



PART – A: TECHNICAL BID

E-TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR OFFICERS' RESIDENTIAL BUILDINGS AT:

- 1. MALA TOWER, ANDHERI (WEST),**
 - 2. MHADA APARTMENT, OSHIWARA,**
 - 3. RNA SPRING APARTMENT, ANDHERI (WEST),**
 - 4. RNA SAPPHIRE APARTMENT, ANDHERI (WEST),**
- SITUATED IN SUBURB OF MUMBAI**

STATE BANK OF INDIA

ESTATE DEPARTMENT, 9TH FLOOR, STATE BANK BHAVAN,
NARIMAN POINT, MUMBAI – 21.

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NOTICE INVITING TENDER

State Bank of India (herein after referred to as 'SBI / the Bank'), having its Corporate Centre at Nariman Point, Mumbai invites e-tenders for procurement of the services of Facilitator agencies / companies, empanelled with State Bank of India, Local Head Office Mumbai Metro under category – “FB” for Facility Management Services above ₹ 100.00 Lakh per annum and up to ₹ 200.00 Lakh per annum who received tender notice from the Bank for providing Integrated Facility Management Services for Officer’s Residential Buildings at MHADA Apartment, RNA Spring Apartment and RNA Sapphire situated in Suburb of Mumbai.

2. Interested bidders are advised to go through the entire RFP before submission of online bids to avoid any chance of elimination.

3. All the interested bidders are requested to ensure that they have a valid class III digital signature certificate well in advance to participate in the e-tendering

4. The other details and schedule of the events of the tender are as under:

SN	Particulars	Details
1.	Tender ID	EST/FMS/22/11/01
2.	Name of Work	Providing Integrated Facility Management Services for Officer’s Residential Buildings at Mala Tower, MHADA Apartment, RNA Spring Apartment and RNA Sapphire situated in Suburb of Mumbai.
3.	Earnest Money Deposit (EMD)	₹ 3,40,000/- (Rupees Three Lakh Forty Thousand Only) in the form of Demand Draft / Banker Cheque issued by any Scheduled Commercial Bank drawn in favor of “ State Bank of India ” payable at Mumbai. <i>Exemption, if any, in the EMD to the eligible Micro and Small Enterprises (MSE) bidders as per MSMED Act subject to submission of required documents by the bidders for availing such exemption.</i>
4.	Security Deposit (ISD)	The successful bidder whose tender is accepted by the Bank shall be bound to deposit a sum equivalent to 5% of accepted “Total Contract Value” as Security Deposit (SD) in the form of Bank Guarantee (BG) issued by any Nationalised / Scheduled Commercial Bank (other than State Bank of India) favoring “ State Bank of India ” payable at Mumbai. The Bank Guarantee (BG) must be in Bank’s approved format as per annexure – ‘J’
5.	Date of availability of tender documents on Bank’s website / e-tender portal	From 19/11/2022 to 05/12/2022 up to 03:00 PM on Bank’s Website: https://bank.sbi/web/sbi-in-the-news/procurement-news and e-Tender Portal: https://etender.sbi/SBI/
6.	Last date and time for receipt of written queries for clarification from bidders in Pre-bid	By 12:00 Noon at 25/11/2022 on email – dgm.estate@sbi.co.in Note: The intended bidders, along with queries, have to mail the details of authorized representative viz name,

SN	Particulars	Details
	meeting.	mobile no., e-mail id along with authorization letter from the bidder who will attend the pre-bid meeting.
7.	Pre-Bid Meeting (Virtual)	At 03:00 PM on 28/11/2022 through Microsoft Team / Webinar preferably. (Max. Two representatives per bidder will be allowed to participate) (Only written queries submitted by the bidders till stipulated date and time will be discussed and clarified in the meeting)
8.	Date of posting of clarifications on the Bidder's queries.	30/11/2022 on e-tender portal – https://etender.sbi/SBI/
9.	Last date & time for submission of EMD (in original)	05/12/2022 by 02:00 PM at address as mentioned in point no.: 15 of the NIT.
10.	Last date & time for submission of Technical Bid and Price Bid	05/12/2022 by 03:00 PM To be submitted online on e-tender portal – https://etender.sbi/SBI/
11.	Date and Time of Opening of Technical Bid	On 05/12/2022 03:30 PM on e-tender portal – https://etender.sbi/SBI/ .
12.	Date and Time of Opening of Price Bid	On 05/12/2022 The price bid of only those bidders will be opened who got shortlisted in the Technical bid.
13.	Selection procedure	Technically qualified Bidder with lowest price quote (L-1) will be determined as a successful bidder and the work will be awarded accordingly.
14.	Contact Person of e-tender service provider for any clarifications regarding e-Tendering procedure, system requirements, digital signature etc.	i. Geeta Gautam – 079-68136814, 7990334460 geeta@auctiontiger.net ii. Sujith - 7940270579, sujith@eptl.in iii. Pooja Shah – 9328931942, pooja.shah@eptl.in iv. Khushboo Mehta – 9510813528, 9081000427, Khushboo.mehta@eptl.in v. Other Contact details: +91 9904406300 +91 9510812960 +91 9265562821 +91 6354919566 vi. e-mail: etender.support@sbi.co.in
15.	Address for Communication	Deputy General Manager (Estate), State Bank of India, Estate Department, Corporate Centre, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai – 400021. dgm.estate@sbi.co.in 022-02240931, 919
16.	Validity for Offer/ Bid	3 (three) months from the last date of submission of the tender.
17.	Date of Commencement of Work	1 st Day of Succeeding month of the Work Order
18.	Period of Honoring Payment Certificate	15 days from the date of receipt of bill (excluding Sunday and Public Holidays).

05. There should not be any deviation or assumption in terms and conditions as have been stipulated in this tender document. Conditional tenders shall be summarily rejected. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid. For purposes of this clauses, a responsive Bid is one, which conforms to all the terms and conditions of the tender in toto, without any deviation or assumption.

06. 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.

07. The Bank reserves the right to change the dates mentioned in this Tender document, which will be posted at the Bank's website as well as e-tender portal.

08. Please note that all the information desired need to be provided. Incomplete information may lead to non-consideration of the proposal.

09. The information provided by the bidders in response to this tender document will become the property of SBI and will not be returned. The Bank reserves the right to amend, rescind or reissue this Tender and all amendments will be advised to the bidders and such amendments will be binding on them.

10. This RFP documents shall not be transferred, reproduced, or otherwise used for purpose other than for which it is specifically issued.

11. Bank's reserve their rights to accept or reject any or all the tenders, either in whole or in part without assigning any reason(s) for doing so and no claim / correspondence shall be entertained in this regard.

12. Any corrigendum / addendum in the matter will be published only on Bank's website and e-tender service provider portal mentioned hereinabove.

Deputy General Manager (Estate)

TENDER FORM

(To be submitted duly typed, signed with stamped by the Authorized Signatory on the Letter Head of the Bidder in Original along with Technical Bid document.)

The Dy. General Manager (Estate),
State Bank of India, Estate Department,
9th Floor, Corporate Centre, State Bank Bhavan,
Nariman Point, Mumbai – 400 021.

TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR OFFICER'S RESIDENTIAL BUILDINGS AT MALA TOWER, MHADA APARTMENT, RNA SPRING APARTMENT AND RNA SAPPHIRE SITUATED IN SUBURB OF MUMBAI

Dear Sir,

Having examined the terms & conditions, scope of work etc. of the tender for the captioned work and examined the site of the works specified in this document and having acquired the requisite information relating thereto and affecting the tender. I/We hereby offer to provide the works / services in accordance with all respect with the terms and conditions, scope of work, conditions of contract etc. as has been provided for in this RFP documents.

a	Description of work	Providing Integrated Facility Management Services for Officer's Residential Buildings at Mala Tower, MHADA Apartment, RNA Spring Apartment and RNA Sapphire situated in Suburb of Mumbai.
b	Earnest Money	₹ 3,40,000/- (Rupees Three Lakh Forty Thousand Only)
c	Validity of Contract	For an initial period of 2 (Two) year from the date of commencement of work subject to the renewal for another one year after expiry of initial period subject to satisfactory service provided by the Service Provider.

2. Should this tender be accepted, I / we hereby agree to abide by and fulfil the terms and provisions of the said conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to Bank, the amount mentioned in the said conditions.

3. I/we have deposited Demand Draft / Banker's Cheque for a sum of ₹ 3,40,000/- (Rupees Three Lakh Forty Thousand Only) as Earnest Money Deposit (EMD) with Bank. Should I/We do fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be forfeited by me/us to Bank.

4. We understand that as per terms of this tender, the Bank may consider accepting our tender in part or whole or may entrust the work of Facilitator services for premises. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of Bank deciding to drop any of the scope of work of this tender at any stage during the contract period. Further, we also undertake to execute the work entrusted to us on our approved rates and within the stipulated time limit without any extra claim for price escalation as provided for in clause 12 of Terms & Conditions of this tender.

5. We, hereby, also undertake that, we will not raise any claim for any escalation in the prices of facilitator during the currency of contract or post its terms has elapsed.

6. Further, we confirm that we are eligible to quote this tender. In case any information is found incorrect at any subsequent point of time, our tender may be annulled / rejected by Bank, including taking any action against us as deemed fit.

7. I / We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP document.

We have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender and accept the same.

**Signature of the Bidder
With Seal**

INSTRUCTIONS TO BIDDER

1. **Purpose:**

Providing Integrated Facility Management Services for Officer's Residential Buildings at Mala Tower, MHADA Apartment, RNA Spring Apartment and RNA Sapphire situated in Suburb of Mumbai.

2. **Invitation:**

The bidders empaneled with SBI Local Head Office, Mumbai Metro under category – “FB” for Facility Management Services above ₹ 100.00 Lakh per annum and up to ₹ 200.00 Lakh per annum who received tender notice from SBI for the captioned work are invited to submit their technical and commercial proposal in response to this RFP.

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

3. **Disclaimer:**

- i. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders.
- ii. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.
- iii. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI, is subject to the terms and conditions set out in this RFP.
- iv. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice /clarifications from us by email on dgm.estate@sbi.co.in prior to Pre-bid meeting. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- v. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption,

statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

- vi. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vii. The Bidder is expected to examine all instructions, forms, terms, & conditions, scope of work and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- viii. Any effort by the bidder to influence the Bank in the bid evaluation, bid comparison, or contract award decisions may result in the rejection of its bid.

4. **Bid Integrity:**

Willful misrepresentation of or concealment any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

5. **Clarifications & Amendments on RFP:**

- i. Bidder requiring any clarification on RFP may notify the Bank by e-mail on dgm.estate@sbi.co.in, within the time and date stipulated at Serial no. 6 of the NIT. No queries / clarifications shall be sought by telephone call.
- ii. A pre-Bid meeting will be held virtually / online on the date and time specified in the NIT which may be attended by the two authorized representatives of the Bidders interested to respond to this RFP.
- iii. The intended bidders have to mail the details of authorized representative viz name, mobile no., e-mail id along with authorization letter from the bidder at dgm.estate@sbi.co.in, who will attend the meeting. No queries will be entertained after Pre-Bid meeting.
- iv. The queries received from interested bidders in writing by email to us will be replied by the Bank thereof (without identifying source of query) and will be posted on the e-tender portal.
- v. The Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's website and e-tender portal regularly till the date of submission of Bid document specified in the Schedule of Events / email and ensure that clarifications /

amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments / clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. The Bank, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking any clarification(s) and / or amendment(s) into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is or will be, as the case may be, intended to relieve Bidders from forming an independent understanding in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.

- vi. No request for change in terms and conditions, other than what may be carried by the Bank way of any addenda / corrigenda or clarifications issued in connection thereto, will be entertained. Queries in this regard, will not be entertained.
- vii. Bank is not responsible for non-receipt of bids within stipulated time and dates due to reasons including postal / courier delays or holidays.
- viii. The Bank shall have the right to cancel the tender process at any time prior to award of contract, without thereby incurring any liabilities to affected bidders.
- ix. Any changes in RFP including amendments in bid submission dates, corrigendum will be posted on e-tender portal. No notice / communication in this regard will be done through print media additionally.

6. **Contents of Bid Document:**

- i. All the parts of this tender documents i.e., Tender Notice, General Condition of the Contract and Instructions to the Bidders, Special Instructions, Terms and Conditions, Scope of works, Offer Letter, Annexures etc. shall constitute part of the contract document.
- ii. The Bidder must thoroughly study / analyze and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- iii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect, will be at the Bidder's risk and responsibility and the same may result in rejection of its Bid.
- iv. The Bid documents prepared by the Bidder, as well as all correspondences relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.
- v. All the required documents should be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the tender document.

- vi. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.
- vii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

7. Submission of Technical Bid:

- (i) The bidders are advised to upload scan copy of duly signed and stamped technical bid and scan copy of EMD on e-tender portal before the end date and time of submission of bid as mentioned in the NIT hereinabove. Technical bid should be signed / stamped by the authorized person(s) only.
- (ii) The EMD in original has to be submitted to the office, address mentioned in the NIT hereinabove, before the end date and time of Submission of EMD.
- (iii) Bidders not complying the above shall be summarily rejected and the price bid of such bidder will not be opened.

8. Submission of Price Bid:

- (i) The bidders are advised to quote their rates online in Price Bid section on e-tender portal before the end date and time of submission of bid as mentioned in the NIT. The format of price bid, for reference purpose, is placed at Annexure – ‘O’.
- (ii) The rate should be quoted in Indian Currency (₹) only.
- (iii) The tenders quoted without complying Minimum Wages comprising of Basic + DA + PF + ESI + Bonus, as per the Central Government Minimum Wages Act, shall be summarily rejected / disqualified.
- (iv) The rate quoted by the bidder shall remain fixed and shall cover and include wages to the labourers, supervisors, equipment deployed, Service Provider’s profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government – For instance, the Minimum Wages Act, 1948 etc., but excluding Goods & Service Tax (GST).
- (v) The bidder shall ensure that they are fully conversant with the premises in question as well as with expected the business activities and its related facilitator requirements for the work specified, before submitting the price bid.

9. Modification and Withdrawal of Bids:

- (i) The Bidder may modify or withdraw its Bid after the Bid’s submission, provided

modification, including substitution or withdrawal of the Bids, is received on e-tender portal, prior to the deadline prescribed for submission of Bids.

- (ii) No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- (iii) No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder and other action as per terms of RFP

10. **Cost of Bid Document:**

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, procurement of digital signature, expenses associated with any demonstration or presentations which may be required by the Bank, or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

11. **Selection of Bidder:**

- (i) Technically qualified Bidder with lowest price quote (L-1) will be determined as a successful bidder and the work will be awarded accordingly.
 - (ii) In the event that two or more Bidders quote the same Bid Price (i.e. the “**Tie Bids**”), the tender opening committee shall identify the successful bidder based on the technical assessment as per the parameters stipulated in annexure ‘**N**’. The Tie Bidders securing highest marks in the technical assessment will be declared as a successful bidder and the work will be awarded accordingly.
12. The Service Provider shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne solely by the Service Provider.
13. The quantity for facilitator mentioned in this tender is an indicative minimum. It shall, however, be sole responsibility of the Service Provider to ensure deployment of additional facilitator, if any is required, for execution of work and services to the utmost satisfaction of the Bank without any extra charge but within the accepted tender amount only.
14. Please note that it is the bidders’ responsibility to provide all items which may not be specifically mentioned in the scope of works but are incidental in nature and hence, are necessary to complete the Works / Services to the satisfaction of the Bank.

GENERAL CONDITIONS OF THE CONTRACT

1. DEFINITIONS:

In this RFP and the ensuing Contract, if any, the following expressions shall, unless the context otherwise requires, have the meaning hereby respectively assigned to them.

‘Employer / Bank’ means State Bank of India, Estate Department having its Office at 9th Floor, State Bank Bhavan, Nariman Point, Mumbai - 400 021 and includes its representatives, successors, and assignees.

‘Competent Authority’ means authority nominated to exercise power of approval, sanction and acceptance concerning administrative, financial, and technical aspects of transactions done on behalf of the Bank.

‘Bidder / Bidder’ means an eligible entity / firm submitting the Bid in response to this RFP.

‘Bid’ means the written reply or submission of response to this RFP.

‘Contract / Agreement’ means the Agreement/Service level agreement entered into strictly in the format advised by the Bank, (including all attachments and appendices thereto and all documents incorporated by reference therein) to be executed between the Bank and the selected/successful bidder as per this RFP, for providing the Services. The NIT, General Condition of the Contract, Instructions to the Bidders, Special Instructions, Terms and Conditions, Scope of works, Offer Letter, Annexures etc. shall constitute a part and parcel of the Contract.

‘Vendor / Service Providers’ means the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid and commercial bid has been accepted and who has been declared as the Successful Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by Bank. It shall also include their legal representative(s), successors or assignees

‘Site’ means Bank’s Residential Quarters / flats situated in Mumbai where the work is to be carried out. The detail of the premise is placed as Annexure – **‘B’**.

‘Contract value’ means the value of the entire work as stipulated in the work order conveying acceptance of the tender subject to such additions thereto or deductions there from as may be made under the provision herein after contained.

‘Works / Services’ means all the services specified in the “Scope of Work” of the RFP and/or to be executed in accordance with the agreement and includes Labour, materials, apparatus, equipment of all kinds to be provided, the obligations of the Service Provider hereunder and work to be done by the Service Provider under the Contract.

‘Month’ means calendar month.

‘Week’ means seven consecutive days starting from Monday.

'Day' means an English calendar day.

Where the context so requires, words imparting the singular only also include the plural and vice versa; and any reference to masculine gender shall include feminine gender and vice versa.

2. GOVERNING LANGUAGE:

The governing language shall be English.

3. SERVICE PROVIDER TO BE DULY INFORMED:

The Service Provider shall be deemed to have carefully examined the work, site conditions including Facilitator availability, various conditions, job requirements, schedules of equipment and shall be deemed to have visited the site of work, to have fully informed himself regarding the local conditions and carry out their own investigations to arrive at the rate(s) to be quoted in the tender. In this regard, they will be given necessary information available with the Bank. If the Service Provider shall have any doubt as to meaning of any portion of the conditions, or the scope of work or any other matter concerning the contract, he may seek clarifications from the Bank through email as mentioned in the NIT, prior to the cut-off date of submission of Pre-bid queries.

4. EARNEST MONEY DEPOSIT (EMD)

The bidder shall furnish EMD in the form of Demand Draft / Banker's Cheque drawn in favour of State Bank of India, payable at Mumbai. No tender shall be considered unless the EMD is so deposited in the required form along with the tender.

No interest shall be paid on EMD.

The EMD of the unsuccessful bidder shall be returned with due acknowledgement without interest after the decision to award the work is taken.

All compensation or other sums of money payable by the Service Provider to the Bank under the terms of this contract may be deducted from the Earnest Money Deposit if the amount so permits or from any sums payable to the Service Provider and the Service Provider within ten days after such deductions shall make good the amount so deducted.

5. FORFEITURE OF EMD:

Bank reserves the rights to cancel the order and forfeit the EMD if,

- a. Security Deposit is not submitted within the stipulated time.
- b. Additional security deposit, if any, is not submitted as per tender provisions.
- c. Agreement is not entered within stipulated time.
- d. If the bidder withdraws his Bid during the period of Bid validity specified in this RFP.
- e. The tender is accepted by the Bank, but the Service Provider fails to enter into the contract.
- f. Fails to commence the work within the stipulated time.
- g. If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract.

6. SECURITY DEPOSIT:

The successful bidder whose tender is accepted by the Bank shall be bound to deposit a sum equivalent to 5% of accepted "Total Contract Value" as Security Deposit (SD) in the form of Bank Guarantee (BG) issued by any Nationalised / Scheduled Commercial Bank (other than State Bank of India) favoring "**State Bank of India**" payable at Mumbai.

The Bank Guarantee (BG) must be in Bank's approved format. The Bank Guarantee should be valid up to the currency of the contract i.e., for 27 months from the date of commencement of contract. The Bank Guarantee is required to protect the interest of the Bank against the risk of non-performance of Service Provider in respect of successful implementation of the project and/or failing to perform / fulfil its commitments / obligations in respect of providing Services as mentioned in this Agreement; or breach of any terms and conditions of the Agreement, which may warrant the invoking of Bank Guarantee.

7. AWARD OF CONTRACT:

- (i) The Bank will award the contract to the bidder who has been declared as the Successful Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by Bank.
- (ii) The Bank will notify successful bidder through e-mail and work order will be issued to the successful bidder. The selected bidder has to return the duplicate copy of the same to the Bank within five (5) working days, duly accepted, stamped and signed by the authorized signatory in token of acceptance.
- (iii) The successful bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee within 15 days from issuance of work order or within such extended period as may be decided by the Bank, in the format prescribed / approved by the Bank.
- (iv) The Bank reserves the right to increase or decrease the quantum of service to be provided and reserves the right to cancel or revise any of the tender terms, without giving any reasons thereto, with no cost to the Bank.
- (v) Also, the Bank reserve their rights to withdraw / cancel / delete any work of any site in part or whole any time during the currency of contract by giving one month's notice in writing without assigning any reasons therefor and the Service Provider shall have no right to make any representation for the same.

8. SIGNING OF CONTRACT DOCUMENTS:

The successful bidder shall be bound to implement the contract by signing an agreement and conditions of contract with the respective establishments of Bank within 15 days from the receipt of intimation of acceptance of the tender by the Bank. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful bidder whether such formal agreement is subsequently entered or not.

9. ASSIGNMENT, SUBLETTING AND SERVICE PROVIDER'S SUPERINTENDENCE:

The whole of work included in the contract shall be carried out by the Service Provider and he shall not entrust or engage or indirectly transfer assign or share any part of the contract or interest therein without the written consent of the Bank and no undertaking shall relieve the

Service Provider from the responsibility of the Service Provider from the duties and responsibilities under this RFP / contract and form active superintendence of the work.

In case of breach, the Bank shall be at liberty to terminate the contract forthwith along with forfeiting of the EMD and invoke the bank guarantee.

10. INSURANCE OF WORKS:

- All facilitator / employees of Service Provider working for / as regards the Services in question, should be covered under the insurance a sum of ₹ 5 lac each, for any type of accident / incidence.
- The Service Provider shall, from time to time, provide documentary evidence as regards payments of premium for all insurance policies for keeping them valid till the completion of the work.
- Without prejudice to any of its obligations and responsibilities specified above, the Service Provider shall, within 10 days from the date of work order, submit documentary evidence as required by the Employer in support of having obtain requisite insurance cover.
- No work shall be taken up by the Service Provider at site unless the Insurance Policies as mentioned above are obtained.

11. CONTRACT PERIOD:

The contract, if awarded shall be valid for an initial period of 2 (Two) year from the date of commencement of work subject to the renewal for another one year after expiry of initial period subject to satisfactory service provided by the Service Provider. In case where Service Provider has been levied a cumulative penalty of 5% of the total contract value or breach of contract or in the event of not fulfilling the minimum requirements/statuary requirement/satisfactory services etc., extension beyond the initial period of two years will not be considered.

12. PRICE VARIATION CLAUSE:

Please note that all rates quoted by the bidder shall remain fixed and valid during the currency of the contract from the date of commencement of work and no escalation / price increase, whatsoever shall be considered during this period. Any increase in minimum wages of facilitator, statutory requirement & dues will be borne by the Service Provider during the currency of the contract and should be considered while submitting the price bid.

13. LOCAL LAWS, ACTS, REGULATIONS

The Service Provider shall strictly adhere to all prevailing Labour laws including of Contract Labour Regulation and Abolition Act, 1970 and other safety regulations. The Service Provider shall comply with the provision of all Labour legislations including the latest requirements casted by all laws, directions and guidelines that are applicable for carrying out the Services / Work, including without limitation, the following:

- Minimum Wages Act, 1948
- Payment of Wages Act, 1936
- Workmen's Compensation Act, 1923 (Amended), as applicable

- Contract Labour Regulation and Abolition Act, 1970 and Central Rules ,1971
- Apprentice Act, 1961
- Industrial Employment (Standing Order) Act, 1946
- Personal Injuries (Compensation Insurance) Act, 1963 and any other modifications
- Employees' Provident Fund and Miscellaneous Provisions Act, 1952 and amendment thereof
- Employees State Insurance Corporation Act
- Shop and Establishment Act, as applicable
- Any other Acts Central or States, that may be applicable or bye law or enactment relating thereto, and rules framed there under from time to time.
- Factories Act
- Employment of Children Act, 1938
- Employers Liability Act, 1938
- Industrial Disputes Act 1947,
- The Prohibition of Employment as Manual Scavengers and Their Rehabilitation Act, 2013

The Service Provider shall be liable to pay all such sum, or sums that may become payable as Wages, contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the Service Provider by an authority empowered under the relevant Act.

Any cost incurred by the Bank in connection with any claim or proceedings under the said acts or in respect of loss, injury or improper performance of this Contract by the Service Provider or his workmen and any money which may become payable by the Bank shall be deductible by the Bank or may be recovered by the Bank from the Service Provider in any manner available under applicable law.

The Service Provider shall keep the Bank indemnified and harmless against claims, if any, of the workmen, agents, representatives, Contractors and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any such workmen, agents, representatives, Contractors.

14. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS:

The Service Provider shall comply with all statutory requirements prescribed by the local as well as state / central government authorities from time to time and submit required proof of compliance to the Bank as and when required. The Service Provider shall produce all the relevant statutory documents for inspection by the Bank and the Government Authorities.

The Service Provider shall give all notices required under the said act, rules, regulations, and byelaws etc. and pay applicable fees payable to such authority (ies). Service Provider shall also indemnify, hold harmless and protect the Bank and its Employees against any liabilities and / or claim arising out of violation of any such laws, ordinances, orders, and decrees and shall defend all actions arising from such claims or liabilities.

If the Service Provider performs any act which is against the law, rules, and regulations, he shall meet all the costs and consequences arising there from and shall indemnify and hold harmless the Bank, against any legal actions arising there from.

15. TAXES AND DUTIES:

- i. Service Provider shall be liable to pay all corporate taxes and income tax, State Govt. Taxes, etc. as applicable, that shall be levied according to the laws and regulations applicable from time to time in India and the price e-Bid by Service Provider shall include all such taxes incidence in the quoted price. Bidder may consider future incidental taxes, charges as such whilst quote of price e-bid. However, Bank will pay GST on invoices as statutorily applicable.
- ii. All expenses, stamp duty and other charges/ expenses in connection with this RFP and the execution of the Agreement, shall be borne by Service Provider. The Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

16. TAX DEDUCTION AT SOURCE:

- i. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall affect such deductions from the payment due to Service Provider. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.

17. PROPOSED WORK METHODS, SUPPLIES AND PLAN:

The Service Provider shall be required to prepare and submit a detailed description of the arrangements, sequence, and methods of service performance which the Service Provider proposes to adopt for carrying out the services.

The Bank at its sole discretion shall ask at any time for changes in the anticipated work sequence due to operational requirements. Such change in work sequence shall not entitle the Service Provider to any additional payment.

The Service Provider shall be required to submit for the Banks approval a detailed utilization plan and a detailed facilitator deployment schedule with details of facilitator assigned to each task. All comments by the Bank will be incorporated and executed at no extra costs to the Bank.

18. FACILITATOR:

- i. The Service Provider shall employ suitable Facilitator to carry out the respective work to the satisfaction of the Bank.
- ii. The Service Provider shall furnish to the Bank at the intervals specified by the Bank, a distribution of the number and description of Facilitator employed in carrying out various works / activities.
- iii. The Service Provider shall submit on every month to the Bank a statement showing in respect of the preceding month:

- (a) The number of Facilitator employed by them on the work.
 - (b) Their working hours.
 - (c) The wages paid to them.
 - (d) The accidents occurred, if any, during the said month showing the circumstances under which they happened, and the extent of damage and injury caused by them and
- iv. The Service Provider shall apply and obtain license under the Contract Labour (R&A) Act 1970 and comply with the relevant provision of this Act, in respect of the Facilitator employed by him for executing this contract. The Service Provider shall furnish necessary returns to the authority through the Bank.
 - v. The minimum age of the Facilitator employed shall be 18 ~~years~~.
 - vi. The Service Provider should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his Facilitator under the Employee's Provident Fund Schemes and Employees State Insurance Act 1948 and show proof of payment of subscriptions/contributions to the concerned authorities.
 - vii. Both in respect of ESI / EPF the Service Provider shall obtain necessary declaration forms from his employees and obtain individual insurance and PF number and shall furnish to the Bank every month, necessary proofs for having made remittance of ESI and EPF contributions in respect of all contract Facilitator engaged by him.
 - viii. As regards Employees State Insurance Act, the Service Provider shall submit photostat copies of the challans of remittance of the contributions (both the employee's contributions and his own contribution there on) to the ESI corporation in respect of the employees engaged in the Bank by him for this work for the relevant period before any payment is released by the Bank.
 - ix. As regards the Employees Provident Fund and Miscellaneous Provision Act 1952 and rules and regulations and schemes framed there under, he shall be liable to pay employees compensation under the Act in respect of all Facilitator employed by him for the execution of the contract. For this purpose, he shall indicate the code number obtained by him from the Regional Provident Fund Commissioner and produce the photostat copy of the challan receipt of monthly remittance.
 - x. He shall also furnish such returns as are due under the act to be sent to the appropriate authorities through the Bank.
 - xi. The Service Provider is required to take Insurance for all his workers, Facilitator etc. for carrying out the Works / Services for workmen compensation. The Insurance must be taken within 15 days of the award of work and has to be provided at the signing of the agreement.
 - xii. The Service Provider shall be fully responsible for the consequences arising out of default and the Bank may treat it as breach of Contract and reserves the right to terminate the contract.
 - xiii. The Service Provider shall pay wages to his Facilitator at the rates as applicable under the Minimum Wages Act and connected guidelines / rules for unskilled, semiskilled, skilled / equivalent categories.
 - xiv. The Service Provider shall disburse the wages through credit to their bank's accounts and account statement should be enclosed along with the monthly bill.
 - xv. The duration of duty is eight hours per day per person.
 - xvi. The Service Provider should ensure that the staff / Facilitator employed by him shall not be under the influence of alcohol or any abusive substance while reporting to and or performing the Works / Services. Further, the mobilization of the workers / Facilitator engaged shall be such that they maintain the dignity of the Sites at all times and any

incident of mobilization or indecency is noticed at the workplace bank shall have the right for asking replacement of such workers employed by the Service Provider.

19. UNIFORM:

The Service Provider should ensure:

- An Identity card is issued to all staff / Facilitator deputed on the Bank's sites.
- All Facilitator / staff should bear specified uniform bearing badges of Service Provider's name, shoes, gloves, cap, apron and safety accessories.

20. WORK ON SUNDAY AND HOLIDAYS:

The Service Provider has to arrange for engaging his staff / Facilitator on all Sundays and all public holidays. No extra payment on this account will be made by the Bank.

21. INCREASE / DECREASE IN FACILITATOR REQUIREMENT:

In case, any demand is raised by the Bank for increase or decrease in nos. of facilitator for the services, the contractor shall make necessary arrangements for the same. In case of increase in nos. of facilitator, the cost thereof shall be paid by the Bank based on minimum wages prevailing at that time for the category of facilitator to be provided additionally plus 10% handing charges. Whereas, in case of decrease in nos. of facilitator, the cost thereof will be deducted by the Bank based on minimum wages prevailing at that time for the category of facilitator to be reduced.

The minimum wages, comprising of Basic + DA + PF + ESI + Bonus, for both increase and decrease in facilitator will be as per Central Government Minimum Wages Act.

22. ADDITIONAL WORK:

Should any new areas (not merely incidental or ancillary) of work transpire, which the Bank could not envisaged while floating the instant RFP, the prices for the additional scope of work shall be mutually decided and agreed upon between the Bank and the Service Provider based on actual rate analysis on established norms. In the event of non-agreement of the rates, the Bank reserves the right to get the same carried out through any other agency so appointed for.

23. RIGHT TO ACQUIRE MORE AREA:

The Bank at its discretion, may extend the contract of other nearby site(s) of the Bank, up to 40% area of the site(s) stipulated in this tender. The Service Provider should be willing to take up the work at the new site(s), on same terms & conditions for which, additional payment would be made to him, based upon the area of the new site(s) and facilitator requirement, considering the price quoted for the current contract.

24. TECHNICAL AUDIT / SCRUTINY:

- The Bank shall have right to carry an audit / technical examination of the works and the bill of the Service Provider including all supporting vouchers, abstracts etc. by any of the persons or organizations as appointed by the Bank.

- If as a result of the examination or otherwise, any sum is found to have been overpaid or over certified, it shall be lawful for the Bank to recover the sum from any payment due to the Service Provider for such work.

25. RIGHT TO AUDIT:

- The Service Provider shall be subject to annual audit by Internal / External Auditors appointed by the Bank / inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank. Service Provider shall require to submit such certification by such Auditors to the Bank. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the service provider. Whenever required by the Auditors, service provider shall furnish all relevant information, records / data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory / regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to the service provider before such audit and same shall be conducted during normal business hours.
- Where any deficiency has been observed during audit or in the certification submitted by the Auditors, the service provider shall correct / resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the service provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- Whenever required by the Bank, service provider shall furnish all relevant information, records / data to such auditors and / or inspecting officials of the Bank / Reserve Bank of India and / or any regulatory authority(ies). The Bank reserves the right to call for and / or retain any relevant information / audit reports on financial and security review with their findings undertaken by you. However, service provider shall not be obligated to provide records / data not related to Services under the Agreement.

26. INSPECTION BY EMPLOYER:

- The Bank always have the rights to inspect any tools, instruments and equipment used or to be used in the performance of the services. The Service Provider shall make all parts of the services accessible for these inspections.
- The Bank shall have the right to confiscate any or all tools, instruments, equipment, or work which does not conform to the specifications.

27. REPORTING AND RECORD KEEPING:

Management Reporting and Process Reviews

The Bank shall approve the format for the monthly report to be submitted by the Service Provider along with every monthly bill.

Operating Meetings

At regular intervals during the term of the agreement, it is expected that frequent meetings will be done amongst the manager and Employer's representative(s) to discuss priorities to establish satisfactory reporting procedures. The Service Provider shall make the appropriate personnel available for attending all these meetings.

Performance Review Meeting

Performance review meetings shall be held at irregular intervals at the site or Bank Office to review the overall performance of the Service Provider. The Senior Management of the Service Provider and the Bank's representative shall attend these meetings.

Quality Assurance

The Service Provider shall implement a quality system in accordance with ISO standards. The Service Provider shall develop, in conjunction with the Bank's representatives, the standards of service to be provided and how performance to be measured and monitored.

28. FORCE MAJEURE:

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in ~~in~~ performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services rendered up to the date of the termination of the Agreement.

29. PROTECTION OF WORKS AND PROPERTY:

The Service Provider shall continuously protect the Bank's properties from damage or loss arising in connection with contract. He shall make good any such damage, injury, loss resulting due to his fault or negligence except due to causes beyond his control. In case, the Service Provider fails to make good the losses caused to the bank due to his fault or due to negligence of his staff, the Bank reserves the right to invoke the security deposit as stated above to cover such losses.

The Service Provider shall take all precautions for safety and protection of his employees on the Works and shall comply with all applicable provisions of government and local bodies safety laws and building codes to prevent accidents, or injuries to persons or property in or adjacent to his place of work. The Service Provider shall take insurance covers as specified in the RFP / Contract at his own cost.

In case of flooding of any site on account of rain or any other cause and any consequent damage, whatsoever, no claim financially or otherwise shall be entertained notwithstanding any other provisions elsewhere in the RFP / Contract.

30. ACCIDENTS:

The Service Provider shall report any accident immediately to the concerned authorities whenever the same has to be done under applicable law and take appropriate actions thereof.

The Service Provider shall submit report of all accidents, fires and property damage, dangerous occurrence to the authorized bank officials immediately after such occurrence, but in any case, not later than twelve hours of the occurrence. Such reports shall be furnished in the manner prescribed by the Bank. In addition, the Service Provider to the authorized bank official shall also submit periodic reports on safety from time to time as prescribed.

31. SAFETY CODE – RESPONSIBILITIES OF THE SERVICE PROVIDER IN RESPECT OF SAFETY OF MEN, EQUIPMENT, MATERIAL AND ENVIRONMENT:

Before commencing the work, Service Provider shall submit a 'SAFETY PLAN' to the authorized Bank's official. The 'SAFETY PLAN' shall indicate in detail the measure that would be taken by the Service Provider to ensure safety of workforce, equipment, material, and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The Service Provider shall submit Safety Plan along with his offer. During negotiations before placing of work order and during execution of the contract, Bank shall have right to review and suggest modification in the Safety Plan. Service Provider shall abide by the Bank's decision in this respect.

The Service Provider shall take all necessary safety precautions and arrange for appropriate appliances as per direction of the Bank or its authorized officials to prevent loss of human lives, injuries to personnel engaged and damage to property and environment.

All tools, tackles, lifting appliances, material handling equipment scaffolds, cradles, safety nets, ladders, equipment etc. used by the Service Provider shall be of safe design. These shall be

tested, and certificate of fitness obtained before putting them to use and from time to time as instructed by the authorized Bank's official who shall have the right to ban the use of any item.

The Service Provider shall adopt all fire safety measures.

Where it becomes necessary to provide and/or store petroleum products, explosives, chemicals and liquid or gaseous fuel or any other substance that may cause fire or explosion, the Service Provider shall store the same safely as per the directions under applicable law & regulation and, of the Bank.

The Service Provider shall be held responsible for any violation of statutory regulations Local, State or Central and Bank's instructions, which may endanger safety of workforce, equipment, material, and environment in his scope of work or another Service Provider or agency. Cost of damages if any, to life and property arising out of such violation of statutory regulations and Bank's instructions shall be borne by the Service Provider.

The Service Provider must provide minimum two sets of First Aid kits at each site. The Service Provider must ensure that all the items in the kit are within the valid usable dates

The Bank shall not be liable for any compensation in case of any injury / death caused to any Service Provider's Facilitator / employees while performing / discharging their duties / visiting Bank's premises for inspection or otherwise. The Service Provider shall alone be fully responsible for safety and security & insurance of their personnel / Facilitator who is working on or employed with providing the Services.

32. INDEMNITY BOND:

- Service Provider shall sign an Indemnity Bond in an approved format as per Annexure – 'K' before starting the work, indemnifying the Bank from any damages, prosecution, other legal suits, and claims arising out of any mishaps occurring at the workplace due to non-adherence to safety codes, not following the standard work procedures and for violating rules and regulations for which the Service Provider shall be solely responsible.
- In case of any damage to property by the Service Provider, Bank shall have the right to recover the cost of such damages from payments due to the Service Provider and decision of the Bank shall be binding on the Service Provider.
- In the event of any damage to the loose furniture, interiors, computers, and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the Service Provider.
- If the Service Provider fails to improve the standards of safety in its operation to the satisfaction of the Bank after being given a reasonable opportunity to do so, and/or if the Service Provider fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized Bank's official, the Bank shall have the right to take corrective steps at the risk and cost of the Service Provider after giving a notice of not less than seven days indicating the steps that would be taken by the Bank.

- Before commencing the work, the Service Provider shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of Bank.

33. SETTLEMENT OF DISPUTES:

- **Resolution of Dispute:** In the event of any question, dispute, or differences in respect of contract or terms and conditions of the contract or interpretation of the terms and conditions or part of the terms and conditions of the contract arises, the parties may mutually settle the dispute amicably.
- **Applicable Laws:** The contract shall be governed in accordance with Indian law.
- **Jurisdiction:** All suits arising out of the RFP / Contract shall be instituted in the court of competent jurisdiction situated in Mumbai only and not elsewhere.

34. TERMINATION:

A. TERMINATION FOR DEFAULT:

- i. The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
 - (a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank.
 - (b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement.
 - (c) On happening of any termination event mentioned in the RFP/Agreement.Prior to providing a written notice of termination to Service Provider under clause 32.A.(i). (a) and 32.A.(i). (b), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.
- ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.
- iii. If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.
- iv. During the transition, Service Provider shall also support the Bank on technical queries/support on process implementation.

- v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.
- vi. In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

B. TERMINATION FOR INSOLVENCY:

The Bank may at any time by notice in writing summarily terminate the contract without compensation to the Service Provider in any of the following events, that is to say:

- a. If the Service Provider being an individual or a firm: Any partner in the Service Provider's firm, is at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or
- b. If the Service Provider being a company: It has passed a resolution, or the any court / forum has made an order for its liquidation or a receiver or manager on behalf of the debenture holder has been appointed or such circumstances shall have arisen entitles the court / forum or debenture holders to appoint a receiver or manager.

C. TERMINATION FOR CONVENIENCE:

- i. The Bank, by written notice of not less than 90 days (60 days notice period and 30 days cure period), may terminate the Contract, in whole or in part, for its convenience. Provided that the same shall not be invoked by the Bank before completion of half of the total Contract period.
- ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered

(delivered) up to the effective date of termination

35. CODE OF INTEGRITY AND DEBARMENT / BANNING:

- i. The Bidder and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **“Corrupt Practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution.
 - (b) **“Fraudulent Practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained, or an obligation avoided. This includes making false declaration or providing false information for participation in an RFP process or to secure a contract or in execution of the contract.
 - (c) **“Coercive Practice”** means harming or threatening to harm, persons, or their property to influence their participation in the procurement process or affect the execution of a contract.
 - (d) **“Anti-competitive Practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness, and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels.
 - (e) **“Obstructive Practice”** means materially impede the Bank’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank’s rights of audit or access to information;

v. Debarment / Banning

Empanelment/participation of Bidders and their eligibility to participate in the Bank's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank's procurement process shall be considered against delinquent Vendors/Bidders:

(a) Holiday Listing (Temporary Debarment - suspension):

Whenever a Service Provider is found lacking in performance, in case of less frequent and less serious misdemeanors, the vendors may be put on a holiday listing (temporary debarment) for a period up to 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Service Provider is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Service Providers who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable).
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.).
- Service Provider undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

(b) Debarment from participation including removal from empaneled list

Debarment of a delinquent Service Provider (including their related entities) for a period (one to three years) from the Bank's procurement including removal from empanelment, wherever such Service Provider is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Service Provider from the list of empaneled Service Providers are:

- Without prejudice to the rights of the Bank hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 3 (three) years from the date of debarment.
- Service Provider fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely or fails to cooperate or qualify in the review for empanelment.
- If Service Provider ceases to exist or ceases to operate in the category of requirements for which it is empaneled.
- Bankruptcy or insolvency on the part of the Service Provider as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency.

- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents.
- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation.
- Employs a government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest / bank's interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company have been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) Banning from Ministry/Country-wide procurements:

For serious transgression of code of integrity, a delinquent Service Provider (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

36. SEXUAL HARASSMENT:

The Service Provider shall be solely responsible for full compliance with the provision of the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013"

- i. In case of any complaint of sexual harassment against its facilitator / employee(s), the complaint will be filed before the Internal Complaints Committee constituted by the Service Provider and the Service Provider shall ensure appropriate action under the said Act in respect to the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee(s) of the Service Provider shall be taken cognizance of by the Bank.
- iii. The Service Provider shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Service Provider, for instance any monetary relief to the Bank's employee, if sexual harassment / violence by the employee of the Service Provider is proved.
- iv. The Service Provider shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

37. PAYMENT OF BILLS:

Neither any advance nor any loan from any bank or financial institution shall be recommended on the basis of Work Order or Award of work.

The Bank will pay the Service provider the said contract amount, (hereinafter referred to 'the Contract Sum') or such other sum as shall become payable hereinunder at the time and in the Price Bid and the said conditions.

The payment will be made as per actual facilitator deployed for the captioned services and on satisfactory completion of the work and on submission of the bill

All payments by the Bank under this contract will be made only at Mumbai in Indian Rupees (₹) and shall be within 30 days from the submission of bills including period of checking subject to bills being complete in all respects as mentioned in the tender and, in the format, to be mutually agreed.

All taxes prevailing during the currency of contract shall be payable by the Service Provider within the accepted tender amount only and the Bank will not entertain any claim whatsoever in this respect except GST.

That the terms of this contract have been read by the Service Provider and fully understood by him / them. The Service Provider shall not be entitled for the payments for the quantities beyond the tendered quantities unless ordered for, by specific instructions with prior approval from the Bank.

The rate quoted shall be inclusive of bonus, house rent allowance, Employees Provident Fund, ESIC, conveyance, food expenses etc. and the Bank shall not be responsible for any payment towards the above components.

The payment of monthly bills in respect of the captioned Contract shall be paid by the Bank only after all documents as indicated below are submitted along with the bill:

- i) Copy of Wage Register, Muster roll
- ii) Proof of Wage / Salary amount credited in the Bank's account of facilitator.
- iii) The copy of wage register signed by facilitator deputed to the Bank's premises, in token of receipt of wage / salary for the previous month.
- iv) Amount of PF & ESI deposited in staff's / facilitator's respective account. The statement should have the PF number of the staff and the Service Provider shall fix its official seal and signature on the statement.
- v) PF challan for the previous month.
- vi) ESIC challan for the previous month along with separate sheet mentioning the names of the staff / facilitator deputed at the Bank's Premises (name of site to be mentioned) and the amount credited against their account with the ESIC office.
- vii) The statement should have the ESIC number of the staff / facilitator, and the Service Provider shall fix its official seal and signature on the statement.
- viii) A separate covering letter undertaking that the due and payable EPF and ESIC amounts have been credited as per the statement enclosed should also be submitted.

38. PENALTIES / LIQUIDATED DAMAGES:

- In case contractor fails to disburse salary to its deployed facilitator as per Central Govt. Minimum Wages Act latest by 15th of every month, penalty equivalent to one-day salary (Basic + DA) per delayed day shall be credited by the contractor into the account of

respective facilitator whose salary has been delayed, apart from the regular remuneration which is payable to him. Proof of the same shall be submitted to the Bank along with the bills of the next month. On occurrence of such event for a period of 3 continuous months, then the contract will be liable to be terminated.

- In case the required number of facilitator/supervisors are less than specified number as mentioned in the contract, a penalty of ₹ 500/- per absentee per day shall be deducted from the bill(s).
- In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to facilitator services in the event of Contractor failing to provide requisitioned number of facilitator, the Bank shall make deductions at double the rate of hiring rate on pro-rata basis from the bills preferred by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from the Contractor to be paid within seven days to the credit of the SBI.
- An amount of ₹2,500/- (Rupees Two Thousand Five Hundred only) will be levied as liquidated damages per day from the contractor whenever and wherever if found that the services is not up to the mark. If the contractor fails to perform as per the satisfaction of the Bank within 15 days, liquidated damages clause as incorporated in the tender document of the Contractor by the Bank will be invoked
- In case of any deficiencies in services observed by the Bank, the Contractor shall be penalized up to 5% of the monthly Bill amount.
- In case the collected waste dumped inside the Bank's Premises, the Contractor shall be penalized up to 5% of the monthly bill amount.

BUSINESS RULE DOCUMENT

ONLINE E-TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR OFFICER'S RESIDENTIAL BUILDINGS AT MALA TOWER, MHADA APARTMENT, RNA SPRING APARTMENT AND RNA SAPPHIRE SITUATED IN SUBURB OF MUMBAI

(A) Business rules for E-tendering:

1. Only Service Providers who fulfilled the prequalification criteria shall be eligible to participate.
2. Bank will engage the services of an e-tendering Service Provider who will provide necessary training and assistance before commencement of online bidding on Internet.
3. In case, there is any change in e-tendering Service Provider, the Bank will inform the qualified bidders suitably at appropriate time.
4. Business rules like event date, closing and opening time etc. will be communicated through Service Provider for compliance.
5. Bidders have to send by email, the compliance form in the prescribed format (provided by Service Provider), before start of e-tendering without which, bidders will not be eligible to participate in the bidding process.
6. E-tendering will be conducted on the scheduled date & time.
7. The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the items listed in the tender.

(B) Terms & Conditions of E-tendering:

Bank shall finalize the tender through e-tendering mode for which M/s. e-Procurement Technologies Ltd. has been engaged by the Bank as an authorized Service Provider. Please go through the guidelines given below and submit your acceptance to the same along with your bid.

1. E-tendering shall be conducted by the Bank through M/s. e-Procurement Technologies Ltd., on pre-specified date. While the bidders shall be quoting from their own offices / place of their choice, internet connectivity and other paraphernalia requirements shall have to be ensured by the bidders themselves. In the event of failure of their internet connectivity, (due to any reason whatsoever it may be) it is the bidders' responsibility.
2. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives such as back-up power supply etc. whatever required so that they can circumvent such situation and still be able to participate in the e-tendering successfully.
3. Failure of power at the premises of the bidder(s) during the e-tendering cannot be the cause for not participating in the e-tendering. On account of this, the time for the e-tendering will not be extended and the Bank shall not be responsible for such eventualities.

4. M/s. e-Procurement Technologies Ltd., Ahmedabad shall arrange to train bidders' nominated person(s), without any cost to the bidders. They shall also explain bidders all the rules related to the e-tendering. Bidders are required to give their compliance on it before start of bid process.
5. **BIDDING CURRENCY AND UNIT OF MEASUREMENT:** Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in online e-tendering.
6. **BID PRICE:** The bidder must quote the rate as per the tender document provided by the Bank or their appointed Architect.
7. **VALIDITY OF BIDS:** The bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.

Procedure of E-tendering:

Online e-tendering:

- a) The Technical as well as Price Bids will be available on the e-tender portal during the period specified in the NIT.
 - b) In the price bidding form, made available in the e-tender portal, the bidders will be required to fill-in their item-wise rates for each item.
 - c) The bidders are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
 - d) It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.
 - e) In case, the bidder(s) fails to quote their rates for any one or more tender items, their tender shall be treated as **"Incomplete Tender"** and shall be liable for rejection.
8. **LOG IN NAME & PASSWORD:** Each bidder is assigned a Unique Username & Password by M/s. e-Procurement Technologies Ltd., Ahmedabad. The bidders are requested to change the password after the receipt of initial password from M/s. e-Procurement Technologies Ltd., Ahmedabad. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
 9. **BIDS PLACED BY BIDDER:** Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the Successful Bidder backs out or fail to complete the work as per the rates quoted, the Bank shall be at liberty to take action as deemed necessary including de-panelling such bidders and forfeiting their EMD.
 10. At the end of the e-tendering, the Bank will decide upon the winner. The Bank's decision on award of contract shall be final and binding on all the bidders.

11. Bank shall be at liberty to cancel the e-tendering process / tender at any time, before ordering, without assigning any reason.
12. Bank shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
13. Other terms and conditions shall be as per your technical and commercial offers and other correspondences till date.
14. OTHER TERMS & CONDITIONS:
 - a. The bidder shall not involve himself or any of his representatives in price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
 - b. The bidder shall not divulge either his bids or any other exclusive details of the Bank to any other party.
 - c. Bank decision on award of contract shall be final and binding on all the bidders.
 - d. Bank reserve their rights to extend, reschedule or cancel any e-tendering within its sole discretion.
 - e. Bank or its authorized Service Provider M/s. e-Procurement Technologies Ltd., Ahmedabad shall not have any liability to the bidders for any interruption or delay in access to the site irrespective of the cause.
 - f. Bank or its authorized Service Provider M/s. e-Procurement Technologies Ltd., Ahmedabad is not responsible for any damages, including damages that result from, but are not limited to negligence.
 - g. Bank or its authorized service M/s. e-Procurement Technologies Ltd., Ahmedabad will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

N.B.

- All the Bidders are required to submit the following Process Compliance Statement duly signed to M/s. e-Procurement Technologies Ltd., Ahmedabad.
- All the bidders are requested to ensure that they have a valid digital signature certificate well in advance to participate in the online event.

PROCESS COMPLIANCE STATEMENT

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

M/s. e-Procurement Technologies Ltd.
B-704, Wall Street - II,
Opp. Orient Club, Nr. Gujarat College,
Ahmedabad - 380 006. Gujarat State, India.

Dear Sir,

AGREEMENT TO THE PROCESS RELATED TERMS AND CONDITIONS FOR THE ONLINE E-TENDERING FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR OFFICER'S RESIDENTIAL BUILDINGS AT MALA TOWER, MHADA APARTMENT, RNA SPRING APARTMENT AND RNA SAPPHIRE SITUATED IN SUBURB OF MUMBAI

This has reference to the terms & conditions for the e-tendering mentioned in the tender document, this letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the e-tendering as mentioned in RFP of the Bank as well as this document and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the e-tendering tool and have understood the functionality of the same thoroughly.
- 4) We confirm that the Bank and M/s. e-Procurement Technologies Ltd shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-tendering platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the e-tendering event.
- 5) We confirm that we have a valid digital signature certificate issued by a valid Certifying Authority.
- 6) We hereby confirm that we will honour the bids placed by us during the e-tendering process.
- 7) We confirm that we are the Service Providers/Vendors/Service Providers for the captioned job. In the eventuality of any information found incorrect at any stage of the tender, we hereby authorise the Bank to disqualify/reject our tender without notice and take further action as deemed fit.

With regards,

Date:

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

DETAILS OF PREMISES

The bidders are required to provide facility management services in the Colonies / Flats which shall specifically include the following areas: -

Name and location of building with full address	Total built up area (sq. mt.) (Approx.)	No. of Stories	Flat Configuration and Approx. Carpet Area	No. of Flats (Excl. Guest House / Chumery)	Nos. of Guest House / Chumery	Vacant area of the campus required to be maintained (Approx.)
Mala Towers, Andheri (W)	8,998 Sq.mtr.	Stilt plus 16	2 BHK (64 Sq.mtr.) 1 BHK (41 Sq.mtr.)	64 64	34	3,912 Sq.mtr.
MHADA, Oshiwara (Godawari, Cauvery, Yamuna)	6,916 Sq.mtr.	Stilt Plus 6	2 BHK (66 Sq.mtr.)	76	9	2,630 Sq.mtr.
RNA Spring Apartment, Andheri (W)	NA	NA	2 BHK (70 Sq.mtr.)	15	4	NA
RNA Sapphire Apartment, Andheri (W)	NA	NA	2 BHK (72 Sq.mtr.)	8	N. A.	NA

Note: There may be marginal variation in area on either side. No extra claim will be entertained for variation in area of any buildings

SCOPE OF WORK

The bidders are required to provide all the following services:

- ❖ Mechanised Housekeeping Services.
- ❖ Plumbing and Sanitation Maintenance Services.
- ❖ Carpentry Maintenance Services
- ❖ Key Maker & Lock Repair Services
- ❖ Electrical Maintenance Services
- ❖ Lift Operator Services
- ❖ Telephone Maintenance Services
- ❖ Pest Management Services
- ❖ Water Management Services
- ❖ Water Purifier Maintenance Services (For Common Areas, Guest Houses and Chummeries Only)
- ❖ Garden Maintenance & Horticulture Services
- ❖ Inventory and Key & Bills Collection / payment.

The brief details of scopes of services are mentioned below:

A. MECHANISED HOUSEKEEPING SERVICES:

(For Mala Tower, MHADA Apartment– Flats and common area)

(For RNA Spring and RNA Sapphire – Flats only)

Sr. No	Activity	Frequency
I	Inside Flat	
1	Cleaning of all Toilets & Bathrooms floor, WC and Wash Basins	Daily
2	Cleaning of Toilets & Bathrooms dado and mirror, Mirror Box / Cabinet	Weekly
3	Deep cleaning of Flats including Ceiling fans, exhaust fans, tube lights, kitchen window mess, netlon (if any), window glass	Monthly
4	Deep Cleaning of entire flat on vacation and ensuring that all the windows and doors are properly closed.	As an when required
5	Deep cleaning of entire flat after renovation and before occupation by the officer	As an when required
II	Common Area	
1	<u>Sweeping & Cleaning</u> <ul style="list-style-type: none"> • Sweeping & mopping of Dispensary, Health club, swimming club, gymnasium etc. in complexes where it exists. • Cleaning of all common Toilets, Bathrooms and Wash Basins • Sweeping of staircases from Ground floor to Terrace level, common / lift lobbies, podium, car parking, pump rooms, services rooms, security cabins, meter room, lift machine room etc. • Upkeep of playground equipment's, cleaning of the pond / 	Daily

Sr. No	Activity	Frequency
	fountain water for removal of the tree leaves and feathers. <ul style="list-style-type: none"> • Sweeping of car parking (covered and open), roads, pathways, podiums, and all common areas inside the boundary walls of colony 	
2	<u>Trash /debris Removal</u> <ul style="list-style-type: none"> • All the wastes, trash, debris, paper/cardboard wastes, etc. must be disposed from the campus as per the guidelines of MCGM including co-ordination in this regard with MCGM must be carried out by the Contractor. • Under no circumstances the collected wastes should be dumped inside the campus. • Scrap electrical material under buyback should be taken out on weekly basis and shall not be stored in Meter room, Pump room etc. 	Daily
3	<u>Deep Cleaning</u> <ul style="list-style-type: none"> • Clearing of cobweb in lobbies and common areas. • Cleaning of common bathrooms and toilet dado/skirting and mirrors. • Cleaning of sign boards and signages • Cleaning of car parking space by vacuuming or jet spraying by water. • Cleaning of terrace slab, meter boards rooms, parking space and any other common areas inside the boundary walls. • All floors, side walls of common areas. • Periodic cleaning of the podium, pathway, basement, etc. • Cleaning of the windows in the staircase, mopping the handrails of the staircases, common areas, and Lift lobbies. • Cleaning the drinking water coolers tanks. • Up-keeping & removing choke-up in the storm water drains. • Uprooting / removing of the grass, unwanted plants, shrubs, etc., from roadside, playground, inside the storm drainage lines, building / boundary walls, roof tops, plumbing and sewage pipelines of the buildings, etc. • Washing of Pathway and Roads. • Spit stains removal. 	Weekly
4	<ul style="list-style-type: none"> • Washing of staircases from Ground floor to Terrace, common lobbies, mid landing. Terrace slabs etc. of all the buildings with detergent power and phenyl. The contractor should ensure that no seepage of water into the lift or service shafts. 	Monthly
5	<ul style="list-style-type: none"> • Spreading of bleaching power on slippery and unsightly moss and algae, wherever it appears 	Regularly during monsoon and as & when appeared

B. PLUMBING & SANITATION MAINTENANCE SERVICE:

(For Mala Tower, MHADA Apartment – Flats, Common Areas, Guest Houses/Chummeries)

(For RNA Spring and RNA Sapphire – Flats, Guest Houses / Chummeries only)

S. No.	Nature of Services	Frequency
1	Providing skilled plumber with all required tools and equipment on all days including Sundays and holidays	Daily
2	Maintaining building wise Maintenance Log Register, as per format in Annexure – ‘M’, for the repair / replacement works carried out.	Daily
3	Removing choke-ups in all the plumbing installation inside the bathrooms, toilets & kitchen/pantry and common areas, plumbing ducts, sewer lines, supply lines etc.	As & when required.
5	Repairs of plumbing & sanitary fittings like flushing systems CI/PVC/Ceramic etc., including removal of siphons, bells, float valves, provision of cotter pin, plunger washers, nut and bolts for siphon, 'S' hooks, Ballcock etc. including removal and re-fixing with new accessories of appropriate sizes and making it in working condition	As & when required
6	Cementing of joints of various drainage lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors, and dados, including re-fixing the same with white cement and matching pigment.	As & when required
7	Checking and monitoring of all installation and to attend any defect immediately. Major work to be informed to the Estate Department.	Weekly
8	Clearing the vegetation from the buildings wherever it appears	As & when appeared.
9	All Sewage/drainage line, inspection chambers, floor traps, etc. to be checked & cleaned inside the Premises up to Municipal Manhole (including removal of debris, sludge etc. from the line/ chambers and out of the Premises). In case the work is not executed or unable to clear the blockage of drainage the same will be executed through other agency at the contractor's cost & risk.	Quarterly and as and when required to ensure free flow.
10	Keeping the rainwater outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc.	As & when required
11	Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.	As & when required
12	Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required.	As & when required
Note:	Cost of Hardware, Consumable Items/Spare Parts for Plumbing & Sanitary maintenance & repair jobs viz. Washers, Nipples, Waste Pipe for Urinal / Washbasin, Nahani Trap jali, CP Gratings, Check nuts, Teflon Tape, Rawlplug, PVC Connection, Spindle for all types and makes of CP Taps and Mixtures, M-Seal, CI/GI/CPVC pipe clamps, GI/CPVC plumbing specials viz. Tee, Elbow, Sockets, Nipples, Plug, Bend, screws, etc. complete will be under the scope of the services and no extra payment will be made to the vendor. However, cost of high valued items required for the services will be paid extra as per actual, as per the rates	

S. No.	Nature of Services	Frequency
	stipulated in Annexure – ‘H’ of the RFP. (All spares to be used shall be of standard brand and as per samples approved by the Bank in advance).	

C. CARPENTRY MAINTENANCE SERVICES:

(For Mala Tower, MHADA Apartment – Flats, Common Areas, Guest Houses/Chummeries)

(For RNA Spring and RNA Sapphire – Flats, Guest Houses / Chummeries only)

S. No.	Nature of Services	Frequency
1	Providing skilled carpenter with all required tools and equipment on all days including Sundays and holidays to carry out the work as directed by the Bank.	Daily
2	Maintaining building wise Maintenance Log Register, as per format in Annexure – ‘M’, for the repair / replacement works carried out.	Daily
3	Servicing and repairing all types of doors, windows, racks, ventilators, pelmets / curtain rods, hangers etc. in the flats and of common area.	As & when required
3	Servicing and repairing all types of wardrobes, storages, Modular cabinets kitchen (if provided by the Bank).	As & when required
4	Removing and re-fixing the loose hardware items with necessary screws as required at site etc. complete. without claiming any extra cost.	As & when required
5	Replacement of worn-out wooden beading, any wooden members, and any damaged hardware fitting. Replacement of broken glass panes of door and window shutters & frames.	As & when required
6	Replacement of damaged latch lock, mortice lock, cylindrical lock, wardrobe lock, drawer lock, all type of handles, hinges, tower bolts, door stopper, bird nets, netlon etc.	As & when required
Note:	Cost of Hardware, Consumable Items/Spare Parts for Carpentry maintenance & repairs viz handles, tower bolts, all types of hinges hinges, door stopper, door magnet stopper, plastic buffers, ss drawer handles, screws, nuts & bolts, fasteners, rawlplugs, clamps etc. complete will be under the scope of the services and no extra payment will be made to the vendor. However, cost of high valued items required for the services will be paid extra as per actual, as per the rates stipulated in Annexure – ‘H’ of the RFP.	

D. KEY MAKER AND LOCK REPAIR SERVICES:

(For Mala Tower, MHADA Apartment – Flats, Common Areas, Guest Houses/Chummeries)

(For RNA Spring and RNA Sapphire – Flats, Guest Houses / Chummeries only)

S. No.	Nature of Services	Frequency
1	Making new keysets for all types of latch lock, mortice lock, cylindrical	As & when

S. No.	Nature of Services	Frequency
	lock, pad lock etc.	required
2	Servicing and repairing of all types of locks like latch lock, mortice lock, cylindrical lock, pad lock etc.	As & when required
3	Maintaining building wise Maintenance Log Register, as per format in Annexure – ‘M’, for the repair / replacement works carried out.	As & when required

E. ELECTRICAL MAINTENANCE SERVICES:

(For Mala Tower, MHADA Apartment – Flats, Common Areas, Guest Houses/Chummeries)

(For RNA Spring and RNA Sapphire – Flats, Guest Houses / Chummeries only)

S. No.	Nature of Services	Frequency
1	Providing licensed electrician with helper round the clock on all days including Sundays & holidays. License issued by State licensing authority / PWD to be laminated and displayed in Meter room.	Daily
2	Operation and maintenance and regular up-keep of lighting and allied electrical works, within the building/premises.	Daily
3	Operation and maintenance and upkeep of exhaust fans in the building/premises.	Daily
4	Cleaning the interior of all the lift cars.	Daily
5	Maintaining building wise Maintenance Log Register, as per format in Annexure – ‘M’, for the repair / replacement works carried out.	Daily
6	Changing of fused tubes and other items as per instructions of Engineer-in-charge and handing over the fused ones to the Officer (maintenance) and / or Electrical Engineer.	Daily
7	Operation and maintenance and upkeep of street lighting, garden lighting and service building electrification.	Daily
8	Operation, maintenance, and upkeep of sump well pumps, water pumps and starters, including Hydro pneumatic pumps, water recycling & sewerage treatment plant (STP) and water treatment plant.	Daily
9	Switch off/on the common area lights, fans, etc. as scheduled and requirement to save Energy.	Daily
10	Cleaning of mains, distribution boxes of each floor and checking up of all the electrical connections to all the gadgets.	Weekly
11	Cleaning, dusting of electrical and telephone shafts, starters, pumps, panel boards, cable racks etc.	Monthly
12	Cleaning and dusting of panel boards once in every 30 days.	Monthly
13	Liaising with Utility service provider and govt. authorities (such as MCGM, BEST, Adani Energy, Tata Power etc.) for necessary approval, correction of bills, restoration of supply etc. in case of power failures/routine maintenance/shut down of power.	As & when required
14	Replacing bulbs, tube lights etc. wherever / whenever required.	As & when required
15	To clean and lubricate fans, exhaust fans, wherever / whenever required	As & when required

S. No.	Nature of Services	Frequency
16	Operation and maintenance of Capacitor Banks to maintain the Power Factor above 0.95.	As & when required
Note:	Cost of Consumable Items/Spare Parts for Minor Electrical maintenance & repairs viz PVC insulation tape, screws, rawplug, Small Clamps, Connectors, 5/15 Amps Switches & Sockets of same model & make as existing, Capacitor / Condenser for Ceiling and Wall Fans, power supply for LED downlights, Electronic Choke/driver for Tube Light fittings, Tube Starter, CFL/LED Lamps, Doorbell, etc. (Replacement to be with similar items/spares as existing items only) complete will be under the scope of the services and no extra payment will be made to the vendor. However, cost of high valued items required for the services will be paid extra as per actual, as per the rates stipulated in Annexure – ‘H’ of the RFP.	

G. LIFT OPERATOR SERVICES:

(For Mala Tower and MHADA Apartment only)

S. No.	Nature of Services	Frequency
1	Provision of experienced and Trained liftmen for operation of the lifts Qualification Certificate (Previous experience) to be displayed inside lift including mobile no.	Daily
2	Ensuring proper cleaning and periodical servicing of all lifts by the respective agencies.	Daily
3	Checking of all fittings and fixtures for its uninterrupted operations.	Daily
4	Keeping close watch over the performance/functioning of Lift and any abnormal function/defects/erratic performance to be reported to the Engineer-in-Charge and Service Contract Agency.	Daily
5	Accompanying Senior / differently abled passengers and children inside the lift.	Daily
6	Maintaining of complaints register.	Daily
7	Switch off the standby lift power supply during off-peak hours to save energy.	Daily
8	Trial of lift rescue operation to be done once in a month and ensure updated knowledge of opening lift door and safety Practices by coordinating with Lift OEM Technician.	Bi-monthly
9	Rescuing occupants in case of lift getting stuck.	As & When required
10	Follow up with the OEM for any repair to make it operational	As & when required

H. TELECOM MAINTENANCE SERVICES:

(For Mala Tower and MHADA Apartment including Guest Houses / Chummeries)

(For RNA Spring Guest Houses / Chummeries Only)

S. No.	Nature of Services	Frequency
1	Providing skilled telecom support technician round the clock on all days including Sundays & holidays.	Daily

S. No.	Nature of Services	Frequency
2	Maintaining building wise Maintenance Log Register, as per format in Annexure – ‘M’, for the repair / replacement works carried out.	Daily
3	Operation, maintenance and regular up-keep of telephones, intercoms, and allied telephone works, within the building/premises.	Daily
4	Operation, maintenance and upkeep of security telephones and intercoms in lifts, guest houses etc.	Daily
5	Operation, maintenance and rectification of telephones and intercoms faults of all flats of the building.	Daily
6	Updating of records and verification as per cabling in MDF	Daily
7	Cleaning of intercom / telephones in all the lift cars.	Daily
8	Operation, maintenance, and upkeep of MDF in the building / premises.	Daily
9	Changing of faulty telephones and other items such as faulty coil cord, line cord as per the requirement or as per the instructions of Engineer-in-charge and handing over the faulty telephones items to the Officer (maintenance) and / or Telecom Engineer.	Weekly
10	Cabling of faulty telephone line, intercom, and LAN ports	As & when required
11	Liaising with Telecom / Utility service provider and govt. authorities (such as MTNL, Airtel, Vodafone, Tata, Jio or any other telecom service provider and EPABX vendor, etc.) for necessary follow-up for fault rectification, correction of bills, restoration of any telecom faults including cable fault minor or major, applying for new telephone lines, ADSL / FTTH internet lines, lease line. Disconnection and reconnection of telephone, internet, lease lines etc. Any other telecom facilities required, and rectification of faults not covered above.	As & when required
12	Faulty parts and equipment are to be replaced by the Contractor without charging anything extra towards labour cost as well as cost of minor materials required as mentioned in this tender. However, the cost of specified major items mentioned in this tender document will be reimbursed to the Contractor on actual basis on production of GST paid Invoice duly certified by the Bank’s Engineer provided replacement of all such Telephones, and LAN components which are considered beyond repairs by the Engineer-in-charge who have issued specific written instructions to replace the same.	As & when required

I. PEST MANAGEMENT SERVICES:

(For Mala Tower and MHADA Apartment – Common Areas, Guest Houses / Chummeries)

(For RNA Spring – Guest Houses / Chummeries only)

S. No.	Nature of Services	Frequency
1	Pest management for cockroaches, silver fish, ants, house flies, etc to common areas at all floors like staircase, lift lobbies, terraces, stilt parking, ground floor & rooms/cabins thereat, including drains, chambers, ducts, etc.	Monthly and as & when required

S. No.	Nature of Services	Frequency
2	Fogging/fumigation, chemical spray etc for mosquito control in the entire complex including drains, chambers, ducts, parking area, garden etc.	Monthly and as & when required
3	Rodent control treatment for rats, mice & bandicoots using traps, baits, stick board, etc. in the flats and entire complex including drains, chambers, ducts, parking area, garden, etc.	Monthly and as & when required
4	Post construction Anti-Termite/white ant Pest Management treatment inside the premises.	As and when required
<p>Note: The General Pest Management, Fogging, Post Construction Anti-Termite Treatment with warranty of 5 years and Rodent Control Treatment is to be carried out through the reputed agency registered with Indian Pest Control Association (IPCA) preferably through Pest Control of India (PCI) or any other agency approved by the Bank.</p>		

J. WATER MANAGEMENT SERVICES:

(For Mala Tower and MHADA Apartment only)

S. No.	Nature of Services	Frequency
1	Management of pump and water tanks round the clock and supply of water 24X7 basis.	Daily
2	Draining out water from pumps	Daily
3	Regular checking of water level controller along with the electrician to avoid wastage of water.	Daily
4	In case of emergency / shortage of water / additional requirement, the contractor must arrange for the water tanker after obtaining the permission from the Bank's Officials. However, the actual charges shall be paid after submitting the bill by contractor	As and when required
5	Cleaning of underground and overhead tanks without any additional cost to the Bank using suitable equipment and chemicals with proper safety precautions and optimizing water usage to avoid wastage of water. <i>Note: The water tanks must be cleaned by giving prior notice to the residents.</i>	Quarterly

K. WATER PURIFIER MAINTENANCE SERVICES:

(For Mala Tower and MHADA Apartment – Common Areas, Guest Houses / Chummeries)

(For RNA Springs – Guest Houses / Chummeries Only)

S. No.	Nature of Services	Frequency
1	Correct any fault and failure in the water purifiers and shall repair and replace worn out or defective parts of the Water Purifiers with brand new parts. The cost of spare parts shall be reimbursement to the contractor after original bill produced by the contractor to the Bank	As & when required
2	Ensuring that faults and failures intimated by the Bank /residence are set right within one day of being informed	As & when required
3	Servicing of Water purifiers and replacement of worn out exhausted spare parts including solenoid valve will be made if required. The contractor must maintain service report duly signed by the occupants and submit to the concern Bank's official after completion of each service for verification.	Quarterly and as & when required
4	For repair necessitating the removal of the water purifier or any parts	As & when

S. No.	Nature of Services	Frequency
	thereof to other site, there shall be no additional charge for the labour or parts replaced. However, the consumable items such as RO membrane, pre-filter, carbon filter, sediment filter, UV membrane shall be paid by the Bank extra on submission of original invoice	required
5	Maintaining building wise Maintenance Log Register, as per format in Annexure – 'M', for the repair / replacement works carried out.	As & when required

L. GARDEN MAINTENANCE & HORTICULTURE SERVICES:

(For MHADA Apartment – Common Areas, Guest Houses / Chummeries only)

(For RNA Springs – Guest Houses / Chummeries Only)

S. No.	Nature of Services	Frequency
I	Lawns	
1	Watering	Thrice a week / daily during summer and as may be required
2	Trimming, de-weeding	Monthly and as & when required
3	Replacement / Gap filling etc.	During monsoon season and as & when required
4	Manuring	Quarterly and as & when required
5	Spraying / applying with eco-friendly insecticide	Quarterly and as & when required
II	Ground Cover / Planter Boxes	
1	Watering	Thrice a week / daily during summer
2	Trimming, de-weeding	Monthly and as & when required
3	De-weeding up to 5 mtr.	Half yearly and as & when required
4	Loosening, mulching, and adding good soil, manuring, and fertilizing etc.	Twice a year
5	Spraying with eco-friendly insecticide	Yearly and as & when required
III	Ornamental Plants	
1	Watering	Daily
2	Loosening, mulching, and adding good soil, manuring, and fertilizing etc.	Quarterly
3	Trimming, de-weeding	Half yearly
4	Spraying / applying eco-friendly insecticide	Half yearly and as & when required
IV	Shrubs	

S. No.	Nature of Services	Frequency
1	Watering	Daily
2	Trimming, de-weeding	Monthly
3	Loosening, mulching, and adding good soil, manuring, and fertilizing etc.	Half yearly
4	Spraying / applying eco-friendly insecticide	Half yearly and as & when required
5	Replacement / Gap filling etc.	During monsoon season and as & when required
V	Trees	
1	Watering	Weekly
2	Loosening, mulching, and adding good soil, manuring, and fertilizing etc.	Half yearly
3	De-weeding, cleaning of dry leaves etc., up to five meters	Half yearly and as & when required
4	Spraying eco-friendly insecticide	Yearly and as & when required
5	Trimming / pruning of branches of all types of trees, mechanically / manually, of all height & girth, to the required length / height including carting away / disposal of debris to a place approved by MCGM including obtaining necessary permission from MCGM / local government authority for trimming / pruning of trees.	Preferably before monsoon and as & when required
VI	Other Miscellaneous Work	
1	Sweeping & Cleaning the garden areas, lawns flower beds, hedges, parks, pathway, rocks, slopes all open and covered garden / lawn places etc. in any.	Daily
2	Removing the dry leaves, dry branches, barks of tree, waste plastic bottles, containers, bags and disposing in the dustbins / waste pits / dumping ground.	Daily
3	Keeping the entire premises free from animals' menace like dog, cat, monkey menace.	Daily
4	Maintenance of Green House Application of pesticides, weeding replanting, cutting and sales of product like flowers and vegetables	Daily
5	Developing flower beds, planting, sowing etc.	As and when required
6	Replacement of old and damaged pots of indoor plants placed in vantage point	As and when required
7	Removing water logging in garden / lawn area	As and when required
8	Maintenance of shade nets, sand filters, drip and sprinkler irrigation system installed in the entire premises.	Monthly and as & when required
9	Coloring earthen pot at garden and bottom of trees	Half Yearly and as & when

S. No.	Nature of Services	Frequency
		required
10	Replacing of potted plants at all important places like entrance, main gate, towers, etc.	Yearly and as & when required
11	Any other work related to horticulture maintenance entrusted.	As and when required
Note:	Cost of periodical manures, pesticides, other consumables, etc. required for the gardening work will be under the scope of the services and no extra payment will be made to the vendor. However, cost of cost of trees, plants, planter box, if required, will be paid extra on the rate mutually agreed between the Bank and the vendor.	

M. INVENTORY AND KEY & BILLS COLLECTION:

(For Mala Tower and MHADA Apartment – Flats and Common Areas)

(For RNA Spring and RNA Sapphire – Flats only)

S. No.	Nature of Services	Frequency
1	Taking the inventory of the flats being vacated in consultation with the official	During Vacation of flat
2	Taking electricity and piped gas meter reading, jointly with officer, of the vacant flat, also ensuring that at the time of vacation all the utility dues, such as electricity, piped Gas etc. are being paid by the Officer of the vacating flat and maintaining the record of the reading and submitting it to the respective officials of the Bank.	During vacation of flat
3	Collecting the keys and handing over the same to the AGM (Estate) / CM (Estate)	On vacation of flat
4	Collecting water bills, property tax bills, society maintenance bills, piped gas bills, electricity bills or any other utility bills to be paid by the Bank and submitting it to the respective officials of the Bank	As and when required
5	Collection and payment of electricity and piped gas bills of the vacant flats to ensure the connection do not get terminated and Bank may reimburse the payment on production of proof of payment along with Bill	As and when required
4	Collection of cheques for bills payment of water bills, property tax bills, society maintenance bills, piped gas Bills, Electricity Bills or any other bills from the accounts section and deposit it to the respective department	As and when required
5	At the time of change of occupancy of the flat, removing the old occupant's name and putting new occupant's name on the name board.	As and when required
6	Preparation of Flat wise Inventory chart (one time) Register for each building showing all items installed by Bank as per Format in Annexure – 'L' attached. Also, entering assets removed/ replaced etc such as Ceiling fans, Exhaust fans lights etc.	As & when required

MACHINES / EQUIPMENT TO BE PROVIDED:

The housekeeping works must be carried by mechanized system for which the essential equipment is listed as under:

Sr. No.	Equipment	Use	Remarks
1)	Heavy duty Wet and Dry vacuum cleaner.	Drying of wet surfaces, suction of spillages for deep cleaning of Flats.	The equipment stated in these columns will have to be provided at the site by the Contractor.
2)	Wringer / Mopping Trolley	Moping of floors	
3)	Scrubbing Machine 3 in 1	Scrubbing/polishing of floors	
4)	Hand scrubber	Scrubbing of inaccessible by Single Disc Scrubber (Staircases, Toilet and Bathroom Dado etc.)	
5)	High pressure water jet spray machine	Pressure cleaning of pavements, toilets etc.	
6)	Window applicator and squeegee	For window glass cleaning	
7)	Telescopic pole	Removal of cobwebs, dust on ceiling or high-rise areas.	
8)	Stain Remover	For removing stain on floor surfaces etc,	

INDICATIVE MANPOWER REQUIREMENT

Sr. No.	Manpower requirement	Mala Tower	MHADA	RNA Spring	RNA Sapphire
1	Supervisor (Skilled Category) 12 th Standard or ITI Degree with 3 years of relevant experience Supervision of Housekeeping works and Manpower Handling.	1	1		
2	Housekeeper (Unskilled Category - Trained for the house keeping work)	13	12	3	2
3	Plumber (Skilled Category) with Govt. recognized technical course (ITI or equivalent) in plumbing with minimum 3 years' relevant experience.	1	2		
4	Carpenter (Skilled Category) with minimum 3 years of relevant experience in similar work	1	1		
5	Electrician (Skilled Category) with Govt. recognized technical course (ITI or equivalent) in electrical trade with minimum 3 years' relevant experience and possess valid wireman license issued by PWD to work as an Electrician.	1	2		
6	Lift Operator (Semiskilled Category, Minimum 10th pass) with Minimum 2 years of relevant experience as Lift Operator along with mandatory License for the purpose	1	1	NA	NA
7	Telecom Technician (Skilled Category) with Govt. recognized technical course (ITI or equivalent) in Telecom trade with minimum 3 years' relevant experience.	1	1	NA	NA
8	Gardeners (Semiskilled Category) with minimum 2 years of relevant experience in similar work.	1	1	NA	NA

*Shifts/ timings etc will be as per Bank's requirements, including lunch/recess time and subject to changes, in case of need.

Note:

- i. Wherever the duty hours of the respective Employee/Workman/Technician etc. mentioned above is exceeding 8 hours, it will be sole responsibility of the contractor to ensure relief arrangements and to quote their rates accordingly.
- ii. The contractor must provide Uniform (displaying contractor's name), shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.

SCHEDULE OF CLEANSING MATERIAL TO BE SUPPLIED IN THE FLAT

S. No.	Description	Periodicity	Qty	Unit
1	Washroom Cleaning Chemical of Harpic or equivalent approved by the Bank (500 ml)	Monthly	1	Nos.
2	Floor Cleaning Chemical of Lizol or equivalent approved by the Bank (500 ml)	Monthly	1	Nos.
3	Toilet Freshener Cube / Pocket of Odonil / Godrej Aer	Monthly	2	Nos.
4	Biodegradable Garbage Bag (Small)	Monthly	2	Rolls (containing 30 bags)
5	Floor Duster	Quarterly	1	Nos.

**SCHEDULE OF TENTATIVE CONSUMABLE MATERIAL AND TOOLS REQUIRED FOR
UPKEEPING COMMON AREAS**

S. No.	Description	Periodicity
1	Wet Mop Refill of Gala/Kleenal or equivalent approved by Bank	Monthly
2	Bleaching Powder of Good Quality	As Per Requirement
3	Washroom Cleaning Chemical of Taski R1	As Per Requirement
4	Floor Cleaning Chemical of Taski R2	As Per Requirement
5	Glass Cleaning Chemicals of Taski R3	As Per Requirement
6	Metal Polish of Taski-D7	As Per Requirement
7	Toilet Bowl Cleaner of Taski-R6	As Per Requirement
8	Chock up Pump of approved quality	Monthly
9	Dustpan of Gala/Kleenal or equivalent approved by Bank	Monthly
10	Glass Duster of approved quality	Monthly
11	Check Duster of approved quality	Monthly
12	Floor Duster of approved quality	Monthly
13	Sponge of approved quality	Monthly
14	Naphthalene Balls of Good Quality	Monthly
15	Biodegradable Garbage Bag (Big) of Naturepac / Jackson / Uniclean make	Monthly
16	Biodegradable Garbage Bag (Small) of Naturpac / Jackson / Uniclean make	Monthly
17	Dry Mop Set of Gala/Kleenal or equivalent approved by Bank	Quarterly
18	Dry Mop Refill of Gala/Kleenal or equivalent approved by Bank	Quarterly
19	Wet Mop Set of Gala/Kleenal or equivalent approved by Bank	Quarterly
20	Soft Broom Gala/Kleenal or equivalent approved by the Bank	Quarterly
21	Hard Broom Gala/Kleenal or equivalent approved by the Bank	Quarterly
22	Scrubbing Brush with Handle of Amco/Kleenal/Gala or equivalent approved by the Bank	Quarterly
23	Floor Wiper of 3M/Scotch Brite or equivalent approved by the Bank	Quarterly
24	Pickup Dustpan of Ratan/ Kleenal/Gala/Imported	Quarterly
25	Metal Scrapper of approved quality	Quarterly
26	Tall Sweeping Brush Gala/Kleenal or equivalent approved by Bank	Half Yearly
27	Toilet Brush of Gala/Kleenal or equivalent approved by Bank	Half yearly
28	Plastic Buckets of Gala/Kleenal or equivalent approved by Bank	Half Yearly
29	Plastic Dust Bin 100ltr of Gala/Kleenal or equivalent approved by Bank	Half yearly
30	Plastic Mugs of Gala/Kleenal or equivalent approved by Bank	Half yearly

RATES OF HIGH VALUE ITEMS

The cost of high value items/fittings/fixtures/hardware/accessories required for day-to-day maintenance shall be reimbursed to the bidder as per rates (excluding GST) mentioned in the following table, which shall remain fixed for entire contract period. No escalation in rates will be permitted in any condition.

S. No.	Description	Make	Unit	Rate (₹)
PLUMBING & SANITARY ITEMS				
1	White glazed vitreous Wall Mounted Wash Basin of size 45 X 30 cm	Hindware / Parryware / Jaquar	Nos.	1,550.00
2	White glazed vitreous Wall Mounted Wash Basin of size 55 X 40 cm	Hindware / Parryware / Jaquar	Nos.	1,988.00
3	White Glazed Vitreous Countertop Wash Basin of Size as per existing	Hindware / Parryware / Jaquar	Nos.	2,880.00
4	White Glazed Vitreous Under Counter Wash Basin of Size as per existing	Hindware / Parryware / Jaquar	Nos.	3,230.00
5	White vitreous Orissa Pan water closet of size 57 X 34 cm	Hindware / Parryware / Jaquar	Nos.	2,830.00
6	White vitreous Floor Mounted European Water Closet of size as per existing with plastic seat and lid	Hindware / Parryware / Jaquar	Nos.	6,610.00
7	EWC Seat Cover	Hindware / Parryware / Jaquar	Nos.	1,570.00
8	Stainless Steel Kitchen Sink without Drain Board of glossy finish and large size	Nirali	Nos.	7,170.00
9	C.P. Brass Waste Coupling	Jaquar / Hindware / Cera	Nos.	550.00
10	Choke-stop Strainer	Nirali / Hindware / Cera	Nos.	933.00
11	C.P. Brass Bottle Trap (32 mm dia.) with cleaning eye, extension piece and wall flange	Jaquar / Hindware / Cera	Nos.	1,850.00
12	P.V.C. Flexible Drainpipe up to 1mtr. Length (32 mm dia.)		Nos.	133.00
13	P.V.C. Flexible Drainpipe up to 1mtr. Length (40 mm dia.)		Nos.	176.00
14	Wall Mounted P.V.C. Flush Tank	Hindware / Parryware / Jaquar	Nos.	1,310.00
15	C.P. Flush Plate	Hindware / Parryware / Jaquar	Nos.	1,575.00
16	Concealed Flushing Cistern Ball Cock	Hindware / Parryware / Jaquar	Nos	795.00
17	Concealed Flushing Cistern Siphon	Hindware / Parryware / Jaquar	Nos.	995.00

S. No.	Description	Make	Unit	Rate (₹)
18	C.P. Brass Concealed Flush Valve Dual Flow 40mm size with exposed Shut-Off Provision and 3/6 litre water per flush	Hindware / Parryware / Jaquar	Nos.	3,100.00
19	CP ABS Health Faucet with CP ABS Wall Hook, and 1.00 mtr. (min.) long flexible SS braided hose pipe	Jaquar / Hindware / Cera	Nos.	1,150.00
20	C.P. Brass Bib Cock (15mm)	Jaquar Continental or equivalent in Hindware / Cera	Nos.	1,150.00
21	C.P. Brass 2-way Bib Cock (15mm)	Jaquar Continental or equivalent in Hindware / Cera	Nos.	1,375.00
22	C.P. Brass Regular Pillar Cock (15mm)	Jaquar Continental or equivalent in Hindware / Cera	Nos.	1,375.00
23	C.P. Brass Long Neck Pillar Cock (15mm)	Jaquar Continental or equivalent in Hindware / Cera	Nos.	1,825.00
24	C.P. Brass Sink Cock (15mm)	Jaquar Continental or equivalent in Hindware / Cera	Nos.	1,975.00
25	C.P. Brass Concealed Mixer & Divertor system (15mm) - Concealed Part	Jaquar / Hindware / Cera	Nos.	3,250.00
26	C.P. Brass Concealed Mixer & Divertor system (15mm) - Exposed Part	Jaquar / Hindware / Cera	Nos.	1,450.00
27	C.P. Brass Wall Mixer System (15mm)	Jaquar Continental or equivalent in Hindware / Cera	Nos.	4,800.00
28	C.P. Brass Bath Spout (15mm)	Jaquar / Hindware / Cera	Nos.	1,400.00
29	C.P. Brass Angle Cock (15mm)	Jaquar Continental or equivalent in Hindware / Cera	Nos.	950.00
30	C.P. Brass Concealed Stop Cock (15mm) concealed body	Jaquar / Hindware / Cera	Nos.	1,175.00
31	C.P. Brass Concealed Stop Cock concealed body	Jaquar Continental or equivalent in Hindware / Cera	Nos.	575.00
32	C.P. Brass Concealed Stop Cock (20mm) Exposed Kit	Jaquar / Hindware / Cera	Nos.	582.00
33	450 mm Braided Hose	Jaquar / Hindware / Cera	Nos.	300.00
34	CP Holder/Stand for Health Faucet		Nos.	80.00
35	Braided hose pipe for Health Faucet		Nos.	275.00
36	C.P. Brass Towel Rod (450mm long)		Nos.	300.00
37	C.P. Brass Towel Rail (600mm)		Nos.	380.00

S. No.	Description	Make	Unit	Rate (₹)
	long)			
38	CPVC Pipe (SDR-11) with plain & brass specials and fittings			
a	15 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	80.00
b	20 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	105.00
c	25 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	164.00
d	32 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	243.00
e	40 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	360.00
f	50 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	597.00
39	PVC Pipe (6kg/sq.cm) with all specials and fittings			
a	32 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	83.00
b	40 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	1100
c	50 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	150.00
d	75 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	212.00
e	110 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	338.00
f	150 mm dia. pipe	Astral/ Supreme/ Prince	Rmt	740.00
40	Gate Valve - Bronze			
a	15 mm nominal bore	Zoloto / Link	Nos.	1,500.00
b	20 mm nominal bore	Zoloto / Link	Nos.	2,250.00
c	25 mm nominal bore	Zoloto / Link	Nos.	2,750.00
d	32 mm nominal bore	Zoloto / Link	Nos.	3,850.00
e	40 mm nominal bore	Zoloto / Link	Nos.	4,850.00
f	50 mm nominal bore	Zoloto / Link	Nos.	7,500.00
41	Ball Valve - CP Brass			
a	15 mm nominal bore	Zoloto / Link	Nos.	850.00
b	20 mm nominal bore	Zoloto / Link	Nos.	1,150.00
c	25 mm nominal bore	Zoloto / Link	Nos.	1,800.00
d	32 mm nominal bore	Zoloto / Link	Nos.	2,250.00
e	40 mm nominal bore	Zoloto / Link	Nos.	2,450.00
f	50 mm nominal bore	Zoloto / Link	Nos.	3,500.00
CARPENTARY ITEMS				
1	Flush Door			
a	40mm Thick		Sqm	1,509.00
b	35mm Thick		Sqm	1,304.00
c	25mm Thick		Sqm	1,058.00
d	19mm Thick		Sqm	918.00
2	Plywood			
a	6 mm thick (MR Grade)		Sqm	445.00
b	8 mm thick (MR Grade)		Sqm	570.00
c	12 mm thick (MR Grade)		Sqm	686.00
d	15 mm thick (MR Grade)		Sqm	840.00
e	18 mm thick (MR Grade)		Sqm	888.00

S. No.	Description	Make	Unit	Rate (₹)
3	Teakwood			
a	2 X 1 1/2"		Rmt.	189.00
b	3 X 1 1/2"		Rmt.	270.00
4	Bidding Patti			
a	1 X 1 1/4"		Rmt	51.00
b	1 X 1/2"		Rmt	37.00
5	Laminate (1mm thick)		Sqm	763.00
6	Laminate (0.8mm thick)		Sqm	260.00
7	Glass			
a	4 mm thick		Sqm	510.00
b	6 mm thick		Sqm	752.00
c	8 mm thick		Sqm	1,038.00
d	10 mm thick		Sqm	1,207.00
e	12 mm thick		Sqm	1,456.00
f	12mm thick (Toughened)		Sqm	2,500.00
8	Mortice lock (twin bolt)	Godrej	Nos.	3,970.00
9	Night Latch (6 lever) with keys	Godrej	Nos.	1,625.00
10	Cylindrical lock with keys (C. P.)	Godrej	Nos.	1,325.00
11	Door Handle lock with keys	Godrej	Nos.	1,774.00
12	Lock body (double locking)		Nos.	950.00
13	SS Door Handle (600 mm)	Godrej	Nos.	1,500.00
14	Brass Door Handle (600mm)	Godrej	Nos.	2,500.00
15	SS Aldrop (10" Brass)	Godrej	Nos.	1,025.00
16	SS Telescopic Drawer Channel	Godrej	Nos.	636.00
17	SS Wire mesh		Sqm	322.00
18	PVC Bird Net		Sqm	160.00
19	Mirror Box (SS)		Nos.	1,800.00
20	Powder coated curtain rod		Rmt.	130.00
21	Powder coated curtain rod end cap		Nos.	40.00
22	Powder coated curtain rod socket		Nos.	125.00
23	Powder coated curtain rod centre support		Nos.	80.00
LOCK REPAIRING & KEY MAKING (Inclusive of labour charges)				
1	Night Latch Repairing		Nos.	650.00
2	Lock body double locking repairing		Nos.	400.00
3	Night latch new key making		Nos.	550.00
6	Cylindrical lock key making		Nos.	600.00
ELECTRICAL ITEMS				
1	6 Amp	Legrand/Havells/ Anchor	Nos.	200.00

S. No.	Description	Make	Unit	Rate (₹)
2	10 Amp	Legrand/Havells/ Anchor	Nos.	220.00
3	16 Amp	Legrand/Havells/ Anchor	Nos.	220.00
4	20 Amp	Legrand/Havells/ Anchor	Nos.	240.00
5	25 Amp	Legrand/Havells/ Anchor	Nos.	240.00
6	32 Amp	Legrand/Havells/ Anchor	Nos.	240.00
7	40 Amp	Legrand/Havells/ Anchor	Nos.	600.00
8	Ceiling Fan 24" high Speed plus, Double bearing, energy efficient	Crompton Greaves /Havells/Orient	Nos.	2,024.00
9	Ceiling Fan 36" high Speed plus, Double bearing, energy efficient	Crompton Greaves /Havells/Orient	Nos.	2,024.00
10	Ceiling Fan 48" high Speed plus, Double bearing, energy efficient	Crompton Greaves /Havells/Orient	Nos.	2,030.00
11	Ceiling Fan 56" high Speed plus, Double bearing, energy efficient	Crompton Greaves /Havells/Orient	Nos.	2,140.00
12	Exhaust Fan 6" Transair, heavy duty,	Crompton Greaves /Havells/Orient	Nos.	1,648.00
13	Exhaust Fan 9" Transair, heavy duty,	Crompton Greaves /Havells/Orient	Nos.	1,856.00
14	Exhaust Fan 12" HEAVY DUTY	Crompton Greaves /Havells/Orient	Nos.	2,340.00
15	Wall Fan 16" WIND FLO,1900 RPM,	Crompton Greaves /Havells/Orient	Nos.	2,557.00
16	Pedestal Fan 16" WIND FLO, 1900 RPM, with heavy metallic base	Crompton Greaves /Havells/Orient	Nos.	3,450.00
17	Fan Bearing	SKF	Nos.	165.00
18	Fan Capacitor / Condenser 2.5 MFD B32415G5255J 213 2.50 MFD 440V PL25X40 PFT WW 100MM	EPCOS	Nos.	68.00
19	Fan Capacitor / Condenser 4 MFD B32415G5405J 213 4.00 MFD 440V PL25X50 PFT WW 100MM	EPCOS	Nos.	93.00
20	Switch Type Regulator	Roma/Anchor	Nos.	348.00
21	Socket Type Regulator	Roma/Anchor	Nos.	482.00
22	Plate Type Regulator	Anchor	Nos.	375.00
23	Switch type Step Regulator Dimmer	Anchor	Nos.	348.00
24	Geyser Altro 2 10 Ltrs V/H, 2KW,230V, 5 Star	Recold	Nos.	7,200.00
25	Geyser ALTRO 2 15Ltrs V/H, 2KW,230V,5 -Star	Recold	Nos.	9,413.00

S. No.	Description	Make	Unit	Rate (₹)
26	Geyser ALTRO 2 25Ltrs V/H, 2KW, 230V,5 -Star	Recold	Nos.	10,938.00
27	Geyser PRONTO NEO 1 L, 3KW Instant	Recold	Nos.	3,417.00
28	Geyser PRONTO NEO 3 L, 3KW Instant	Recold	Nos.	4,251.00
29	Geyser Coil 2/3 KW	Recold / Bajaj	Nos.	1,053.00
30	Connector Pipe Geyser 1/1/2 Foot & 3 Foot	of reputed make	Nos.	379.00
31	Thermostat	of reputed make	Nos.	889.00
32	ELCB 40 Amp 4025 24, 4 Pole 100 mA RCCB	Legrand/Siemens /Hagger	Nos.	4,066.00
33	ELCB 63 Amp 4024 90, 2 Pole 30 mA RCCB	Legrand/Siemens /Hagger	Nos.	3,956.00
34	ELCB 63 Amp 4025 25,4 Pole 100 mA RCCB	Legrand/Siemens /Hagger	Nos.	4,318.00
35	METAL PLUG AND SOCKET DBS 6078 41, 20 A SP	Legrand/Siemens /Hagger	Nos.	1,652.00
36	ELCB+ MCB 63 Amp 4 (FP) 300 Ma	Legrand/Siemens /Hagger	Nos.	5,710.00
37	MCB 6-32 Amp Single Pole 10 kA, C- Curve	Legrand/Siemens /Hagger	Nos.	262.00
38	MCB 16-32 Amp Single Pole 10 kA, C- Curve	Legrand/Siemens /Hagger	Nos.	262.00
39	MCB 16-32 Amp Double Pole 10 kA, C- Curve	Legrand/Siemens /Hagger	Nos.	786.00
40	MCB 16-32 Amp Triple Pole 10 kA, C- Curve	Legrand/Siemens /Hagger	Nos.	1,282.00
41	MCB 16-32 Amp Four Pole 10 kA, C-Curve	Legrand/Siemens /Hagger	Nos.	1,732.00
42	MCB 40-63 Amp Single Pole 10 kA, C- Curve	Legrand/Siemens /Hagger	Nos.	574.00
43	MCB 40-63 Amp Double Pole 10 kA, C- Curve	Legrand/Siemens /Hagger	Nos.	1,264.00
44	MCB 40-63 Amp Triple Pole 10 kA, C- Curve	Legrand/Siemens /Hagger	Nos.	1,958.00
45	MCB 40-63 Amp Four Pole 10 kA, C-Curve	Legrand/Siemens /Hagger	Nos.	2,498.00
46	Socket Piano Type 15/16 Amp	Anchor	Nos.	95.00
47	Switch Piano Type 15/16 Amp	Anchor	Nos.	86.00
48	Socket Piano Type 5/6 Amp	Anchor	Nos.	37.00
49	Switch Piano Type 5/6 Amp	Anchor	Nos.	23.00
50	Bell Switch Piano Type 5/6 Amp	Anchor	Nos.	40.00
51	Bed Switch	Anchor	Nos.	45.00
52	Multi Plug 15/16 Amp	Anchor	Nos.	113.00
53	Multi Plug 5/6 Amp	Anchor	Nos.	72.00
54	Combined Box	Anchor	Nos.	175.00
55	Socket 15/16 Amp Modular	MK / Legrand / Crabtree	Nos.	191.00

S. No.	Description	Make	Unit	Rate (₹)
		/ Roma		
56	Switch 15/16 Amp Modular	MK / Legrand / Crabtree / Roma	Nos.	154.00
57	1 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	65.00
58	Switch 5/6 Amp 2 Way Modular	MK / Legrand / Crabtree / Roma	Nos.	104.00
59	3 Module Surface Box	MK / Legrand / Crabtree / Roma	Nos.	88.00
60	3 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	103.00
61	4 Module Surface Box	MK / Legrand / Crabtree / Roma	Nos.	101.00
62	4 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	105.00
63	Socket 5/6 Amp Modular	MK / Legrand / Crabtree / Roma	Nos.	170.00
64	Switch 5/6 Amp Modular	MK / Legrand / Crabtree / Roma	Nos.	113.00
65	Switch 6 Amp / 1 Way Bell Switch	MK / Legrand / Crabtree / Roma	Nos.	150.00
66	Telephone Socket	MK / Legrand / Crabtree / Roma	Nos.	137.00
67	Concealed metal box 4 module	MK / Legrand / Crabtree / Roma	Nos.	108.00
68	Concealed metal box 6 module	MK / Legrand / Crabtree / Roma	Nos.	145.00
69	Concealed metal box 8 module	MK / Legrand / Crabtree / Roma	Nos.	170.00
70	Concealed metal box 12 module	MK / Legrand / Crabtree / Roma	Nos.	222.00
71	1 Module Surface Box	MK / Legrand / Crabtree / Roma	Nos.	76.00
72	2 Module Surface Box	MK / Legrand / Crabtree / Roma	Nos.	78.00
73	3 Module Surface Box	MK / Legrand / Crabtree / Roma	Nos.	92.00
74	4 Module Surface Box	MK / Legrand / Crabtree / Roma	Nos.	102.00
75	6 Module Surface Box	MK / Legrand / Crabtree / Roma	Nos.	124.00
76	8 Module surface Box	MK / Legrand / Crabtree / Roma	Nos.	164.00
77	12 Module surface Box	MK / Legrand / Crabtree / Roma	Nos.	156.00
78	1 Module surface Plate	MK / Legrand / Crabtree / Roma	Nos.	76.00
79	2 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	79.00
80	3 Module surface Plate	MK / Legrand / Crabtree / Roma	Nos.	83.00
81	4 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	96.00

S. No.	Description	Make	Unit	Rate (₹)
82	6 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	123.00
83	8 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	170.00
84	12 Module Surface Plate	MK / Legrand / Crabtree / Roma	Nos.	175.00
85	Socket 5/6 Amp Modular	MK / Legrand / Crabtree / Roma	Nos.	150.00
86	Switch 5/6 Amp Modular	MK / Legrand / Crabtree / Roma	Nos.	109.00
87	Socket 15/16 Amp Modular	MK / Legrand / Crabtree / Roma	Nos.	244.00
88	Switch 15/16 Amp Modular	MK / Legrand / Crabtree / Roma	Nos.	140.00
89	Switch 5 Amp 2 Way Modular	MK / Legrand / Crabtree / Roma	Nos.	160.00
90	Bell Switch Modular	MK / Legrand / Crabtree / Roma	Nos.	175.00
91	Blank Plate	MK / Legrand / Crabtree / Roma	Nos.	40.00
92	Buzzer Bell switch Modular	MK / Legrand / Crabtree / Roma	Nos.	255.00
93	Telephone Socket Modular	MK / Legrand / Crabtree / Roma	Nos.	160.00
94	Top 15/16 Amp 3 Pin	MK / Legrand / Crabtree / Roma	Nos.	95.00
95	Top 5/6 Amp 3 Pin	MK / Legrand / Crabtree / Roma	Nos.	75.00
96	2 Way Gang Box	Anchor	Nos.	30.00
97	4 Way Gang Box	Anchor	Nos.	42.00
98	1 Way Gang Box	Anchor	Nos.	25.00
99	Square Box	Anchor	Nos.	27.00
100	DP Switch 32 Amp	Anchor	Nos.	210.00
101	Adaptor Holder	Anchor	Nos.	50.00
102	Batten Holder	Anchor	Nos.	43.00
103	Pendent Holder	Anchor	Nos.	42.00
104	PL Tube Holder	Anchor	Nos.	42.00
105	Tube side Holder	Anchor	Nos.	34.00
106	Tube Starter Holder	Anchor	Nos.	30.00
107	Dyna SW/SOC Combine Plate 6 Amp	DYNA	Nos.	142.00
108	Dyna Combine Plate 6/16 Amp	DYNA	Nos.	164.00
109	Ceiling Rose 6 Amp	Anchor	Nos.	40.00
110	Bell Ding Dong	Anchor	Nos.	180.00
111	T-5 /28 Watt Tube Fitting	Philips / CG / Wipro	Nos.	Nil
112	20 Watt LED Tube Fitting (4 Feet)	Philips / CG / Wipro	Nos.	556.00
113	10Watt LED Tube fitting (2 feet)	Philips / CG / Wipro	Nos.	490.00

S. No.	Description	Make	Unit	Rate (₹)
114	T-5 /14 Watt Tube Fitting	Philips /CG/WIPRO	Nos.	550.56
115	PL Tube 10 Watt	Phillips	Nos.	108.44
116	PL Tube 11 Watt	Phillips	Nos.	105.00
117	PL Tube 13 Watt	Phillips	Nos.	112.78
118	PL Tube 18 Watt	Phillips	Nos.	128.33
119	PL Tube 18 Watt 4 Pin	Phillips	Nos.	138.44
120	PL Tube 26 Watt	Phillips	Nos.	167.89
121	PL Tube 36 Watt	Phillips	Nos.	149.78
122	PL Tube 9 Watt	Phillips	Nos.	93.78
123	Tube Light 18/20 Watt	Phillips	Nos.	57.89
124	Tube Light 36/20 Watt	Phillips	Nos.	60.44
125	Tube Light T-5 14 Watt	Phillips	Nos.	128.78
126	Tube Light T-5 28 Watt	Phillips	Nos.	133.89
127	Tube Starter 40/20 Watt	Phillips	Nos.	26.89
128	100 Watt Bulb	Phillips	Nos.	29.00
129	25 Watt CFL TORNADO	Phillips	Nos.	291.00
130	0.5 Watt LED Bulb	Philips / CG / Wipro / Havells	Nos.	60.00
131	3 Watt LED Bulb	Philips / CG / Wipro / Havells	Nos.	130.00
132	5Watt LED Bulb	Philips / CG / Wipro / Havells	Nos.	150.00
133	7 Watt LED Bulb	Philips / CG / Wipro / Havells	Nos.	160.00
134	9 Watt LED Bulb	Philips / CG / Wipro / Havells	Nos.	175.00
135	15 Watt LED Bulb	Philips / CG / Wipro / Havells	Nos.	300.00
136	5 Watt CFL	Phillips	Nos.	124.00
137	11-15 Watt CFL Bulb	Phillips	Nos.	175.44
138	18 Watt CFL Bulb	Phillips	Nos.	200.89
139	23 Watt CFL Bulb	Phillips	Nos.	251.22
140	8 Watt CFL Bulb	Phillips	Nos.	143.00
141	9 Watt CFL Bulb	Phillips	Nos.	121.00
142	Chock Copper 18/20	Phillips	Nos.	179.00
143	Chock Copper 36/40 Watt	Phillips	Nos.	170.00
144	Chock Electronics 18/36/40 Watt	Phillips	Nos.	221.11
145	Chock 13/18 Watt PL	Phillips	Nos.	174.00
146	Chock 26/36 Watt PL	Phillips	Nos.	189.00
147	1 Sq. mm Wire 1.1 KV grade FRLS Multistrand Copper Wire	Polycab/Havells/Finiolex	Rmt.	22.00
148	1.5 Sq. mm Wire 1.1 KV grade FRLS Multistrand Copper Wire	Polycab/Havells/Finiolex	Rmt.	26.00
149	2.5 Sq. mm Wire 1.1 KV grade FRLS Multistrand Copper Wire	Polycab/Havells/Finiolex	Rmt.	36.00

S. No.	Description	Make	Unit	Rate (₹)
150	4 sq. mm Wire	Polycab/Havells/Finiolex	Rmt.	51.00
151	6 Sq. mm Wire 1.1 KV grade FRLS Multistrand Copper Wire	Polycab/Havells/Finiolex	Rmt.	65.00
152	3 Core 2.5 Sq.mm Flexible Cable 650 V/1.1 KV Grade, FR ISI mark	Polycab/Havells/Finiolex	Rmt.	97.00
153	2 Pair Telephone Wire	Delton / Systemax/D- Link / Finiolex	Rmt.	30.00
154	3 Pair Telephone Wire	Delton / Systemax/D- Link / Finiolex	Rmt.	34.00
155	T.V Cable RG 6/11	Polycab/Havells/Finiolex	Rmt.	60.00
156	Casing Capping Patty 1"	Plastoplast/Modi	Rmt.	60.00
157	Casing Capping Patty 3/4 "	Plastoplast/Modi	Rmt.	55.00
158	LED downlight (Round, Recessed) LHEBKJP7IZ1W003 / Equivalent, 3Watt	Philips/ Wipro/ Havells/Crompton	Nos.	630.00
159	LED downlight (Round, Recessed) LHEBKJP7IZ1W005 / Equivalent, 5Watt	Philips/ Wipro/ Havells/Crompton	Nos.	720.00
160	LED downlight (Round, Recessed) LHEBKJP7IZ1W009 / Equivalent, 9Watt	Philips/ Wipro/ Havells/Crompton	Nos.	1,080.00
161	LED downlight (Round, Recessed) LHEBKJP7IZ1W015 / Equivalent, 15Watt	Philips/ Wipro/ Havells/Crompton	Nos.	1,355.00
162	LED downlight (Round, Recessed) LHEBKJP7IZ1W018/ Equivalent, 18Watt	Philips/ Wipro/ Havells/Crompton	Nos.	1,535.00
163	LED downlight (Surface) LHEAABP7IL1W006/Equivalent, 6 Watt	Philips/ Wipro/ Havells/Crompton	Nos.	895.00
164	LED downlight (Surface) LHEAABP7IL1W012/Equivalent, 12 Watt	Philips/ Wipro/ Havells/Crompton	Nos.	1,220.00
165	LED downlight (Surface) LHEAABP7IL1W018/Equivalent, 18 Watt	Philips/ Wipro/ Havells/Crompton	Nos.	1,690.00
166	LED (2' X 2'), Recessed light VENUSNEOHE2x2plr34wLED8 XXS	Philips/ Wipro/ Havells/Crompton	Nos.	3,500.00
167	LED (2' X 2'), Recessed light VENUSNEOHE2x2plr36wLED8 XXS	Philips/ Wipro/ Havells/Crompton	Nos.	3,500.00
168	LED downlight DN192B LED9S- 6500 PSU WH S1,15 WATT	PHILIPS/ WIPRO/BAJAJ	Nos.	Nil
169	LED Downlight (Surface mounted) DN170C LED10S-	PHILIPS/ WIPRO/BAJAJ	Nos.	Nil

S. No.	Description	Make	Unit	Rate (₹)
	6500 PSU WH ,15 WATT			
170	Led Bulkhead WT202W P LED 6S CW PSU S1 PC P3495,10 WATT	PHILIPS/ WIPRO/BAJAJ	Nos.	Nil
171	LED Street Light ENDURAPEARLSL20WLED757 SASYTOPC	Philips/ Wipro/ Havells/Crompton	Nos.	2,300.00
172	LED Street Light ENDURALITEPLATSL30WLED 757SASYBOPC	Philips/ Wipro/ Havells/Crompton	Nos.	2,800.00
173	LED Street Light ENDURAPEARLNEOSL40WLE D757PASYTOPC	Philips/ Wipro/ Havells/Crompton	Nos.	4,200.00
174	LED Street Light ENDURAPEARLPLUSL70WLED757SASYTOPC	Philips/ Wipro/ Havells/Crompton	Nos.	6,850.00
175	Led Street Light BRP022 LED 21 CW MR S1 PSU GR, 20 WATT	PHILIPS/ WIPRO/BAJAJ	Nos.	Nil
176	Led Street Light BPR409 LED CW 036 MR FG PSU GR,36 WATT	PHILIPS/ WIPRO/BAJAJ	Nos.	Nil
177	12Way SPN double door power coated DB with MCB 10 KA Braking Capacity. Incoming: 1 nos. 63 Amps, 2 pole ELCB and Outgoing:- 10 nos. 20 Amps/16 Amps SP MCB.	Legrand/Siemens /Haggar	Nos.	9,357.22
178	Buyback of Old Storage Type Geyser 10ltrs / 15 Ltrs / 25 Ltrs	Any Make	Nos.	210.00
179	Buyback of Old Instant Type Geyser 1 Ltr / 3 Ltrs	Any Make	Nos.	60.00
180	Buyback of Old Fans Ceiling / Wall / Table Fan of all size	Any Make	Nos.	50.00
TELECOM LAN ITEMS				
1	Supply of PVC cable 2 pair	Delton / Polycab / Finolex	Meter	19.00
2	Supply of PVC cable 5 pair	Delton / Polycab / Finolex	Meter	28.00
3	Supply of telephone line cord	Max / Finolex	Nos.	68.00
4	Supply of telephone coil cord	Max / Finolex	Nos.	87.00
5	Supply of 10 pair Krone strip of Krone make	Krone Make	Nos.	180.00
6	Termination of Krone strip (10 pair of one strip)	Krone Make	strip	35.00
7	Feruling Charges at both ends		Point	3.00
8	Supply of RJ 11 connector	Max / D-Link	Nos.	8.00
9	RJ 11 Crimping charges		Nos.	35.00
10	Neatly Re-Termination,		Per 10	15.00

S. No.	Description	Make	Unit	Rate (₹)
	Redressing and labelling of wires & Jumpering/rejumpering in existing 10/50/100 pair Krone module		pair Krone Module	
11	Neatly Termination, Dressing and labelling of wires & Jumpering/rejumpering for new Krone Modules - 10 pair Krone Module		Per 10 pair Krone Module	15.00
12	Supply of 10 pair MDF Box	QC MAKE/MDF MAKE	Nos.	340.00
13	Supply of 20 pair MDF Box	QC MAKE/MDF MAKE	Nos.	387.00
14	Supply of 50 pair MDF Box	QC MAKE/MDF MAKE	Nos.	860.00
15	Supply of 100 pair MDF box	QC MAKE/MDF MAKE	Nos.	1,485.00
16	Supply of 0.51mm Jumper wire (200-meter coil)	Reputed Make	Nos.	650.00
17	Supply of UTP Cat-6 Cable	D-Link / AMP / Krone / Systemax	Meter	32.00
18	Supply of Cat-6 Information outlet (I/O)	D-Link / AMP / Krone / Systemax	Nos.	196.00
19	Supply of surface mount box singlex	D-Link / AMP / Krone / Systemax/Anchor	Nos.	29.00
20	Supply of conceal metal box singlex	D-Link / MK / Anchor/Schneider	No.	58.00
21	Supply of single face plate	D-Link / AMP / Krone / Systemax	Nos.	75.00
22	Supply of dual face plate	D-Link / AMP / Krone / Systemax	Nos.	95.00
23	Supply of quad face plate	D-Link / AMP / Krone / Systemax	Nos.	150.00
24	I/O Termination charges		Nos.	35.00
25	Supply of RJ 45 connector	D-Link / AMP / Krone / Systemax	Nos.	15.00
26	RJ 45 Crimping charges		Nos.	35.00
27	Supply of Double ended Factory crimped UTP Cat - 6 Patch cord	D-Link / AMP / Krone / Systemax		
a	Patch cord of length 1 meter		Nos.	169.00
b	Patch cord of length 2 meter		Nos.	184.00
c	Patch cord of length 5 meter		Nos.	267.00
d	Patch cord of length 10 meter		Nos.	527.00
28	HDMI patch Cord - 2 meter	Kramer / Belkin / MK	Nos.	365.00
29	HDMI patch Cord - 10 meter	Kramer / Belkin / MK	Nos.	875.00
30	HDMI patch Cord - 15 meter	Kramer / Belkin / MK	Nos.	1,090.00
31	HDMI patch Cord - 20 meter	Kramer / Belkin / MK	Nos.	1,670.00
Note: If required, telephone / LAN / intercom / other cabling works on need basis to be carried out at Banks approved rates made available at that time and as per the instruction of Engineer-in-charge of the Bank.				

NOTE:

1. The above rates will remain fixed for the entire duration of contract period and no price escalation shall be admissible during such period.
2. The Bank may consider renewal of rates at the time of renewal of contract at its sole discretion and the same cannot be claimed as a right by the bidder.
3. The bills for the reimbursement of these items should be supported with GST paid invoices.
4. The cost for reimbursement of items not covered hereinabove shall be derived based on prevailing market rates on production of GST paid bills / invoices against purchase of materials provided prior approval from the engineer in charge has been obtained.
5. The cost of telephone and cordless instrument (Panasonic make) shall be derived based on prevailing market rates provided prior approval from the engineer in charge has been obtained.

DRAFT AGREEMENT FOR PROVISION OF FACILITATOR SERVICES

This Agreement for provision of Facilitator Services (Agreement/Contract) is made at _____ on this ____ day of _____ 20__

BETWEEN

State Bank of India, a Statutory body constituted under the State Bank of India Act, 1955 and having its Corporate Centre at 'State Bank Bhavan', Madame Cama Road, Nariman Point, Mumbai - 400021, India, acting through its branch/ DEPARTMENT _____ (hereinafter referred to as the '**Bank**' and /or '**SBI**' which expressions shall include its successors and assigns) of the ONE PART.

AND

_____, a Proprietorship concern / Partnership firm / a company registered under the provisions of Companies Act, 2013 *{strike off whichever is not relevant to the context}* having its registered office at _____ represented herein by its Authorised Signatory _____ (Hereinafter referred to as the "**Contractor**" and/or "**Service Provider**" and/or "**Vendor**" which expressions shall include its successors and permitted assigns) of the OTHER PART

WHEREAS the Bank intended to engage a vendor for providing Facilitator Services (the Services) at their premises located at _____, more particularly described in the schedule attached hereto and had invited offers / tenders from eligible vendors/ Contractors vide RFP/ tender notice id No. _____ dated _____ (RFP/Tender/Tender Document).

AND WHEREAS, the Contractor is engaged in the business of providing Facilitator Services and has participated in the said tendering process / expressed their desire to offer the services in pursuance of the tender. After screening of tender documents (Technical Bids) received and completion of e-tendering (Financial Bids) process, the Contractor / Service Provider has been declared as the 'Successful Bidder' AND accordingly the Contractor / Service Provider has agreed to render the services for valued consideration strictly in accordance with the terms and conditions of the Tender and in accordance with the terms and conditions of this Agreement.

AND WHEREAS in pursuance to the acceptance of the bid of the Contractor, both the parties to this agreement are desirous of recording the terms and conditions upon which the services are to be rendered by the Contractor. The Bank and the Contractor are collectively referred to as the "Parties" and are individually referred to as a "Party." The singular includes the plural and vice versa. Reference to any gender includes each other gender.

NOW THAT IN CONSIDERATION OF ABOVE PREMISES, the parties hereby agree as follows:

1. That the Contractor/ Service Provider hereby agrees to render the Facilitator Services, at Sites, detailed at Annexure - '**B**' of the RFP document.

2. It is hereby agreed between the parties that, all the entire RFP viz Tender Notice, General Condition of the Contract and Instructions to the Bidders, Special Instruction, Terms and Conditions, Work Order, and all correspondence, which has taken place between the parties as regards the Services, shall form part and parcel of this agreement and the Contractor hereby agrees to abide by the same.

3. The Bank will pay to the Contractor ₹ _____ /- (Rupees _____ only) plus applicable GST per month, subject to rendering satisfactory services and delivering goods to the satisfaction of the Bank. The Service Provider shall provide a clear description quantifying the service element and goods element in the invoices generated by them. The Bank reserves its unfettered right to deduct any penalty / reduce the payment for the services not rendered / goods not delivered as per the terms of the Tender Document / Work Order/Agreement and the decision of the Bank in this regard will be final. The charges payable to the Contractor/ Service Provider will not include the Goods & Services Tax but shall be inclusive of all other taxes/ duties/ levies, whether existing or levied in future by Central Government or State Government or Local bodies as the case may be.

4. This agreement shall be valid for the period of 2 (two) years with effect from _____ to _____ subject to satisfactory performance by the Service Provider. In case of any breach of contract by the Vendor or in the event of the Service Provider not fulfilling the minimum requirements/statutory requirement/satisfactory services etc under the Tender/Agreement., SBI may terminate the contract forthwith on its own discretion any time in addition to invoking the Performance Bank guarantee/forfeiting the performance security amount deposited by the Contractor in terms of the tender as well as initiate necessary action as deemed fit including de-panelling the Contractor / Service Provider solely at the discretion of the SBI.

5. The Contractor / Service Provider has quoted the rates after duly considering the prevailing rates of minimum wages and other mandatory allowances / statutorily components, prescribed statutorily for Mumbai, Maharashtra and the rates / charges quoted by the Vendor shall remain fixed and valid for the entire contract period from the date of commencement of work and no escalation / price increase, whatsoever will be considered during this period.

6. The Contractor will always maintain on its/his roll sufficient numbers of employees / facilitator (as indicated in the Tender documents), medically fit, honest, well behaved, skilled workman and technical and supervisory staff to oversee the work to be carried out by the employees engaged by the Contractor / Service Provider. At no point of time the Contractor will employ a person below 18 years of age and more than 50 years of age for workmen and up to age of 55 years for Supervisors. The Contractor undertakes to get the antecedents of all his/its employees verified from the police authorities before being deployed at the Bank's premises and also obtain their proof of identity and residence proof and provide copies of the same to the Bank. The Contractor will be liable to maintain necessary employee strength on the Bank's site, considering the absentees / leaves of the employees. The Contractor / Service Provider will provide the Bank with the list of the employees deployed at the site of the Bank with their complete address from time to time.

7. The Contractor will at its/his own expense get the medical examination done of the employees engaged by him, once in a year and retain on record the medical reports and ensure

that, the employees deployed at the site of the Bank are not suffering from any contagious/virulent diseases or other adverse medical conditions. No extra payment will be made by the Bank for conducting such medical examination.

8. The Contractor / Service Provider shall be solely responsible for the good conduct and performance of the employees engaged by him. The Contractor will at the request of the Bank remove from Bank's site any employees engaged by him, who may not be suitable, not trustworthy, incapable to work or who has misbehaved / not been courteous, polite with the Bank employees or customers of the Bank or any other third-party, while being present at the Bank's premises. The Contractor will ensure that the employees employed by him, do not report to work under influence of alcohol / consume any narcotics / liquors/ psychotropic substances at the Sites.

9. The Contractor / Service Provider will strictly comply with all the applicable labour and such other statutory laws pertaining to the engagement of the employees / facilitator and the Contractor will be solely responsible for the acts of the employees and facilitator engaged by him. The Contractor will suitably insure the employees engaged by him against risk of occupational hazards / personal injuries and provide the copies of such insurance policies to the Bank from time to time.

11. The Contractor will be responsible for the employment, training, allocation of duties of the employees / facilitator engaged by him. Only the Contractor will have the right to control, give directions and manage the employees engaged by him and the Bank shall have no control whatsoever as regards the employee / facilitator.

12. The Contractor shall maintain proper Attendance Registers and provide New Uniforms (with Service Provider's name badge) and photo ID Card, Safety Shoes, Hand Gloves etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to Contractor on this account. The Contractor has to ensure that the employees all the time wear their uniforms, safety equipment and photo id cards while working at the premises of the Bank and also ensure to replace the worn-out uniforms / safety equipment, as and when deemed necessary.

13. The Contractor will bear all the expenses/ costs, stamp duty, legal fees to be incurred to execute this contract. This contract will be executed in duplicate, and the Bank shall retain the original and the Contractor shall be provided with a Certified / Notarized copy of the same for their record and reference purpose.

14. The Contractor will bear all taxes/ cesses, levied by Central / State government / local body and payable in respect of rendering the service under this contract.

15. The Contractor will meet the Bank's officer in charge once in month or at the frequency mutually agreed between the parties to assess the quality of the services rendered by the Contractor. The Contractor shall be duty bound to the carry out the suggestions / observations done by the Bank's premises department/ officer in charge. The continuance of the contract will depend upon the satisfactory performance of the service and the Bank exclusively retains the right to terminate this contract in the event the services rendered by the Contractor / Service Provider are found to be non-satisfactory and the decision of the Bank in

this regard will be final and binding, without incurring any liability and the Bank will also not be responsible for any loss arising out of termination of the contract.

16. The parties agree that this contract is only for the purpose of rendering Facilitator Services and is not intended or by any means be construed that, the Contractor would supply contract labour to the Bank. By this contract, it is not intended to create any employer-employee relationship, or a partnership / joint venture between the parties. The persons employed by the Contractor will always remain the employees of the Contractor and the Contractor will make it clear to its employees that, they will not have any right to claim service/ permanency in the Bank or salary and benefits available to the employees of the Bank.

17. TERMINATION:

A. TERMINATION FOR DEFAULT:

The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:

- (a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank.
- (b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement.
- (c) On happening of any termination event mentioned in the RFP/Agreement.

Prior to providing a written notice of termination to Service Provider under clause 33.A.(i). (a) and 33.A.(i). (b) of *General Conditions of the Contract*, the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.

If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.

During the transition, Service Provider shall also support the Bank on technical queries/support on process implementation.

The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.

In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to

the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

B. TERMINATION FOR INSOLVENCY:

The Bank may at any time by notice in writing summarily terminate the contract without compensation to the Service Provider in any of the following events, that is to say:

- a. If the Service Provider being an individual or a firm: Any partner in the Service Provider's firm, is at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or
- b. If the Service Provider being a company: It has passed a resolution, or the any court / forum has made an order for its liquidation or a receiver or manager on behalf of the debenture holder has been appointed or such circumstances shall have arisen entitles the court / forum or debenture holders to appoint a receiver or manager.

C. TERMINATION FOR CONVENIENCE:

The Bank, by written notice of not less than 90 days (60 days notice period and 30 days cure period), may terminate the Contract, in whole or in part, for its convenience. Provided that the same shall not be invoked by the Bank before completion of half of the total Contract period.

In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination

In the event of termination of the Agreement for material breach by Service Provider, Bank shall have the right to give suitable publicity of the same including advising the Indian Bank's Association.

18. The Contractor undertakes, accepts, and admits the absolute and complete responsibility for the service conditions, claims, damages, and other compensations payable to its employees and unequivocally assume responsibility for due compliance with all the

requirements of its statutory obligations, duties and responsibilities and liabilities (including insurance policy).

19. Before taking up the work, the Contractor shall, obtain and submit to the Bank, a third-party insurance policy in original, issued by any Insurance Company and ensure to pay the premium on time and keep the policies valid during the currency of the contract.

(ii) All facilitator / employees of Service Provider working as regards the services in question, should be covered under the insurance for a sum of ₹ 5 lac each, for any type of accident / incidence.

20. After completion of each month, the Contractor will submit his/its bills to the Bank along with copies of the records / registers showing that, the Contractor has paid the salary to his employees and paid their statutory dues in accordance with the prevailing laws/wages. The Bank will scrutinize the bills and if found in order shall process the same for payment within a period of 30 days. No advance payments will be made to the Contractors for any reason whatsoever.

21. The Bank may withhold payment of any product/services that it disputes in good faith and may set-off penalty amount or any other amount as solely determined by the Bank, which Service Provider owes to the Bank against amount payable to Service Provider under this Agreement. If there are any complaints or the Bank observes that the services rendered by the Contractor are sub-standard or not as per terms and conditions mentioned in the tender/Agreement, the Bank will have sole right to deduct appropriate penalty/reduce the charges as it deems fit, before making payments to the Contractor, without assigning any reasons thereof and the decision of the Bank in this regard will be final and binding on the Contractor and the Contractor hereby agrees to not to dispute/question the same in any manner. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.

22. In the event the Contractor fails / neglects to fulfil his/its obligations on any day or for a specific number of days, to the satisfaction of the Bank for any reason, whatsoever it may be, the Bank will levy the penalty as well as Liquidated damages as per the terms and conditions mentioned in the Tender Documents, which however shall be without prejudice the absolute right of the Bank to terminate this contract and recover further damages.

23. (i) Any and all disputes, controversies, and conflicts (disputes) arising out of this contract or in connection with this contract or the performance or non-performance of the right and obligations set forth herein, or breach, termination, invalidity, or interpretations thereof shall be referred for appropriate civil remedy with the competent civil courts located at Mumbai, India. However, prior to approaching the Civil Courts, both parties shall make all endeavours to settle the dispute(s) through mutual negotiation and discussions. In the event, that the said dispute(s) are not settled within 30 days of the arising thereof as evidenced through the first written communication from any party notifying the other regarding the disputes, the same shall be referred to the Competent Civil courts as mentioned above.

(ii) Pending adjudication of the dispute by the Civil Court, the parties shall, except in the event of termination of this contract or in the event of any interim order/award is granted by the Civil Court, continue to perform their obligations under this contract.

24. The Bank will deduct all the taxes deductible at source as per prevailing laws and issue a certificate to that effect. Any other taxes which are directly payable by the Contractor but not paid by the Contractor to the respective department/Authority and if such department/Authority raises a demand on the Bank to pay such taxes, the Bank will make the payment of the same and deduct the same from the bills payable to the Contractor, if any.

25. The Contractor / Service Provider is duty bound to obtain and retain during the currency of this present contract, all relevant and applicable licenses, clearances, certificates from the appropriate authorities under the Contract Labour (Regulation and Abolition) Act, 1950 and rules framed thereunder. The Contractor will also comply with the Laws pertaining to Employees Provident Fund, ESIC, Bonus Payment, Payment of Minimum Wages and all other statutory requirements and submit to the Bank copies of the returns filed with the appropriate government authorities evidencing such compliance. In the event, any dispute arises out of the non-compliance of the Contractor, the Contractor will have to sort out such disputes at their end, without the Bank incurring any liability thereof. The Contractor will also display all the charts, notices etc., at the workplace which are mandatory as the Contract Labour (Regulation and Abolition) Act, 1950 and other applicable laws.

26. The Contractor shall in terms of the provisions of the Section 17,18 and 19 of the Contract Labour (Regulation and Abolition) Act, 1950 and rules framed thereunder, provide the slated amenities to the employees employed by him. In case the Contractor fails / neglects to provide such amenities, the Bank will provide such amenities and the cost incurred for providing such amenities will be deducted from the bills payable to the Contractor. The Contractor will be responsible / liable to maintain all the statutory registers / records and accounts in compliance with all the statutory provision / requirements for providing the services to the Bank.

27. In terms of Rule 72 and 73 of the Contract Labour (Regulation and Abolition) Act, 1971, in case the same is applicable to the Contractor, the Contractor undertakes to disburse by bank transfer to the employees' / facilitator's bank accounts, the minimum wages payable in the presence of the authorised representative of the Bank and obtain due certification from such authorised representative. Any violation of the aforesaid provisions of the law will entail the termination of the contract in addition to such other penal consequences.

28. Notwithstanding anything to the contrary in this contract, the Contractor shall not subcontract or assign its rights/duties under the Agreement to any third party to perform any of its obligations hereunder and in the event of such violation, the Bank reserves its right to terminate the present contract without prejudice to its other rights and remedies under the Tender/Agreement.

29. Notwithstanding anything contained in the presents, the Contractor shall be responsible for the loss caused to the Bank due to any theft/ pilferage and / or damage to the Bank's property, when in the opinion of the Bank, such loss has been caused due to the acts or omission, negligence, recklessness, or any fault which is attributable to the Contractor or its employees / workman engaged by him/it for rendering the Services.

30. If any act/ ordinance / rules or statute prohibits employment of contract labour for the Services as envisaged in the presents or otherwise, this Contract shall come to an end

forthwith and no compensation whatsoever will be payable to the Contractor or his workman/ employees.

31. This contract, and the rights and obligations of the Parties, shall be governed by and construed, interpreted and enforced in accordance with the laws of India.

32. No change, deletion, modification, amendment, or supplement to this contract shall be binding upon a Party hereto unless made in writing and signed by the duly authorized representatives of both Parties and such changes will form part of the present contract for all purposes.

33. Any notice required or permitted to be given under this contract shall be in writing and shall be deemed given effective immediately upon the receipt thereof, as evidenced by a written record of delivery. All notices shall be sent on the addresses mentioned hereinabove unless the parties convey the change in writing to the other.

34. The provisions of this contract shall be severable and, if any provision of this contract is held or declared to be illegal, invalid, or unenforceable, such illegality, invalidity, or unenforceability will not affect any other provision hereof, and the remainder of this contract, disregarding such invalid portion, will continue in full force and effect as if such void provision had not been contained in it.

35. After conclusion / termination of the contract, the Contractor will forthwith remove its employees / machines deployed at the premises of the Bank and will duly hand over the machines / equipment's, if any provided to the Contractor by the Bank in working condition, subject to normal wear and tear.

36. The Contractor do hereby undertake to indemnify and hold harmless SBI and its employees against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included), prosecution, other legal suits or claims which may arise due to its breach/non-performance of terms and conditions of these presents and which directly arise out of any accident taking place at the site and which is directly attributable to non-adherence / negligence of safety norms, not adhering to the standard work procedures and for violating rules and regulations by the vendor for which the Service Provider / Contractor will be solely responsible.

37. **FORCE MAJEURE:**

Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.

For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services rendered up to the date of the termination of the Agreement.

38. The Contractor shall not disclose directly or indirectly any information, materials, and details of the State Bank of India's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor and its employees during the course of discharging contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of SBI. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this contract are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.

39. Both Parties hereby represents and warrants that they have requisite power and authority to enter and fully perform its obligations under this contract; the execution, delivery and performance of this contract and the consummation of the transactions contemplated hereby have been duly and properly authorized by all requisite action on the part of each Party; this contract is an enforceable obligation of each Party.

40. The Service Provider shall be solely responsible for full compliance with the provision of the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013"

In case of any complaint of sexual harassment against its facilitator/employee(s), the complaint will be filed before the Internal Complaints Committee constituted by the Service Provider and the Service Provider shall ensure appropriate action under the said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee(s) of the Service Provider shall be taken cognizance of by the Bank.

The Service Provider shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Service Provider, for instance any monetary relief to the Bank's employee, if sexual harassment / violence by the employee of the Service Provider is proved.

The Service Provider shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues”.

41. The Bank reserves the absolute right, without prejudice to the terms and conditions of this agreement, to alter the specifications and nature of the work by adding to or omitting any item of work or portions of the work/s being carried out at any time during the currency of contract, by issuing a letter to this effect to the Contractor.

42. Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this Agreement will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing and signed by the waiving Party. Further the waiver or the single or partial exercise of any right, power, or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

43. Neither this Agreement nor any provision hereof is intended to confer upon any person/s other than the Parties to this Agreement any rights or remedies hereunder.

44. Notwithstanding anything contrary provided in this agreement, all the terms and conditions and obligations to be complied with and discharged by the vendor in terms of the RFP/Tender no _____ dated _____ shall be binding upon the vendor as if such terms and conditions and obligation constitute an integral part of this agreement. Any default or breach of those terms and conditions by the vendor will be constituted as a default breach of this agreement by the vendor. In the event of any conflict or inconsistency between this Agreement and the RFP/Tender, the terms of RFP/Tender shall prevail.

46. The Contractor / Service Provider hereby confirms that he has / they have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender documents, the contents of the present contract and undertakes to fully abide by the same.

IN WITNESS WHEREOF, both the parties have each caused their respective hand on the present on the date mentioned above.

Witness: -

For State Bank of India

1.

2.

For the Contractor/ Service Provider

1.

2.

DRAFT FORMAT OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT

(Site specific format shall be approved by the Bank prior to its execution)

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

B.G. No. _____ Value ₹ _____

Date:

To

The

State Bank of India,

.....

.....

Dear Sir,

BANK GUARANTEE OF ₹ _____ TOWARDS SECURITY DEPOSIT FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES FOR OFFICER'S RESIDENTIAL BUILDINGS AT MALA TOWER, MHADA APARTMENT, RNA SPRING APARTMENT AND RNA SAPPHIRE SITUATED IN SUBURB OF MUMBAI.

WHEREAS (Name and address of service provider/ vendor) (hereinafter called the Service provider) have entered into contract (for providing Facilitator Services for) with State Bank of India as mentioned vide letter no..... datedand the correspondence and tender relating thereto which is hereinafter referred to as "the said contract" the Service provider has now agreed to produce a Bank Guarantee amounting to 5% of the total contract value of ₹..... (Rupees only), to State Bank of India for performing their part of the contract obligations.

AND WHEREAS in terms of said contract, the service provider is required to furnish to State Bank of India a Guarantee of a Scheduled Commercial Bank for a value of ₹..... to be valid up to (date).

AND WHEREAS (Name of Bank and its branch) having their office at (address) the Guarantor, at the request of the service provider hereby furnishes a Performance Bank guarantee in favour of State Bank of India and Guarantees in the manner hereinafter appearing. In consideration of the premise, we (name of Bank and its branch) having our office at (address) here after called the "Guarantor" (which expression shall include it successors and assigns) hereby expressly, irrevocably &unreservedly undertaken and guarantee under that if the Service provider fails to execute the work according to his obligations under the said contract, then notwithstanding any dispute between State Bank of India and the service provider, the Guarantor shall, on demand without demur and without reference to the service provider pay to State Bank of India immediately any sum claimed by State Bank

of India under the said contract up to a maximum amount of ₹
..... (Rupeesonly).

In case the amount demanded by State Bank of India is not paid within 24 hours of receipt of demand, the Guarantor agrees to pay the aforesaid amount of ₹...../- (Rupees only).

Such payment shall be notwithstanding any right the service provider may have directly against State Bank of India or any disputes raised by the Service provider with State Bank of India or any suits or proceedings pending in any competent court or before any arbitrator. State Bank of India's written demand shall be conclusive evidence to the Guarantor that such payment is payable under the terms of the Contract and shall be binding in all respect on the guarantor.

The Guarantor shall not be discharged or released from the undertaking and Guarantee, by any arrangement, variations made between State Bank of India and the Service provider and or indulgence shown to the service provider by State Bank of India, with or without the consent and knowledge of the guarantor or by alterations in the obligations of the service provider by any forbearance, whether as to payment, time performance or otherwise.

This guarantee shall remain valid until or as may be caused to be extended by the service provider or until discharged by State Bank of India in writing whichever is earlier.

This guarantee shall be a continuing guarantee and shall not be revocable during its currency except with the previous written consent of State Bank of India

This guarantee shall not be affected by any change in the constitution of the service provider, by absorption with any other body or corporation or dissolution or otherwise and this guarantee will be available to or enforceable against such body or corporation.

In order to give effect to this guarantee State Bank of India will be entitled to act as if the Guarantor were the principal debtor and the Guarantor hereby waives all and any of its rights or surety ship.

This guarantee shall continue to be in force notwithstanding the discharge of the service provider by operation of law and shall cease only on payment of the full amount by the Guarantor to State Bank of India of the amount hereby secured.

This guarantee shall be in addition to and not in substitution for any other guarantee or security for the service provider given or to be given to State Bank of India in respect of the said contract.

Any notice by way of request and demand or otherwise here under may be sent by post or any other mode or communication to the guarantor addressed as aforesaid and if sent by post it shall be deemed to have been given at the time when it would be delivered in due course of post and in providing such notice when given by post it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of State Bank of India that the envelope was so posted shall be conclusive.

These presents shall be governed by and constructed in accordance with Indian Law.

Notwithstanding anything contained hereinbefore the liability of the guarantor under this guarantee is restricted to a sum of ₹

This guarantee will remain valid up to unless a demand or claim under this guarantee is made in writing against us within three months from that date, i.e., on or before, the guarantor shall be discharged from all liability under the guarantee thereafter.

We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our bank and the undersigned has been duly authorized by the bank (bank issuing the Bank Guarantee) to execute this Guarantee Deed.

Dated the

SIGNED AND DELIVERED For & on behalf of (the above-named bank)

For & on behalf of (Bankers Name & Seal)

(Signature/s with designation/s of signatories)
(Banker's seal)

DRAFT INDEMNITY BOND FORMAT

(Site specific format shall be approved by the Bank prior to its execution)

THIS DEED OF INDEMNITY BOND executed at Mumbai on this day of month of year Two Thousand and (20....) by M/s duly represented by proprietor / one of its partners / directors Shri / Smt / Miss, aged years, son of Shri residing at (hereinafter referred to as “the Service provider”)

In favor of State Bank of India, having its Corporate Office at Nariman Point, Mumbai.

Whereas State Bank of India has invited tenders from the service providers for Tender for Providing Facilitator Services at

The Service provider has become successful in securing the subject work through competitive tendering and the work specified in the tender documents has been awarded in favor of Service provider by State Bank of India vide their letter

And whereas as per tender documents, the Service provider must enter into a Contract Agreement with State Bank of India and execute an Indemnity Bond before starting the work. The Service provider has entered into Contract Agreement with State Bank of India on (hereinafter referred to as “the Contract”).

In consideration of State Bank of India having awarded the above said Contract, the Service provider hereby undertake to indemnify and keep harmless the State Bank of India from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, faulty construction and for violating rules and regulations, any possible damage to the building and members of public in course of execution of the work for which Service provider shall be solely responsible.

Further, Contactor hereby indemnifies and keep State Bank of India indemnified for any loss or damages incurred or suffered or to be incurred or to be suffered by State Bank of India on account of breach of the terms and conditions of the Contract by the Service provider.

Signature of Service provider with seal

FORMAT FOR INVENTORY REGISTER

Building Name:

SI No:	Flat No.	Electrical Item			Non-Electrical Items			Date of removal replacement
		Description	Make	Nos.	Description	Make	Nos.	

FORMAT FOR DAILY MAINTENANCE

Month:

Building Name:

SI No:	Flat No.	Name of Occupant	Date of Complaint Received	Date of Repair / Replacement	Nature of Repair / Replacement (Electrical / Air-conditioning / Water Purifier / Plumbing / Carpentry)	Description of Repair / Replacement	Signature of the Occupant

TECHNICAL ASSESSMENT MATRIX
(In case of Tie Bids)

(i)	Number of Years in Operations as on 31/10/2022	Max. 10 Marks
	(a) Less than 7 years	0 Mark
	(b) 7 years and up to 10 years	5 Marks
	(c) More than 10 years and up to 15 years	8 Marks
	(d) More than 15 years	10 Marks
(ii)	Average Annual Turnover for the last financial years as on 31/03/2022	Max. 10 Marks
	Less than ₹100.00 Lakh	0 Mark
	Equal or More than ₹100.00 Lakh and up to ₹500.00 Lakh	5 Marks
	More than ₹500.00 Lakh and up to ₹1,000.00 Lakh	8 Marks
	More than ₹1,000.00 Lakh	10 Marks
(iii)	Manpower on Payroll	Max. 10 Marks
	(a) Less than 100	0 Mark
	(b) 100 and up to 500	5 Marks
	(c) More than 500 and up to 1,000	8 Marks
	(d) More than 1,000	10 Marks
(iv)	Constitution of Firm	Max. 10 Marks
	(a) Public Ltd. / Private Ltd. / LLP	10 Marks
	(b) Partnership Firm	8 Marks
	(c) Sole Proprietor / Other	5 Marks
(v)	Past Experience With SBI	Max. 10 Marks
	(a) Excellent	10 Marks
	(b) Very Good	7 Marks
	(c) Satisfactory	4 Marks
	(d) Poor / No experience	0 Marks

BILL OF QUANTITIES

Preamble:

The Bidders are advised to note and ensure compliance of the following while quoting their rates: -

- 1) The rate quoted by the bidder shall remain fixed and shall cover and include wages to the facilitator, supervisors, equipment deployed, service provider’s 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 tenders quoted without complying provision of Minimum Wages comprising of Basic + DA + PF + ESI + Bonus, as per the Central Government Minimum Wages Act, shall be summarily rejected / disqualified.

S. NO.	DESCRIPTION	QUANTITY	UNIT
(1)	(2)	(3)	(4)
	Providing complete Facility Management Services as per the detailed scope of work placed at Annexure – ‘C’, including deploying required nos. of facilitator as per annexure ‘E’, supply of cleansing material in the flat as well as common areas as per annexure – ‘F’ and ‘G’ respectively. The rates shall also include cost of uniforms, tools & equipment required for the services as well as management, supervision, and contractor's profit etc. complete.		
1	Mala Tower, Andheri (W)	8,998.00	Per Sq.mtr. of Built-Up Area Per Month
2	MHADA Building, Oshiwara	6,916.00	Per Sq.mtr. of Built-Up Area Per Month
3	RNA Springs, Andheri (W)	1,050.00	Per Sq.mtr. of Carpet Area Per Month
4	RNA Sapphire, Andheri (W)	576.00	Per Sq.mtr. of Carpet Area Per Month
	TOTAL MONTHLY CHARGES	A	
	TOTAL ANNUAL CHARGES	B	A X 12 Months
	TOTAL CHARGES FOR 2 YEARS	C	B X 2 Years