

NOTICE INVITING OFFER

State Bank of India, LHO Lucknow invite E-Offers from **Empanelled agencies in this category at Lucknow Circle (Category A & B both)** carrying out similar works for **Providing Caretaking and Catering Services at SBI Guest House in Lucknow circle at various places.**

2. The other details of the Offer are as under:

1.	Name of Work	Offer for Providing Catering And Caretaking Services for SBI Guest Houses at Varanasi (Sigra and Kutchery Road), Gorakhpur (Rapti Nagar Colony), Kanpur (Cantt & Civil lines), Bareilly (Rampur Garden), Moradabad (Ram Ganga Vihar), Prayagraj.
2.	Distribution of work	The work of different guest houses will be distributed amongst participating agencies/contractors at the rates approved by the BANK. Place of allotment of work will be in sole discretion of Bank.
3.	Earnest Money Deposit (EMD)	Rs. 50,000 /- (Rupees Fifty Thousand Only) in the form of Demand Draft issued by any Nationalised/Scheduled Bank drawn in favour of “State Bank of India” payable at Lucknow which shall be converted into Security Deposit for successful contractor, whose Offer is accepted.
4.	Security Deposit (ISD)	The successful Contractor whose Offer is accepted by the Bank shall be bound to deposit a sum equivalent to 5% of accepted “Annual Contract Value” including EMD as Security Deposit (SD) in the form of Banker’s Cheque/demand draft issued by any Nationalised/Scheduled Bank favouring “State Bank of India” payable at Lucknow. The contractor may choose to deposit the said Security Deposit (SD) in the form of Bank Guarantee (BG) of equivalent amount issued by any Nationalized / Scheduled Bank as per the SBI/Bank’s approved format.
5.	Date for Downloading of Offer Document (Technical and Price Bid)	29.03.2022 to 07.04.2022 from Bank’s Website: https://sbi.co.in/web/sbi-in-the-news/procurement-news
6.	Last date and time for receipt of written queries for clarification from bidders in Pre-bid meeting.	07.04.2022
7.	Pre-Bid Meeting	07.04.2022 at 11.00 AM
8.	Last date & time for submission of Technical bid along with EMD, Cost of Offer document cum processing Fee and other documents as specified in	Up to 03:00 PM on 07.04.2022 Note: 1. It is sole responsibility of the bidder to ensure submission of their bid by stipulated date and time at specified address. The State Bank of India shall not entertain bids received late due to any delay on account of delivery by the courier agency/speed post or any other mode for the

	the Offer	reasons whatsoever. 2. Offers received without EMD and / or Offer Processing Fee shall be summarily rejected.
9	Address for submission and opening of Technical bid.	Asst. General Manager (P&E) State Bank of India, Premises & Estate Dept., LHO, Lucknow Phone no. 0522-2295368, 2295361,7408403576
10	Date and Time of Opening of Technical Bid	07.04.2022 at SBI LHO Lucknow
11	Date and Time of submission of Online Price-Bid	03.00 pm on 07.04.2022 Price Bid will be uploaded on Service Provider's portal https://eOffer.sbi/SBI/
12	Date and Time of Opening of Online Price Bid	03.30 pm on 07.04.2022 Website: https://etender.sbi/SBI/
13	Validity for Offer	3 (three) months from the date of opening of price bid
14	Date of Commencement of Work	1 st Day of Succeeding month of the Work Order
15	Penalty/Liquidated damages	As per relevant clause in the Offer document
16	Periodicity of Payment	Monthly by SBI
17	Period of Honoring Payment Certificate	15 days from the date of receipt of bill (excluding Sunday and Public Holidays).
18	Insurance	As per insurance clause of the Offer document

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

LOCATION OF GUEST HOUSES

S.NO.	NAME AND LOCATION OF GUEST HOUSE/ CHUMMAGE WITH FULL ADDRESS	NO. OF FLATS	TYPE OF FLATS	NO. OF ROOMS
1	Guest House at Sector G Jankipuram Lucknow	One Villa	NA	8
2	Varanasi Guest House, Shakti Shikha Apartment near Bharat Seva Ashram	6	2 BHK	12
3	Varanasi Guest House, Main Branch Campus Near Kutchery Block A Varanasi	3	2 BHK	6
4	Gorakhpur Guest House, SBI Officer Colony Rapti Nagar Near Shahpur Police Station	One Villa & 4 Flats	2 BHK	12

5	Kanpur Guest House, 15/96 Civil Lines near Mahila Police Station	2	2 BHK	5
6	Kanpur Guest House, Cantt Kanpur	NA	NA	2
7	Bareilly Guest House, 35/R/3 Rampur Garden behind – Income Taz Office	One Villa	NA	5
8	Allahabad Guest House	One Villa	NA	6
9	Moradabad Guest House, Galaxy Apartment Ram Ganga Vihar Moardabad	1	3 BHK	3

Housekeeping & Maintenance of Guest Houses and Providing of Catering Services.

SCOPE OF WORK

(A) HOUSEKEEPING

Following shall be the duties of the contractor for the housekeeping of guest houses:

- a) Attending the guests and pick up/drop luggage during Check in/Check out of guest.
- b) Giving wakeup calls to the Guest as and when required by him/her;
- c) Up keeping the floors, change of air freshener, odonil cubes, toilet soaps, tissue papers in toilets (including the common toilets) etc. and to keep them in a neat and tidy condition at all times during the period of contract.
- d) Undertaking special and spring cleaning as and when required but not less than once in months or on the eve of special occasions;
- e) Removing cobwebs, cleaning of interior and exterior walls, cleaning of doors and windows, but not less than once a week for interior items. No dirty spots must be visible on floor/ wall of washrooms.
- f) Cleaning, scrubbing, sweeping, mopping and dusting in all rooms, all interior portions including toilets, bathrooms using standard chemicals/detergents/sanitary items/ disinfection etc.
- g) Up keeping all the furniture and equipment of the guesthouses;
- h) Proper cleaning & maintenance of all linen items of the guest houses;
- i) Changing of Bed Sheets, Bed Covers, Pillow Covers and Blanket Covers once in two days during the occupation of guest room by the guest;
- j) Changing of Bath Towel and Hand Towel daily during the occupation of guest room by the guest. An alternative set of Bath/Hand towel must be kept in ready position in paper cover and delivered to the occupant guest every day.
- k) A Contract personal in Reception has to ensure that fresh linen, towel, shampoo and soap, Fresh Drinking water in Mug/water bottles etc. has been provided in the room, when new occupant occupies the guest room.

- l) The material before utilization in the Guesthouse should be got verified by the In-charge Guesthouse.
- m) Any complain/ requirement raised by guest must immediately be attended/resolved with shortest possible time. Contractor must bring in notice to Guest House- in Charge in case of any difficulty in resolving the issue.

(B) MAINTENANCE OF GUEST HOUSES

Following shall be responsibilities of the contractor for proper maintenance of guest houses:

1. The Contractor shall ensure that the rooms are disinfected, cleaned and freshened usually in the absence of the participants/guests, under the supervision of the housekeeping supervisor. The workmen attending to the job should, therefore, have the highest standard of honesty and integrity. Any baggage, item left by guest must immediately be brought in notice to In-Charge Guest House.
2. The Contractor shall ensure that the housekeeping workmen shall help the participants/ guests in taking baggage to the rooms and removing it from their rooms while checking out.
3. When an occupant of the room desires to check out, the contractor or his supervisor will have to do a discrete room inventory to ensure that no items are missing and in case any item is missing, he has to report to the Incharge Guest House/ authorized representative, immediately.
4. The contractor shall inspect, as a part of the housekeeping and maintenance work, the water supply points, plumbing installations, toilets, electrical light and fan points, tower bolts, locks and keys of the wooden cupboard of the room as also room air conditioners, battery to the wall clock and in the remote control of the TV sets in the Guest House etc., and bring to the notice of the Caretaker /In-charge Guest House/authorized representative in the event of any defects/damages so that the same could be attended to immediately.
5. The contractor or his supervisor shall ensure that the keys are collected back when an occupant leaves the room and also to check all the electrical switches are put off like Air Conditioners, Geysers, etc.
6. The contractor shall ensure that pest control in all rooms, dining hall, stores, and kitchens (once in a week) of Guest houses is done once in 15 days.
7. The contractor shall ensure that toilet papers, soap, Odonil packets, Naphthalene balls available in every room at all times.
8. The contractor shall provide mosquito repellent machines with one piece of mosquito mat or liquid All-out/Good knight in all the rooms of guesthouse.
9. The contractor shall use room fresheners in all occupied rooms of Guest House Television lounge & recreation room as per requirements.
10. The contractor shall arrange for a laundry service at the rates fixed by the SBI for the guests/visitors, if required.
11. The contractor shall replace brown papers in the cupboards, drawers of the writing table and the bedside table periodically.
12. The contractor shall ensure that the rooms should be in good ventilation by keeping the doors and windows of the rooms open every day for 30-60 minutes (whether the room is occupied or not) to prevent

accumulation of bad odor and suffocation.

13. The contractor shall have to use the detergents/cleaning powder/ chemicals/sanitary items/ bath soap/toilet paper etc, as per the instructions given to him from time to time. 14. The workers engaged by the contractor should be professionally/ technically qualified. The contractor shall furnish a list of the workers giving details such as name, father's name, present address, qualifications etc., to the Institute, soon after they are engaged. If need arises; police verification of engaged personal shall be provided by agency.

15. Contractor has to ensure that visitor/guests get attention/complain attended with shortest possible time during his stay in guest house. **Temporary stay of worker/supervisor in Guest house (Not in Guest rooms) may be provided by SBI to ensure their round the clock availability (24X7)** . 16. The contractor shall ensure that workers recruited by him are well qualified and experienced and if need be, the contractor shall arrange for a refresher training to them as per requirement.

17. The supervisor deployed at guest house must have Diploma in Hotel Management/ FSSAI Certified advance course in catering/Food & Nutrition or Diploma/Degree in Catering Management from any University/Institute or its equivalent and must have suitable experience of work in registered Hotel /event management in Industry.

18. The Director/Controller of Administration/In-charge of Guest House reserves the right to ask the contractor to remove and replace the workers for their failure to offer quality of services and the contractor shall be bound to replace the staff concerned with in a week from the date of such communication.

19. The contractor shall not allot any room of the guesthouse without the prior approval of the competent authority. In case, contractor or any of his worker(s) is/are found to be occupying any room in the Guest House, the contractor shall be liable to pay a penalty of Rs.1500/- per day per room and the bill would be proportionately restricted.

20. The contract workers services must maintain proper hygiene cleaned/ bath and wear proper uniform while on duty. The contractor shall supply the uniform with colour specifications and pattern approved by the SBI to the workers at his cost. It should be noted by the Contractor that in case any of the workers employed by the Vendor are found to be on duty without the uniform, a penalty of Rs.400/- per worker will be imposed. Personal involved in Catering service/ dine area must be properly trained and must wearing proper uniform as per standard guidelines.

21. The contractor shall not throw used soap water/chemicals in the nearby green areas as it is harmful for growth of trees/bushes etc. Any creepers, resided water, mud on the roof, outer wall must be removed by contract personals.

22. Maintain the lawn grass, bushy trees, bonsai plants, decorative flowers pots etc. in Guest House is responsibility of contractor. The leafs, grass /heap of material must not be collected inside/ outer periphery of guest house and it must be immediately be removed from site.

23. The contractor or his workers shall be present at the site during any type of repair/maintenance job carried out in the guesthouse rooms.

24. The Contractor shall ensure safety of the belongings of the inmates in the Guest Houses. However, in case of any untoward incidents, like theft or loss of any belongings / cash that takes place from the guest's room

due to negligence on the part of the workers employed by the Contractor, the Contractor would be liable for compensation of loss.

25. The contractor should provide medically fit contractual workers and should follow the instructions for the prevention of Covid-19. All staff should be double vaccinated.

26. The contractor shall instruct all contractual worker to wear clean MASK and Hand Gloves on the duty and use of sanitizers during duty.

27. The contractual worker should down load "Arogya Setu App in their personnel Mobile.

JOB SCHEDULE OF HOUSEKEEPING AND MAINTENANCE:

(A) DAILY

(i) Proper and efficient cleaning of all the rooms and office of the guest house, all the floor, stair chase, toilets, corridors, lounges, dining halls and other paths, open space of the guest houses with brush and swabbing them with water and detergents and antiseptics like vim/liquid soap and sprinkling of phonically, surface, snares etc. as required.

(ii) Proper sweeping with brush, swabbing of the space at least twice a day i.e. before 9:00 a.m. and 2:30 p.m. and whenever required.

(iii) Providing soap cakes, air purifiers, toilet paper rolls, liquid soap, odonil, pests killer material in each room and toilets etc. and proper and effective cleaning of furniture, washing of sanitary fittings of guest houses, etc.

(iv) Dusting of all items furniture (wooden, steel) and upholstered, fixtures, partitions/walls, doors, windows, glass panes, flower vases art objects, pictures and machines in the guest houses.

(v) Blockage in toilets, sewer, wastewater lines, water pipes same shall be attended, as directed.

(vi) Cleaning and polishing of dust bins, refused bins, garbage bins etc.

(vii) Spraying of rooms with refreshers of approved quality and perfumes in room, dining halls lounges and other places, as directed.

(B) BI-WEEKLY:

(i) Proper and effective cleaning and dusting of all furniture of the guesthouse.

(ii) Proper and effective washing, swabbing, of floors, and fixtures and then repositioning the same as originally placed.

(iii) Proper and effective cleaning and positioning of window panes/vent blinds and pelmets.

(iv) Proper and effective bi-weekly cleaning of ceiling and dusting/cleaning of cobwebs and electrical fittings etc.

(C) QUARTERLY:

(i) Proper and effective greasing/cleaning of doors knobs, hinges, locks etc.

TERMS AND CONDITIONS FOR PROVIDING CATERING SERVICES AT GUEST HOUSES

1. The contractor shall be provided Kitchen, Dining Hall and Service Space free of cost for providing catering services. The contractor shall vacate the premises immediately on completion of contract period or termination of the contract.
2. Water, electricity, furniture, water purifier shall be provided by the SBI. Cooking gas, fuel etc. required for preparation of tea, coffee, snacks, foods etc. shall be borne by the contractor. The space for kitchen activities i.e. cooking, washing, storage etc. may be inspected by prospective bidders before quoting the rates.
3. The contractor shall not sublet/assign or otherwise part with or transfers the possession of use of premise or part thereof for any other purpose including residence/stay of workers/employees.
4. The contractor shall maintain proper hygiene cleanliness and shall keep the premises neat and clean. A very high standard of hygiene must be maintained in all respect. Quick day to day disposal of waste material and refuse shall be maintained. Failure to maintain a high standard of hygiene will make the contractor liable to pay fine which may extend to Rs.1,000/- per day for re-occurrence.
5. Cooking of edibles items shall be done under very good hygienic conditions by trained cooks and the service shall be made by trained bearers/waiters presentably attired. The kitchen shall always be kept clean.
6. The contractor shall purchase (IF REQUIRED) the crockery, kitchen utensils, induction heater, compatible cooking & serving items etc. at his own cost. The cutlery and crockery as also cooking utensils will be kept clean by cleaning with standard washing powder.
7. High quality, standard and approved brand of items should be used for cooking.
8. At the dining tables, salt and pepper shall be provided.
9. Non-vegetarian and vegetarian food is to be cooked separately. Non-vegetarian items should be kept sufficiently away from the vegetarian items and properly labelled to make them distinct.
10. The contractor shall not exhibit in the said premises any printed or written notice or advertisement of any kind whatsoever except an approved rate list of eatables.
11. The contractor shall not provide room services except bed tea. Breakfast, lunch dinner should be served in the dining hall.
12. The contractor shall not be paid for providing catering services in the guest houses by SBI. The contractor shall provide catering services to the guests and charged approved rate of snacks & food item(s) etc. from the guests directly as ordered by the guest.
13. The contractor shall engage required number of workers for providing satisfactory catering services. No payment on account of wages etc. in respect of the workers engaged by the contractor shall be paid by SBI.
14. **The work of different guest houses will be distributed amongst participating agencies/contractors at the rates approved by the BANK. Place of allotment of work will be in sole discretion of Bank.**

CATERING SERVICES (For Guest House/ VIP Guest House):

The menu for breakfast, lunch and dinner for various categories are detailed as under for providing the raw material only.

S. No.	Description of items
1	<p>BREAKFAST & EVENING SNACK:</p> <p>1. Bread with butter and Jam (02 slices)</p> <p>2. Any one item of the following:</p> <p>5 Puri with Bhaji OR</p> <p>Veg. Cutlets OR</p> <p>Veg. Patties OR</p> <p>4 Idli / Sada dosa / Masala dosa / Sada Uthappam / Masala Uthappam /</p> <p>Medu Wada with sambar and chutney</p> <p>Potato Vada / Dahi Vada OR</p> <p>Sabu dana Vada / Sabu dana Khichdi OR</p> <p>Poha / Sheera OR</p> <p>Plain Upma / Veg. Upma OR</p> <p>Chole Bhature OR</p> <p>3 Parathas / Veg. Plain OR</p> <p>Grilled Sandwich / Bread toast 4 slices with omelette (02 eggs)</p> <p>3. Fruits (seasonal)</p>

	4. Tea & Coffee 'or' Fruit Juice (200 ml) 'or' Curd 'or' Buttermilk.
2	<p>LUNCH / DINNER</p> <p>a. VEGETARIAN:</p> <ol style="list-style-type: none"> 1. Paratha / Chapatis / Puri (unlimited) 2. Plain Rice (unlimited) 3. One Seasonal vegetable with gravy / Paneer preparation / dishes 4. One Dry fried vegetable 5. One Dal (different on all days) (only Arhar / moong / dal makhani / rajma) / rasam / sambar 6. One-piece achar 7. Dahi (minimum 100 gm) 8. Green salad (adequate) 9. Papad (Bikaji / Bikaner) 10. Fruits / Dessert / Sweet (seasonal fruits, ice cream, fruit custard, rasgulla) <p>b. NON-VEGETARIAN: The non-vegetarian items will bear the following additional cost in addition to the cost of Vegetarian lunch / dinner.</p> <ol style="list-style-type: none"> 1. The Omelette (2 egg) 2. Chicken/Mutton/Fish preparation (2 pieces)

IMPORTANT: 1. All Cooking media / ingredients i.e. cooking oil, spices, flour used for the preparation of the food should be branded / AGMARK certified only as per samples / brands approved by SBI/SBIIMS.

2. The contractor should maintain sufficient stocks of cooking materials, fresh vegetables and fruits for usage at the guest house at their cost.

3. The contractor shall be permitted to recover the food charges from the occupants of the guest house as per details given hereinafter.

Food charges:

The food charges to be recovered from the Guests while on official duty or on personal visits and charges reimbursed by the Bank to the contractor are as under:

(Amount in Rupees)

S.No.	SBI Standard Menu	Total amount	During official visits		During personal visits	
			From Bank	From Guests	From Bank	From Guests
1	Packaged food (Combo pack) Breakfast +Lunch+ Dinner) (Veg/ Non-veg)	180	150	30	0	180
2	Lunch or Dinner (Veg)	70	60	10	0	70
3	Extra charge for Nonveg dish in Lunch or Dinner	30	30	0	0	30
4	Breakfast	35	0	35	0	35
5	Item-wise food items	Rates as per Menu				Rates as per Menu

Note: For Chummages entire food charges should be borne by the occupant.

Item-wise rates for additional Menu are as under:

S No.	Item	Rates (Rs)
1	Tea (Including Green Tea)	8.00

2	Coffee	12.00
3	1 Glass Milk	15.00
4	Breakfast (As per standard Menu)	35.00
5	Lunch/Dinner (Veg only)	70.00
6	Non-Veg plate	30.00
7	Egg-curry	30.00
8	Masala Dosa with Sambhar	30.00
9	Stuffed Paratha (2 Nos) with Curd	30.00
10	Idli Chutney/ Sambhar (4 Nos)	30.00
11	Medu Wada (3 Nos) with Sambhar	30.00
12	Bread Butter (4 Slice)	10.00
13	Bread Butter Jam (4 Slice)	10.00
14	Bread omelets (2 Pcs of Bread with 2 Eggs Omlet)	30.00
15	Omelets (2 Eggs)	25.00
16	Boiled Eggs (2 Nos)	15.00
17	Scrambled eggs (2 Nos)	25.00
18	Fried eggs (2 Nos)	25.00
19	Puri Bhaji (6 puris with Bhaji)	35.00
20	Upma/ Poha	30.00
21	Corn flakes with Milk (As per standard)	35.00

The bidders are advised to ensure compliance of the following while quoting the rates:

- The rate of the food items mentioned above are fixed for initial contract period of one year and the same shall be decided mutually between the Bank and contractor during subsequent renewal, if any, based on the rates approved by the Bank in other offices.
- The contractor shall collect the lodging charges and issue the receipts to the guests and deposit the money in Estate Department on weekly basis. The contractor should invariably issue separate receipts to the guest for food charges and lodging. Bank shall have the right to check the receipt registers at any point of time.
- The bidder will arrange paper napkins, salt, pepper, pickle, chilies, saunf, sugar, etc. during lunch / dinner on daily basis.
- All grocery items required for the guest house shall be of standard approved brands as well as quality and the same shall be procured by the bidder at their cost.
- Note: Rate of cold Drink/soda/mineral water/biscuit packet/wafers and other packed branded items etc., shall be fixed on the basis of market rate or MRP plus 5% overhead charges. These rates will be paid to contractor by guests or organizers of meeting/seminar.

SBI OBLIGATIONS:

- SBI will provide Bed, Bed Sheets, Bed Covers, Pillow, Pillow Covers, Blanket, Blanket Covers, bath towels, buckets, mugs etc. to the Contractor. The Contractor shall be responsible for their safety & security at all the items including furniture, fixtures, equipment, locks etc. provided in the room. The Contactor shall have to

hand over all the items provided to him by SBI, as indicated elsewhere, to the In-charge, Guest House at the time of termination /completion of the contract.

2. All electrical, plumbing, whitewashing, carpentry, gardening and maintenance of front lawn of the guest houses will be undertaken by the SBI itself.

GENERAL TERMS AND CONDITIONS OF THE OFFER

The contractor should take into consideration the following while online submission of the financial bid for the work of providing Housekeeping & Maintenance and Catering Services.

1. The rate quoted by the Offerer shall remain firm and shall cover and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisors, electrician, plumber, other technical & supervisory staff and workmen, tools & equipment deployed, maintenance of the machineries, contractors profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government Minimum Wages Act but excluding Goods & Service Tax (GST).

2. The Earnest Money of successful contractor will be forfeited if he does not fulfil any of the following conditions:

a) Furnishing of security deposit/performance Guarantee @10% of Offered value by means of FDR/Bank Guarantee issued by any nationalized bank in favour of SBI, Lucknow within 10 days of the receipt of the letter awarding the contract;

b) Execution of agreement within 10 days on receipt of work award letter.

c) Commencement of the contract within 05 days from the date of signing of the agreement or as directed by SBI;

d) Failure to comply with all the terms and conditions of the agreement;

3. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Offer through DD/FDR/Bankers cheques/ online payment from Scheduled Commercial bank in name of SBI, Lucknow. The Bid Security will remain valid for a period of 03 months period. Offers found without Earnest Money shall be rejected. The Earnest Money of the unsuccessful contractor shall be refunded.

4. The successful contractor will be required to performance security@ 5% and Security deposit @5% (Total 10% of estimated cost) of the Offered cost which will not carry any interest.

5. The successful contractor's EMD shall be forfeit on account of (a) premature withdrawal from the quote;

(b) Non-payments of security deposit. The decision of the SBI shall be final in this regard.

6. Corrections, if any, in the quote must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between the amount quoted in words and figures, amount quoted in words shall prevail.

7. The duration of the contract shall be initially for a period of one year with effect from the date of award of the contract which shall be extended for further period of one year on mutual consent. The rates quoted will be valid initially for a period of one year.

8. The SBI shall reserves the right to accept the Offers or reject any or all the Offers received without assigning any reasons whatsoever.
9. The Contractor shall have to provide the services for a minimum period of one year. However, if the services provided by the Contractor are found to be unsatisfactory, the contract is liable to be terminated with one month notice and security deposit or a portion of it as decided by the SBI shall be forfeited and his decision shall be final and binding on the contractor.
10. The Contractor shall not transfer his rights under the contract to any other person in any circumstances.
11. The contractor or his workers shall not use the premises of guest houses for any purpose other than the purpose for which the contract is awarded.
12. The Contractor shall devote his attention for proper catering, housekeeping & maintenance of the guest houses and shall discharge his obligations under the contract most diligently and honestly.
13. The Contractor shall at all times during the existence of contract abide by all directions and instructions which may be given by the institute concerning with catering, housekeeping and maintenance.
14. The Contractor shall be responsible for allotting duties and timings to the workers engaged by him for housekeeping and maintenance of Guesthouses.
15. The Contractor shall abide by the State/Central Labour Laws, rules & regulations and all other statutory Acts and regulations and rules relevant to this contract including minimum wages, EPF and ESI Act.
16. The Contractor shall indemnify the SBI against any risks and damages arising out of the default on the part of the contractor due to his negligence or that of his employee or non-compliance of any of the aforesaid Acts, Rules & regulations etc. as laid down by the government and other statutory authorities from time to time.
17. The contractor should obtain the requisite license for running the establishment. The Institute shall not be responsible in any way for any breach of the rules and regulations governing the running of such establishment.
18. The contractor shall take all precautionary measures to ensure safety and security of the workers employed by him and SBI will not be responsible in case of any eventuality.
19. In case of any disputes between contractor and workers, it is the responsibility of the contractor to settle them amicably and the Institute will not be made a party to it and will not be responsible for any lapses, etc., on the part of the contractor vis-à-vis his workers. If under any circumstances a court awards decree against the Institute in cases relating to the workers engaged by the contractor for catering, housekeeping and maintenance, the contractor shall himself make all necessary action in fulfilment of the decree and the Institute as such shall not be liable to take any action. The workers engaged by the contractor will not have any type of claim against SBI and the contractor shall be liable and responsible for compliance of all Labour laws.
20. The contractor shall engage the workers after medical examination and in accordance with Labour laws. The workers shall be subjected to medical check- ups at the discretion of the Institute. The contractor will withdraw any person who is not found medically fit for the job and provide an appropriate substitute.
21. A list of workers engaged by the contractor shall submit a list of the workers engaged by him for catering,

housekeeping and maintenance of the guest houses giving their names, addresses etc. The contractor shall issue identity card to the worker showing name, address and photograph for proper identification. Any changes from time to time should be informed to the Institute, immediately.

22. The contractor shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Department.

23. The contractor will be liable for penalty of Rs.1,000/- per default for the deficiency in quality of services, e.g., leaving the rooms and the guest house premises unattended and unclean, failing to maintain hygiene and sanitation in and around the guest houses, and for shortcomings in catering service, e.g., poor quality of the food prepared, supply of insufficient food to the participants, etc. which shall be decided by the SBI.

24. The Contractor will not provide food/catering services to any private person without approval of the competent authority and the same shall be subject to payment of charges at the rate as prescribed in this contract.

25. The Contractor should ensure that workers engaged by him shall bear good conduct, character, and integrity and their antecedents are to be checked up thoroughly before engaging them.

26. The Director/COA/In-charge of Guest houses reserves the right to oversee the quality of food and maintenance services being provided by the contractor. They also reserves the right to ask the contractor to remove and replace any of the workers engaged by him to ensure quality service and the contractor shall have to replace workers concerned within a week from the date of such communication.

27. In the event of any absenteeism of the job attended by the contractor for housekeeping and maintenance, a penalty of Rs.500/- (Rupees five hundred only) per job personal so absented will be imposed and the same will be recovered out of the monthly housekeeping/catering bill raised by the contractor for payment. The Institute reserves the right to check the muster rolls as well as the wages sheets maintained by the contractor at any point of time.

28. The contractor shall not have tenancy rights and shall have to vacate the place allotted to him immediately on expiry/termination of the contract or when requisitioned by the Institute.

29. The contractor will take over the premises of the Guest Houses of the Institute along with the linen, furniture, fixtures and fittings and other equipment and material as may be provided by the Institute, where the contractor is supposed to provide the catering, housekeeping and maintenance services. The contractor shall have to hand over the premises of the Guest House of the Institute along with the furniture, fixtures and fittings and other equipment and material provided by the Institute, on expiry/termination of the contract in good working condition.

30. If there is any variation in the quality of material used as against the branded items specified in the contract, suitable penalty as may be decided and determined by SBI will be levied while settling the monthly bills.

31. In case it is found that the kitchen/dining halls/rooms/public areas/stores/surrounding areas are not kept in clean and hygienic condition, suitable penalty as deemed fit by SBI will be levied while settling the monthly

bill.

32. In the event of any incident of food poisoning, stale/musty/frowzy food served to the guests, the charges incurred on account of hospitalization of participants/guests/staff members will have to be borne by the contractor.

33. The contractor shall submit monthly bill of providing housekeeping and maintenance services on the first week of following month, duly signed by him or his authorized signatory and countersigned by the In-charge, Guest House or the person authorized by the SBI. SBI will pay the charges by the 15th of the month on such submission of the bill.

34. SBI shall take the feedback through a register kept for the purpose, from the participants/guests/dignitaries regarding catering, housekeeping and maintenance services with a view to offer prompt and efficient services. The Institute will conduct periodical reviews of the complaints/suggestions given by the participants/guests/dignitaries both in the registers kept in the Guest House and the Evaluation Reports and the Contractor will be informed about the shortcomings, if any, for remedial action.

35. Any other aspect/point arising out of the catering, housekeeping and maintenance services provided by the contractor, the same has to be resolved through mutual discussions by both the parties.

36. Where a doubt arises as regards the applicability of the contractual terms and conditions or as to the interpretation or application of any of the provisions of this agreement during the validity of the contract period, the decision of the SBI thereon shall be final and binding on the contractor.

37. In the event of any question, dispute or difference arising under these conditions or any conditions contained in the contract in connection with this contract, the same shall be referred to the sole arbitration to the Lucknow High Court, and Lucknow. The award of the Arbitrator shall be final and binding on the parties.

38. The contractor shall be responsible for fulfilling all his obligations towards the persons deployed under law namely Minimum Wages Act, EPF Act, ESI Act, GST etc. as applicable and amended from time to time and should produce a proof of payment in actual have been made to the concerned organizations as per rules with no obligations whatsoever on the part of SBI either implicitly or explicitly. Contractor will pay wages to the job personals through direct account transfer, NEFT/FTGS only. Payments relating to EPF, ESI, GST etc., will be made on production of proof of payments.

Monthly Bill Performa

Monthly lump-sum amount for "Providing Housekeeping & Maintenance of Guest Houses" at Lucknow Circle various places

This is for reference only, Contractor / SBI may change Performa if required Break-up of wages per worker per month

Sl No	Break up	Rate	(A) Head Cook (Skilled) (02 No's)	(B) Attendant (unskilled) (02/01 No's)	Total
1	Wages				

2	ESI				
3	EPF				
4	Service charges /Contractor Profit on Sl. No. 1 (on wages only)				
5	Cost of material				
6	GST				
7		Total amount			

Total Amount in Figure –(A+B+C) Rs.....

Total Amount (in words)(Rupees -----)

Date:.....

Signature of the contractor with Seal

iii. Cost of material (quoted)

10.In case of any doubt/ clarification for filling price bid etc contractor is advised to visit SBI and contract on email agmpne.lholuc@sbi.co.in

STATE BANK OF INDIA, LHO LUCKNOW

OFFER FOR PROVIDING CARETAKING AND CATERING SERVICES AT SBI GUEST HOUSES IN LUCKNOW CIRCLE

MANPOWER COST : PRICE SCHEDULE-1A

LOCATION: GUEST HOUSES LUCKNOW CIRCLE

S. NO.	Category	Type	Manpower Required	Min. Wages Per Worker Per Day Considered As Per Latest Circular of Central Government for Minimum		Statuary Components			Total Min. Wages Per Manpower Per Day Prevailing as on Date of Offer	Total Minimum Wages Per Day Quoted by the Vendor including other statutory obligations/ compliances as per minimum wages act	Total Montly Wages in (Rs.) considering 26 working days
				Basic	DA	Total of Basic + DA	EPF @ 13% of (7)	ESI @ 3.25% of (7)			

1	2	3	4	5	6	7	8	9	10	(11) = (7+8+9+10)	** (12) value should not be quoted less than (11)	(13) = (4) X (12) X 26 days
GUEST HOUSE												
1	HEAD COOK	Highly SKILLED	2								864.00	
2	HELPER	Skilled	2								795.00	

MANPOWER COST : PRICE SCHEDULE-1B

LOCATION: GUEST HOUSES LUCKNOW CIRCLE

S. NO	Category	Type	Manpower Required	Min. Wages Per Worker Per Day Considered As Per Latest Circular of Central Government for Minimum			Statutory Components			Total Min. Wages Per Manpower Per Day Prevailing as on Date of Offer	Total Minimum Wages Per Day Quoted by the Vendor including other statutory obligations/ compliances as per minimum wages act	Total Monthly Wages in (Rs.) considering 26 working days
				Basic	DA	Total of Basic + DA	EPF @ 13% of (7)	ESI @ 3.25% of (7)	Bonus @8.33			
1	2	3	4	5	6	7	8	9	10	(11) = (7+8+9+10)	** (12) value should not be quoted less than (11)	(13) = (4) X (12) X 26 days
GUEST HOUSE												
1	HEAD COOK/SUPERVISOR	Highly SKILLED	2								864.00	
2	HELPER	Skilled	1								795.00	

*** Note: (To be strictly followed)**

1. In case, the rate quoted under column (11) is less than the Minimum Wages evaluated in column (12) of wages charges for Manpower, the Offer shall be summarily disqualified.
2. If the amount quoted by the bidder in the Price Bids is unreasonable/unrealistic or with Zero Profit Margin, based on the statutory payments or otherwise, the SBI reserves the right to reject such bids.
3. Contractor to submit a copy of the latest Circular published by the competent authority in support of minimum wages prevailing as per Central Govt. applicable for public sector banks and conceded by them in their Quote.

SIGNATURE OF CONTRACTOR WITH SEAL

NAME

ADDRESS

COST OF CLEANSING MATERIAL : PRICE SCHEDULE-2

LOCATION: ONE SINGLE GUEST HOUSE IN LUCKNOW CIRCLE

S. No.	Description	Periodicity	Qty	Unit	Rate	Amount
1	2	3	4	5	6	7=(4*6)
1	Dry Mop Set of Gala/Kleenal or equivalent approved by the Bank	Quarterly	6	No		
2	Dry Mop Refill of Gala/Kleenal or equivalent approved by the Bank	Monthly	6	No		
3	Wet Mop Set of Gala/Kleenal or equivalent approved by the Bank	Quarterly	6	No		
4	Wet Mop Refill of Gala/Kleenal or equivalent approved by the Bank	Monthly	6	No		
5	Soft Broom Gala/Kleenal or equivalent approved by the Bank	Monthly	2	No		
6	Tall Sweeping Brush Gala/Kleenal or equivalent approved by the Bank	Monthly	1	No		
7	Scrubbing Brush With Handle of Amco/Kleenal/Gala or equivalent approved by the Bank	Quarterly	6	No		
8	Floor Wiper of Amco/Kleenal/Gala or equivalent approved by the Bank	Quarterly	6	No		
9	Room Freshners of Odonil/Godrej or equivalent approved by the Bank	As Per Requirement	6	No		
10	Bleaching Powder of Good Quality	As Per Requirement	10	Kg		
11	Airfreshners of Premiun/Ambipure/Airwic/Godrej or equivalent approved by the Bank	As Per Requirement	25	No		
12	Pickup Dustpan of Ratan/Kleenal/Gala/Imported	Quarterly	5	No		
13	Wash Room Cleaning Chemical of Taski R1	As Per Requirement	10	Ltr		

S. No.	Description	Periodicity	Qty	Unit	Amount
14	Floor Cleaning Chemical of Taski R2	As Per Requirement	10	Ltr	
15	Glass Cleaning Chemicals of Taski R3	As Per Requirement	5	Ltr	
16	Toilet Brush of Gala/Kleenal or equivalent approved by the Bank	As Per Requirement	5	No	
17	Chockup Pump of Good Quality	Monthly	2	No	
18	Metal Scraper of Good Quality	As Per Requirement	6	No	
19	Glass Duster of Good Quality	Monthly	2	No	
20	Floor Duster of Good Quality	Monthly	2	No	
21	Spray Bottles of Gala/Kleenal or equivalent approved by the Bank	As Per Requirement	6	No	
22	Hand Gloves of Imported quality	Monthly	6	No	
23	Plastic Buckets of Gala/Kleenal or equivalent approved by the Bank	Quarterly	6	No	
24	Naphthalene Balls of Good Quality	Monthly	3	Pkt	
25	Sani Cubes of Good Quality	Monthly	2	Pkt	
26	Garbage Bag 30*50 of Good Quality	Monthly	3	Pkt	
27	Garbage Bag Small of Good Quality	Monthly	3	Pkt	
	Cost Per Month	Total Rs	Lum Sum		

Note

1. All the items mentioned hereinabove have been taken into account for estimation purpose only. However, actual requirement of cleansing material may vary as per periodicity and requirement. The bidder has to access/ workout the requirement upon the number of flats and area of complex and quote amount as lumpsum basis.

2. Further, it is hereby certified that the rate quoted is inclusive of any increase or decrease in the quantity and periodicity of any item depending upon actual needs and no extra payment shall be made to the contractor in case of increase.

SIGNATURE OF CONTRACTOR WITH SEAL

NAME

ADDRESS