



State Bank Institute of Leadership, Kolkata

PLOT NO II F/2, STREET NO. 329,
ACTION AREA III, NEWTOWN,
KOLKATA 700 160

Tender Notice for

FACILITY MANAGEMENT / HOUSEKEEPING SERVICES

INCLUDING

ELECTRICAL & PLUMBING & CARPENTRY OPERATIONS &
MAINTENANCE

Tender reference No: SBIL/2021-22/4 dated 18.11.2021

Last Date of submission of tenders: **15.12.2021 up to 17:00 Hrs**

Name of the bidder M/s.....

STATE BANK INSTITUTE OF LEADERSHIP, STREET NO. 329, PLOT NO II F/2, ACTION
AREA III, NEWTOWN, KOLKATA 700 160

Phone No. 033-29861217, e-mail: agmadmin.sbil@sbi.co.in / dgmadmin.sbil@sbi.co.in

PRE-QUALIFICATION OF CONTRACTOR

State Bank Institute of Leadership (SBIL), an apex training institute of State Bank of India invites Expression of Interest (EOI) in sealed cover offers for **Pre-qualification** of contractors from eligible Companies/Registered Partnership Firms having sound financial background, required experience, technical expertise, mechanized equipment, adequate qualified technical/skilled personnel and who can satisfy the Bank's specified qualification criteria for

FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS & MAINTENANCE AT STATE BANK INSTITUTE OF LEADERSHIP, STREET NO. 329, PLOT NO. II F/2, ACTION AREA III, NEW TOWN, RAJARHAT, KOLKATA - 700 160.

The application form, details of eligibility criteria etc. can be downloaded from Bank's web-site www.sbi.co.in under "Procurement News". Corrigendum, if any, shall be displayed in the aforesaid Bank's web-site only. Bank reserves the right to reject any or all the proposals without assigning any reasons thereof. Bank will not be liable for the postal or any other delay and the offer(s) not received within the stipulated timeframe will be rejected summarily. **Agencies who are already empaneled with SBI, Kolkata Circle need to apply afresh.**

Last date of submission of offer: **15.12.2021 up to 17.00 hours.**

Place: Kolkata
Date: 18.11.2021

DGM (Administration)
SBIL, Kolkata

NOTICE INVITING TENDERS

SBIL, KOLKATA INVITES SEALED TENDERS FOR FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS / MAINTENANCE AT “STATE BANK INSTITUTE OF LEADERSHIP(SBIL), STRET NO. 329, PLOT NO. III F/2, ACTION AREA III, NEW TOWN, RAJARHAT, KOLKATA – 700 160” AS PER FOLLOWING SCHEDULE.

1.	NAME OF WORK	Tender for Providing <u>Facility Management / Housekeeping Services Including Electrical, Plumbing & Carpentry Operations / Maintenance at “State Bank Institute of Leadership, Street No. 329, Plot No. II F/2, Action Area III, New Town, Rajarhat, Kolkata – 700 160”.</u>
2.	EARNEST MONEY DEPOSIT	Rs. 6,00,000.00 In the form of Demand Draft issued by any Scheduled Bank drawn in favour of “State Bank Institute of Leadership” payable at Kolkata, which shall be converted into Security Deposit for successful contractor, whose tender is accepted.
3.	SECURITY DEPOSIT.	Rs.15,00,000/- (Rupees fifteen lac only) in the form of Banker’s Cheque / Demand Draft issued by any nationalised / scheduled Bank favouring “State Bank Institute of Leadership” payable at Kolkata OR BG of equivalent amount issued by any nationalised / scheduled Bank as per format provided by Bank.
4.	TENDER PROCESSING FEE (TPF)	Rs. 10,000/- (Rupees ten thousand only - Non-Refundable) in the form of Banker’s Cheque / Demand Draft issued by any nationalised / scheduled Bank favouring “State Bank Institute of Leadership” payable at Kolkata.
5.	DATE & TIME FOR AVAILABILITY OF TENDER DOCCUMENT IN WEB SITE	18.11.2021 to 15.12.2021, which can be down loaded from Bank’s website www.sbi.co.in under “Procurement News.
6.	ADDRESS AT WHICH THE TENDERS ARE TO BE SUBMITTED	Deputy General Manager (Administration), State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2 nd Floor, Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160 West Bengal
7.	LAST DATE & TIME OF RECEIPT OF TENDERS	15.12.2021 up to 5.00 p.m.
8.	DATE AND TIME OF OPENING TENDERS (Technical Bid)	16.12.2021 at 03.00 p.m.
9.	PLACE OF OPENING TENDER	State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2 nd Floor, Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160.

10.	VALIDITY FOR OFFER	6 (Six) Months from the date of opening of bids.
11.	COMMENCEMENT OF WORK	Within 7 days from the date of issuance of Work Order
12.	PENALTY	As per terms and conditions of the Tender Document
13.	PERIOD OF HONORING PAYMENT CERTIFICATE	15 working days after receipt of proper Tax Invoice, along with all necessary documents, details of which will be communicated to the successful bidder in due course.
14.	INSURANCE	As per Tender Document
15.	WORKING SCHEDULE	In co-ordination with all the other agencies and in consultation with SBIL, without disturbing the functioning of the Institute.
16.	CONTACT PERSON	Give details for contact (Designation & Phone No.) and a SPOC for the firm for the proposed contract.

IN CASE THE DATE OF OPENING OF TENDERS IS DECLARED AS A HOLIDAY, THE TENDERS WILL BE OPENED ON THE NEXT WORKING DAY AT THE SAME TIME.

SBIL KOLKATA RESERVES ITS RIGHTS TO ACCEPT/REJECT ANY/ALL TENDER WITHOUT ASSIGNING ANY REASON WHAT SO EVER AND CAN INCREASE OR DECREASE MANPOWER AND THE QUANTITIES OF ANY ITEM AND CONTRACTOR HAS TO EXECUTE THE SAME AT THE RATE QUOTED FOR APPROVED MANPOWER.

For MSME vendor(s) in possession of proper certificate issued by the appropriate authority, provisions of EMD and Tender Fees will be governed by the applicable GOI orders.

Sd/-
DGM(ADMIN),
SBIL, Kolkata

TENDER SCHEDULE

Availability of Tender document In Bank's web site	: 18.11.2021 to 15.12.2021.
Date of Pre-bid meeting & Site Visit	: Site Visit from 18.11.2021 to 14.12.2021 (from 10:30 Hrs. to 16:00 Hrs.), <u>except 01.12.2021 to 05.12.2021</u> Pre- Bid Meeting on 08.12.2021 at 3.00 pm at State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), Plot No. III F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160.
Date and time for submission of tender	: 15.12.2021 up to 17:00 Hrs
Date and time of opening of Technical Bid	: 16.12.2021 at 3.00 pm
Address for Communication	: Deputy General Manager (Administration), State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160

The complete tender documents can be downloaded from the State Bank of India website i.e. www.sbi.co.in under "procurement" news section. Technical bid to be submitted by interested eligible tenderer along with the requisite EMD of Rs. 6,00,000.00 and a non-refundable tender fee of Rs.10000/- (Rupees Ten Thousand only) in the form of two separate Demand Drafts respectively issued by any Nationalized/Scheduled Bank drawn in favour of "State Bank Institute of Leadership" payable at Kolkata. Tender documents without tender fees and Earnest Money Deposit (EMD) shall be rejected summarily. SBIL reserves the right to increase or decrease the quantum of services to be provided and also reserves the right to reject, cancel or revise or accept any or all the tenders or part of tenders without giving any reasons thereto.

Sd/-
DGM(ADMIN),
SBIL, Kolkata

STATE BANK INSTITUTE OF LEADERSHIP, KOLKATA
FACILITY MANAGEMENT / HOUSEKEEPING SERVICES

INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS/ MAINTENANCE

Madam / Sir,

PRE-QUALIFICATION OF CONTRACTORS FOR
FACILITY MANAGEMENT / HOUSEKEEPING SERVICES
INCLUDING ELECTRICAL, CARPENTRY & PLUMBING
OPERATIONS/MAINTENANCE

State Bank Institute of Leadership (SBIL), Kolkata, an apex training institute of State Bank of India intends to prequalify contractors in respect of the above-mentioned work from reputed licensed organization having sound financial capacity, required experience / expertise, adequate qualified personnel for rendering the above services subject to their complying or agreeing to comply with the following various terms and conditions. The tender documents consisting the terms and conditions and the acceptance thereof and price bid should be submitted in **single stage in TWO SEPARATE SEALED ENVELOPES (PART- 'A' and PART- 'B')**.

PART - 'A' will contain the Pre-qualification / Technical Bid (As per ANNEXURE- "X"). and EMD & Tender Fees and PART- 'B' will contain the Price Bid (As per ANNEXURE- "Y"). The tender documents contain **48 pages**, which are serially numbered. Each page of the documents, as well as all other Annexures are to be signed by the authorised signatory under the seal of the establishment.

The basic pre-qualification / technical qualification criteria to be filled by the applicant are appended below: -

1. The applicant for tender must be a Registered / Licensed Public Ltd. Company/ Private Ltd. Company/Partnership firm. Firms under Sole Proprietorship/ Individual Ownership are not eligible for the tender.
2. The applicant should have minimum 5 years of experience (as on 30.09.2021) and technical expertise in the field of housekeeping & maintenance services with minimum average annual sales / turnover of Rs.3 crores for last 3 years (as on 31st March 2019, 2020 and 2021), preferably in housekeeping & maintenance work, at large institutions / organisations. (Details of scoring matrix under different technical parameters are given in Annexure "X" of this document). If Financial Statements (FS) of FY 2020-21 have not yet been audited average turnover of FY 2017-18, 2018-29 & 2019-20 will be considered. The tenderer has to submit a declaration in this regard that their FS of 2020-21 have not yet been audited.

The applicant, along with the Pre-Qualification Tender (PQT) application form must produce relevant documentary evidences in support of its credentials as required under this clause. Non-disclosure of relevant information or furnishing of incorrect information / documents will result in disqualification of the pre-qualification application.

3. The applicant shall not have any right to participate in the Price bidding merely on satisfying the above eligibility criteria or on being found suitable to apply for tender documents.
4. The applicant must have complied with all labour laws and obtained before commencement of the work all licences/approvals/permissions from all statutory authorities including Municipal Corporation/Labour Department/ Provident Fund Organisation/Income Tax Department/Sales Tax Department/ Commercial Tax Department/Employees' State Insurance Corporation etc. to carry on the business of housekeeping & maintenance work.
5. The applicant must be registered under GST Act and must have its GST Registration Number (copy to be submitted)
6. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority / Statutory Authority / Court of Law.
7. The applicant should not have rescinded / abandoned any housekeeping and maintenance contract awarded by any of his clients before the expiry of prescribed period of contract.
8. The applicant should not be a sub-contractor to any other entity or person nor has at any time sub-let the contract awarded to the applicant to any other person.
9. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein along with his pre-qualification application forms.
10. The applicant has not / should not have formed / part of any cartel at any time for processing any contract including the present tender.
11. State Bank Institute of Leadership will not be responsible in any manner for the postal delay/loss/non-receipt of tender application/documents or non-availability of access to Bank's website.
12. Prequalification will be on the basis of marks secured in various parameters as per the Annexure - I. The bidder has to secure minimum 60 % (30 out of 50) to be eligible for prequalification. Weightage for Technical Bid will be 40 % and Price Bid will be 60 %. Marks obtained in both Technical Bid and Price Bid will be combined to arrive at the final score obtained by the bidders for final evaluation.
13. SBIL reserves the right to reject all or any of the bids without assigning any reason there for.
14. The Tenderer should submit a declaration to the effect that wages / salaries of the employees to be engaged at SBIL for any month will be paid within 7th of the following month, irrespective of release of payment of the related invoice(s) by SBIL.

14. Sealed Tender documents duly completed in all respects, in two parts “A” and “B” should be submitted to the Deputy General Manager (Administration), State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2nd Floor, Plot No. III F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160, either in person or by post so as to reach on or before 15.12.2021, 5 p.m. SBIL will not be responsible for any postal delay / loss / non-receipt thereof. No consideration will be given to a Tender received after the date and time specified above. Conditional tenders will not be accepted.

Documents to be enclosed:

- a. Certificate of Incorporation, Articles & Memorandum of Association
- b. Certificate of Registration with Labour Department, Government of West Bengal.
- c. Certificate of Registration with Professional Tax Office, Government of West Bengal.
- d. Certificate of Registration under GST
- e. Certificate of Registration under West Bengal Shops & Establishment Act
- f. Certificate of Registration with the Office of the Regional Provident Fund Commissioner
- g. Certificate of Registration with Employees’ State Insurance Corporation
- h. Audited Financial Statements (P&L and Balance Sheet) for the last three Financial Years (2018-19, 2019-20 & 2020-2021). If Financial Statements (FS) of FY 2020-21 have not yet been audited, audited FS of 2017-18 is to be submitted instead of FS of 2020-21. In that case clause 2 of Page no. 6 of this document will be applicable.
- i. Income Tax Assessment copies for the last three financial years. Provision of (h) above is also applicable for this requirement.
- j. Performance certificate from previous & present clients for last 2 years (minimum).
- k. List of works on hand detailing description of work, contract value, date of award, number of personnel and equipment deployed. Supportive documents in the form of work order, copy of invoice, certificate from the clients (any or all) are to be enclosed.
- l. Earnest Money Deposit of Rs.600000/- (Rupees Six Lac) only & Tender Fee of Rs. 10,000/- (Rupees ten thousand) only by way of two separate Banker’s Cheques / Demand Drafts in favour of ‘State Bank Institute of Leadership’.

APPLICATION FORM

REQUEST FOR FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS/ MAINTENANCE AT STATE BANK INSTITUTE OF LEADERSHIP PLOT NO. II F/2, STREET NO. 329, ACTION AREA III, NEW TOWN, RAJARHAT, KOLKATA – 700 160

PROFILE

1. Name of the Applicant/Firm :

2. Address

i) Registered office :

ii) Branch office :

iii) Kolkata Office :

3. Name, Telephone Nos. including Mobile of contact person :

4. Constitution of the Firm :

5. Year of Establishment :

6. Provide the following registration / licence no. :

Sl. No.	Licence / Registration under the Act / Authority	Registration No. / Licence No.
1	PAN	
2	GST	
3	West Bengal Shops & Establishment Act	
4	Regional Provident Fund Commissioner	
5	Employees' State Insurance Corporation	
6	Department of Labour, Govt. of W.B.	
7	Contract Labour (R&A) Act	
8	Professional Tax	
9	Any other	

7. Name of the Partners / Directors :

8. Bio-data of Board of Directors/Key personnel of the company, Details may be given in the Enclosed format (Annexure '1') :
9. Amount of GST paid year-wise during last 3 financial years ending on 31.03.2021 :
10. Name and value of major facility management services, specially House Keeping/Maintenance works completed during the continuous last 5 years. Details may be given in the enclosed format (Annexure '2'):
11. Name & value of the Major facility management services work in hand. Details may be given in the enclosed format (Annexure '2') :
12. Latest Income Tax Clearance Certificate to be enclosed :
- 13.(a) List of empanelment / enlistment / registration with other Organizations :
- (b) List of work orders / completion Certificate etc. from the clients for Completed projects. :
- (c) List of Certified copies of the letter of intent for award of the work from reputed Public/Private Sector Banks/ Enterprises :
14. Particulars of participation in competitions and awards (if any received) :
15. Experience in the field of facility management (specially Housekeeping, maintenance.)
16. Annual sales / turnover of last three years :

Year	Sales / Turnover (Rs. in Crores)
2018-19	
2019-20	
2020-21 or 2017-18, if FS of 2020-21 are not yet audited	

17. Name & address of the Banker :

18. Details of facilities being enjoyed, if any :

19. Name & address of two referees :

Name of the referee	Address of the referee	Contact Number

Note:

1. Please enclose separate sheets for additional information, photographs, documents and **proof of information furnished above.**

2. Application without details as mentioned in tender documents or with insufficient details shall be liable for rejection as the sole discretion of SBIL. Decision of SBIL in this regard will be final and conclusive and will be binding on all the participants.

3. All pages of the application annexures, tender documents and schedules shall be **signed by the authorized person** of the firm and shall be duly stamped.

UNDERTAKING

I/We hereby declare that the information provided above and elsewhere in this tender is true and the tender is liable for rejection if the same is found to be false or the information is found to be suppressed by me/ us.

Signature of the applicant with seal :

Date :

Place :

Name & address of the Company / Firm :

BIO-DATA OF THE PARTNERS/ BOARD OF DIRECTORS

1. Name :
2. Association with the Company since :
3. Date of Birth :
4. Professional Qualifications :
5. Professional Experience :
6. Professional Affiliation :
7. Membership in :
8. Details of Published papers in Magazine :
9. Details of cost-effective methods/ techniques adopted in the projects:
10. Exposure to new materials/
Techniques :

Signature of the applicant with
seal

Date:

Place: :
(Please enclose testimonials in support)

(Annexure 2)

Name of the Organisation where Facility Management / Housekeeping Services undertaken	Period of contract		Type of the contract undertaken	Value of contract (in Rs.)	No. of persons engaged at the site	Remarks, if any
	From	To				

(Please enclose testimonials in support)

(Additional sheets, if required may be attached)

Details of present contracts in hand :

(Please enclose testimonials in support)

(Annexure 3)

Name of the Organisation where Facility Management / Housekeeping Services undertaken	Period of contract		Type of the contract undertaken	Value of contract (in Rs.)	No. of persons engaged at the site	Name & mobile no. of the contact person of other Organisation
	From	To				

(Additional sheets, if required may be attached)

Seal of the Company / Firm

Signature of the authorised signatory

Date:

Name & Designation

FACILITY MANAGEMENT / HOUSEKEEPING SERVICES
INCLUDING
ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS / MAINTENANCE
PRE-QUALIFICATION APPLICATION FORM

PART- I

GENERAL TERMS & CONDITIONS

1. The Tender documents are to be downloaded from our website “<http://www.sbi.co.in>” under “Procurement News”. No fees are payable for the Tender Documents. Tender documents will be available at the website up to 15.12.2021.
2. Tenderers have to submit duly filled in Pre-qualification/technical bid application form with all the pages of the documents duly signed as a token of accepting our terms and conditions. The Tenderers who do not submit the Pre-qualification/technical bid form and accept the terms and conditions & who do not furnish the requisite documentary evidences will be summarily rejected. Any key information provided by the bidder on being found to be incorrect during the process will result in application to be rescinded and will lead to disqualification of Tender.
3. A non-interest bearing EMD of Rs.6,00,000 (Rupees six lac only) & non-refundable Tender Fee of Rs. 10,000/- (Rupees ten thousand only) in the form of two separate Demand Drafts / Banker’s Cheques drawn in favour of State Bank Institute of Leadership should be furnished along with the Tender documents. EMD will be refunded to all except the successful bidder. Tender Documents not accompanied by the EMD & Tender Fee in the above manner will be rejected.

However, for MSME vendor(s) in possession of proper MSME certificate issued by the appropriate authority (copy to be submitted) provision of EMD and Tender Fees will be governed by the applicable GOI orders.

4. The contractor should inspect the premises and assess the scope of work before quoting the rates. **THE DESCRIPTION OF THE ESTABLISHMENT IS GIVEN IN SCHEDULE-I AND SPECIFICATION OF THE WORK FOR WHICH THE TENDERS ARE INVITED IS AS PER SCHEDULE-I, II, III.**

The intending bidders are free to contact at the Office of the Deputy General Manager (Admin), SBIL, Newtown, Rajarhat, Kolkata -700 160, on any working day during the office hours up to **5 pm** for any clarification of any issues.

Requirement of manpower with relevant details is given in Annexure “P”. However, number of manpower mentioned therein is only tentative. SBIL reserves its sole right to decrease / increase the number under any category at any point of time during the entire tenure of service to be finalised through this tendering process.

5. The Tender documents are not transferable.

6. Any Consortium Agreements/Joint Ventures and MOU's will not be considered for the above purpose.
7. Sub-contracting shall not be permitted.
8. The successful bidder should be in complete readiness to commence the services **any time in March, 2022**. Actual date of commencement of services will be communicated by SBIL to the successful bidder in due course. The successful bidder will be intimated 7 days before commencement of services.
9. The tender containing requisite pre-qualification application form along with required documents & duly signed general & special terms and conditions (hereinafter called the Technical Bid) and EMD and Tender Fee **will be opened on 16.12.2021 at 3.00 p.m. at SBIL, Plot No. II, F/2, Street No. 329, Newtown Action Area II, Rajarhat, Kolkata 700 160** in the presence of Tenderers / authorized representatives of the bidders who choose to be present thereat. No separate notice will be given by SBIL in this regard. However, in the event of any change in the schedule the same will be informed to the bidders only through email. For this purpose. Email address as provided by the bidders in the application form will be used. The authorized representatives should bring necessary authority letters under an official letter head of the tenderers conferring full and comprehensive authority to deal with all matters relating to the tenders. **Price Bids i.e. Part-B will be opened after scrutiny of the technical bids. Financial bids of tenderers who will qualify the technical requirements, will only be opened. The time and date will be informed to the short-listed (technically qualified as per terms of this tender) vendors in due course.**
10. If the date of Tender Opening happens to be a holiday, the Tender will be opened on the next working day at the stipulated time and place.
11. The contract will be for a period of 2 years subject to review at the expiry of one year at the sole discretion of SBIL. The decision to further renewal of the agreement after expiry of 2 years will be the sole discretion of SBIL and the contractor will not have any claim in this regard and the decision of SBIL in this regard will not be challengeable before any court of law by the contractor. However, Bank may terminate the agreement at any time by giving 1 month's prior notice to the other party & the contractor may terminate the agreement at any time by giving 3 months' prior notice to the bank.
12. In the event of termination of the contract with L-1 bidder before expiry of its length of two years SBIL reserves the right to award contract to next lowest bidder amongst the other bidders at the L-1 contracted rate. In the event of L-2 bidder refusing such offer, L-3 bidder may be offered the same.
13. In case any cartel formation is suspected, SBIL reserves the right to reject any or all the Tenders with the exclusion of the rest without assigning reasons thereof.

14. In the event of a tie of overall marks between two / amongst more than two bidders the following would be the order of preference for selection of the successful (L 1) bidder.

Sl. No.	Criterion / Factor for selection of L 1 bidder	Order of preference
1	Score in Financial Bid	1 st
2	Score in Technical Bid	2 nd
3	Score in Inspection Report	3 rd

15. The Courts in Kolkata, West Bengal alone shall have the jurisdiction in respect of any or all matters relating to or connected with the Tender.
16. The tenderer must obtain for himself at his own responsibility and expenses, all the information/documents necessary including approvals, permissions, to enable him to make a proper tender and to enter into contract with the Bank, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the tender documents.
- The tenderer shall also bear all expenses in connection with the preparation and submission of his tender. Omission, neglect or failure on the part of the tenderer to obtain requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.
17. If any tenderer withdraws his tender after submission or makes any modifications to this tender which are not acceptable to the Bank, the tender will be treated as having been rejected or abandoned or rescinded.
18. Final award of the contract for Facility Management / Housekeeping Services Including Electrical, Plumbing & Carpentry Operations / Maintenance services will be subject to the approval of the Competent Authority.
19. SBIL / SBI does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason.

SCHEDULE OF TENDERING PROCESS:

Sl. No.	Particulars	Date & Time
1	Last date of availability of tender document at the Bank's web site.	15.12.2021 up to 17.00 hours
2	Pre-Bid Meeting with prospective Bidders	08.12.2021 at 3.00pm at SBIL
3	Site Visit Period	18.11.2021 to 15.12.2021 (except 01.12.2021 to 05.12.2021) on all working days only, from 10-30 am to 4 pm
4	Closing Date for submission of Tender Documents	15.12.2021 at 17.00 hours

5	Opening of Pre-Qualification Application (PQA)/Technical Bid	16.12.2021 at 15.00 hours
6	Opening of Price Bid	Date and time will be informed to short listed vendors in due Course.

**FACILITY MANAGEMENT / HOUSEKEEPING SERVICES
INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS/ MAINTENANCE
ANNEXURE "X"
TECHNICAL PARAMETERS**

<u>Sl. No.</u>	<u>Parameters</u>	<u>Maximum Marks</u>
1	Constitution	
	Public Ltd. Co	10
	Pvt. Ltd Co.	08
	Partnership firm	06
	Proprietorship	Not Eligible
2	Experience in Housekeeping & Maintenance as on 30.09.2021	
	>= 10 Years	10
	>= 8 Years but < 10 Years	8
	>= 5 Years but < 8 Years	5
	< 5 Years	Not Eligible
3	Average Annual Sales / Turnover as per Audited Financial Statement of FY 2018-19, 2019-20 & 2020-21 / 2017-18 (if FS of 2020-21 is not yet audited)	
	>= Rs. 25 Crores	10
	>= Rs. 15 Crores but < Rs. 25 Crores	07
	>= Rs. 10 Crores but < Rs. 15 Crores	05
	>= Rs. 06 Crores but < Rs. 10 Crores	02
	< Rs. 06 Crores	00
	< Rs. 03 Crores	Not Eligible
4	Certification	
	ISO/BSI Certified (No other certificate will be considered)	05
	NIL	00
5	Inspection Report of SBIL Committee	15
Maximum Marks		50

FACILITY MANAGEMENT / HOUSEKEEPING SERVICES
INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS/ MAINTENANCE
ANNEXURE “Y”
PRICE BID (PART – II)

Price Bid is to be submitted in the following format:

Sl. No.	Particulars	Rate Quoted	Remarks
1	Service Charges on manpower	Rs. _____ (Rupees _____) _____) per employee per month subject to maximum limit of Rs 950.00 per Employee per Month (Fixed for entire contract period).	Please see clarifications below

Clarifications: Service Charge quoted as Rs. ** per employee per month will be for 26 working days in a month for an employee in general subject to further adjustment on account of National / Festival Holidays (Total 8 days in a year). Absence of an employee other than on account of weekly off and National / Festival Holidays will have proportionate reducing effect on the Service Charge payable to the Contractor.

Note: - The rate should be quoted both in figures and in words without any cuttings. In the event of mismatch of quote between words and figures, amount written in words will be considered.

Highest score in Financial Bid will be 50. The lowest bidder (as per Sl. No. 1 above) will be awarded a score of 50. Score of other bidders will be reduced by the percentage by which their financial bids will exceed the lowest (L 1) bid.

Date:
Place:

Signature and seal of the Tenderer

FACILITY MANAGEMENT / HOUSEKEEPING SERVICES

INCLUDING ELECTRICAL, PLUMBING & CARPENTRY

OPERATIONS/ MAINTENANCE

The Housekeeping & Maintenance Services Contract / Arrangement in the event of award of contract amongst other usual conditions will also be subject to the following special terms and conditions: -

1. SECURITY DEPOSIT:

1.1 The L- 1 contractor shall deposit an additional amount of Rs. 15,00,000/- (Rupees fifteen lac only) as SECURITY DEPOSIT with the Bank for due fulfilment and performance of the Contract. The Security Deposit shall be held in Term Deposit with the State Bank of India in the name of the Contractor, on which lien will be noted by the Bank and the original deposit receipt will be kept in the custody of the Bank. The Security Deposit will be returned to the contractor after three months from the date of expiry of the contract provided that there are no defects or loss or damage caused to the Bank and/or consumables/materials/articles/equipment/any other asset etc. kept under their custody are duly accounted for and returned to the Bank in good working order and condition by the contractor to the satisfaction of the Bank and all his dues to the Bank and all other liabilities under any law or statute otherwise arising out of or in connection with or in respect of the services or towards its employees engaged at the site (SBIL) by the contractor are fully settled.

1.2 Otherwise the successful bidder may submit a Performance Guarantee to the Bank for an equivalent amount within 7 days from the issue of work order. The Bank Guarantee will be valid for a period of 27 months from the date of commencement of work 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 schedule commercial Bank, other than SBI. A format for BG is attached. The Performance Bank Guarantee deposit 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 or conditions as mentioned in clause 1.1 above under head "SECURITY DEPOSIT", which may warrant invoking of Bank Guarantee. Also, if any act of the Contractor results in imposition of liquidated damage then the Bank reserves the right to invoke the performance BG.

2. CONTRACT AGREEMENT:

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

3. LIQUIDATED DAMAGE:

SBIL reserves its sole right and authority to define and ascertain deficiencies in services. Penal provisions for deficiencies in services rendered by the contractor will be as follows:

(a)(i) On the 1st instance of any deficiency in services on the part of the contractor and detected by the client, the contractor will be suitably warned through any acceptable mode of communication (email, letter, minutes of meeting etc.).

(a)(ii) From next occasion of any deficiency in services on the part of the contractor, liquidated damages of Rs.10000/- (Rupees ten thousand) per instance only may be imposed by the client without prejudice to their other rights and remedies including the termination of the contract.

(a) (iii) In the event of recurrence of any particular deficiency in services on the part of the contractor, liquidated damages of Rs. 20000/- (Rupees twenty thousand) per instance only may be imposed by the client without prejudice to their rights and remedies including the termination of the contract.

b) However, in the event of willful negligence on the part of the contractor or its employees causing damage / destruction to Bank's properties or reputation, gross violation of instructions of the client, serious breach of trust, dishonesty or insubordination on the part of the employees of the contractor, actions of any of the employees of the contractor inside the campus of SBIL, which constitute sexual harassment as defined by the Bank / Law, the client will be authorised to impose liquidated damages of Rs. 30000/- (Rupees thirty thousand) per instance or the amount of loss so sustained and as assessed/decided by the client, whichever is higher without any prior warning to the contractor as described in clause 3(a), point no. (i).

c) Moreover, any employee of the contractor, if found guilty of committing an act of sexual harassment inside the campus of SBIL, that particular employee(s) will be immediately withdrawn from the site by the contractor with or without suitable replacement as per instruction of the client. However, withdrawal of such employees from the site by the contractor will be exclusive of any other action under the law as deemed appropriate by the client / any other concerned authority.

d) If the contractor fails to engage the agreed number of competent workers on any day (without consent of the Client), a penalty to the extent of 150% of the daily wages applicable to his category multiplied by the number of workers short, may be imposed and deducted by the Client at their sole discretion from monthly payments payable to the contractor or from the security deposit /BG available with them.

e) The workers engaged by the contractor **will not be permitted** to hold any agitation in any of such forms like lunch-hour demonstration / stoppage of work / strike / dharna or of any other form inside the premises of SBIL. If any such incidents happen, the contractor will immediately withdraw those workers found guilty of indulging and participating in such activities from SBIL premises with or without replacement as per instruction of the client. In the event of failure of the contractor to do so, SBIL / Client will have the right to engage other workers directly or through any other contractor for taking care of the emergency situation and the charges for the same are to be deducted from the unpaid / subsequent bills payable to the contractor. If no bills are pending or the outstanding bill amount is found to be insufficient, the contractor will reimburse the amount paid by SBIL within 7 days from the date of payment by SBIL or liquidation of the security deposits / invocation of BG held by the Bank may be enforced, without prejudice to their rights and remedies including the termination of the contract.

f) In the unlikely event of war, law and order problems or natural disasters and special events, service commitment may get altered as per decision of the client.

4. MATERIALS, APPLIANCES AND EMPLOYEES:

4.1 The contractor shall arrange for mechanized cleaning, vacuum sweeping, spray/manual dusting, mopping, water/chemical cleaning of schedule premises comprising of marble/quality granite, ornamental and decorative wooden furniture of high value, crystal glass doors/panes, modern electric gadgets, windows, window glasses, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, and wash basins, etc. and exterior cleaning, polishing of glasses and metallic engravings, logos, cleaning of Atrium Light, Cleaning of Atrium Feature, cleaning of Reception Feature, Quadro clad, Aero screen, passage in-between aero screen and glass panel, entrance canopy, fountain, water body, sports equipment, dunpalon sheet, ACP sheet, artefact, name plates, sign boards etc. plus specific maintenance

activities like electrical repairs/carpentry, sanitary and masonry work, replacement of electrical fittings, cleaning of electrical / electronic fittings, cleaning of all residential flats including bed making, operation and cleaning of cascade fountain, water body, swimming pool, lily pool, amphitheatre, sports equipment, auditorium chairs and carpets, all linen collection, children play ground, basement cleaning, sump pump operation, operation of STP and WTP and pumps for Lily Pool, etc, cleaning of all glass facade and such other repairs required to keep the premises in excellent condition. The above list is not exhaustive and may include other areas / items / repairs as may be required from time to time.

4.2 The contractor shall also arrange for required trained manpower (as detailed in Annexure "P") for ensuring proper and complete 24 hours operation and day to day maintenance of 2 Nos. of DG sets of capacity of each set 600 KVA, 11 KV Substation (Including HT/LT transformer, HT VCB, HT Cable, LT ACB, LT MCCB, LT Cables, Electrical Block panels, solar power system, rising mains, Panel etc.). The detailed scope of work has been given in Schedule I.

4.3 The contractor shall always have on his active rolls the services of agreed number of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering services at the Establishment/s.

4.4 The Contractor shall provide prescribed number of supervisors as his agents or nominees for supervising the services, who will personally supervise and check the working of the Electrician, Plumber, Carpenter, Mason and housekeeping personnel and all other personnel engaged by the Contractor.

4.5 The contractor shall be responsible for the good conduct and performance on the part of his personnel and the contractor shall and be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the Bank in whatsoever and howsoever manner or in any connection therewith against the Bank now or at a future date. He will, at the request of the authorized officer of the Bank/establishment remove from the work any person engaged by him for the services, who may be unsuitable or incompetent or whose conduct is not trustworthy or acceptable to the Bank or who misbehaves and/or is not courteous, polite with the employees of the Bank or its customers or third parties.

5. PERMITS, LAWS AND REGULATIONS:

5.1. The Contractor shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the Contractor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and said personnel so engaged by the Contractor. The Bank shall neither be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the Contractor and it shall be the sole responsibility and liability of the Contractor to answer all such claims or demands of the said personnel so engaged, under any law in force from time to time.

5.2. The contractor shall be responsible for ensuring proper training, allotment of duties, scheduled hours of work and timings within the overall terms & conditions as advised by the Bank for the purpose. The contractor shall alone have the responsibility to exercise control, give directions and manage the personnel engaged for the purposes. However, SBIL reserves its right to give necessary advice in this regard as per its requirement.

5.3. The contractor shall provide proper uniform to all personnel and ensure their cleanliness and upkeep. Separate uniforms need to be provided for different categories of staff viz. technical, supervisors, skilled/unskilled and others etc with their photo identity card. Photo identity card is to be issued to all employees engaged at the site at the expenses of the contractor & the Bank will not bear any responsibility for the same.

5.4. The contractor should possess & renew, whenever warranted, for the entire duration of the contract, all licences and registrations as may be required under any law and shall be responsible to register himself and obtain a valid licence under Contract Labour (Regulation and Abolition) Act, 1970 and rules there under. The Contractor shall comply with all rules and regulations in force under the said Act and rules. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum Wages, holiday/Sunday working charges or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall be dealt with and settled by the contractor only.

5.5. The Contractor shall in terms of the provisions of Section 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the Contractor in complying with the said provisions, the bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor or from the security deposits held with the Bank without prejudice to its other rights and remedies under the contract. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations for inspection of Bank/Statutory bodies.

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

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

5.8 In the event of contractor being a firm, the house-keeping contract must be executed separately by each partner thereof, or in the event of absence of any partner, it must be signed on his behalf, by a person holding a valid Power of Attorney authorising him to do so, such Power of Attorney shall be produced to the Bank for its record. It must disclose that the firm is registered under the Indian Partnership Act. In the case of a body corporate, all formalities required under the Company Laws must be complied with.

5.9 Please note that no residential accommodation shall be provided by the Bank, except under extra ordinary circumstances to be decided at the sole discretion of SBIL.

6. TAXES

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

6.2 All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the contractor under the law but

not so paid, shall be set-off against the bills raised by the contractor or from the security deposits, if so warranted and paid to the respective government departments or authorities as may be required under law and the contractor shall have no claim against the Bank in respect of any or all such payments.

7. INSURANCE:

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

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

8. DAMAGE TO PERSONS & PROPERTY:

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

8.2 The Contractor shall be responsible for any loss due to theft/pilferage and/or damage to the Bank's property/consumables/equipment/any other assets when such damage is, in the opinion of the Bank, caused due to negligence, carelessness or any fault on the part of the Contractor or his workmen/employees engaged for the services and such losses will be recovered from the bills due or payable to the contractor or from the security deposits held in the custody of the Bank. The Contractor shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement.

9. ASSIGNMENT AND SUBLETTING:

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

10. PAYMENTS:

10.1 The Contractor will submit the bills, (along with copy of documents/challans evidencing online payment of PF, ESI and other payments made for/to individual workers) for the services rendered, at the end of each month to the authorized officer. **Consolidated challans, not showing payment of PF and ESI of individual workers, will not be accepted (ECR copy to be submitted).** The payments as far as possible will be made within 15 working days from the date of submission of Invoice, subject to the condition that the contractor has cleared/paid all his dues, viz. Labour Payments, taxes, levies, etc. as required to be paid/payable by him under any law for the time being in force and has produced all related documents as asked by the Bank.

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

10.3 The rates quoted in the tender is fixed and no additional claim will be entertained during the entire contractual period.

10.4 No advance payment of any kind shall be made.

11. PERFORMANCE

11.1 The contractor shall ensure excellent standard of housekeeping and maintenance, including the technical part as detailed in Schedule III and also ensure that the entire premises are kept hygienic and clean. **All machineries / equipment for cleaning as per Annexure "U" are to be provided by the Contractor in good working condition.** The cleansing materials / chemicals will be arranged by the Bank. The Bank will fix up the benchmark of cleanliness desired to be achieved.

11.2 The Contractor shall arrange for and ensure cleaning and other services for the entire complex / campus of the Institute as specified in Schedule-II. Even if a room or any other area were not being used, the dusting/cleaning would be done as per schedule.

11.3. The contractor will arrange for setting/making all beds in the hostel/guest rooms, replace the room linen i.e. bed sheets, bed covers, pillow covers, bath towels and hand towels as prescribed in Schedule-II or earlier if required. Bed sheets, covers, towels, pillow covers etc. will be supplied by the Bank. The contractor shall keep proper account of these items and arrange for their regular washing etc. Laundry charges will be borne by the Bank.

11.4 The contractor shall maintain electrical equipment, installations and maintain electrical, plumbing, carpentry and masonry work by qualified electrician, plumber, carpenter and mason, equipped with proper tools; the measures for maintenance should be pro-active, anticipatory, preventive and not fighting an emergency or break down situation after an event has occurred. The contractor shall ensure that the Plumber, Carpenter and Mason are available during the working hours and whenever required in emergency. The services of the Electrician should be available round the clock. Services of two electricians are required during office hours and one during night. The cost of replacement of any items shall be borne by the Bank.

11.5. The scope of electrical maintenance shall include the labour component of operation, repairing and maintenance of various electrical cables, fans, fixtures, fittings, water-heaters etc. The cost of replacement of these items, where required shall be borne by the Bank.

11.6 The contractor shall arrange for refilling of drinking water in flasks / water dispensers provided by the bank and kept in Hostel rooms, Guest rooms, administrative block rooms, faculty rooms etc.

11.7 The contractor shall ensure opening and proper locking of all rooms in Hostels and all other blocks and in case of any breakage, pilferage of any fixture and/or furniture, equipment, or other material etc. the responsibility shall be of the contractor and the contractor shall be liable to make good the loss.

11.8 The contractor shall deploy suitable trained personnel round the clock at reception lobby for receiving the trainees, guest speakers & others, entering their details in Register and Computer

/ Software provided by the Bank including check-in and check-out time, for allotting them rooms as per instructions/guidelines given from time to time by the Competent Authority, and to receive back the keys on their departure. These records will be Bank's property. He is also responsible to handle the Telephone EPABX exchange round the clock. The contractor shall arrange for carrying the luggage of the trainees, guest speakers & others to and from the rooms allotted to them.

11.9 The contractor will be responsible to attend all complaints/requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc of any participants, guests, etc. to the authority as decided by the Bank. Complaint / Suggestion Register, First Aid Box to be provided by the Bank will be available at the Reception Desks under the control of the Contractor's employees.

11.10 It will be contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing and toilet purposes. The contractor will for this purpose ensure smooth working of the water pump & tube well, taking daily reading of supply water.

11.11 The contractor shall discharge his obligations under the contract most diligently, efficiently and honestly.

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

11.13 Performance of the contractor will be reviewed on monthly / quarterly / half-yearly basis by the client / external agency appointed by the client. The Contractor has to secure 90% or more marks on an ongoing basis for continuing the service and score less than 80% will be treated as poor performance and make the contractor eligible for imposition of penalty and /or ineligible for continuation of the service. Review Matrix will be communicated by the client in due course.

12. OWNER'S RIGHT TO TERMINATE THE CONTRACT:

12.1 The contract for Housekeeping & Maintenance Services shall be for a period of two years from the date of commencement of the contract subject to review after one year and satisfactory performance as mentioned hereinabove. **The contract shall be terminated on the expiry of two years or earlier at any point of time by one month's notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the Contractor under this tender. The contractor may, after giving three months' notice to the Bank terminate the contract, if he so desires at any time during the course of the currency of this agreement. If the contract is terminated as stated above the contractor shall be entitled to the payment up to the date of termination for the work already performed.**

12.2 If during the currency of the Contract, any Statute, rules/Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the Contractor or his workmen/employees.

13 SETTLEMENT OF DISPUTES:

13.1 All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to The Deputy General Manager (Admin), State Bank Institute of Leadership, Plot No. II, F/2, Newtown Action Area III, Rajarhat, Kolkata 700 160, in the Bank, whose decision shall be final, conclusive and binding on the contractor.

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

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

15. The Courts in Kolkata City (West Bengal) alone shall have jurisdiction in respect of any matter touching this contract.

16. Contract period:

16.1 The contract shall be for a period of two years from the date of commencement of the contract subject to review after one year and satisfactory performance as mentioned hereinabove. The decision to further renewal of the agreement after expiry of 2 years will be the sole discretion of SBIL and the contractor will not have any claim in this regard and the decision of SBIL in this regard will not be challengeable before any court of law by the contractor.

16.2 The Bank shall have full discretion to terminate the contract at any time subject to serving of notice of 30 days. In such circumstances, no compensation, whatsoever, shall be payable by the Bank to the contractor. The Bank's decision with regard to termination shall be binding, conclusive and non-challengeable on the part of contractor

16.3 If the successful bidder fails to execute the agreement and unable to take over the work within 7 days of issue of work order, the EMD will be forfeited and the contractor will not be allowed to participate in any tender process of the Bank in future. The EMD will also be forfeited if bidder withdraws or amends its bid during the period of bid validity specified hereon, if such amendments are not acceptable to the Bank.

16.4 The contractor may, after giving three months' notice to the Bank terminate the contract, if he so desires at any time during the course of the currency of the agreement. If the contractor fails to give due notice before any such withdrawal or withdraws before three months' period, the security deposits will be forfeited or BG for equivalent amount will be revoked by the Bank for such action on the part of the contractor without prejudice to its rights to any other legal action against the contractor.

17. Terms of Payment

The contractor shall submit the bill for maintenance service of one calendar month for payment to the DGM (Admin), SBIL, Kolkata by 5th of the following month. No advance payment shall be made under any circumstances. The Bonus payable to the contract employees as per bonus Act 1965 for the period of 12 months will be paid as per the Act/as decided by the Bank. The Leave

wages will be paid as per West Bengal Shops & establishment Act. The contractor shall issue salary slips to the contract employees each month. The contractor will supply the plant and machinery viz. vacuum cleaner, floor scrubber etc. (Details provided in Annexure “U”) for cleaning and maintenance of the SBIL premises/residences/quarters at his own cost.

18. Rate:

a) Rate quoted should be inclusive of all taxes, duties, freight, labour charge, profit & overhead etc. excluding GST and Bank shall not entertain any claim on these accounts or any other accounts afterwards.

b) The rates quoted shall be inclusive of all costs and charges including transportation of the workmen, steps for disposal of unwanted rubbish as per prevailing Municipality Law, cleaning of the whole of the area, and any other activity or work, which are ancillary/ auxiliary or connected with the nature of services mentioned in the tender terms and conditions.

c) The amount stated in the tender shall also be inclusive of all taxes and charges, including Excise duty, or any other taxes which are applicable as on date or may be levied by the State or Central Govt. or any Authorities in future also.

d) All statutory deductions including Income Tax, Sales Tax, and Security Deposit or under any Local Acts, etc. shall be deducted from the amount payable to the contractor.

e) The contractor/bidder has to deposit a **security deposit of Rs.15.00 lac** or submit a Performance Guarantee to the Bank for an equivalent amount within 7 days from the issue of work order. The Bank Guarantee/Fixed Deposit will be valid for a period of 27 months from the date of commencement of work 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 schedule commercial Bank, other than SBI. A format for BG is attached. The Performance Bank Guarantee/Fixed deposit 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/Fixed deposit (BG). Also, if any act of the Contractor results in imposition of liquidated damage then the Bank reserves the right to invoke the performance BG.

f) There will be no change in quoted amount under any circumstances during the contract period.

g) By accepting the work order from the Bank, the contractor shall assume all responsibility to indemnify the Bank in case of any damage or loss caused to the Bank, its building, structure, furniture or equipment or any accident or injury or harm caused to any person, due to the fault of the contractor or any of his / their employee(s). The Bank shall be entitled to deduct the amount of such loss or damage from the amount payable to the contractor or from the security deposits / Bank Guarantee available with the Bank.

Accepted tender will be valid for a period of **SIX MONTHS (validity of bid)** from the date of acceptance of tender which may be extended for a further period of 6(six) months subject to agreement.

DATE:
PLACE:

SIGNATURE AND SEAL OF THE BIDDER

SCHEDULE- I

SCOPE OF CLEANING & MAINTENANCE WORK (GENERAL), SUBJECT TO CHANGES AS PER ACTUAL REQUIREMENT:

- 1) Housekeeping and maintenance services include cleaning, electrical operations, plumbing, carpentry and masonry work of entire premises occupied by State Bank Institute of Leadership (SBIL) at Plot No. II, F/2, Action Area-III, New Town, Rajarhat, Kolkata 700 160, including basements and roads and up to 15 feet outside the complex. Arrangement of any assistance/helping hand required for carrying out plumbing, electrical, carpentry, masonry work shall be responsibility of the contractor without any extra cost. The build-up floor area of the campus is around 47700 sq. metre consisting 8 buildings spread over a land of 10 acres.
- 2) Plumbing, electrical, carpentry & masonry works in all Bank flats in three Residential Blocks within SBIL campus at Plot No. FII/2 at Action Area –III, New Town, Rajarhat, Kolkata 700160.
- 3) The area/location of cleaning will also include periodical cleaning of glass/Quadro clad façade of the buildings/structure etc. wherever such glass/Quadro clad façade will be there within the SBIL Campus.
- 4) The successful contractor will also be required to carry out periodical cleaning of the swimming pool within the campus including periodical draining out of water and filling of the pool with fresh water.
- 5) The scope of works for the bidders will include maintenance of cleanliness /upkeep of one artificial (man-made) water body of 9000 sq. ft. (approximately) within the SBIL campus in eco-friendly manner.
- 6) Periodical cleaning of one amphitheatre by the side of the water body mentioned above will also be within the scope of the tenderer.
- 7) Measurements of different areas are as below:

Type	Area in Sq. Mt.
Dry Stone Cladding outside	11090
Marble. Granite flooring/counters	4000
Glass Partitions	5420
Mirror Panelling	260
Lacquered Glass Panelling	415
Mirror	325
Kota Stone Flooring	5550
Ceramic Wall tiles	2000
Ceramic floor tiles	2055
vitriified tiles	23000
Glass mosaic tiles	187
Vinyl Flooring / Carpet	5080
Total	59382

Other Details	
Total Built Area	47700
Total Basement Area (3)	55000
Total Plot Area	20875
European Water Closet	222 Nos.
Urinals	100
Wash Basins	230
ACP + Structural Glazing	25000

SCHEDULE- II

SPECIFICATION OF THE WORK (JOB DESCRIPTION), SUBJECT TO CHANGES AS PER
ACTUAL REQUIREMENT:

(a) **Sweeping & Mopping**

Sl. No.	Location	Frequency
1	Hostel Rooms & Administrative Building	Daily (May be on multiple occasions as per requirement)
2	Main Reception Area	Twice daily, or more
3	Lobbies, Corridors & Verandas	Thrice a day
4	Stair Case	Daily
5	Hub (all floors),	Twice a day
6	All open terraces, Roads / Pavements, Path way, Common area / Badminton Court / Tennis Court / Basketball Court, Basement	Twice a day
7	Auditorium	Daily (May be on multiple occasions as per requirement)
8	Scrubbing of room floors, lobbies, Corridors, staircases and balconies	Twice a week or as per requirement
9	Clearance of wastes & garbage from Cabins/Office/ Halls etc.	Daily
10	Disposal of Garbage and waste Paper in the garbage box and Dustbins	Daily (As & when required)
11	Washing/change of Linen etc. in Hostel Rooms	Twice a week or earlier, if required, and on change of occupancy
12	Washing/change of Bath Towels & Hand Towels	Thrice a week or earlier, if required, and on change of occupancy
13	Dusting of furniture, SS Handrail etc.	Twice a day
14	Dusting of Fans/Tube lights & other fittings / Distribution Boards (DBS)/Outdoor feeder pillars/walls / Tube-lights/wall-hanging etc	Once a week
15	Vacuum Cleaning of Carpets	Daily
16	Cleaning of toilets/WC's /Washbasins of Office Complex/Hostel rooms	Thrice a day or earlier and on change of occupancy
17	Cleaning of Buckets / Mugs with detergent	Once in a week
18	Scrubbing of bathroom tiles	Once in a week
19	Cleaning of window panes / wall panelling	Once in a week
20	Opening of clogged drains / Sewer lines/ Cleansing of drainage lines and disposal of related wastes	Quarterly basis or earlier as & when required
21	Ensuring operation of sewage/ water drainage	On regular & on-going basis
22	Day to day maintenance and operation of electrical installations,	On regular & on-going basis

	water Pumps & fountain pumps, street lights etc.	
23	Operation of audio-visual / equipments, paging equipments etc.	As & when required
24	Distribution of Newspaper in Hostel Rooms	Once daily or as & when required
25	Taps/ pipes/ valves etc.	As & when required
26	General checking of all toilets Fittings and sanitary accessories	Twice a week
27	General checking of all electrical installations, Fittings and points etc. and replacement of faulty fittings	Once in a week, replacement as & when required
28	General checking of all furniture/ locking arrangement & their repairs	Once in a week
29	Shampooing & Wet cleaning of carpets, (Stain removal)	Once in a week
30	Shampooing & Wet cleaning of Curtains / Sofa sets/Chairs	Once in a week
31	Cleaning of all brass pots/items/fire nozzles	Once in a week
32	Canteen Area, Dining Area	Need to be kept clean at all times. Full cleaning to be done before close of the day on all working days.
33	Kitchen Block	Need to be kept clean at all times. Full cleaning to be done before close of the day on all working days.
34	Guest Rooms	Daily, and as per need.
35	Driver Rest Room	Daily, and as per need.
36	Lifts/ elevators	Twice a day – before 8 AM and at 3 PM, and as per need.
37	Basement/ Parking area	Daily wet cleaning and sweeping, and as needed.
38	Store Area	Daily, and as needed.

NOTE:

- (i) Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by the Bank. In general cleaning work related to the Administration and Academic block should be completed before 09.00 a.m. and Housekeeping & Maintenance work of the Hostel rooms is to be started at 7.00 a.m. & is to be finished before 5.00 p.m. on all days.
- (ii) The staff should wear immaculate dress with Company's logo and photo-identity-card. The Contractor shall provide two sets of uniform including shoes for summer and in winter one set of woollen sweaters to his employees at its own cost as per approved colour and specification of the Bank and ensure their cleanliness and use.
- (iii) Housekeeping & maintenance contract, including technical areas to cover housekeeping and maintenance of all premises in the Institute campus at Plot No II, F/2, Action Area-II, New Town, Rajarhat, Kolkata (WB).

SCOPE OF TECHNICAL WORK, SUBJECT TO CHANGES AS PER ACTUAL REQUIREMENT:

1. Operation and day to day maintenance of following installations: -
 - a) 11KV substation (including HT/LT Transformer, HT VCB, HT cable, L.T. Panels, LT ACBs, MCCB, MCB, Motor control panel, rising main of administrative building etc.
 - b) Capacitor Bank's panels
 - c) D.G. Sets (600 KVA X 2 Nos) along with AMF panel and Diesel Storage Tank / pumps.
 - d) Batteries and Battery charger for tripping & Alarm circuits, oil meters etc. including supply of distilled water in batteries.
 - e) Liaison with WBSEDCL, Regional Office, New Town for shutdown / restoration of H.T. supply for breakdown / preventive maintenance work for which no extra charges are payable.
 - f) Rising main and floor control panels including interconnection cables.
 - g) Day to day maintenance of solar panels and solar heaters
 - h) Liaison with all AMC Vendors of the Institute for maintenance of Electrical / Plumbing Equipment, Lifts, UPS, DG Set, Solar System, HT etc. for preventive maintenance and service calls as and when required.
2. The Contractor shall carry out preventive maintenance and day to day operation of electrical installation / equipment (As mentioned above). An appropriate Logbook / record book should be maintained for operation as well as maintenance of all equipment / installations, nothing extra will be paid for such work. Major overhaul/ servicing of Transformer, D. G set, HT/LT breaker etc. is beyond the scope of the contractor. It will be executed by manufacturer or their authorized agencies. The Contractor will also ensure the following:
 - a) To maintain DG set in clean & in good running condition along with all its accessories like cooling tower, day tank, pumps, storage tank & AMF Panel.
 - b) To carry out / coordination with outsource vendor for scheduled maintenance (Monthly / Half yearly / Yearly) of individual equipment and periodic check of DG sets as per recommendation of suppliers.
 - c) To carry out day to day operation & maintenance of DG set
 - d) Cleaning of roof top solar panels twice in a month.
 - e) Incorporation of all safeties & protection of 11KV substation in the system.
 - f) To check Earthing for all HT/LT switchgears of substation, Lightning Arrestor system and building.
 - g) Clean H.T. switchgears, bus trucking and bus bars by air blower once in three months.

- h) Minor repairs of battery charger wiring, pump starters, H.T. & L.T. panels and relays control wiring etc.
3. Proper preventive maintenance of electric installations including following items of work shall be carried out as per period stated against them.
 - a) Clean the contact points of L.T. switchgears including ACB's starters, contractors and relays of AMF panels etc. with the help of CTC liquid every three months.
 - b) Earth testing - once in a year.
 - c) Insulation of test – once in six months.
 - d) Cleaning of Electrical panels – once in every three months.
 - e) Periodic operation of valves, switchgears, starters and pumps etc.
 - f) Check and replace indicating lamps if required (lamp supplied by Bank).
 - g) Cleaning of Solar Panel on roof top, solar water heater panel / tubes on roof top
4. The contractor is required to render service through his skilled staff, tools / safety measures etc. to operate and efficiently maintain the installations / equipment.
5. All the materials required for carrying out operations and day to day maintenance services (like cotton waste, duster, insulation tape, soaps, CTC liquid, discharge resistance rod for capacitors, etc.) will be supplied by the Bank.
6. **The contractor will assess the requirement of materials for preventive maintenance and breakdowns for electrical, plumbing and other maintenance and intimate to the Bank in advance for procurement of materials by the Bank. In case the material including spares is to be supplied by the contractor the Bank will reimburse the cost of material only. The stock of the materials will be maintained by the contractor and arrange for verification of the stocks by the Bank periodically.**
7. All the dismantled materials shall be returned to the Bank by the contractor or his representatives.
8. The operation and day to day maintenance service will be for 24 hours a day including holidays.
9. The Contractor shall provide required number of qualified and experienced Supervisor, Electricians and helpers and operation of entire electrical installations.
10. The Contractor will arrange for & will maintain complaint register, demand register, log books for DG sets, Transformers, WBSEDCL, battery unit, periodical inspection books (log books / registers shall be provided by the Bank). The insulation and earth test register on CPWD format and workman's diaries shall be provided by the contractor.
11. The Contractor shall carry out preventive maintenance service / check as per program given by the Bank or as per CPWD specifications of respective trade practice and maintenance instructions.

12. Normally information of breakdown faults, defects etc. noticed by the contractors shall be recorded by them and action be initiated immediately. It should also be brought to the notice of the Bank.
13. The Contractor shall have required number of caution boards such as “Man on line” & “Don’t switch on” for displaying on the controlling switchgears, while undergoing repair work.
14. The Contractor will follow all electricity safety rules as per tender documents and also required safety precautions while doing work on the equipment.
15. Local security rules shall be observed by the Contractor and his staff.
16. It will be responsibility of contractor to keep the electrical installation, substation, Transformer yard, Cooling Tower area, switch gear and meter rooms and generator room neat and clean.
17. The Contractor shall maintain properly the trip battery supply unit as per the recommendation of battery manufacturers. The surfaces of batteries shall be maintained clean and dry. The contractor shall make required entries in the logbook for recording specific gravity of electrolyte in each cell, DC voltage per cell and final output DC voltage of battery bank.
18. The Contractor shall arrange to render efficient service as outlined in these specifications. In case he fails to maintain the satisfactory service & if the Bank and the department have to incur any expenditure to maintain the installation by alternate arrangement, the expenditure thus will be recovered from the contractor.
19. The Contractor shall be responsible for any damage due to negligence of his staff and shall have to make good such damages to its original shape and description as when breakage etc. is noticed or taken.
20. The following works will also be looked after by the contractor: -
 - a) To maintain complaint register, log books, demand register, earth testing and insulation record register etc.
 - b) To replace material (Supplied by Bank) such as fluorescent tubes, lamps, chokes, starters, holders, HRC fuse links, MCB’s, isolators, switches, sockets etc. In case of spares supplied by the contractor the cost of spares only will be reimbursed.
 - c) To attend all complaints / works given by the concerned officers of SBIL and hostel reception.
 - d) To maintain DC supply including batteries for H.T. panels.
 - e) To give proper account of materials issued by the Bank.
 - f) To switch on / off the compound as per time schedule given by SBIL.
 - g) Supply and filling of diesel of D.G set (cost of diesel and transportation cost will be borne / reimbursed by the Bank)
21. The Contractor’s staff should rush for rescuing the persons from the lift if it is required to do so.
22. The Contractor shall employ qualified/trained persons for operation & maintenance of equipment and shall be fully responsible to obtain such licenses for taking up the above work as are prescribed by the state / local bodies / CPWD both for execution and operation staff.

They shall also be responsible for any periodic statutory inspections (statutory fee will be borne by the Bank) to be carried out on the equipment, rectification of defects pointed out during such inspection etc. A failure of contractor to comply with all penalties imposed by the state / local bodies and the inspection and subsequent rectification will be carried out by the Bank at his risk and cost.

23. In case of any accident during the operation and maintenance of the equipment / systems, leading to injuries/damages to human beings / equipment, the contractor will settle all claims and indemnify the Bank against any claims arising out of such accident. Bank will not be responsible in any manner in this regard and no claims against the Bank will be entertained.

24. Other Terms and Conditions:

- a. That the contractor shall engage fully trained and adequately experienced workmen, who are medically fit, with proven integrity. They should be free from all infectious diseases. The contractor shall ensure that workmen observe cleanliness and they are courteous, polite and prompt while rendering their services.
- b. The contractor should acquaint himself with the site conditions, rules and regulations issued by the local authorities, availability of materials, applicable labour laws, etc., and quote the rates accordingly. No extra charges / increase in the rate shall be considered on any account, under any circumstances.
- c. The plant & machinery required viz. Vacuum cleaner, Floor scrubber etc. will be supplied by the contractor at his own cost for cleaning and maintenance of the premises. Cleansing materials will be supplied by the bank.
- d. In case, any permission/license or approval from any Municipal, Local authorities or any other Govt. Authorities is necessary, it will be contractor's responsibility to obtain the same at his own cost.
- e. Removing debris from the site shall be contractor's responsibility. Cost will be borne by the Bank.
- f. The quoted amount shall cover for execution of the work as per the requirement of the Bank.
- g. The contractor will be provided with a store room by the Bank and they have to make their own arrangements for protection of the materials etc. at all times during the currency of the contract and will be responsible for the theft or loss of the material / tools, etc. **No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may be permitted for storage subject to the compliance of all rules/ instructions issued by the competent authorities and as per direction of Bank. The site for storage of aforesaid materials will be selected by the competent authority of the SBIL who will verify the quantity and quality of the materials.**
- h. The contractor will attend all the meetings whenever called for by the Bank and the decisions taken in the meeting will be binding on the contractor.
- i. Electric power / water required for execution of the work will be provided by the Bank. The contractor will have to make his own arrangement for carrying the same to the place of work at his own cost by providing necessary cable, wiring, pipes etc. with proper safeguard /caution boards prominently displayed for the safety of Bank's staff and others. The contractor shall not be allowed to use Bank's electricity for cooking purpose except running grinder, micro wave oven only for Bank's staff / guests.
- j. Bank/SBIL will not be responsible for any loss to the contractor under any circumstances.
- k. In respect of all workmen or employees employed by the contractor for the performance of the works mentioned herein, the contractor shall at his own expense arrange for all the safety provision as per relevant provision of law.

- l. The contractor shall have full control over workmen engaged by him, whether skilled or unskilled, and the contractor shall give necessary guidance and instructions to his employees to carry out the jobs assigned to them by him.
- m. The contractor shall be responsible for the payment of wages and other dues to the workmen employed by him to the Bank A/c (SBI) of the respective workmen and no other means of payment is acceptable. The payment to the contractor will be made by the Bank in compliance of Minimum Wages Act and Equal Remuneration Act. The contractor will be responsible for depositing the monthly statutory deductions like EPF, ESIC contribution paid by the Bank to each employee and the own contribution of the employees to the respective departments/ authorities within due dates and shall submit the challan copy of the same along with contribution history/ ECR to SBIL along with the Bill for the next month and has to produce a certificate confirming deposit of the same in enclosed format.
- n. The contractor should maintain proper wage register as per the Minimum Wages Act and produce before the Bank whenever asked to do so.
- o. The contractor shall ensure that the working hours and other service conditions of employment of the contract labour is in consonance with all applicable laws and rules, including Contract Labour (Regulation and Abolition) Act etc. The contractor should maintain a proper Leave register of all the workmen or employee supplied by him and should update it regularly and keep proper record of leave availed by the employee or workmen supplied by the contractor in compliance with the statutory norms.
- p. The contractor may be advised by the SBIL to replace any workmen with suitable one for improving services.
- q. It will be contractor's responsibility to ensure that each obligation under this contract is duly performed and observed.
- r. The contractor shall be responsible for any loss caused due to theft/pilferage/damage to the Bank's property including the fittings, fixtures, furniture or other equipment, any other asset / consumables / materials etc. entrusted in his charge or any property belonging to the Bank's staff / guest / customers when such a loss / damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his supervisor or any of the contractor's labourers and the contractor shall be liable to pay to the Bank such amount in respect of such damages / losses as may be assessed by the Bank, subject to minimum penalty of 100% Invoice of goods/assets so lost or damaged. Further the contractor shall personally be responsible for good conduct and satisfactory antecedents of the contract workmen/staff employed by contractor.
- s. The Bank will not be responsible for any compensations or otherwise for any injury/death caused to any of the contract labour/workmen of the contractor while executing the work under this tender.
- t. The contractor shall not permit any of his employees to use any area of the premises / building for residential or any other purposes without the approval / consent of SBIL authorities.
- u. All the plant & machineries and equipment required for carrying out the work will be provided by the contractor in sufficient quantity and these shall be of best quality as approved by the Bank. All expenses for the same shall be borne by the contractor only.
- v. The contractor shall be liable to comply with all applicable laws, rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in future.
- w. The contractor shall accept and bear full and exclusive liability for the payments of any or all taxes etc. now in force or hereafter imposed, increased and revised from time to time by the Central or

State Govt. or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons engaged by the contractor.

- x. The contractor shall bind himself / it's executor or administrator or successors and shall indemnify and hold harmless the Bank in respect of this contract, including all claims, damages proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of the contractor in respect of violation of any of the provisions of Laws/Acts/Rules or regulations having the force of law or any award or decision by any competent tribunal, court of authority in respect of the workmen or any one, employed/engaged by the contractor in connection with this contract.
- y. The contractor shall be responsible for all the claims for its workmen and the said workmen of the Contractor shall not make any claims whatsoever against the Bank. The contractor's workmen will not have any right whatsoever to get absorbed in the Bank.
- z. The contractor shall provide weekly off/holidays to his workmen as per labour laws, but it will be his responsibility to ensure that the work is completed within time stipulated in the work order from the Bank, without any delay at all.
- aa. All types of taxes applicable now or made applicable in future for the materials, equipment and services, etc. will have to be borne by the contractor and Bank shall not make any extra payment. The Bank shall make statutory deductions at source as applicable.
- bb. The contractor will take out adequate insurance and keep the items and work insured until the completion of the work, against loss or damage by fire and/or earthquake, flood, etc., at his own cost, and the Bank shall not be liable for any loss caused to the contractor.
- cc. No child labour shall be employed by the contractor to carry out any of the works/services covered by this tender.
- dd. The near relatives of employee or employees of the Bank are prohibited from participation in this tender. The contractor shall have to submit an undertaking to the effect that his/their no near relative or relatives is/are employee(s) of the Bank as per enclosed format.
- ee. The contractor shall be entirely responsible for any mis-happening, accident to his worker while performing duty and shall have no claim/binding on Bank with respect to any compensation/monetary benefits etc., whatsoever.
- ff. The contractor shall make arrangements for identification of his workmen in co-ordination with security staff at the security point while entering the premises before resuming work and while departing after completing each day's work. However, they are liable to be checked at any point of time during their work and anywhere within the premises by the Security personnel. The Security personnel of the Bank are authorized to check the belongings of the workmen while entering and leaving the residential as well as office premises for security reasons. The contractor shall provide uniform and issue identity card to their workmen & Supervisor.
- gg. If the contractor fails or neglects to observe or perform the terms and conditions of the agreement or any of them, the Bank may: -
 - i. Hold the contractor liable for all losses or damages caused to the Bank by such failure or neglect.
 - ii. Hold the contractor liable to pay damages and compensation for loss and inconvenience caused by dislocation of services.
 - iii. In case, it is felt by the Bank that any workman is not suitable for carrying out the work inside the premises, then such workman is to be replaced immediately by the contractor.

- iv. If Bank requires additional contract employees /workmen for housekeeping & maintenance for any of its offices/residential buildings at Kolkata/any part of West Bengal, Sikkim and Andaman & Nicobar then Bank may at its discretion can issue requisition for the work to same contractor or to the other empanelled contractors at the same terms & conditions.
 - v. In addition to all the terms and conditions mentioned above, the terms and conditions of the Technical bid (for pre-qualification) will remain binding on the contractor.
- hh. The security deposit shall be released to the contractor after successful completion of the contract, subject to production of clearance certificate to the Bank from Labour Department, GOI, Govt. of West Bengal as applicable by the contractor.
- ii. The disputes relating to the meaning of the specifications, quality of workmanship or materials used on the work or as to any questions, claim, right, matter or thing whatsoever and any way arising out of or relating to the contract, specifications, instructions, orders or these conditions or otherwise concerning the work or the execution or failure to execute the same, whether arising after the cancellation, termination, completion shall be dealt with as mentioned hereinafter. The contractor/contractor shall forthwith give notice in writing of his claim or dispute to the Bank within 30 days from the date of disallowance thereof or the date of deduction or recovery. The said notice shall give full particulars of claim, grounds on which it is based and detailed calculations of the amount claimed and the contractor shall not be entitled to raise any claim nor shall the Bank be in any way liable in respect of any claim by the contractor unless notice of such claim shall have been given by the contractor to the Bank in the manner and within the time as aforesaid. The contractor shall be deemed to have waived and extinguished all his rights in respect of any claim not notified to the Bank in writing in the manner and within the time aforesaid.
- jj. The workers / employees engaged by the contractor will not be permitted to hold any agitation in any of such forms like lunch-hour demonstration / stoppage of work / strike / dharna or of any other form inside the premises of SBIL. If any such things happen, the contractor will immediately withdraw those workers found guilty of indulging in such activities from SBIL premises against suitable replacement. In the event of failure of the contractor to do so, SBIL will have the right to engage other workers directly or through any other contractor for taking care of the emergency situation and the charges for the same are to be deducted from the unpaid / subsequent bills payable to the contractor / security deposit held by SBIL. If no bills are pending or the outstanding bill amount is found to be insufficient, the contractor will reimburse the amount paid by SBIL within 7 days from the date of payment by SBIL.

25. Statutory and other Regulations:

- a. The Contactor shall comply with all the statutory obligations of the Government of India / State Governments / Municipal Authorities and local authorities applicable and the SBI shall not be liable for any action under the statutes applicable due to non-fulfilment of statutory obligations by the Contract. The contractor shall fully comply with all the applicable laws, rules and regulations relating to Contract Labour (Regulation and Abolition) Act 1970 and Contract Labour (R&A) Central Rules 1971, Provident Funds Act including the payment of P.F. contribution, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI Act, Migrant Labour Act and / or such other Act or laws or regulations passed by the Central, State, Municipal and Local Government agency or authority including TDS as per I.T. Act, applicable from time to time. Noncompliance of any of the statutory norms will be viewed very seriously. The Performance Guarantee to the Bank by the contractor will be forfeited and further payment of the monthly bill to the contractor will be stopped and the contract agreement will

be treated as cancelled and the Bank will engage the service of the other service provider at its discretion.

- b. The contractor shall be responsible to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and the / contractor must comply with and carry out all the provisions and obligations under the said Act and Rules there under, including renewal of license and furnish all information to the Bank as may be required by Act/Rules and the contractor shall indemnify the Bank against the penalties/claims or for any default on his part.
- c. The contractor shall be responsible for proper maintenance of all Registers, Records and counts so far as these relate to the compliance of any statutory provision/obligations. The contractor shall be responsible for maintaining record pertaining to payment of wages Act and also for depositing the P.F. contributions, ESIC with authorities concerned.
- d. The contractor shall make regular and full payment of labour charges, salaries and other payments as per labour laws especially under Minimum Wages Act and Payment of Wages Act to his workmen deputed for the work to the S.B.A/c maintained with SBI of the workmen and no other mode of payment is acceptable and furnish necessary information as and when asked.
- e. In case of labour unrest/disputes arising out of non-implementation of any law, the responsibility shall solely lie with the Contractor and he shall resolve the same satisfactorily at his cost and risk. The Contractor will abide by rules, regulations, bylaws and statutes etc. for executing for his job.
- f. The contractor shall at all times indemnify and keep indemnified the Bank and its Officers, servants and agents from and against all third-party claims, whatsoever including not limited to property loss and damage, personal accident, injury or death of person of the contractor. The contractor shall be at his own cost and initiative at all times maintain all liabilities under workman's Compensation Act/Fatal Accident Act, Personal Injuries, Insurance Act and/or their industrial legislation from time to time in force. The indemnity shall survive even after termination of contact.
- g. All employees posted at SBIL should be fully vaccinated against COVID 19 virus and they should comply with all COVID related protocol and other health & hygiene related guidelines issued by the Government / Bank from time to time.
- h. All personnel/workmen/staff provided by the contractor will be on the payrolls if the contractor and there will be no employer-employee relationship between Bank and the personnel/workmen/staff engaged by contractor.

26. AGREEMENT ON STAMP PAPER:

The selected contractor will have to enter into agreement on non-judicial stamp paper of requisite value, within 10 days from the date of the award of the contract to him, and all the costs with respect to the same shall be borne by the contractor.

27. SPECIAL CONDITIONS OF CONTRACT:

1. Please note that no deviation from the terms and conditions specified in this document will be acceptable. Any deviations found elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserves the right to reject the bid, if a bid determined as not substantially responsive.
2. **Clarifications of Bids:** To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
3. **Inspections and Quality Control Test:**

The Bank will carry out inspection by a team of Bank officials engaged by the Bank of any of the locations referred to in the Technical specifications for the maintenance contract and the same shall be coordinated / facilitated by the bidder or his representative.

Format for Performance Guarantee

BANK GURRANTEE

To,
Director,
State Bank Institute of Leadership,
Ashoka Bhawan (Admin Block),
Plot No. II F/2, Street No. 329,
Newtown Action Area III, Rajarhat,
Kolkata 700 160
(Hereinafter referred to as "State Bank Institute of Leadership, Kolkata/you")

Whereas consequent to your Request For 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 any scheduled commercial Bank, other than SBI and its Associate Bank 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 State Bank Institute of Leadership, Kolkata within 24 hours of receipt of written claim / demand.

We the Guarantor, further confirm that a mere letter from the State Bank Institute of Leadership, Kolkata, 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:

Break up of maximum requirement of manpower along with essential qualifications / experience / skill as required. The below mentioned position is purely tentative. Engagement of manpower will be as per actual requirement as decided by SBIL from time to time. (ANNEXURE: P)

Position	Category as per Minimum Wages Act	No. of employees required	Essential Qualifications & experience required	Additional skill required
Facility Manager	Highly Skilled	1	Degree / Diploma in Hotel Management from any AICTE affiliated Institute / UGC accredited University & minimum 10 years' experience in similar capacity in some reputed / established organisation	Should be fluent in English, Hindi & Local Language
Hostel Receptionist	Highly Skilled	8	Degree / Diploma in Hotel Management from any AICTE affiliated Institute / UGC accredited University & 3 years' experience in similar capacity in some reputed / established organisation OR Graduation from any UGC recognised university & minimum 6 years' experience in similar capacity in some reputed / established organisation	Should be fluent in English, Hindi & Local Language
Cleaning Supervisor	Skilled	5	Minimum 5 years' experience in similar capacity in some reputed / established organisation	
Gym Instructor	Skilled	1	Must be associated with any recognised body in the relevant field (like Indian Body Building and Fitness Federation, West Bengal State Bodybuilding Association or similar organisations). Must have represented the Country in at least one amateur championship in Bodybuilding category.	
Store Keeper	Skilled	1	Minimum 5 years' experience in similar capacity in some reputed / established organisation	
Room Boy	Unskilled	16		
Housekeeping	Unskilled	27		
Office Boys	Unskilled	9		
Facility Manager (Technical)	Highly Skilled	1	Diploma holder in Electrical Engineering from any AICTE Affiliated Institution & working experience of minimum 5 years.	
HT Supervisor	Highly Skilled	4	Licence on any two of 6A, 6B, 7A, 7B, 8A, 8B under Electrical Supervisor's Certificate of Competency issued by West Bengal Licencing Board (Electrical), Govt. of West Bengal or by similar bodies of other state Governments & working experience of minimum 3 years in similar capacity.	
Electrician	Highly Skilled	7	Licence in i(b) & ii issued by West Bengal Licencing Board (Electrical), Govt. of West Bengal or by similar bodies of other state Governments & working experience of minimum 3 years in similar capacity.	
Plumber	Skilled	4	Qualified in vocational course like ITI & 1 year's working experience or 8th Std. passed & working experience of minimum 3 years	
Plumber - Helper	Unskilled	1		
Lift Operator	Skilled	6	Valid holder of Licence issued by the Directorate of Electricity, Lift Section, Govt. of West Bengal or by similar bodies of other state Governments & working experience of minimum 3 years in similar capacity	
WTP STP Operator	Skilled	4	Working experience of minimum 4 years	
WTP STP Helper	Unskilled	1		
Carpenter	Skilled	2	Working experience of minimum 4 years in similar capacity	
Mason	Skilled	2	Working experience of minimum 4 years in similar capacity	
	Total	100		

ANNEXURE: T (Pay Structure)

Position	Facility Manager	Hostel Receptionist	Cleaning Supervisor	Gym Instructor	Store Keeper	Room Boy	Housekeeping Staff	Office Boys
Category as per Minimum Wages Act	Highly Skilled	Highly Skilled	Skilled	Skilled	Skilled	Unskilled	Unskilled	Unskilled
Min Wages / day	864	864	795	795	795	654	654	654
Basic (Min Wages X 26)	22464	22464	20670	20670	20670	17004	17004	17004
HRA	5% of Basic							
Other Allowance	15000	5500						
Uniform Allowance	200	200	200	200	200	200	200	200

Position	Facility Manager (Technical)	HT Supervisor	Electrician	Plumber	Plumber - Helper	Lift Operator	WTP STP Operator	WTP STP Helper
Category as per Minimum Wages Act	Highly Skilled	Highly Skilled	Highly Skilled	Skilled	Unskilled	Skilled	Skilled	Unskilled
Min Wages / day	864	864	864	795	654	795	795	654
Basic (Min Wages X 26)	22464	22464	22464	20670	17004	20670	20670	17004
HRA	5% of Basic Pay							
Other Allowance	15000	5500						
Uniform Allowance	200	200	200	200	200	200	200	200

Position	Carpenter	Mason
Category as per Minimum Wages Act	Skilled	Skilled
Min Wages / day	795	795
Basic (Min Wages X 26)	20670	20670
HRA	5% of Basic Pay	
Other Allowance		
Uniform Allowance	200	200

In addition to the above employees of the contractor who will be engaged at SBIL will be eligible for the following as per the provisions of the concerned Act / Law

Sl No.	Particulars
1	PF
2	ESI
3	Bonus
4	Leave Wages or Leave
5	Medical Insurance for those positions which are not eligible for ESI. Total sum assured per employee will be Rs. 2.00 lac. However, maximum premium reimbursable by the Bank will be restricted to Rs. 5000.00 /employee / annum. In the event of resignation / termination / substitution of any employee in such positions premium for medical insurance of the new employee <u>will not be reimbursed by the Bank.</u>
6	Accidental Insurance Coverage of Rs. 5 lac per employee is to be arranged by the Contractor. Premium (Maximum Rs. 25 per employee per month) amount will be reimbursed by the Bank.

Particulars of machineries / equipment to be provided by the Contractor

Sl. No.	Particulars of machine / equipment	No. required
1	Single Disk Machine (Trooper SD+) Diversey Make, with Scrubbing Brush (6) / Pad Holder (6) / Sampooing Brush (3) / marble cutting pad holder (1)	6
2	Dry & Wet Taski Vacumet (22 lt.) Diversey Make	5
3	High Pressure Water Jet - Diversey Make	2
4	Taski Foam Generator - Diversey Make	1
5	Aero Backpack - Diversey Make	2

ANNEXURE-B

CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the State Bank of India, Local Head Office, Kolkata for FOR FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL & PLUMBING MAINTENANCE & OPERATIONS/ MAINTENANCE AT STATE BANK INSTITUTE OF LEADERSHIP PLOT NO. III F/2, ACTION AREA II, NEW TOWN, RAJARHAT, KOLKATA – 700 160

for the Month.....

Year

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

Signature with seal of the Contractor

ANNEXURE-C

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) etc.

Place :

Signature with seal of the Contractor

Name in Capital Letters:

Date:

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 :

Signature with seal of the Contractor

Name in block letters:

Date:

Address