date of award of contract.	Address Proof of the firm should be submitted.

The bidder should have (i) Valid labour licence under section 12(1) of then contract Labour regulation and Abolition) Act, 1970. (ii) Registered with ESI, EPF, GST etc authorities and must be in possession of Permanent Account No (PAN).

A copy of the Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Signature
Seal of Company

TECHNICAL BID EVALUATION (MATRIX)**Evaluation Information**

The bidder should submit documentary evidence for all the particulars mentioned hereunder:

TECHNICAL BID EVALUATION: Part-I

Sr. No.	Particulars	Marks	To be filled up by the Bank	Documents attached [Yes/No]. If Yes, state the nature of documents(s).
1	Average annual turnover of the Company as per Audited Balance Sheets as on 31 st March 2018, 2019 and 2020			
	>30 lakhs	10		
	>20 lakhs but <=30 lakhs	8		
	>10 lakhs but <=to 20 lakhs	6		
	>6 lakhs but <=10 lakhs	4		
2	Area in square feet serviced in any single organization for housekeeping, maintenance, and catering contract in guest houses located at Hyderabad between 01/04/2015 to 31/03/2020.			
	>8,000 sq.ft.	10		
	>6,000 sq.ft. but <= 8,000 sq.ft.	8		
	>4,000 sq.ft. but <=6,000 sq.ft.	6		
	>1,200 sq.ft. but <=4,000 sq.ft.	4		
3	No. of Employees on payroll in housekeeping, maintenance, catering & gardening as on 31/03/2020			
	>20	10		
	>15 but <=20	8		
	>5 but <=15	6		
	<=5	4		
4	Number of years of experience in housekeeping, maintenance, catering & gardening services			
	>= 10 years	10		
	>=8 but <10 years	8		

	>=5 but <8 years	6		
5	Latest ISO Certification			
	Available	2		
	Not Available	0		
6	Whether the Bidder had provided services in			
	Govt./PSU +Private	5		
	Govt./PSU	3		
	Private	2		
7	Constitution			
	Public Ltd.	5		
	Private Ltd.	4		
	Partnership/LLP	3		
	Others	2		
8	Value of single largest annual contract in the past five years (_____) in housekeeping, maintenance & gardening in residential / Commercial Complexes located at Hyderabad.			
	>20 lakhs	5		
	>12 lakhs but <= 20 lakhs	4		
	<=12 lakhs	3		
9	Complaint registration and response			
	(a)Online (electronic, web-based)system available with the Contractor	3		
	(b)Manual system available with the Contractor	1		
	(c) No system used by the Contractor	0		

Maximum Score for Part-I of Technical Bid Evaluation: 60 marks

Minimum marks required for qualifying in the Part-I (Technical Bid Evaluation): 36 Marks.

TECHNICAL BID EVALUATION (SITE VISIT): PART-II

Sr. No.	Particulars	Maximum Marks
1	Site visit by a panel from the Bank to one or more sites out of the sites whose reference is given by the bidder.	10
	<p>During site visit, the members will evaluate the work being performed by the contractor at the site and its suitability for the Bank, which will be based on, but not limited to, the following criteria:</p> <ul style="list-style-type: none"> • Level of general cleanliness – 2 marks • Quality of cleaning of toilets – 3 Mark • Turnout of the workers – 1 Mark • Use of technology in complaint redressal- 1 Mark • Catering services - 1Mark • Scope of the Contract: 1.Cleaning. 2.catering , 3.Other Services – 1 Mark • Maintenance of suitable records - 1 Mark 	
2	Verbal feedback received from the clients served by the applicants on the basis of, Cleanliness, Catering services , Speed of complaints redressal, Use of eco friendly material, mechanization of operation, Frequency of training provided to workers, etc.	5

Maximum Score for Part-II (Site Visit): 15 marks

Minimum marks required for qualifying in the Part-II (Site Visit): 9 marks

The bidder has to obtain minimum qualification marks in both Part-I & Part –II of TECHNICAL BID EVALUATION (MATRIX) for opening of the price bid.

Note: The Bank will use criteria and information in addition to what has been asked above for evaluation. This would include, but may not be limited to, verification of references given by the contractor, evaluation of contractor’s existing work by making site visits, etc.

Signature of Authorized Representative _____

Name of Authorized Representative _____

Place: _____

Date: _____

[DULY AUTHORIZED SIGNATORY]

BIDDER DETAILS

Details of the Bidder

1. Name
2. Date of Incorporation and / or commencement of business
3. Certificate of incorporation
4. Brief description of the Bidder including details of its main line business
5. Company website URL, if any
6. Particulars of the Authorized Signatory of the Bidder
 - a. Name
 - b. Designation
 - c. Address
 - d. Phone number (Landline)
 - e. Mobile Number
 - f. Fax Number
 - g. Email Address

Signature

Seal of Company

Format for Performance Guarantee

BANK GUARANTEE

To,

The AGM (Admin)
SBI-IAD, Lingampally
Hyderabad

(Hereinafter referred to as "SBI-IAD/you")

Whereas consequent to your tender dated _____ you have awarded the contract vide letter No. _____ dated _____ to M/s _____ having its Corporate Office at _____ (hereinafter referred to as "the Contractor") to _____. Whereas as per the payment terms of the said TENDER the Contractor has to submit a Bank Guarantee from a any scheduled commercial bank, other than SBI in favour of you.

And whereas, we, _____ Bank, having our branch office at _____ (hereinafter referred to as "the Guarantor") on the request of the Contractor hereby expressly and unreservedly undertaken and Guarantee to pay to you, a sum not exceeding Rs. _____ /- (Rupees _____ only), in the event of any breach by the Contractor of the obligations under the contract, or reasons attributable to the Contractor on account of the same. This Guarantee shall be limited to an amount not exceeding Rs. _____ /- (Rupees _____ only). You may raise a demand on us in writing stating the amount claimed under the Guarantee and on receipt of your claim in writing, without any demur, protest or contest and without any reference to the Contractor, we the Guarantor shall make the payment under this Guarantee to SBI within 24 hours of receipt of written claim / demand.

We the Guarantor, further confirm that a mere letter from the SBI-IAD that there has been a breach by the Contractor of its obligations or there are sufficient reasons for invoking this Guarantee, shall without any other or further proof be final conclusive and binding on the Guarantor.

We shall not be discharged or released from this undertaking and the Guarantee by any arrangement, variation, violation between you and the Contractor, indulgence to Contractor by you with or without our consent or knowledge and this Guarantee shall be in addition to any other Guarantee or security you possess against the Contractor.

This Guarantee shall be a continuing Guarantee and shall not be discharged by any change in the constitution of the Bank, Guarantor or the Contractor. It is further

guaranteed that the payment under this Guarantee shall be made by us on receipt of your written demand as aforesaid making reference to this Guarantee.

Notwithstanding anything contained herein above, our liability under this Guarantee is restricted to Rs _____/- (Rupees _____ Only).

This Guarantee shall remain in full force and effect for a period of _____ years up to _____ unless a claim under this Guarantee is made against us within one month from that date i.e. on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

Thereafter, our Guarantee shall be considered as null and void whether returned to ourselves or not.

Date:

For _____
(Branch and Bank)

Place:

CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the SBI Transit Guest House, INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, Hyderabad for Annual Maintenance Contract for Housekeeping, Catering & Maintenance work for the Month.....Year

Office in which subscription remitted	Bill No. & Date	Emp.Prov.Fund (EPF)	(ESI)	Others

Signature with seal of the Contractor

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

I/We.....S/o/D/o.....
.....Residing at
.....

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

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

Place :

Date :

Signature with seal of the Contractor

Name in Capital Letters:

Address:

UNDERTAKING

We hereby certify that we have gone through the tender document and we have fully understood the conditions herein. We hereby assure that we will comply with the conditions and submit monthly compliance statements regarding minimum wages and other Labour related statutory formalities like PF, ESI, etc.

Place :

Date :

Signature with seal of the Contractor

Name in block letters:

Address:



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

PART- B

COMMERCIAL PRICE BID

**COMPREHENSIVE ANNUAL CONTRACT FOR HOUSE KEEPING, CATERING &
MAINTENANCE SERVICES**

AT

**SBI TRANSIT GUEST HOUSE,
INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, HYDERABAD**

The Vice president,
SBI Infra Management Solutions Pvt. Ltd.
Ground Floor, SBI LHO Campus Building,
Bank Street, Koti,
Hyderabad – 500 095
Telangana

COMMERCIAL INDICATIVE PRICE BID

To,

The Vice president,
SBI Infra Management Solutions Pvt. Ltd.
Ground Floor, SBI LHO Campus Building,
Bank Street, Koti,
Hyderabad – 500 095
Telangana

Sir,

COMMERCIAL INDICATIVE PRICE BID:
TENDER FOR PROVIDING HOUSE KEEPING, MAINTENANCE & CATERING
CONTRACT FOR TRANSIT GUEST HOUSE AT IAD, LINGAMPALLY.

With reference to your Notice Inviting Tender for providing Housekeeping, Catering & Maintenance Contract for your SBI Transit Guest House at INTERNAL AUDIT DEPARTMENT (IAD), LINGAMPALLY, Hyderabad, we give below our indicative commercial prices:

Sr. No.	Particulars	No.of Persons
1	Caretaker (Skilled)	1
2	Cook (skilled)	1
3	Unskilled labour	09
	Total Manpower Requirement	11

For Housekeeping & Maintenance Services

A	Cost for Manpower requirement	11 persons as above	Minimum wages shall be paid by the prevailing rates as fixed by the Govt. of India from time to time by the contractor and claim the same as reimbursement.	
B	Housekeeping / catering tools, Equipments, Consumables, uniform, etc,		monthly	Rs
C	Cost of news paper, laundry expenses, pest control, garbage removal, liaison charges etc		monthly	Rs
D	Transit guest house (TGH) food package which includes breakfast, lunch,		Rate per day per guest	Rs.

	dinner & coffee/tea with snacks in Annexure-J (Minimum bid Rs.209/-; Bidders quoting below minimum bid will be disqualified)			
E	VIP lunch as per the list of items mentioned in Annexure-J (Minimum bid Rs.180/-; Bidders quoting below minimum bid will be disqualified)		Rate per lunch	Rs.
F	Staff lunch as per the list of items mentioned in Annexure-J (Minimum bid Rs.45/-; Bidders quoting below minimum bid will be disqualified)		Rate per lunch	Rs.
G	Contractors service charges		monthly	Rs.
	Total (B+C+D+E+F+G):			
Total in words,				

NOTE: Bidder should include cost for cleansing material, lump sum payment towards the cost such as Insurance, personal protective equipment, uniform, consumables, required tools & machineries etc. GST amount should not be loaded in the Commercial Bid and shall be paid extra as applicable, by Bank. The successful vendor has to submit system generated GST tax invoice incorporating Bank's GSTin number and vendor GST no. Manual GST invoices will not be accepted. Bonus amount as per Bonus Act will be reimbursed and should not be loaded in the Commercial Bid.

2. Man Power requirement is indicative. It may vary plus or minus 10%.

Dated this _____ day of _____ 2020

For and on behalf of _____
(With seal)

Signature_____

Name_____

Designation_____