



TENDER ID: BAN/P&E/202401002

NOTICE INVITING e-TENDER

FOR

CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU CIRCLE (WHOLE KARNATAKA STATE)

**State Bank of India,
CM & CS Department, Local Head Office, 2nd Floor, New
Annexe Building, LHO Campus,
No.65, St. Mark's Road, Bengaluru – 560 001**

Notice Inviting Tender

Issued to:

M/s
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Technical bid

Notice inviting e- Tenders
(Ref No. TENDER ID: BAN/P&E/202401002)

Deputy General Manager (CM & CS Department), **State Bank of India**, CM & CS Department, Local Head Office, Bengaluru – **invites e-tender for the following works from** eligible Caretaker Agencies for following works *in Bengaluru Circle (whole Karnataka State)*

Eligible Caretaker Agency can download the tender from the website: <https://etender.sbi> from 25.01.2024 to 14.02.2024 up to 3.00 pm.

e-tender contact person: 088-25943023,25943596

Engineer in charge contact No. 080 25943576

1	Name of Work	CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU CIRCLE, KARNATAKA
2	Period of contract	Initially for a period of 1 (One)year with an option to renew for one more year if services found are satisfactory.
3	Earnest Money Deposit	EMD of Rs 25,00,000/-- (Rupees Twenty-Five lakhs Only) to be submitted in the form of DD in favor of “Deputy General Manager (CM & CS) State Bank of India, LHO Bangalore”, payable at Bengaluru and to be submitted to Deputy General Manager (CM & CS) State Bank of India, CM & CS department, Local Head Office, 2nd Floor, New Annex Building, LHO Campus, No.65, St. Mark’s Road, Bengaluru – 560 001 before 3.00 pm on 14.02.2024 and same to be scanned and uploaded in tender portal.
4	Initial Security Deposit	Rs.10000/- per caretaker from successful Bidder (Approximately 1600 caretakers required for about 800 ATM sites) in the form of Interest bearing fixed deposit at SBI or in the form of Bank Guarantee issued by the Scheduled Commercial Bank will be submitted by the successful bidder.
5	Date of Pre-bid meeting	02.02.2024; 3:00 PM

6	Last date and time of receipt of e-tender	14.02.2024 at 03.00 pm
7	Date and time of opening of technical bid	To be communicated later to the technically qualified bidder
8	Date and time of opening of financial bid	To be communicated later to the technically qualified bidder
8	Mode of Tender submission	Tenders (Technical bid and financial bid) will be accepted only in e-tender portal https://etender.sbi and Technical Bid to be submitted in the form of Hard copies also in single sealed cover with title of tender id and tender name. Financial Bid must be submitted online only.
9	Submission of Technical Bid	Caretaker Agencies shall download the entire tender documents including technical bid to get acquainted with the terms and conditions and shall fill up and upload all pages compulsorily without fail in the e-tendering portal after affixing the signature and seal. Tender will be rejected if not uploading the same in the portal. However Tenderers must submit the Technical Bid duly signed with company seal and date to Deputy General Manager, State Bank of India, CM & CS Department, Local Head Office, 2nd Floor, New Annex Building, LHO Campus, No.65, St. Mark's Road, Bengaluru – 560 001 .
10	Validity of offer	90 days.
<ul style="list-style-type: none"> ➤ In case the date of e- tendering is declared as a holiday, the tenders will be opened on the next working day at the same time. ➤ Work allotment will be in order 50:30:20 to L1, L2 & L3 respectively ➤ SBI has the right to accept/reject any/all tenders without assigning any reasons. ➤ In case of any queries, please contact our Engineer at 088-25943576 		

Seal & signature of the Caretaker Agency

Date:

1. REQUEST FOR PROPOSAL

SBI Local Head Office, Bengaluru on behalf of SBI invites proposals, technical and commercial for rate contract through e-tendering Portal from Agencies (Public Ltd./Pvt. Ltd./Company/Partnership/LLP/Proprietorship) for Caretaking/ Housekeeping and Maintenance services (hereinafter referred to as “Agencies”) for providing Housekeeping and maintenance / Caretaking Services (CTS) at about 800 Automated Teller Machine (ATM) Sites of the Bank in the State of Karnataka for a period of 01 year. The contract may be extended for further 1 year on same terms & conditions if services found satisfactory by SBI. The Bank may, at its discretion, increase or decrease the number of ATM Sites for Caretaking Services, depending on its requirement.

The Bank requests response to this RFP from those **bidders**, who are eligible as per the eligibility norms detailed in this RFP (**Chapter4: Mandatory Eligibility Criteria**). The Tender documents can be downloaded from the web site: <https://etender.sbi>

Tender application fee of Rs.20,000/- (Rupees Twenty Thousand only) – A Non-Refundable Tender Application & Processing Fee is to be deposited through Demand Draft/Banker’s cheque in favour of Deputy General Manager (CM & CS) State Bank of India, LHO Bangalore payable at Bengaluru. Tenders without tender fee will be rejected.

The time schedule for various activities is listed below:

Activity	Date and time
Date of Issue of Tender	25.01.2024
Last date for submission of the Bid	14.02.2024 Till 3.00 PM
Date of Pre-bid meeting	02.02.2024
Date of opening of Technical Bid	14.02.2024 At 3:30 PM.
Date of verification of Documents	To be communicated later to the technically qualified bidder
Date and Time of Opening of Financial Bid	To be communicated later to the technically qualified bidder

This RFP is not an offer by the Bank, but an invitation for Bidder response. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized signatories of the Bank and the selected Bidder.

All Bids in response to this RFP have to be submitted (Technical & Price bid) through online mode only on <https://etender.sbi> at SBI LHO office Bengaluru, within the stipulated date and time. However, the technical bids along with requisite tender application fee, EMD and all required information need to be submitted at the office address provided in tender document on or before due date/time. Bids received after the due date/time, in any other form other as prescribed above will not be entertained. Bids received at any other office of State Bank of India will not be entertained.

Bidders have to submit along with their Bid a non-refundable Tender application & processing fee of Rs.20,000/- (Rs. Twenty Thousand only) through Demand draft in favor of State Bank of India payable at Bengaluru and an Earnest Money Deposit (Refundable**) of Rs.25,00,000/-(Rupees Twenty Five Lakhs only) in the form of Demand Draft in favor of **Deputy General Manager (CM & CS Department)State Bank of India**, Payable at Bengaluru. Decision of the Bank in regard to selection of Agency will be final. The Bank is not bound to assign any reason for acceptance/rejection of any applications and no correspondence will be entertained in this regard.

** Refundable to unsuccessful bidders without interest within 30 days of award of contract.

The Bank has absolute right and discretion either to accept or reject any of the sealed tenders or withdraw the tender notice at any time without assigning any reason whatsoever.

MSMEs as defined in MSE procurement policy issued by Gol or bidders who are registered with Central procurement organizations are exempt from clause of EMD subject to the providing of copy of such registration certificate.

The EMD receipt or certificate of registration (as MSME) with central procurement organizations should form part of the Technical Bid documents submitted by the Vendor/ Bidder. Failure to comply with this condition shall result in summarily rejection of the BID.

2. DEFINITIONS

As used in this proposal, the following terms will have the following meanings.

“ATM” means Automated Teller Machine/ Cash Deposit Machines/ Cash Dispenser Machines / Cash Recycler Machines / Automated Deposit-cum-Withdrawal Machines (ADWMs)/ SWAYAM Machines (Passbook Printer) etc.

“ATM Site/ e-lobbies” means the room (where one or more ATMs/CDMs/CDs/Cash Recyclers/ Automated Deposit-cum-Withdrawal Machines (ADWMs)/Automated Teller Machines(ATM) Kiosks/ SWAYAM etc. are functioning) identified and advised by the State Bank of India (SBI) to the agency from time to time for providing Caretaker /Housekeeping & Maintenance Services. ATM site may have more than one ATM and/or Machine. It is clarified that the room(s) situated in one location irrespective of number of ATMs operating (one or more) in the location will be treated as one ATM Site.

“ACM/Alternate Channel Manager/Channel Manager” means authorized representative/ official / employee of State Bank of India, dealing with ATM Operations.

LHO” means Local Head Office of SBI, located at Bengaluru and having jurisdiction over the respective ATM site in the State of Karnataka

“AO” means Administrative Office(s) of State Bank of India under Bengaluru Circle.

“RBO” means Regional Business Office(s) of State Bank of India under Bengaluru Circle

“Bank/SBI/State Bank” means State Bank of India

“Branch” means branch (es) of State Bank of India

“CT/Caretaker” means the app employee of Caretaker/Housekeeping & Maintenance Agency providing Housekeeping and maintenance / Caretaker Services at ATM Sites/Branches/Administrative offices.

“CTA/Agency” means Caretaker/Housekeeping & Maintenance Agency engaged to provide the Caretaker/Housekeeping & Maintenance Services to SBI pursuant to this RFP

“CTS/Caretaker Services” means **Caretaker/Housekeeping & Maintenance Services** to be provided by Caretaker agency/Housekeeping& maintenance Agency at the ATM Site

“Customer/ Visitor” means the customer of SBI or other Bank's customer/ person using the SBI ATM “.

“Service Charges” or “Service Fee’ means and includes the cost of uniform, accessories etc./ cost of cleaning materials, stationary, registers etc./ cost of mobile phone and SIM/ Cost towards rounders, supervisors & their travelling expenses etc./ cost towards maintaining office, other establishment etc. and any other charges for providing the Caretaker Services but does not include

the amount of minimum wages payable to Caretakers under the Minimum Wages Act, 1948 & the statutory payments.

3. OVERVIEW OF REQUIREMENTS

The Bank desires to provide world-class services to its customers at its ATM Sites through well- dressed, well-mannered, and helpful Caretakers and with top class ambience of its ATM Sites. It is, therefore, essential that the Caretaker Agency (CTA) has infrastructure capable of recruiting in a continuous manner the Caretakers and providing uninterrupted Caretaker Services, as per the standards stipulated by the Bank in terms of the Specification of Services mentioned here under.

- a) The Caretaker/Housekeeping and Maintenance Agency (CTA) shall be responsible for providing and managing the Caretaker Service, which includes engaging Caretakers at the ATM Sites allotted to them and ensuring the presence and performance of duties by the Caretakers engaged by CTA at the ATM sites. Outsourcing or Subcontracting of the Caretaker Services by the Caretaker Agency is not permitted.
- b) The contract is non-transferable/non- assignable.
- c) Engaging Caretakers at the ATM Sites allotted to them, such that Caretakers should be available 24x7 bases at the ATM Site as advised by the Bank. Shift timing(s) is/are liable to be changed (one or two or three shifts of 8 hours each) for which the Caretaker Services are availed, to ensure proper services are delivered at the site. Bank has the discretion to rationalize number of shifts per site and number of Caretakers per site, as and when required.
- d) Providing uninterrupted Caretaker Services at the ATM Sites as per the —Specification of Services mentioned in this chapter and Caretakers so engaged shall be trained by CTA for providing Caretaker Services, before deploying at ATM Sites.
- e) CTA will be responsible for Management and supervision of Caretakers, including deploying, monitoring, managing and supervising them.
- f) Ensuring compliance of all applicable statutory laws while providing caretaker services and statutory obligations in respect of the Caretakers engaged by the agency.
- g) CTA should not deploy Caretakers with age less than 18 years and greater than 60 years. Caretakers deployed should be medically & physically fit and should have minimum education qualification of 8th Standard Pass and should be able to speak, read & write Kannada and **Hindi** and workable knowledge of English language. The CTA should not deploy any person as Caretaker with criminal record/conviction.
- h) If it comes to the notice of the Bank that CTA has engaged any Caretaker with criminal record/conviction, the services of CTA may be terminated at the discretion of the Bank. The CTA will have to submit medical fitness certificate, KYC document & Police verification before deployment of Caretakers at ATM sites.

- i) Duty list of Caretaker to be displayed at the ATM site and copy of it to be given to Caretakers and CTA has to ensure that Caretakers performs their duty as per the duty list. CTA will also ensure that Caretakers with lax and neglectful behaviour/ attitude during duty hours must not be retained & shall be replaced accordingly. Any loss to the bank/customer on account of negligence/absence from the ATM site of the caretaker, the CTA will have to make good of it. Medical fitness of caretaker from MBBS Doctor to be submitted every year.
- j) CTA should provide a mobile phone & active SIM Card to the Caretakers deployed at SBI ATM Sites and ensures that the Caretaker placed at the ATM Site has round the clock mobile connectivity with enough talk time.
- k) The CTA should ensure that the Caretaker should not replace himself with others at ATM Site for the service entrusted by the CTA. The caretaker will be replaced by another caretaker authorized by the CTA for which CTA has already submitted KYC, Police verification & medical certificates.
- l) CTA will be liable for damage to all machines installed at ATM site /its peripherals/cash loss or any parts / portion of the ATM site on account of any deficiencies in services.
- m) Deputation of CTA's representatives/checkers every month along with Bank Officials (Channel Manager/ any authorized representative of the Bank) to inspect the ATM sites to examine whether the caretaker services are delivered as per the Service Specifications of the Bank and determining/arriving at any deficiency in services by the CTA.
- n) Collection of the Reports on Caretaker Services (Annexure 7 and 7A) from Channel Manager/ any authorized representative of the Bank every month for the purpose of submission of the same along with attendance sheet & their Invoice to the Bank.
- o) Ensuring that every Caretaker engaged by CTA has a Saving Bank Account with State Bank of India only, for crediting their Salary by the agency.
- p) The CTA shall appoint/transfer/ rotate/ replace all or any of the Caretakers from ATM Site locations at any point of time with intimation to any authorized representative of the Bank after ensuring that replacement is provided in time.
- q) The Caretaker(s) engaged by CTA shall be the employees of CTA and should be on the CTA's Payroll and in no event the Caretaker(s) shall be deemed to be the employees of the Bank. It will be the responsibility of the CTA to provide details of Caretakers engaged by them to the Labour Department and SBI, as and when demanded.
- r) CTA shall be solely liable and responsible for payment of Minimum Wages as per the Minimum Wages Act, 1948, PF Contribution, ESIC Contribution, etc. and other applicable statutory dues to the Caretakers, during the Contract period. The applicable rate for payment of minimum wages shall be the rate of minimum wages notified by the Central Government from time to time in respect of unskilled category "**Employment of Sweeping & Cleaning**". Any legal case/expenses/penalty arising out of violation of any provisions of Minimum Wages Act, or any other Act, Rules or Regulations shall be at the cost of CTA only and the Bank shall not be responsible for the same. Financial liabilities/legal complications devolved

against the Bank due to violation of Minimum Wages Act or any other Act, Rules or Regulations by the CTA will be recovered from the CTA/ from the amount payable to CTA and/or by invoking the performance Bank Guarantee and/or from non-Interest bearing STDR of SBI furnished as security deposit by the CTA to the Bank while awarding the contract. Further the bank at its sole discretion may cancel the contract of CTA by giving 1 months' notice.

Briefly the Caretaker/Housekeeping & Maintenance Services will include the following:

- a) Sweeping and Cleaning of ATM sites, including all items in the room like wall, ceiling, floor, gates, stairs, ATM exterior, ATM screen, fascia & signage etc.
- b) Display of publicity materials, banners, posters etc., supplied by the Bank in the ATM Sites as per instructions besides replenishing leaflets, brochures etc.
- c) Assisting customers appropriately, where required, but not doing ATM transactions on behalf of the customers.
- d) Informing forthwith to the Branch Manager / Channel Manager/ any authorized representative of the Bank, any irregular and /or emergency which may lead to loss of the property, people etc. at the ATM Site/Kiosks, including any break down in the ATM or AC.

CTA should provide the Caretaker/Housekeeping & Maintenance Services as mentioned here under (the below mentioned services are descriptive but not exhaustive):

- a) Caretakers should always be in proper uniform, wear leather black shoes, including for winter season sweaters with the logo of CTA and should carry proper authorization and photo identification badges/photo identity card of the Caretaker Agency.
- b) Caretakers should maintain cleanliness of the ATM sites, including keeping the ATM Sites at all times neat, tidy and spotlessly clean. This includes all items in the room like wall, ceiling, floor, gates, stairs, ATM exterior, ATM screen, fascia & signage etc., all should be spotlessly clean, neat and tidy and so as to maintain a hygienic atmosphere.
- c) Caretakers should empty Garbage bins. Garbage and waste materials are emptied and disposed of daily at regular interval as frequently as needed. In ATM site, except machinery and the publicity materials, banners, posters etc., supplied by the Bank, nothing should be stored.
- d) Caretakers should provide general assistance, if required, to customers at ATM site. However, the caretaker shall not operate the ATM in any manner whatsoever on Customer 's behalf. The caretaker shall manage customer's queue.
- e) Caretakers should deal with the customers politely. Prohibit entry of persons wearing helmet or with covered face, squatters, hawkers etc. inside the ATM room. The caretaker shall exercise restraint and avoid being provoked.
- f) Caretakers should guide the customer to the nearest ATM site in case of failure of service by the ATM.
- g) Caretakers should receive complaints/requests/suggestions in writing from customers, in the register provided by the Bank. Complaints/requests/suggestions received during a day will be handed over to the Branch official/Authorized Official/Channel Manager/ any authorized

representative of the Bank on next day. The Caretaker shall not accept any gratitude or reward in any manner.

- h) Caretakers should immediately escalate problems of any kind (e.g., malfunctioning/breakdown of ATM, lighting, AC, UPS, Access door) including theft/theft attempt/doubtful activities/criminal activities like burglary, snatching, hold up, pilferage, sabotage, fire, natural calamities etc. at/around ATM/ATM site etc. to the concerned Branch Manager / Channel Manager/ any authorized representative of the Bank. Caretakers will maintain a suitable register for entering details of such reports made including persons informed by him.
- i) Maintain an Access Register at ATM site, for acknowledging the access given to any authorized representatives from the Bank/vendor(s).
- j) Caretaker should have the contact numbers of the local designated officials of the CTA.
- k) Caretaker should have the contact numbers of respective Bank officials (Channel Manager/ any authorized representative of the Bank/ Branch Manager)
- l) Caretaker should arrange to get and display publicity materials, banners, posters etc. supplied by the Bank in the site as per instructions besides replenishing leaflets, brochures etc.
- m) Caretakers should take care of the site ensuring that the site is clean, electrical fittings and signage are working and switched off when not required, racks are filled with brochures / pamphlets when provided at site.
- n) If at any time the ATM is out of service, caretaker should immediately notify Vendors and/or the Branch/Channel Manager/ any authorised representative of the Bank, along with the contact details of concerned person provided by the bank.
- o) Caretaker should invariably be present in front of the ATM Site and should not enter inside, including the Back room [if available] of the ATM site, unless extremely necessary or asked to do so, however Caretaker should take proper care of all the assets of the Bank in the ATM Site including the ATM.
- p) Caretakers should call Police station, Fire service etc. in case of emergencies, and simultaneously inform the Branch Manager/Channel Manager/ any authorised representative of the Bank.
- q) It is clarified that the Caretaker shall not be armed or shall not carry any firearms either on his person or keep the same at ATM Site. Caretaker engaged by the CTA shall not take part in any staff union and association activities against SBI.
- r) The Caretaker should not replace himself with others at ATM Site for the service entrusted by the CTA.
- s) If any of the belongings left inadvertently by the visitors, the same should be handed over to the concerned Channel Manager/ any authorised representative of the Bank/ or Branch Manager of the Branch to which ATM is linked, for eventual disposal to the owner thereof.
- t) The Caretaker should not do any Business/selling of products while stationed at ATM.
- u) Be available at the ATM site as per duty roster for 08 hours duty for 24 x 7 x 365 (in three shifts from 06.00 A.M. to 02.00 P.M., from 02.00 P.M. to 10.00 P.M. and from 10.00 P.M. to

06.00 A.M. (no deviation). Bank shall have the sole right regarding deciding number of shifts for any site.

- v) Under no circumstances a Caretaker will do more than 08 hours duty and in other case the Company has to provide relievers to avoid any overtime / extra duties. After 06 days continuous duties for 08 hours per day, the Caretaker will be provided with one day rest and a reliever may be engaged for that duty as per Central Government directions. The ATM sites should never be left unattended.
- w) The Caretaker Agency should ensure cleanliness of glass surfaces and proper cleaning of the machine, floor wall and the ATM site by the caretakers engaged for the purpose. The agency will provide cleansing materials and keep a proper record of the same. All items should be of standard quality (ISI) available in market. Every month on or before 7th day these materials have to be handed over to the Caretakers in front of Branch Manager / entrusted Officer of the Bank / Branch. The agency will submit a Cleansing Materials Receipt Certificate duly counter signed (with stamp) the Branch Manager / entrusted Officer of the Bank, failing which a penalty of Rs.200/- will be levied for every succeeding week.
- x) Where necessary, Caretakers shall switch off / on the generator set and refill the fuel to be provided and arranged by SBI.
- y) Caretakers shall prevent use of the premises by squatters / animals, hawkers or undesirable persons.
- z) Caretakers shall prevent misuse of the premises by antisocial elements or any such activities and note any sort of untoward incident in the Daily Report Register and inform the Branch Manager / Bank Official of the Link Branch or nearest Branch. The Caretaker will go to the branch after completion of his duty hours and get the Daily Report Register signed by the Branch Manager / entrusted Officer of the Bank. At no point of time the ATM site should be left unattended during the duty hours. In case the Link Branch is far away from ATM location, then the authorized person from agency must get in touch with concerned Branch Manager and Channel Manager for the issue.

Caretaker should not do the following: -

- a) They should not be under influence of liquor/drug while on duty.
- b) They should not engage himself in any argument or unnecessary conversation with anyone while on duty.
- c) They should leave the site after being relieved on completion of 8 hours duty.
- d) They should not eat breakfast or lunch or dinner during duty hours.
- e) They should not be found inside the ATM room unless asked by any customer for help that too not for more than 5 minutes. Moreover, while assisting customer caretaker shall not seek/take any request from customer regarding PIN of ATM Card.
- f) Neither sleeping is allowed while on duty nor the caretaker is supposed to bring any bedding materials in the site. In case any report of any caretaker found sleeping or reported found absent for more than 15 minutes while on duty the agency will be charged with penalty of double wage of the caretaker per day and caretaker has to be posted immediately to some other entrusted site of the agency. On repetition of the same he may be replaced with other caretaker as advised by Bank. In all case related to deficiency of service other than inspection

by bank officials the digital image/ CCTV data received from ATM site camera or other sources may be treated as source to impose penalty/ further necessary action.

- g) Daily check of the caretakers at the sites will have to be carried out by the Caretaker Agency at their own cost, about the duty being performed by their employees. Any adverse observation/ laxity found on part of the duty personnel of the site must immediately be brought to the notice of the Bank (Link branch officials and channel managers). In this effect a written Visit Report as per format provided by Bank duly counter signed by the BM/Branch official of the preceding week should be submitted to LHO on every Monday at own cost of the Caretaker Agency without fail to avoid penalty.

MANAGEMENT AND SUPERVISION OF CARETAKER SERVICES

As a part of the providing, management and supervision of Caretaker services, the obligations of the CTA shall include the following:

- a) The Caretaker Services will be requested for ATM Sites by the Bank as per its requirement and the Bank will communicate to CTA in writing and/or through e-mail through valid official email ID (electronic mode), the list of ATM sites for which the Caretaker Services will be required from time to time and the CTA will provide the Caretaker Services for the ATM sites allotted to it accordingly.
- b) CTA will ensure that there is no violation of any statute; and all the laws, rules and regulations will be strictly followed / implemented by Caretaker agency in regard to deployment of Caretakers for such services.
- c) CTA will examine the Access Register maintained at ATM Site by the Caretaker at periodic intervals and inform the Bank about discrepancy, if any, noticed by them. The authorised official of CTA will have to sign the said register, acknowledging his examination of the same.
- d) In the event of emergency or any unusual situation, Caretaker shall escalate the matter to the CTA and/or SBI. CTA in coordination with the Bank will be responsible to initiate necessary steps to redress any irregular and / or emergency situation.
- e) The CTA shall have an approved Business Continuity Plan. CTA's authorized representative will visit the ATM Site, minimum on alternate day and record of the visit will be kept properly. Caretaker Agency shall ensure that Caretaker service is rendered uninterruptedly and efficiently at the ATM Sites without any break; and initiate corrective steps of its own wherever necessary. Caretaker Agency will respond promptly to any complaint made by the officials of SBI from Local Head Office/ Administrative Offices/ Regional Business Offices/Branches/Channel Managers in regard to dereliction of duties/default in performance by the Caretaker.
- f) The CTA should have in place Know Your Employee Policy and system for engaging Caretakers, including thorough background check, police verification report and antecedent's verification etc. at the time of appointing Caretakers. As and when demanded by the Bank, the Caretaker Agency will produce the same.
- g) The CTA will be responsible in all aspects for the services provided to SBI by the Caretakers.
- h) The CTA should notify the Bank immediately any event such as damage to the ATM site and crimes like theft, burglary, snatching, hold up, pilferage, sabotage, fire, natural calamities etc.

- i) The CTA should obtain the license under the Contract Labour (Regulation & Abolition) Act, 1970.
- j) Caretaker Agency shall be responsible for providing at least 2 sets of dress/uniform annually, including sweaters for Winter season (once in two years) bearing logo of CTA and black leather shoes (annually) to all the Caretakers employed at SBI ATM sites and stationery for writing duty charts/registers.
- k) Caretaker Agency shall be responsible for providing cleansing material (Detail mentioned as below) required for keeping the ATM site neat & clean.

SL NO	CLEANSING MATERIALS	FREQUENCY
1	500 ml Floor Cleaning Liquid	Every Month
2	500 ml Glass Cleaning Liquid	Every Month
3	Two Dusters	Every Month
4	Broom/ Jhadu	Every Month
5	Plastic Bucket & Mug	Half Yearly

- l) CTA shall give prior notification to the Branch Manager of the ATM Linked Branch or its authorized official / Channel Manager/ any authorised representative of the Bank about the Caretaker posted at a particular ATM site. The CTA shall appoint/transfer/ rotate/ replace all or any of the Caretakers from ATM site locations at any point of time with intimation to any authorised representative of the Bank after ensuring that replacement is provided intime.
- m) The CTA shall have its own establishment/ setup/ mechanism etc. at its own cost to ensure correct & satisfactory performance of its duties and responsibilities under the contract.
- n) The Caretaker Services shall be provided in three shifts round the clock of eight hours each, as under.

Entire 365 Days	Shift1	Shift2	Shift1	No of sites
TYPE1	6 A.M to 2 P.M	2 P.M to 10 P.M	10 P.M to 6 A.M	
TYPE2	6 A.M to 2 P.M	2 P.M to 10 P.M	NIL	
TYPE3	6 A.M to 10 A.M 6 P.M to 10 P.M			
TYPE4	10 A.M to 6 P.M			

*Bank reserves the right to change/decrease the duty hours/no. of shifts any time without assigning any reason whatsoever.

**The additional responsibilities of CTA shall also include those set out in the Annexure -1 of this RFP

4. MANDATORY ELIGIBILITY CRITERIA FOR CARETAKER SERVICE PROVIDER

The experience and expertise of bidder, record of satisfactory services and capability for providing the services for the entire ATM Network sites spread over Karnataka will be critical factors in selection and it would also include the evaluation process mentioned in Clause 6. The criteria mentioned below are illustrative but not exhaustive. The selected bidder should be in a position to meet service level commitment in full.

The mandatory eligibility criteria will include the following:

- (a) The Bidder should have mentioned in their constitutional documents to provide caretaker services/ Housekeeping and maintenance services as a line of business, should possess a valid PAN/TAN/CIN and TIN number in the name of the company. The Bidder should have license under Contract Labour (Regulation & Abolition) Act, 1970, EPF, ESIC, and GST registration and License from the Labour Department for providing Caretaker / housekeeping & maintenance services and should be in the business of providing caretaker for at least last 5 years.
- (b) The bidder should be rendering such services (Caretaker / housekeeping and maintenance services) satisfactorily to reputed organisations/Government such as Scheduled Bank /PSU/Corporate Body / Government Department or Government Body for last 7 continuous years. (i.e. since 01.04.2016)

The bidder should have at least 1000 personnel deployed at various sites/offices/branches on their pay rolls for the last three years as on the date of publication of this RFP Notice. They should have the experience of currently serving at least one large client with minimum 500 people provided to the large client. Copies of the Work order and a letter from such of their clients regarding this must be furnished with the Bid. The Bidder will have to submit a certificate of experience from their client after publication of RFP. The certificate should be as per Annexure-12 categorically specifying the conduct / performance as per the category Unsatisfactory / Good / Very Good / Excellent. This certificate should be signed by the authority or the present incumbent who has signed the agreement with the Vendor on behalf of the Vendee.

- (c) The Bidder should not be a loss-making entity and its cumulative Annual Turnover as per the Audited Balance Sheet for the last 3 years should not be less than Rs. 75 crores. (The bidder has to submit provisional Balance Sheet and P&L Account of Financial Year 2021-22 duly certified by practicing Chartered Accountant, along with audited Balance Sheet and P&L Account of FY 2022-23, FY 2021-22, FY2020-21, FY2019-20 and FY2018-19. Copies of ITR for Financial Year FY 2022-23, FY 2021-22, FY 2020-21, FY2019-20 and FY2018-19 to be submitted.
- (d) The bidder should have at least 1000 personnel deployed at various sites/offices/branches on their pay rolls as on the date of publication of this RFP Notice.
- (e) The bidder must have a full-fledged office in the state of Karnataka with a valid Shop & Establishment License issued prior to the RFP published date & should be registered with the concerned authorities of Labour Dept. under the Contract Labour (R&A) Act 1970. The Bidder should submit proof of Lease Agreement/Ownership in their favour in respect of the office.

- (f) The Bidder after awarding of the Contract must have the minimum capacity to provide within 07 days of allotment of Bank's ATM sites to it, caretaker services at approximately 800 ATM sites, as per the Bank's Specification of Services.
- (g) The Bidder should not be an entity blacklisted or included in negative list or terminated of their services by their clients i.e., any Scheduled Bank /PSU/Corporate Body / Government Body. No director(s)/Partner(s) of the Bidder should be/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity blacklisted or included in negative list by any Scheduled Bank /PSU/Corporate Body/Government Body. An undertaking / Certificate to this effect should be submitted with the bid(Annexure7).If the Bank finds the undertaking/certificate provided by the bidder to be false / forged at any time at the time of bid submission or during the period of the contract (if the contract awarded), the bidder will be immediately disqualified/ terminated of their services and the amount under the EMD/ Interest bearing STDRS furnished as security deposit/ Performance Bank Guarantee will be forfeited/encashed as the case may be, by the Bank.
- (h) The Bidder must submit EPF/ESIC/GST - copies of one month challan i.e., for the month of February-2023 paid during March- 2023 and certificate from the Chartered Accountant that there are no dues need to be uploaded. Copies of challans paid during the last 36 months may be produced for physical verification as and when required by the Bank.
- (i) In the event, it is found any time either at the time of bid submission/processing or during the period of the contract (if the contract awarded) that any information/document furnished by the Bidder is false or forged or incorrect, then the bidder/CTA shall be liable to be immediately disqualified or terminated of their services (if the contract awarded) and the amount under the EMD/ Interest bearing STDRs furnished as security deposit/ Performance Bank Guarantee will be liable to be forfeited/invoked by the Bank.
- (j) Soliciting during the tender process, of any nature, would disqualify the Bidder.
- (k) Proposal of bidders who have defaulted in payment of statutory dues/tax (including GST) will be rejected outrightly.
- (l) All documentary evidences/ certificates/ attachments submitted with the Bid Document need to be signed and stamped by the authorised signatory of the Bidder, else the bid is liable for rejection. Once qualified, originals to be produced for verification, if needed.

5. TERMS AND CONDITIONS

1. **Tender document** bearing seal and signature of authorized representative along with prescribed EMD shall be submitted in a sealed cover super scribing “**CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU**”
2. Each page of the Tender document, Technical Specifications, Terms & conditions etc. **shall be stamped & signed by the authorized person.**
3. Tender **without EMD** as prescribed shall **summarily be rejected**. EMD of unsuccessful tenderers will be returned / refunded without interest within 30 days after the decision to award the contract is taken.
4. The tenderer must obtain himself on his own responsibility and expenses, all information and data which may be required for the purpose of filling this tender document. The Tenderer is requested satisfy himself regarding the site conditions, transport and communication facilities, labour, the law-and-order situation, climatic conditions, local authorities' requirement, traffic regulations etc. The tenderer will be fully responsible for considering the financial effect of any or all the factors while submitting his tender.
5. Rate quoted shall be excluding GST and the same shall be paid extra over & above the actual value of work, as applicable at the time of bill payment. L1 tenderer will be evaluated based on final amount excluding GST. As such, all the Caretaker agencies are advised to quote rates excluding GST component.
6. The successful tenderer shall be bound to accept the offer within 7 days of LOI in writing. In case of non-acceptance by L1 tenderer, EMD shall be forfeited.
7. Caretaker Agency shall ensure safety of other residents and properties of Bank/society. Any damages caused by the negligence of Caretaker Agency while execution should be restored & made good by the Caretaker Agency at his own cost and risk.
8. Caretaker Agency is liable for all the safety measures of workmen and covering them with all necessary insurance policy and also third-party insurance. Caretaker Agency has to indemnify the Bank from any untoward incidents at site.
9. Caretaker Agency should ensure for valid labour license, if applicable, as per extant guidelines of local civic authority.
10. All the Caretaker agencies shall ensure strict adherence with society's / local security norms etc.
11. Bank reserves the right to accept or reject or split any or all tenders without assigning any reasons thereof.
12. Please read these instructions carefully before filling up the application form.
13. Conditional Tenders are liable to be rejected
14. **All the Eligible Caretaker agencies are eligible to participate in e - tender.**
 - a) **Valid digital Signature** – Bidders may approach e-auctioneers or any other authorized agency to obtain digital signature with signature and encryption facility.
 - b). **Login ID and Password** – Will be sent to the e-mail ID of the eligible bidders by e-auctioneers prior to e-auction
 - c). Bidders should **login and bid** during the e-tender hours on the date of e-tender as per

rules.

15. **PROCEDURES FOR SELECTING SUCCESSFUL BIDDER:** All bidders fulfilling the eligibility criteria are required to participate in the e-tender to be conducted by e-procurement agency (M/s e-Procurement Technologies Ltd,) of State Bank of India. State Bank of India reserves the right to reject any or all application(s) without assigning any reason thereof.
16. **Technical Bid:** - Technical bid can be downloaded from Bank's website <https://sbi.co.in> or <https://bank.sbi> under "SBI in the news→ Procurement News - Tender for "CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT AUTOMATED TELLER MACHINE SITES, BENGALURU"
17. **Price Bid:** - Online bidding will be carried out by e- auction and arrangements will be made through M/s e-Procurement Technologies Ltd, who will be the authorized service provider for the same, at Bank's web portal <https://etender.sbi>, on pre-specified date. The eligible bidders shall be trained by our service provider, for taking part in the e-auction. Internet connectivity and other paraphernalia requirements shall have to be ensured by the bidders themselves and failing which, neither the Bank nor the authorized service provider are responsible.
18. Any information contained in this document will be superseded by any later e mail information on the same subject made available/accessible to Bidder(s) by SBI. All the bidders are advised to see amendments to the bid document, if any, before submission of the bid. Any further Addenda/ Corrigenda/ Extension of Dates/ Clarifications/ Responses to bidders' queries in respect of the above tender shall be posted in Bank's website www.sbi.co.in under SBI in the News→ Procurement News" and bidders need to download and submit the same with the bid. In case the bidder does not submit the amended Addenda/ Corrigenda/ Extension of Dates/ Clarifications/ Responses to bidders' queries etc., it will be presumed that the bidder has seen the amendments / Addenda/ Corrigenda/ Extension of Dates/ Clarifications/ Responses to bidders' queries etc. and bid would be evaluated accordingly. The decision of the Bank in this regard will be final.
19. Bank reserves the right to cancel the e-auction altogether at any stage without assigning any reason. In such an event, Bank shall refund the EMD within 30 days without interest
20. **AMENDMENT OF BID DOCUMENTS:** The Bank has the right to modify the bid document, if found necessary. Such modifications shall be posted in Bank's website www.sbi.co.in and the same shall be binding on all parties.
21. Caretaker Agency shall comply with all labour laws, legislation's including, the payment of minimum wages acts as per Central Govt, Employer's Liability Act, including P F Act, Gratuity Act, Insurance Act, Bonus Act, Workmen compensation Act, Contract Labour (Regulation and Abolition Act and any other act or enactment relating thereto, and rules framed there under from time to time etc.
22. The applicable taxes will be deducted from the bill as TDS.
23. Caretaker Agency shall keep the bank saved harmless and indemnified against claims of any of the workmen and all costs and expenses as may be incurred by the bank in connection with any such claim that may be made by any workmen.

Signature of the Caretaker Agency

Date:

6. GENERAL CONDITIONS OF THE CONTRACT

In the contract, the following expressions shall, unless the context otherwise requires, have the meaning hereby respectively assigned to them.

‘The Contract’ means the documents forming the tender and acceptance thereof and the formal agreement executed between SBI and the Caretaker Agency, together with the documents referred to therein including these conditions and other instructions issued by the Bank from time to time and all these documents taken together, shall be deemed to form one contract and shall be complementary to one another.

‘Bank’ means SBI and State Bank of India having its Local Head Office at **# 65, St. Mark’s Road, State Bank of India, CM & CS Department, Local Head Office, 2nd Floor, New Annex Building, SBI LHO Campus Bengaluru – 560 001.**

‘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.

‘The Caretaker Agency or Caretaker Agencies’ means the firm, company or person engaged by the SBI to carry out the work. It shall also include their legal representative(s), successors or assignees.

‘Site’ means **State Bank of India - ATM**, where the works are to be carried out.

‘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’ or **‘work’** means **CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU** to be executed in accordance with the contract and includes labour, materials, apparatus, equipment of all kinds to be provided, the obligations of the Caretaker Agency hereunder and work to be done by the Caretaker Agency under the contract.

‘Month’ means calendar month.

‘Week’ means seven consecutive days.

‘Day’ means a calendar day beginning and ending at 00 hours and 24 hours respectively.

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. LANGUAGE:

The language in which the contract documents shall be drawn shall be English.

3. CARETAKER AGENCY TO INFORM HIMSELF FULLY:

The service Caretaker Agency shall be deemed to have carefully examined the work, site conditions including labour 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 Caretaker Agency 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 shall in good time, before submitting his tender, ascertain the particulars thereof by contacting the concerned officials before tendering. Once the tender is submitted, the matter will be decided according to contract conditions. For clarifications / Doubts, the Caretaker Agencies may make full use of the pre-bid meeting which would be conducted at P&E Department LHO, SBI Bengaluru as detailed in the NIT. Written enquires to be submitted one day prior to pre-bid meeting.

4. WORK TO BE CARRIED OUT:

The work to be carried out under the contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, plants and equipment which may be required for carrying out the work satisfactorily.

5. SUFFICIENCY OF TENDER:

The Caretaker Agency shall have deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rate(s) and price(s) quoted in the Schedule of Quantity, which rate(s) and price(s) shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for carrying out the work.

6. AWARD OF CONTRACT:

- (i) The SBI will award the contract to the successful lowest tenderer(s) whose tender have been determined to be substantially responsive and has been determined as successful evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.
- (ii) The SBI reserves the right to increase or decrease the quantum of service to be provided and also reserves the right to cancel or revise any or all the tenders or part of tenders without giving any reasons thereto with no cost to the SBI.
- (iii) The SBI reserve their rights to split the scope of work to different agencies qualified as L-1 L-2 and L-3 bidder within its sole discretion.
- (iv) SBI 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 **thereof** and the Caretaker Agency shall have no right to make any representation for the same.

7. SIGNING OF CONTRACT DOCUMENTS

The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract with SBI within 7 days from the receipt of intimation of acceptance of the tender by the SBI. However, the written acceptance of the tenders by the Bank will constitute a binding agreement between the Bank and successful tenderer whether such formal agreement is subsequently entered into or not.

8. WORKORDER

Within the validity period of the tender, the Bank shall issue a work order by registered post / courier or otherwise handover personally to the Caretaker Agency to enter into an agreement for carrying out the work as per the terms of the tender. The work order shall constitute a binding contract between the Bank and the Caretaker Agency.

9. CONTRACTDOCUMENT:

On receipt of work order from the Bank, the successful tenderer shall be bound to implement the contract within 7 days thereof, he shall sign an agreement on a non-judicial stamp paper of appropriate value. The Caretaker Agency shall be furnished, one certified copy of the contract documents as may be forming part of the tender papers. None of these documents shall be used for any purpose other than that of this contract.

10. EARNEST MONEY DEPOSIT(EMD)

The tenderer shall furnish EMD of Rs 25,00,000/-- (Rupees TwentyFive lakhs Only) in the form of Demand Draft / Banker's Cheque / Pay Order drawn in favour of DGM (CM &CS) SBI, LHO Bangalore, payable at Bengaluru. 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 tenderer shall be returned within 30 days of award of contract.

All compensation or other sums of money payable by the Caretaker Agency 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 Caretaker Agency and the Caretaker Agency within fifteen days after such deductions shall make good the amount so deducted.

11. FORFEITURE OF EMD:

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

- a. Security Deposit is not submitted within the stipulated time as mentioned in Clause 13.
- b. Agreement is not entered within stipulated time.
- c. If the tenderer revokes his tender during the period, he is required to keep his tender open for acceptance by the Bank or

- d. The tender is accepted by the Bank, but the Caretaker Agency fails to enter into a formal agreement or
- e. Fails to commence the work within the stipulated time.
- f. 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
- g. Breach of any of the terms & conditions of this contract documents

12. INITIAL SECURITY DEPOSIT:

- i. The successful bidder should submit a Security Deposit @ Rs. 10000/- per caretaker in the form of FDR/TDR issued by any Nationalized Bank in favour of "SBI payable at Bengaluru within 07 days from the date of acceptance of the tender for due performance of the Contract.
- ii. The Caretaker Agency may choose to deposit the prescribed Security Deposit by way of Bank Guarantee issued by a Scheduled Commercial Bank in India other than SBI in the format approved/provided by the SBI. The Bank Guarantee should be valid for initial contract period of 1 (One) year from the date of commencement of contract. The bank guarantee should also contain a claim period of three months from the last date of validity. The BG shall be further renewed on yearly basis subject to renewal of the contract by the SBI.

13. The Caretaker Agency's authorized representative shall be in attendance in the premises during all working hours for supervising the work. For any negligence of the service employed by the Caretaker Agency or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of SBI, the Caretaker Agency shall be personally responsible and shall make good the loss forthwith.

14. All activities of work done under this contract shall be entered in a register on a daily basis so that complete record of all the works performed is maintained and signed with date by both parties viz., persons authorized for and on behalf of SBI and the Caretaker Agency each day on completion of work.

15. In case of proprietorship Without prejudice to any rights or remedies under this agreement if the Caretaker Agency dies, the SBI authorities shall have the right to terminate this agreement without any liability whatsoever as regards execution of the work for the balance contract period after the death of the Caretaker Agency.

16. ASSIGNMENT, SUBLETTING AND CARETAKER AGENCY'S SUPERINTENDENCE:

The whole of work included in the contract shall be carried out by the Caretaker Agency and he shall not directly entrust and engage or indirectly transfer assign or underlet the contract or any part or share thereof or interest therein and no undertaking shall relieve the Caretaker Agency from the responsibility of the Caretaker Agency from active superintendence of the work.

In case of breach, the SBI shall be at liberty to serve notice and rescind the contract along with forfeiting of the EMD and Security Deposit in the form of STDR and/or invoke the bank guarantee / performance guarantee if required.

17. PROTECTION OF WORKS AND PROPERTY:

The Caretaker Agency 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 Caretaker Agency fails to make good the losses caused to the bank due to his fault or due to negligence of his staff, SBI reserves the right to invoke the security deposit as stated above to cover such losses and Caretaker Agency shall make good the amount so deducted within 10 days of such deductions. The bank also reserves the right to make good the loss caused to Bank from any sums payable to the Caretaker Agency

The Caretaker Agency 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.

18. CARETAKER AGENCY TO SUPPLY TOOLS & PLANTS ETC.:

- Schedule of major equipment to be kept at site should be attached:
- The list of major equipments to be deployed by the Caretaker Agency should be enclosed.
- The equipments to be kept on site should be absolutely new and the Caretaker Agency should submit the copies of the purchase bills to Bank.
- The Caretaker Agency should ensure that the equipment provided on site are functioning at all times.

19. WAGES TO BE PAID:

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

The payment will be made as per actual manpower deployed for the caretaking and housekeeping works and on satisfactory completion of the work and on submission of the bills. Bills will be submitted by the CTA, AO wise.

All payments by the Bank under this contract will be made only at Bengaluru in Indian Rupees and shall be within 2 to 3 weeks 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 Caretaker Agency 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 Caretaker Agency and fully understood by him/ them. The Caretaker Agency 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, overtime, conveyance, food expenses, ESIC etc. and the Bank shall not be responsible for any payment towards the above components.

The following components should necessarily be present in the pay structure applicable to the caretaking and house keeping staff and the break-up of same should be submitted by the Caretaker Agency in their price bid:

Basic Pay

- D.A.
- EPF
- ESIC
- Any other statutory compliances in details

Please note that all the above components should be necessarily present in the pay structures to be adopted /paid to all the Caretakers. The Caretaker Agency may like to add any other component as they may desire to the above list to have better staff.

20. PROCUREMENT OF CLEANING AND OTHER MATERIALS:

All the cleaning materials and consumables required for the work shall be supplied by the Caretaker Agency.

21. UNIFORM

The Caretaker Agency shall provide New Uniform (with Caretaker Agency's name badge) including, Shoes etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to Caretaker Agency on this account.

22. PAYMENT OF BILLS BY THE BANK

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

- i. PF deposited receipt issued by EPF Dept. for the month for which the salary is being paid.

- ii. A separate sheet mentioning the names of the Caretaker deployed at SBI Site,
- iii. Wages/Salary amount credited in the Bank's account of individual,
- iv. Amount of PF & ESI Deposited in their respective account. The statement should have the PF number of the staff and the agency shall fix its official seal and signature on the statement.
- v. A separate covering letter undertaking that the PF amounts have been credited rightly as per the statement enclosed should also be submitted.
- vi. ESIC deposited receipt issued by ESIC Dept. for the month for which the salary is being paid along with separate sheet mentioning the names of the staff deputed at SBI Site (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, and the agency shall fix its office seal and signature on the statement. A separate covering letter undertaking that the ESIC amounts have been credited rightly as per the statement enclosed should also be submitted. For staff who are out of the ESIC ambit, clear details of number of people covered under ESIC and Workmen compensation policy shall be indicated.
- viii. The original wages register, signed by your employees deputed to SBI sites, in token of receipt of payment for the previous month, should be submitted for certification of SBI representative, as the principal Employer, every month.

23. Whenever under the contract any sum of money shall be recovered from, or payable by the Caretaker Agency, the same shall be paid by the Caretaker Agency on demand. The SBI may also deduct such amounts from any dues of the Caretaker Agency, or from any sum which at any time there after becomes due to the Caretaker Agency under his contract or under any other contract or from his security deposit, in respect of this work or in respect of any other works.

24. If State Bank of India engages workers to complete any part or whole of the work as per this contract for any period, due to failure of the Caretaker Agency to engage adequate number of workers, in that event, Caretaker Agency has to reimburse to SBI/SBI, the extra cost involved on this account.

25. WORK ON SUNDAY AND HOLIDAYS

The Caretaker Agency has to arrange for engaging his workers on Sunday and holidays, for deployment at ATM sites, thorough and deep cleaning of the internal and external areas as required by the Bank. No Extra payment on this account will be made by the Bank. However, there will be one weekly holiday for each caretaker on rotation basis.

26. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS

The Caretaker Agency 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 by the Bank. The Caretaker Agency shall produce all the relevant statutory documents for inspection by the Bank and the government authorities.

The Caretaker Agency shall give all notices required under the said Act, Rules, Regulations and Bye-laws etc. and pay all fees payable to such authority/authorities for carrying out the work towards the cost, if any, shall be deemed to have been included in his quoted rates, taking into account all

liabilities for licenses, fees etc. and shall indemnify and protect the Bank and its Employees against such liabilities and / or claim arising out of violation of any such laws, ordinances, orders, decrees and shall defend all actions arising from such claims or liabilities.

If the Caretaker Agency 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 the Bank against any legal actions arising there from.

27. OTHER COMPLIANCES

The Caretaker Agency should ensure compliance of the following for smooth execution of work:

- Identity card should be issued by the Caretaker Agencies to the contract staff deputed on State Bank of India ATM site.
- All contract staff deputed by the Caretaker Agency at SBI site should have in possession Identity card issued by the Caretaker Agencies.
- The Payment slips should be issued by the Caretaker Agencies to the staff deputed on SBI site.
- All Contract staff should bear specified uniform bearing badges of name and other safety accessories.

28. LOCAL LAWS, ACTS, REGULATIONS

The Caretaker Agency shall strictly adhere to all prevailing labour laws including of contract labour (Regulation and Abolition Act, 1970) and other safety regulations. The Caretaker Agency shall comply with the provision of all labour legislation including the latest requirements of all the laws, directions and guidelines that are applicable for carrying out the 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 by law or enactment relating thereto, and rules framed there under from time to time.
- Factories Act,
- Employment of Children Act 1938,
- Employer's Liability Act 1938,
- Industrial Disputes Act 1947

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

Any cost incurred by SBI / SBI 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 Caretaker Agency or his workmen and any money which may become payable to State Bank of India as aforesaid shall be deemed to be deducted by State Bank of India / SBI or may be recovered by the Bank from the Caretaker Agency.

The Caretaker Agency shall keep the Bank saved harmless and indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any workmen relating to work carried out by the Caretaker Agency for this contract.

29. CONTRACT PERIOD

- The work shall be awarded for an ***initial period of One year*** from the date of commencement of the work subject to its renewal maximum for one more year on expiry of the current contract period, within sole discretion of the Bank / SBI, on the same terms and conditions subject to satisfactory performance of the Caretaker Agency.
- The extension of contract is to the entire discretion of the Bank and cannot be claimed as right of the Caretaker Agency.
- If the Caretaker Agency fails to perform any of its duties under this agreement and if the Bank is dissatisfied with the services of the Caretaker Agency during the contract period or extended period of service, the Bank may terminate the services of the Caretaker Agency, by issuing one month's notice in writing.

30. DISMISSAL OF WORKMEN

The Caretaker Agency shall on the request of the Bank immediately dismiss from works any person employed thereon by him, who may in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of any claim for compensation or damages against the Bank or any of their officer or employee. The Caretaker Agency shall take necessary steps as per law in such situations.

31. TECHNICAL AUDIT / SCRUTINY

- The Bank shall have right to carry an audit / technical examination of the works and the bill of the Caretaker Agency 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 Caretaker Agency for such work.

32. RECORDS OF DAILY OPERATION:

The Caretaker Agency shall maintain and provide comprehensive logbook of cleaning procedure adopted, record of chemicals used, details of daily record of cleaning activity carried out in all units of the buildings.

33. INSPECTION BY THE BANK:

- General
- The Bank shall have the right to inspect at all times any tools, instruments, materials / chemicals, staging or equipment used or to be used in the performance of the WORKS. The Caretaker Agency shall make all parts of the WORK accessible for these inspections.
- Rejection of work and Equipment
- The Caretaker Agency shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building/site by the persons employed by the Caretaker Agency due to their negligence will have to be set right by the Caretaker Agency at his cost within 3 days of such damages. In case of their failure to do so, the SBI shall be at liberty to get the same done from any other agency at the Caretaker Agency's cost, risk and consequences.

34. REPORTING AND RECORDKEEPING

Management reporting and process reviews

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

Operating Meetings

During the early stages of the agreement, it is expected that the frequent operation meetings will be required between the Caretaker Agency's manager and Bank's representative/s to discuss priorities to establish satisfactory reporting procedures. The Caretaker Agency shall make the appropriate personnel available for attending all these meetings.

Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the Caretaker Agency. The Senior Management of the Caretaker Agency and the Bank shall attend these meetings.

Quality Assurance

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

35. FORCEMAJEURE:

“Force Majeure” shall mean any event beyond the control of SBI or of the Caretaker Agency, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- a. War, hostilities, invasion, act of foreign enemy and civil war.
- b. Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts.
- c. Strike, sabotage, unlawful lockout, epidemics, quarantine and plague.
- d. Earthquake, fire, flood or cyclone, or other natural/ manmade disaster;

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- i. The date of commencement of the event of Force Majeure.
- ii. The nature and extent of the event of Force Majeure;
- iii. The estimated Force Majeure Period,

Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.

The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.

Any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.

36. ACCIDENTS

The Caretaker Agency shall immediately on occurrence of any accident during carrying out the work report such accident to the Bank. The Caretaker Agency shall also report such accident immediately to the concerned authorities whenever such report is required to be lodged by law and take appropriate actions thereof.

The Caretaker Agency shall submit report of all accidents, fires and property damage, dangerous occurrence to the authorized State Bank of India/SBI 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 SBI/State Bank of India. In addition, the Caretaker Agency to the authorized SBI/ State Bank of India, official shall also submit periodic reports on safety from time to time as prescribed.

37. LABOUR

- i. The Caretaker Agency shall employ suitable labour to carry out the respective work to the satisfaction of the Bank.
- ii. The Caretaker Agency shall furnish to the SBI at the intervals specified by SBI, a distribution of the number and description of labour employed in carrying out various works / activities.
- iii. The Caretaker Agency shall submit on every month to the SBI a statement showing in respect of the preceding month:
 - (a) The number of labourers 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
 - (e) The number of female workers who have been allowed maternity benefits as provided in the maternity benefit Act, 1961 or Rules made there under and the amount paid to them.
- iv. The Caretaker Agency 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 labour employed by him for executing this contract. The Caretaker Agency shall furnish necessary returns to the authority through Bank.
- v. The minimum age of the labour employed shall not be below 18years.
- vi. The Caretaker Agency should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his workmen 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 Caretaker Agency 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 PF contributions in respect of all contract labourers engaged by him.
- viii. As regards Employees State Insurance Act, the Caretaker Agency 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 State Bank of India by him for this work for the relevant period before any payment is released by State Bank of India.
- 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 labour 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 State Bank of India.
- xi. The Caretaker Agency is required to take Insurance for all the workers employed on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of work and has to be provided at the signing of the agreement.
- xii. The Caretaker Agency shall be fully responsible for the consequences arising out of default

- and Bank may treat it as breach of Contract and reserves the right to terminate the Contract.
- xiii. The Caretaker Agency shall pay wages to his workmen at the rates as applicable under the Minimum Wages Act as per Central Government guidelines for unskilled “**Unskilled labours for employment of sweeping and cleaning**” The Caretaker Agency shall disburse the wages through credit to their accounts and account statement should be enclosed along with the monthly bill.
- xiv. The duration of duty is eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest **minimum**.
- xv. The staff/workers employed by the Caretaker Agency shall not find under the influence of alcohol or any abusive substance at any point of time. Further, the mobilization of the workers engaged shall be such that they maintain the dignity of the office at all time and any incident of mobilization or indecency is noticed at the work place bank shall have the right for asking replacement of such workers employed by the Caretaker Agency.

38. TERMINATION

- (a) SBI shall be at liberty to terminate the contract by issuing one month's notice to the Caretaker Agency without assigning any reason whatsoever. Bank shall not pay any claim /compensation by Caretaker Agency for such termination of Contract.
- (b) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the Caretaker Agency or abandoning the work, State Bank of India shall have the right to terminate the contract forthwith with one month's notice and rearrange the work through other agencies at Caretaker Agency's risk, cost and consequences and under such circumstances, the security deposit paid by the Caretaker Agency shall stand forfeited/invoked as the case may be, besides any other action deemed fit including de-paneling the Caretaker Agency or debarring them in future tendering process.

39. INDEMNITY BOND

- Caretaker Agency shall sign an Indemnity Bond in an approved format as per service level agreement (SLA) before starting the work, indemnifying the SBI 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, no following the standard work procedures and for violating rules and regulations for which the Caretaker Agency shall be solely responsible.
- In case of any damage to property by the Caretaker Agency, SBI shall have the right to recover the cost of such damages from payments due to the Caretaker Agency and decision of the SBI shall be binding on the Caretaker Agency.

40. SETTLEMENT OF DISPUTES AND ARBITRATION

- **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.

- **Arbitration:** Any dispute and/or difference arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the authorized representatives of the parties. If the disputes are not resolved by discussions, then the matter will be referred for adjudication to the arbitration of a single arbitrator to be appointed by mutual consent of the parties. The arbitration proceedings shall be conducted in Bengaluru and in English language only and in accordance with the provisions of Arbitration & Conciliation Act 1996 or any statutory re-enactment thereof. The decision of the arbitrator shall be final and binding on the parties.
- **Applicable Laws:** The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made thereon from time to time.
- **Jurisdiction:** All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Bengaluru only and not elsewhere.
- **Saving clause:** No suits, prosecution or any legal proceedings shall lie against the **State Bank of India, Bengaluru** or any person for anything that is done in good faith or intended to be done in pursuance of tender.

41. INSOLVENCY:

The competent authority of the Office of the SBI, Bengaluru may at any time by notice in writing summarily terminate the contract without compensation to the Caretaker Agency in any of the following events, that is to say:

- i) If the Caretaker Agency being an individual or if firm, any partner in the Caretaker Agency's firm, shall 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
- ii) If the Caretaker Agency being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver of manager on behalf of the debenture holder shall be appointed, or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or manager.
- iii) If the Caretaker Agency commits any breach of this contract not herein specifically provided for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the SBI and provided also that the Caretaker Agency shall be liable to pay the SBI for any extra expenditure, it is thereby put to but shall not be entitled to any gain on repurchased.

42. CONFIDENTIALITY

- Information relating to the examination, clarification, evaluation, and comparison of

tenders, and recommendations for the award of a contract shall not be disclosed to tenderer or any other persons, not officially concerned with such process, until the notification of contract award is made.

- Any effort by the tenderer to influence the SBI in the SBI/SBI's bid evaluation, bid comparison, or contract award decisions may result in the rejection of the Tenderer's bid.

43. CORRUPT OR FRAUDULENT PRACTICES

- The SBI as well as Tenderer shall observe the highest standard of ethics during the procurement and execution of such contracts.
- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution, and.
- "Fraudulent practice" means a misrepresentation or omission of facts in order to Influence a procurement process or the execution of a contract to the detriment of SBI and includes collusive practice among Tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the SBI of the benefits of free and open competition.
- "Collusive practice" means a scheme or arrangement between two or more tenderers, with or without the knowledge of the SBI/SBI, designed to establish tender prices at artificial, non-competitive level, and.
- "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.
- The SBI will reject a tender for award if it determines that the tenderer recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- The SBI will declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

44. PENALTIES /LIQUIDATED DAMAGES

- The Caretaker Agency shall disburse salary to its deployed manpower as per Central Govt. minimum wages Act latest by 7th of every month, failing which penalty equivalent to one-day salary (Basic + DA) per delayed day shall be credited by the Caretaker Agency into the account of the respective employees whose salary has been delayed, apart from his regular remuneration which the Caretaker Agency is payable to him. Proof of the same shall be submitted to the SBI along with the bills of the next month. If such scenario continues for a period of 3 continuous months, then the contract shall

be liable to be terminated. Security Deposit / Performance Bank Guarantee shall be forfeited, and Bank guarantee shall be encashed. The SBI will have the power to appoint any other agency for the manpower services at the risk and cost of the Caretaker Agency.

- In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Caretaker Agency failing to provide requisitioned number of manpower, the SBI shall make deductions at double the rate of hiring rate on pro-rata basis from the bills preferred by the Caretaker Agency or that may become due to the Caretaker Agency under this or any other contract or from the security deposit or may be demanded from the Caretaker Agency to be paid within seven days to the credit of the SBI/SBI.
- Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by the SBI, the Caretaker Agency shall be penalized up to 5% of the monthly Bill amount which will be deducted from any bills/dues of Caretaker Agency.

45. PRICE VARIATION CLAUSE

Price variation for Labour component: Please note that all rates (Service Charges/Material etc.) quoted by the vendor shall remain fixed and valid for whole contract period i.e. initial contract period of one year from the date of commencement of work and renewed period of contract if any and no escalation/price increase, whatsoever shall be considered during this period(Excluding payment of minimum wages, statutory payments and GST). Accordingly, Caretaker Agency has to take due care on this account while quoting the rates.

The Bank/SBI may consider renewal of contract for similar one term on the same terms and conditions except minimum wages which shall be considered as per Central Government rates prevailing at material time provided that the service rendered by the vendor are found satisfactory. However, renewal of contract is discretion of the Bank/SBI and the Caretaker Agency shall have no right to claim for the same.

46. VALIDITY OF CONTRACT

The contract, if awarded shall be valid for an initial period of one (One) year from the date of commencement of work subject to the renewal for one more year after expiry of initial period of one-year subject to satisfactory performance. In case of breach of contract or in the event of not fulfilling the minimum requirements/statuary requirement/satisfactory services etc., the SBI shall have the right to terminate the contract forth with at any time in addition to forfeiting the performance security amount deposited by the Caretaker Agency and initiating necessary action as deemed fit including de-paneling your firm etc. solely at the discretion of the SBI/SBI.

47. ASSIGNMENT AND SUBLETTING

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

48. SEXUAL HARASSMENT

The Caretaker Agency shall be solely responsible for full compliance with the provision of the “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”

- i. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Caretaker Agency and the Caretaker Agency 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 State Bank of India (SBI) against any employee/s of the Caretaker Agency shall be taken cognizance of by the State Bank of India (SBI).
- iii. The Caretaker Agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Caretaker Agency, for instance any monetary relief to Bank’s employee, if sexual harassment/violence by the employee of the Caretaker Agency is proved.
- iv. The Caretaker Agency shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

49. NON-DISCLOSURE:

The Caretaker Agency 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 Caretaker Agency during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Caretaker Agency 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 Caretaker Agency 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 the State Bank of India (SBI). The Caretaker Agency shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Caretaker Agency’s obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason

50. Bonus payment not to be included in the quote. As per statutory provisions if required bonus payment will be reimbursed on production of documentary evidence.

DATE:

SIGNATURE OF THE CARETAKER AGENCY WITH SEAL

7. PENALTIES

In case of the CTA not providing the undermentioned services, the Bank may at its discretion levy following penalties on CTA:

Sr. No	Deficiency in criterion/ services	Penalty (Amount in Rs.)
1	Age of Caretaker less than 18 or more than 60 years and/ or Qualification of CT less than 8th pass	Rs 10,000/- per instance per caretaker.
2	Non-supply/ non- wearing of uniform by CT / not in proper attire	Rs.1000/- per instance per caretaker
3	Non-supply of cleansing material by CTA and/ or poor upkeep/ non-cleaning of ATM kiosk by CT	Rs.1000/- per instance per Site
4	Non-supervision/ false/ incorrect reporting by CTA	Rs.1000/- per instance
5	Non-Supply / Non maintenance of registers at ATM site	Rs.1000/- per instance per Site
6	Impolite/ inappropriate behaviour by CT/ other authorized staff of CTA.	Rs.1000/- per instance
7	(a) Caretaker found sleeping/drowsing/ (b) Caretaker found drunken/intoxicated	(a) Rs.1000/- per instance (b) Amount equivalent to 1 month wages payable to CTA for that Site/Kiosk.
8	Absenteeism of CT for more than 15 minutes/ more than 1 day: (a) Late reporting for duty by Caretaker (late by 15 minutes or more) (b) Absenteeism of Caretaker	Rs.1000/- per instance a) Late reporting up to 15 Minutes for more than 1 instance; Rs1000/- b) For late reporting more than 2 days; Rs 2000/- per instances
9	Failure to replace suitable Caretakers in place of absent/ Undesirable Caretakers within 4 hours	Rs.1000/- per instance
10	Delay/ Failure by CT/CTA in reporting untoward incident to SBI (Beyond delay of 1 hour from the time of happening of incident)	Rs. 2000/- per instance
11	Caretaker committing / attempting involvement in illegal/criminal activity including fraud/ Theft/ Vandalism etc.	Rs 5000/- per instance besides recovery of loss from CTA, initiation of legal action and termination of the CTA from the site.
12	Delay/ failure by CTA in payment of Salary, minimum wages as per Minimum Wages Act, 1948, ESIC, EPF, Workmen Compensation, GST, etc.	Rs. 30000/- per instance in addition to recovery of payment made by the bank to statutory authorities.
13	Any undesirable act / omission or commission/ wrongdoing by CT/ CTA causing reputation loss to the Bank	Termination of site and penalty of Rs 1000/- to Rs 10000/- as decided by the Bank.
14	Non submission of Salary Slip to the caretakers	Rs 500/- per instance per caretaker

15	Non-payment of salary by 7th or 10th whichever is applicable, of succeeding month	Rs.50, 000 per instance.
16	Non-payment of Statutory dues and /or delay in payment of statutory dues.	Contract may be Terminated.

The cumulative penalty on account of defaults / deficiencies in services mentioned above from serial number 1 to 16 for any ATM site during a month shall not exceed the monthly payment made for that particular site. However, any loss on account of damage to ATM or ATM site, due to absenteeism/negligence/lapse of Caretaker/CTA and loss on account of illegal/criminal activity by Caretaker/CTA will also be recoverable from the Caretaker Agency in addition to the Penalty.

The Caretaker agency must provide uninterrupted services at all allocated ATM sites and has to indemnify the Bank for any loss incurred by the Bank on account of failure of the caretaker agency and/or their employees to provide uninterrupted service at all such ATM sites.

In all cases related to deficiency of service other than inspection by Bank Official, the digital image/ CCTV footage received from ATM Site Camera or other sources may also be treated as source to impose penalty. The Bank's right to impose penalty shall be in addition to Bank's right to terminate the contract for breach of contract.

8. NOTICE TO CARETAKER AGENCY

ADDRESS OF THE CARETAKER AGENCY

NAME OF PROJECT: CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU, CIRCLE (WHOLE KARNATAKA STATE)”

Dear Sirs,

State Bank of India, CM & CS Department, Local Head Office, 2nd Floor, New Annex Building, # 65, St. Mark’s Road, State Bank of India, LHO Campus, Bengaluru – 560001, have pleasure in inviting you to tender for the aforesaid work.

The scope of work broadly as given below is for **“CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU, CIRCLE (WHOLE KARNATAKA STATE)”**

Tender Documents should be filled and uploaded on the site of <https://etender.sbi>.

1. The tenderer must obtain for himself, on his own responsibility and at his own expenses, all the information which may be necessary for the purpose of filing this tender and for entering into a contract for the execution of the same and must examine the drawings and inspect the site of the work and acquaint himself with all local conditions and matters pertaining thereto.
2. Each of the tender document’s pages is required to be signed by the person or persons submitting the tender in token of his/their having acquainted himself/themselves with the General conditions etc., as laid down. Any tender with any of the documents not so signed will be rejected.
3. The tender documents must be filled in English and all the entries must be made by hand and written in ink. If any of the documents are missing or un-signed, the tender shall be considered invalid.
4. Each and every one of all erasures and additions/alterations made, while filing the tender, must be attested by initials of the tenderer. Over-writing of figures must be attested by initials of the tenderer. Overwriting of words is not permitted. Failure to comply with either of these conditions will render the tender void. After submission of the tender no advice or any change in rate or conditions will be entertained. All the rates should be quoted both in figures and words. In-case of any discrepancy in rates quoted in words/figures and the amounts, the rate quoted in words shall be taken as final and binding.
5. The tender shall be valid for a period of 90 **days** from the date of opening.
6. **TOTAL SECURITY DEPOSIT:** shall comprise of:
 - a) Earnest Money deposit
 - b) Initial Security deposit
 - c) Additional Security Deposit/Additional Performance Guarantee (if any)

- 6.a) The intending tenderer shall deposit with SBI, DGM (C&S) SBI LHO BENGALURU, by Demand Draft a sum of Rs. 25,00,000/- as the Earnest Money, as a guarantee of good faith, which amount shall be forfeited as liquidated damages, in the event of any evasive/direct refusal or delay in starting the work and or signing the contract or on any other grounds as mentioned in the Tender Documents. The deposit of the unsuccessful tenderers will be returned, without interest within 30 days of award of contract. The Earnest money of the successful tenderer will be adjusted towards Security Deposit. A tender not accompanied by Earnest Money Deposit will not be considered.
- 6.b) The successful tenderer will have to pay @ Rs. 10000/- per caretaker allotted, less EMD already paid, as Initial Security Deposit (ISD) by means of a Demand Draft within **7 days** from the date of issue of work order to commence work. The EMD and Initial Security deposit thus paid shall be held by the State Bank of India as Security Deposit, for due execution and fulfillment of the contract, till the Security Deposit in the form of interest-bearing fixed deposit at SBI or Bank Guarantee issued by Scheduled Commercial Bank is provided. No interest will be paid on EMD and Initial Security Deposit.
7. Within seven days of the receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to sign an agreement, on a stamp paper in accordance with the Draft Agreement and conditions of contract attached herewith, but the work order or the written acceptance of a tender by the Bank will constitute a binding agreement between the Bank and the person tendering whether such formal contract is signed or not signed by the Caretaker Agency.
8. All compensation or other sums of money payable by the Caretaker Agencies to the clients, under the terms of this contract, may be deducted from the Security Deposit or from any sum that may be or may become due to the Caretaker Agency on any account whatsoever, and in the event of the Security deposit being reduced by reasons of any such deductions, the Caretaker Agency shall within **15 days** of being asked to do so make good in cash or cheque, any sum which have been deducted from his security deposit.
9. The rates quoted by the Caretaker Agency shall include all taxes excluding GST.
10. The unit prices shall be deemed to be fixed prices. In case of extra labours are engaged, a record of labour charges paid shall be maintained and shall be presented every month for extra labors regularly to the Bank for checking. The settlement will be made based on figures arrived at jointly and taking into account unit prices of labours mentioned in the contract assigned to the successful tenderer. **The rates quoted shall be excluding GST.**
11. The Bank do not bind themselves to accept the lowest or any tender and reserve to themselves the right to accept or reject any or all tenders, either in whole or in part, without assigning any reason whatsoever for doing so.
12. No employee of the Bank is allowed to work as a Caretaker Agency for a period of two years of his retirement from Bank service, without the previous permission of the Bank. This contract is liable to be cancelled, if either the Caretaker Agency or any of his employees is found at any time to be such a person who had not obtained the permission of the Bank as aforesaid before submission of the tender or engagement in the Caretaker Agency's service.
13. All Cleansing materials will be supplied by the vendor.

9. LETTER OF DECLARATION

The Deputy general Manager (CM & CS),
State Bank of India
CM & CS Department,
Local Head Office, 2nd Floor,
New Annex Building, SBI LHO Campus # 65, St. Mark's Road,
Bengaluru – 560 001

CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU, CIRCLE (WHOLE KARNATAKA STATE)”

Dear Sir,

Having examined the terms & conditions, schedule of requirements, scope of work etc. of the tender for the captioned work and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto and affecting the tender. I/We hereby offer to provide specified services in the said memorandum on the minimum manpower including consumable etc. basis mentioned in the attached schedule and in accordance in all respect with the schedule of instructions, scope of work and instruction in writing referred to in conditions of Tender, the articles of agreement, conditions of contract and with such conditions so far as they may be applicable.

MEMORANDUM

a	Description of work	CARETAKING/HOUSEKEEPING AND MAINTENANCE SERVICES AT ABOUT 800 AUTOMATED TELLER MACHINE SITES, BENGALURU, CIRCLE (WHOLE KARNATAKA STATE)”
b	Earnest Money	EMD of Rs 25,00,000/-- (Rupees Twenty-Five lakhs Only)
c	Validity of Contract	For an initial period of (One) year from the date of commencement of work with an option to renew for one more year with the same terms and conditions if services found are satisfactory. Extension of the contract is solely depends on the discretion of the Bank.

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 SBI the amount mentioned in the said conditions.

I/we have deposited Demand Draft / Banker's Cheque/Pay Order for a sum of Rs 25,00,000/- (Rs. Twenty-five lakhs Only) as Earnest Money Deposit with SBI. 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 SBI

We understand that as per terms of this tender, the SBI may consider accepting our tender in part or whole or may entrust the work of caretaking and housekeeping for proposed ATM sites. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of Bank / SBI 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.

We, hereby, also undertake that, we will not raise any claim for any escalation in the prices of any of the material and manpower during the currency of contract/execution/completion period.

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 SBI, including taking any action against us as deemed fit including forfeiture of EMD and encashing of security deposit

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 Tenderer
With Seal**

Note: This form must be signed & stamped in original letter head to be submitted to this office along with Technical Bid document.

The responsibilities of CTA shall also include those setouts herein below.

- 1) The Caretaker(s) engaged by Caretaker Agency (CTA) shall be the employees of Caretaker Agency and in no event the Caretaker(s) shall be deemed to be the employee of SBI. SBI is not responsible/ liable to the Caretaker(s) and payment of wages (as per Minimum Wages act), PF Contribution, ESIC Contribution, etc. and other applicable statutory dues to the Caretakers, allowances, any other amount to the Caretaker(s) shall be the responsibility of Caretaker Agency. No liability on account of payment of wages (as per Minimum Wages act), PF Contribution, ESIC Contribution, etc. and other applicable statutory dues shall devolve upon on State Bank of India. Caretaker Agency should indemnify SBI against all losses, damages, expenses and claims which SBI may suffer/incur or which may be against SBI in respect of the said Caretaker Agency.
- 2) The CTA shall indemnify SBI to the full extent (including the legal cost and reimbursement of Attorney's fees and incidental expenses thereto) in the event of any non-compliance of any law, notification, orders etc. and for any claim from any statutory authority arising out of non- compliance of the aforesaid or otherwise in relation to the Services or any claim, right, demands etc. raised by any employees/ sub-Caretaker agencies of the CTA. Without prejudice to any other rights of SBI to recover the indemnity amount from the CTA, SBI shall be entitled to deduct/ensure the deduction of the indemnity amount or part thereof from the charges payable to the CTA under the payment arrangement mentioned in RFP and Performance Guarantee and Security Deposit (Interest bearing STDRs furnished as security deposit)
- 3) The Bank shall be entitled to adjust the dues out of monthly bills or Performance guarantee deposit or Interest bearing STDRs furnished as security deposit, towards loss or damage caused by the agency or its staff in case of any theft, breakage, pilferage of any items, fixtures, equipment etc., or any other liability of the agency.
- 4) The Agency shall also permit the Bank to hold or deduct the amount from the bills/security deposit/performance guarantee/ Interest bearing STDRs furnished as security deposit, for non-performance or part performance/ substandard performance or failure to discharge obligations as more specified in chapter of "OVERVIEW OF REQUIREMENTS".
- 5) The Agency shall obtain at his/its own cost, any license or permission of any sort whatsoever viz. Labour license from Assistant Labour Commissioner and register with Employees' State Insurance Corporation and Office of the Regional Provident Fund Commissioner, etc. that may be required under various Acts of the Central/State Government Authorities, for carrying out the said activity in the premises of the Bank and such Registrations and License as may be deemed necessary for engagement of contract workers for such purpose.

- 6) The Agency shall comply with the provisions of all Labour Laws, which are applicable to the Caretaker Agency or his employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation thereof. The Agency will furnish proof of compliance of all Labour Laws requirements including obtaining licenses, filing of monthly/quarterly and annual returns and any other statutory requirement within 15 days from the due date under the law applicable, and furnish calculations and proof of payments/challans, made to all Government/Statutory Authorities under EPF, ESIC, etc. within 15 days of the statutory time limit allowed under the respective Acts and all other statutory rules as amended from time to time.
- 7) The Agency shall indemnify the Bank from and against all liabilities, claims and demands arising out of any payments or reimbursement made by the Bank to Government (Central/State, Semi- Government), statutory authority or any payment made under any statute/notification of the Government (Central/State) or statutory authority in respect of the employees of Caretaker service provider or in respect of any claims made by the Agency 's employees against the Bank. The Caretaker service provider shall promptly reimburse State Bank of India all payments made, and expenses incurred by the Bank in respect of the payments referred to above in this clause.
- 8) The Agency shall make the payment to caretaker(s) engaged by it as per minimum wages notified by the Office of the Central Labour Commissioner from time to time. The Agency shall satisfy the Bank showing adequate recorded proof that the minimum wages, ESIC, contribution to provident fund etc. as applicable are being paid to its personnel as required under various Statutory Acts notified by the Government from time to time. It shall be the duty of the company to get PF code number allotted by Regional Provident Fund Office/ EPFO against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities before the due date of each month. The CTA will have to produce the documentary evidence of the statutory compliance fulfilled along with the respective challan copy of the preceding month along with their invoice to the Bank.
- 9) The Agency shall submit the list of its personnel to be deployed at the respective Bank locations, along with their personal details like name, age, date of birth, permanent address, photograph etc. The Bank has the right to advise the Agency to replace any of the personnel engaged by him who are found unsuitable; the Agency shall immediately replace such personnel. The Agency shall provide proper laminated, tamper-proof identity cards to all its personnel.
- 10) The CTA shall take, at its own cost, insurance policies for adequate amount against death or injury of the CTA's employees while providing the services, theft, robbery, forgery, fraud, fidelity and/or any other dishonest acts or negligence on the part of the service providers, employees or sub- Caretaker agencies. SBI shall not be liable or called upon to pay any amount as compensation or damages etc. to any other person, including the personnel of CTA, resulting from aforesaid activity and having been called upon to pay so, CTA shall fully indemnify SBI for all such cost.
- 11) CTA shall be solely liable and responsible for compliance of all applicable labour laws, rules, regulations and ordinances applicable in respect of the Caretakers

employed by it and also for the legislation for the safety and working hours of its personnel and shall establish and maintain all proper records.

12) The CTA will maintain the below listed record / registers physically at each ATM site:

- i. Caretaker Attendance Register
- ii. Visit Register (visit by authorized person from CTA)
- iii. ATM Access Register/ Visitor Register (for respective Bank Officials, ATM Engineers, Other Service Providers visiting ATM site or any other person duly authorized by the Bank on verification of their identity/ authority)
- iv. Customer Complaint / Suggestion Register
- v. Asset / Service Breakdown Register (for respective ATM site)
- vi. Caretaker Duty Roaster

13) The CTA will also maintain of all applicable/relevant Registers and records in accordance with the various laws, rules, regulations and ordinances applicable in respect of the Caretakers employed by it, including but without limitation to the below mentioned listed record/registers physically at their local office(s) in the States of MP and CG:

- i) Caretaker /ATM site wise monthly wage payment Register.
- ii) Caretaker wise monthly PF & ESI deposit Register.
- iii) Site wise monthly shift Register.
- iv) Incident Register.
- v) Register of Deductions for Damage and Loss, Fines etc.
- vi) Register of Workman Employed by the CTA
- vii) GST Paid Register, PF and ESI deposit Register.
- viii) Record of Caretakers/ authorized employees for visit deployed ATM site wise and record of their background checks.
- ix) The Wages Slip.

Also following record should be maintained by the CTA

- xii. Records of background check
- xiii. Site wise/Shift wise Caretaker details
- xiv. ATM wise visit register

and produce them for inspection as and when demanded by the Bank and/ or any appropriate Labour authorities.

REFERENCE SITES DETAILS

Please provide details of Sites of institutes/ organizations/ banks etc., to whom Housekeeping & Maintenance/Caretaker Services have been extended by the CTA.

Data of Existing Manpower in Caretaker/ Housekeeping & Maintenance services for

(To be supported with documentary proofs certified by respective institutes/ organizations/ banks authorized Officials, where Housekeeping/**Guarding & Maintenance**/Caretaker services have been provided including the below details)

Details of sites where Manpower support/ Caretaker Services\Housekeeping & Maintenance services are extended:

- i. Name and Address of the institutes/ organizations/bank
- ii. No. of offices/Branches/ ATM sites supported by the CTA with summary of total no.of sites/ ATM sites in respective State.
- iii. Certifying official Name & Designation of Certifying official
- iv. Contact Details–
- v. Postal Address
- vi. Telephone Number / Mobile Number
- vii. Fax No.
- viii. Email ID

ATM/Offices/Branches:

The site details must be given in the following format. A separate copy of the format should be used if there are more than one institute/ organization/ bank.

Name of the institute/ organization/ bank:						
Details of sites where Manpower support/ Caretaker Services/Housekeeping and maintenance services are extended						
Sr. No.	Location ID Of Office/Branc h/ ATM ID	Location	Name of the Caretaker(s)	Cell No. of the Caretak er(s)	Name of the officials at administrative office.	Cell No. of the officials at administrative office.

A reference issued by the concerned Institute/ Organization/ banks to which the above services are provided should be furnished along with the Bid.

Out of the above, existing number of Scheduled Bank's Offices/Branches/ATM sites (State Wise and/or Bank Wise), where the CTA is providing Caretaker/Housekeeping/ Guarding & Maintenance Services

Sr. No.	Name of the Bank State wise (if more than one state)	No. of ATM /Offices/Branc h Sites
	Total ATM Sites/offices/branches	

PROFILE OF THE HOUSEKEEPING & MAINTENANCE/CARETAKER AGENCY (Please provide information in the following format)

Sr. No.	Item	Details
1	General	
	Name of the Company & its CIN (Company Identification Number)	
	Whether company is Pvt. Ltd or Public Ltd	
	Nature of Activity	
	Company Registered Address	
	Address for communication (if differs from above)	
	Contact Details (Telephone and fax numbers and email Id)	
	Date/ Year of Establishment	
	No. of Years in the line of activity	
	Details of ownership of the company: - (a) Name and address of the Promoter(s) (b) Percentage of Share Capital owned by each Promoter (c) Whether the promoters' shareholding is pledged or encumbered? If yes, provide the details thereof:	
	Name of the Directors & Managing Director(s) of the company & their DIN (Director Identification Number)	
	Their PAN no, designation, Address, Mobile No. & e-mail Ids	
	Name of the Key person (s) for processing of this RFP with Designation, contact details & e-mail Id	
	Power of Attorney or Board Resolution authorizing the official to sign the bid documents on behalf of the Company - (Enclose copy)	
2	Financial	
	Annual Manpower/ Caretaker Services/ Housekeeping/Guarding & Maintenance Services related Revenue in FY 2022-23	
	Net Profit 2022-23	
	No. of Manpower/ Caretakers/ Housekeeping /Guarding& Maintenance Services on rolls (Monthly Average) FY 2022-23	
	Annual Manpower/ Caretaker Services/ Housekeeping /Guarding & Maintenance Services related Revenue in FY 2021-22	
	Net Profit 2021-22	
	Annual Manpower/ Caretaker Services/ Housekeeping/Guarding & Maintenance/Guarding Services related Revenue in FY 2020-21	
	Net Profit 2020-21	
	Annual Manpower/ Caretaker Services/ Housekeeping /Guarding & Maintenance Services related Revenue in FY 2019-20	
	Net Profit 2019-20	
3	Certification/ Documents	
	Certificate of Incorporation, Memorandum of Association and Article of Association, Commencement of Business	
	Company PAN / TAN details	

	Audited Balance sheet of last 3 years (provisional for 2022-23 and audited for 2021-20, 2020-19, 2019-20) certified by a practicing CA along with CA registration no.	
	Turnover Certificate of last 3 years (provisional for 2022-23 and audited for 2021-22, 2020-21, 2019-18) certified by a practicing CA along with CA registration no.	
	Certificate of Registration under Shops and Establishment Act	
	Registration and certificate under Employees State Insurance Corporation (ESIC)	
	Certificate from the Employees Provident Fund (EPF) Organization under Employees Provident and Misc. Provision Act.	
	Registration with appropriate authority for GST	
	LABOUR LICENCE from ministry of Labour, Govt. of India under Labour (Regulation and abolition) Act.	
	TRADE LICENCE issued by Municipalities /Municipal Corporations.	
4	Staff	
	Total number of employees	
	Break-up of employees	
	- Manpower provided for housekeeping & maintenance Guarding services/ Caretakers (payment of wages by the clients) Others if any	
	- Others	
	- Names of Bank, other companies for which work has been undertaken	
	- Office address in the major cities in the state of Karnataka	
	- Any special qualifications	

COMPLIANCE TO ELIGIBILITY CRITERIA

Sr. No.	Criterion	(Yes / No)	Remarks
1	Constitution of the Bidder (Pvt. Ltd/Public Ltd)		
2	Registered with Govt. body under Contract Labour Act 1970 (Regulation & Abolition) & having valid Service License under Contract Labour Act 1970 (Regulation & Abolition) for providing manpower/ caretaker/Housekeeping/Guarding & maintenance services		
3	The Bidder company should not be a loss-making company and its Minimum cumulative annual turnover as per Audited Balance Sheet for last 3 years is Rs.75.00 Crores. (The bidder has to submit provisional Balance Sheet and P&L Account of Financial Year 2020-21 along with audited Balance Sheet and P&L Account of 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23).		
4	Minimum 3 years' experience in the line of activity + providing Manpower support/ Caretaker/ Housekeeping/Guarding & Maintenance services) satisfactorily to reputed organizations for last 3 continuous years.		
5	Having minimum 1000 Personnel / Caretakers as on the date of publication of the tender notice with deployment of minimum 500 persons/caretakers for a single organization /Govt Department.		
6	Having valid Shop & Establishment License issued prior to the date of publication of the tender notice. The Bidder should submit proof of Lease Agreement/Ownership in their favour in respect of the office. Copy of Trade license and labour license also to be submitted.		
7	Not blacklisted nor included in the negative list nor having any contract terminated due to deficiencies in the services by any PSU / Scheduled Bank/ Corporate Body / Government Body		
8	No director(s) of the Bidder is/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity blacklisted or included in negative list by any Scheduled Bank /Corporate Body/Government Body.		
9	Having your own know your employee system, including a system of having Police verification report on the employee to be appointed		
10	Capacity to deploy Caretakers immediately at minimum 400 ATM sites as stated in the RFP		
11	Dedicated system for monitoring the Caretaker Services minimum twice in a week		
12	Whether Business Continuity Plan is in place		
13	Signed scan copy of Application money and Earnest Money Deposit (EMD) is attached		

Organization Profile (To be Included in Technical Bid Only)

Description	Details
1. Name of the Organization:	
2. Address for Communication	Address: e-mail ID: Tel. No. : (STD code)- Mob. No. CMD/MD/ Director/ CEO Fax No. : (STD code)-
3. Date/ Year of Establishment	
3 a. Location of Registered Office of the company 3b. Locations of branch offices in Karnataka.	
4. Address of Controlling Office of the Bidder in Karnataka. (Proof of Lease Agreement/Ownership document in favour of Bidder in respect Controlling Office should be enclosed.)	Address: e-mail ID: Tel. No. :(STD code)- Mob. No. CMD/MD/ Director/ CEO Fax No. : (STD code)-
5. Type of Company (Whether Private or Public Limited)	
6. Name of the Directors of the Company along with their Mobile No.	1. (Mob. No.) 2. (Mob. No.) 3. (Mob. No.)
7. Name of the Key Persons for processing of this tender	1. Vice President/ Director (Operations/et) 2. GM (Operations/etc.)
13. Annual Turnover (Rs. in Crore) FY 2022-23 FY 2021-22 FY 2020-21 FY 2019-20 FY 2018-19 FY 2017-18 FY 2016-17 (* Copy of Audited Annual Report & Balance sheet to be submitted with Registration No & seal of CA)	
9. Any ISO Certification	Attach copy with details

ANNEXURE—5(PART-1)

FACTOR MATRIX

FACTOR MATRIX - TECHNICAL BID CRITERIA (PART- 1)- GENERAL				
Sr. No.	Criteria	Mandatory/ Preferable	Status Yes/No Mark ()	Remarks
(i)	(ii)	(iii)	(iv)	(v)
1	Cumulative Annual Turnover for the last 3 years as per audited balance sheet	Mandatory Rs. 60 Cr (Minimum)	Yes () No ()	
2	Total No. of personnel/ Caretakers on the payroll of the company	Mandatory Having minimum 1000 Personnel / Caretakers.	Yes () No ()	
3	Police Verifications of each existing Manpower/ Caretaker	Mandatory	Yes () No ()	
4	Name of states with no. of Office/ATM/branches			Please list out the
	Sites in which the Bidder presently has existing Bank ATM			Names of States
	Caretaker/house keeping maintenance operations.			1.
				other states
5	Date of Incorporation of a Company	Minimum Period of 3 years (Mandatory) (Housekeeping & maintenance service)	Yes () No ()	
6	Is the company on negative list/blacklisted/ termination of services by any PSU Bank/Scheduled Bank Corporate Body/ Government Body	Mandatory (should not be on negative list)	Yes () No ()	
7	Business Details			
(a)	Whether appointed/ selected with PSU Bank/ Scheduled Bank/Corporate Body/Government Body	Mandatory	Yes () No ()	
	Name of Major Clients	Minimum 2 clients &	Yes /No Mark ()	List of Clients:

(b)	with	Maximum 4 Clients)	
	address and contact person details	per Client	1.
	(To enclose supporting documents	clients	2.
	Work Order and Completion/	with minimum Business of Rs.5.00 Crore per annum per Client	3.
	Performance Certificate	(Mandatory)	

(c)	List of total number of office or branch Sites/ATM sites allocated by PSU Bank/ Scheduled Bank/ Corporate Body/ Government Body	Mandatory	Yes () No ()	Please list the Organization / Scheduled Bank: Name and Total Number Of Sites/ ATM sites: 1. 2. 3.
9	Infrastructure			
i.	Recruitment facility	Owned by Company (Mandatory)	Yes () No ()	
ii.	Training facility	Owned by Company (Optional)	Yes () No ()	
iii.	Whether Capable of commencing service within 30 days from the date of intimation of allotment of ATM sites given by Bank.	Mandatory	Yes () No ()	
iv.	Authorized Staff for monitoring on the payroll of the company (supported by the List of Name and Contact details of the staff)	Mandatory	Yes () No ()	Details of authorized staff
v.	Availability of supporting staffs/ Equipment/ infrastructure (Vehicles, etc.) for executing the job	Mandatory	Yes () No ()	Details A) Vehicles B) Supporting staffs C) Company owned Head office D) Others
10	Others			
(a)	Maintenance of Payroll (or salary muster roll)	Mandatory	Yes () No ()	
(b)	Issue of Appointment Letter to all Employees	Mandatory	Yes () No ()	
(c)	Details of CTA Bank Account	Mandatory	Yes () No ()	A/C No: Branch: City: IFSC Code:

FACTORMATRIX

ANNEXURE—5(PART-2)

FACTOR MATRIX - TECHNICAL BID CRITERIA (PART- 2)- COMPLIANCE STATUS				
Sr. No.	Criteria	Mandatory / Preferable	Status Yes / No Mark ()	Remarks
(i)	(ii)	(iii)	(iv)	(v)
1	Permanent Account No. (PAN) In the name of the company (Supported by documentary evidence)	(Mandatory)	Yes () No ()	
2	Registration under Shops and Establishment act in Karnataka (supported by documentary evidence)	Mandatory	Yes () No ()	
3	Employees Provident Fund (EPF) Registration EPF Registration No. (Supported by documentary evidence with latest ECR and ECR paid challan copy)	Mandatory	Yes () No ()	
4	Employees State Insurance Corporation (ESIC) Registration, ESIC Registration No. (supported by documentary evidence with Latest ESIC challan copy)	Mandatory	Yes () No ()	
5	GST Registration No. (supported by Documentary evidence with Latest Service Tax challan copy)	(Mandatory)	Yes () No ()	Service Tax No.
6	Whether registered with Govt. under Contract Labour Act 1970 (Regulation & Abolition), Furnish date and Copy of labour license Registration For each State / District In Which it Operates For providing Caretaker Services (supported by documentary evidence)	1) Mandatory 2) Should be in the Name of the Company	Yes () No ()	Please list out the Names of States 1. 2. 3. 4. 5. 6. other states
7	Trade license from appropriate authority			

FACTORMATRIX ANNEXURE—5(PART-3)

FACTOR MATRIX - TECHNICAL BID CRITERIA (PART- 3)- ADDITIONAL DATA				
Sr. No.	Criteria	Mandatory / Preferable	Status Yes / No Mark ()	Remarks
(i)	(ii)	(iii)	(iv)	(v)
1	Income Tax Returns For Last 3 FY	Mandatory		
-	i. 2022-2023		Yes () No ()	
	ii. 2021-2022			
	ii. 2020-2021		Yes () No ()	
2	Audited Balance sheet (with Profit & loss Accounts Statement) for last three financial year with Registration No & seal of CA	Mandatory		
	i. 2022-23 (provisional)		Yes () No ()	
	ii. 2021-2022 (audited)		Yes () No ()	
	iii. 2020-2021 (audited)		Yes () No ()	
	iv.2019-2020(audited)		Yes () No ()	
3	No Penalties should have been imposed or proceedings are pending against the Bidder by Labour Department, EPF and ESIC Department, Income Tax Dept., GST Department and any other Govt Department during last 5 years.	Mandatory	Yes () No ()	
4	Details of Penalties imposed, or proceedings are pending against the Bidder by Labour Department, EPF and ESIC Department, Income Tax Dept., GST Department and any other Govt Department before 5 years	Mandatory	Yes () No ()	Details with Nature of Penalty Amount paid

Note: All documentary evidence/certificates/attachments need to be signed and stamped by the authorized signatory, along with RFP. Once qualified, original should be produced for verification, if needed.

ANNEXURE -6

COMMERCIAL BID

The Price Bid quoted must be firm and final and shall not be subject to any modifications, on any account whatsoever. The price quoted should hold good for the period of the entire contract i.e.it will remain fixed for the period of contract.

The price bid to be submitted in Online only and submissions in any other form shall be rejected

Bidders have to quote in the Price Bid the Total expenses (Service Charges and cost of cleaning materials) for providing caretaker services per caretaker for a shift of 8 Hrs. (Amount per person per month)(excluding payment of minimum wages, for “Unskilled labours for employment of sweeping and cleaning, statutory payments and GST)

If the amount so quoted by the Bidder in the Commercial Bid is unreasonable or impractical, then the Bank reserves the right to reject such Bids.

The prices mentioned in the Commercial Bid should be inclusive of all taxes, levies, etc., **except GST**, wherever applicable. GST, wherever applicable, will be paid by the Bank on actual basis.

Normally services of Caretakers will be required round the clock at ATM locations, however, Bank may reduce/ fix number of Caretaker shifts, say 1 or 2 shifts at any ATM Site. For these ATM Sites, the Bank will pay the expenses on pro-rata basis as per number of actual Caretaker shift(s). The CTA is required to provide services accordingly. In certain areas, our ATMs are restricted to certain hours of functioning only. In such cases too, the expenses will be paid proportionately.

Maintenance/Caretaker Agency Signature with seal of the company

Date:

OFFER COVERING LETTER

Deputy General Manager (CM & CS)
CM & CS Department
State Bank of India, LHO, Bengaluru
2nd Floor, New Annex Building,
SBI, LHO Campus,
#65 Saint Mark's Road, Bengaluru-560001

Dear Sir/ Madam

Ref: Your Request for Proposal (RFP) dated for Caretaker Services/Housekeeping & maintenance services (CTS) at Bank's ATM sites.

We have examined the RFP, the receipt of which is duly acknowledged, duly stamped & signed on each page by authorized signatory and we offer to extend Caretaker Services/ Housekeeping & Maintenance services at State Bank ATM sites in the State of Karnataka as per the terms, conditions and technical specifications spelt out, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

2. While submitting this bid, we certify that:

- i. Prices in its bid have been arrived at, without agreement with any other bidder of this RFP for the purpose of restricting competition.
- ii. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- iii. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
- iv. We have not added/deleted/modified the contents/text of the document or any part of the bid document and if bank observes any modification/alteration/addition/deletion is made, bank has right to reject the bid without assigning any reason.

3. We agree to abide by this offer till 90 days from the last date stipulated by the Bank for submission of bid, and our offer shall remain binding upon us and may be accepted by the bank any time before the expiry of that period.

4. We agree that in the event of our Company being selected for providing services with SBI Bank as Housekeeping & Maintenance /Caretaker Agency, we will enter into and execute the necessary contract agreement as per the format specified by SBI Bank. We understand and agree that until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance

thereof and the Bank's notification of award shall constitute a binding contract between us.

5. We understand that the Bank is not bound to accept the lowest or any bid that may be received.

6. We also certify that we have not been blacklisted or included on negative list or have been terminated of their services of any Scheduled Bank / Corporate Body / Government Body. Further, we have not abandoned any work or rescinded any part of our contract. We also certify that none of the directors of our Company is/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity which is/has been blacklisted or included in negative list by any Scheduled Bank /Corporate Body/Government Body.

7. We also certify that we are not involved in any litigations/ material litigations with any client/own employee/Directors etc. or any Vigilance cases, whose outcome could have a materially adverse impact on our business/finance.

8. We also certify that no litigation/prosecution is pending against us or our director's involving violation of statutory regulations or alleging criminal offence or tax liabilities.

9. We certify that the information/data/particulars furnished in our Proposal are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, Bank will have the right to disqualify us from the bid.

10. We undertake to comply with the terms and conditions of the RFP. We enclose along with our proposal duly signed scanned copy of the RFP document. We understand that the Bank may reject any or all of the offers without assigning any reason whatsoever.

11. It is certified that the information furnished here in and as per the documents submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false/misleading/incorrect information/documents.

12. We have understood that the engagement of the selected CTA shall be for 1 year which can be renewed for further 1 year at the discretion of the Bank, however, the Bank may, at its discretion, terminate the engagement any time during the currency of the contract for violation of any of the terms and conditions by CTA or otherwise. At the end of the contract period of 01 year, or on termination during the currency of the contract, we shall withdraw all our Caretakers from all the concerned sites of SBI Bank, immediately and unconditionally, without any

obstruction or exerting of pressure on the Bank from politicians/ Govt. /other officials, for the purpose of continuation of contract or for growth of business interests of the respective Agency, whatsoever.

Yours faithfully,

Authorized Signatory
(Name and Designation)

For and on behalf of

Note: A copy of the Board Resolution authorizing the signatory to represent the Company to be enclosed.

A copy of the Resolution passed by all the designated partners of LLP or all the partners of the partnership firm duly authorizing the signatory to represent LLP/FIRM is enclosed

REPORTS ON CARETAKER SERVICES

(TO FORM PART OF THE MONTHLY INVOICE & ATTENDANCE SHEET)

With a view to monitoring and constantly improving the Caretaker Services and also for computation of Penalties, the CTA will provide a Monthly Visit/ Feedback Report as per the format placed herein below as Annexure- 8 (A) relating to observations on the parameters mentioned in the Report, during visits conducted by the Bank's Channel Manager/ Branch Manager/ any authorized representative of the Bank.

Credibility and integrity of the reports is absolutely vital for performance measurements, and the Bank reserves the right to make surprise checks by officials other than the Channel Manager/ any authorized representative of the Bank and demand back up records in support of the reports.

ATMID& Location...../ Link Branch& Branch Code.... / RBO& Region... /
Name & code of the Caretakers as in agency ID....

Sr.No	Particulars	Whether complied (Yes or No)	If no, please provide remarks
1	Caretaker remains available round the clock (24*7*365) except for natures call & other emergencies. (if any caretaker found absent then date(s)/ duration may be mentioned here or on the attendance sheet)		
2	Wears full uniform/ dress including identification badge/ card, leather black shoes, Sweater with CTA logo during Winter season, etc.		
3	Ensures proper cleaning of the ATM and ATM Site (inside and outside) including glass surfaces (using good quality cleansing material provided by the Service Provider) &Arranges to empty garbage bins & disposal of garbage and waste materials accumulated within ATM room.		
4	Remains polite & courteous while dealing with customers, manages customers queue (if required), stays outside when customer is using ATM.		
5	Reports any problems/ malfunctioning of ATM, UPS, Lighting, Power, Electrical fittings, Other equipment to Branch Manager/ Channel Manager.		
6	Attendance register & other required register at the site is maintained properly, Authorized person of CTA visits/ inspects/ checks periodically (Minimum on alternate days).		
7	Caretaker is capable of assisting customers in Kannada/ Hindi/English language and aware of the location of next nearest SBI ATM.		
8	The Caretaker designated location is outside the ATM and provide assistance/ enter into the room only when asked for or required.		
9	Notice displaying important telephone nos. Police, Fire, Branch, Agency & other help line no.		
10	Any other information/ comments/ suggestions by the Branch Manager/ Channel Manager/ Joint Custodians to improve the services		
Comments of the Agency/ CTA:			
Signature by the CTA's representative &Stamp			

Comments of the BM/Channel Manager:

1. The Caretakers i) Shri ii) Shri
.....

iii) Shri&relieverShri.....is doing duty as per
agreementfrom.....(Post rotation date deployed at site) and their
performance is

Satisfactory / unsatisfactory.

2. Any deficiency in service found/any other information:

ANNEXURE -8B

Monthly certificate to be submitted along with Invoice by the CTA in regard to payment of all Wages/statutory & mandatory dues

ATM Site ID	ATM Location	Name of the Caretaker	Employee No. / ID No.	Amount of monthly wage paid Rs.	Payment Mode	Date of Payment
1	2	3	4	5	6	7
<ul style="list-style-type: none"> We confirm having paid ESI and EPF amounts for all Caretakers empaneled and working at ATMs located in Karnataka 						

M.I.S. REPORTS/CERTIFICATES/UNDERTAKINGS

With a view to monitor and constantly improving the Caretaker Services, the CTA will provide various MIS as called by the Bank, like details of wages and allowance paid to the Caretakers with proof, details of provision of cleaning material/uniforms etc. to Caretakers, details of the visits made by the authorized person from CTA to each site, undertaking every month certifying provision of Minimum wages act are compiled with etc.

Sr. No.	Report	Period	Description
1	Minimum Wages act	Monthly	Certificate of compliance of Minimum Wages act
2	Statement of Minimum Wages & Statutory payments paid furnishing details caretaker wise	Monthly	Details of Wages/payments made to Caretakers Name of the caretaker: Amount paid: Payment Mode: Date of Payment:
3	Cleansing Material	Monthly	Details of Cleansing Material provided
4	Supervision	Monthly	Details with dates of visits to ATM Sites by authorized person from CTA.
5	PF and ESIC Contribution	Monthly	Receipt of deposit of PF and ESIC of the personnel deployed at ATM site of the preceding month
6	Certificates	Monthly	A Certificate signed by the authorized person of the service provider certifying that all the applicable licenses, permissions, registrations, Certificates, exemptions are valid and subsisting that the service provider has complied with all the applicable laws.

In addition to this bank may ask/ call for any other report which will be required during the course of contract period.

CHECK LIST FOR BIDDER

Sr. No.	Particulars	Stat us	Bidder's Remark
1	Earnest Money Deposit EMD of Rs 25,00,000/-- (Rupees Twenty-Five lakhs Only)Signed scan copy of payment to be attached along with Technical Bid of the Tender	Yes /No	
2	<p>Bid Submission:</p> <p>Technical Bid:</p> <p>i. Application money & Earnest Money Deposit(EMD)</p> <p>ii. All documents related to Technical evaluation as per the details prescribed in the Tender document</p> <p>iii. Signed scanned copy of this RFP document (signed on all pages by authorized signatory of the bidder) should also be submitted along with the Technical Bid.</p> <p>iv. Certificate from Chartered Accountant related to pending/disputed demand/dues, if any.</p> <p>Copy of ALL OTHER LICENCES /ANNUAL RETURN, TUNOVER Etc.,</p> <hr/> <p>Commercial Bid (will include only the offer/rates)</p>	Yes /No	
3	Mandatory Eligibility documents for providing Caretaker Services/ Housekeeping & maintenance services at ATMs/branches/offices	Yes /No	
4	<p>Declaration of Penalties imposed/ pending cases against the Bidder by any authority in the last 5 years (if any)</p> <p>i. CLRA</p> <p>ii. GST</p> <p>iii. EPFO</p> <p>iv. ESIC</p> <p>v. Income Tax</p> <p>Any other statutory compliances If Yes, submit details...</p>	Yes /No	
5	<p>Annexure 2 – Reference Site Details</p> <p>i. Details of Housekeeping & maintenance/ Caretaker Services at sites offered by the CTA to its clients</p> <p>ii. Details of Housekeeping & maintenance/ Caretaker services along with their location and contact details</p>	Yes /No	
6	Annexure 3 – Profile of Caretaker/Housekeeping & maintenance Agency	Yes /No	
7	Annexure 4 – Compliance to Eligibility Criteria	Yes /No	

8	Annexure 5 – Technical Proposal i. Organization Profile ii. Part 1 -General iii. Part 2 – Compliance Status iv. Part 3 – Additional Data	Yes / No	
9	Annexure 6 - Commercial bid to be submitted separately online mode only (not to be a part of Technical bid)	Yes / No	
10	Annexure 7 - Offer Covering Letter	Yes / No	
11	Annexure 11 – Pre-Bid Query (if any)	Yes / No	
12	Annexure 12 - Certificate on letter head of the Client to be submitted along with the RFP document	Yes / No	
12	Certificate of Incorporation, Memorandum of Association, Article of Association and/ or Commencement of Business...	Yes / No	
13	Audited Annual Reports (along with P/L Statement and Balance Sheet) certified by CA with CA registration No. FY2022-2023 FY2021-2022 FY2020-2021 FY2019-2020 FY2018-2019 FY2017-2018	Yes / No	
14	Turnover Certificate for the last 3 financial years certified by CA with CA registration No.	Yes / No	
15	Company PAN Card / TAN	Yes / No	
16	Shop & Establishment Certificate under Shops and Establishment law	Yes / No	
17	ESIC registration No. and Certificate & ESIC challan (latest)	Yes / No	
18	EPFO registration No. and Certificate	Yes / No	
19	EPF ECR copy (latest) & EPF paid ECR challan copy (latest)	Yes / No	
20	GST Registration & GST challan copy (latest)	Yes / No	
21	ISO/ other Certificate	Yes / No	
22	Contract Labour License along with the details of total number of Manpower/Caretakers covered in a district (s)/ state (s)	Yes / No	
23	Trade License from appropriate authority	Yes / No	

FORMAT FOR PRE-BID QUERIES:

Sr. No.	Query Regarding	Page No. of RFP	Query	Reasons/Supporting data/papers

Certificate on letter head of Client of the Vendor to be submitted along with the RFP document.

Certificate

This is to certify that M/s.....is giving Caretaker/Housekeeping/Guarding& maintenance services at our Office/ ATM sites forthelast years.

The Services given by the above agency is Unsatisfactory/Good/Very good/ Excellent (Tick whatever is appropriate)

Place:
Date:

Authorized Signature on behalf of

Sl.No.	Evaluation Matrix	Yes/No/Figures	Max. Marks	Document Attached
1.	Constitution			
	Public Ltd. Company		15	
	Pvt. Ltd. Company		10	
	Others		5	
2	Average Annual Turnover – last 3 Financial Years (2022-23, 2021-22, 2020-21) (Provisional financial statement of year 2022-23, Audited financial statement of 03 years to be submitted along with acknowledged ITR of FY 2021-22, 2020-21, 2019-20)			
	Rs.150 crores and above		15	
	Rs.100 crores to less than Rs.150 crores		12	
	Rs.60 crores to less than Rs.100 crores		10	
	Less than 60 crores		5	
3	Years of experience in caretaking /Housekeeping and Maintenance Services.			
	10 years & above		15	
	Between 7 to 10 years		12	
	Between 5 to 7years		7	
4	Number of persons engaged at various sites of institutes/ organizations/ banks etc. on their pay rolls as on the date of publication of tender notice.			
	More than 1500		15	
	1000 to 1499		12	
5	ISO Certification /Oher Certification			
	Yes		15	
	No		0	
6	Full-fledged office and Service backup Centre in KARNATAKA			
	Yes		10	
	Fulfledged office in Karnataka but back office in other states		5	
7	Excellence certificate by existing Vendee.(Certificate to be issued by existing Vendee after publication of RFP)			
	Excellent		15	
	Very Good		10	
	Good		5	

Bank Rating sheet - Technical Evaluation

There is no minimum score criteria for qualifying in Technical bid. But there are some mandatory & minimum eligibility criteria which Bidders must fulfill. Those Bidders who are unable to fulfill those mandatory and minimum eligibility criteria will be outright disqualified. Only those Bidders who fulfill mandatory and minimum eligibility criteria and stand among top ten after technical evaluation will be eligible for financial bid. If eligible Bidders will be less than 3 then the e-Tender will stand cancelled and fresh e-Tenders will be invited

Price bid

SCHEDULE OF RATES

CARETAKER SERVICES / HOUSE KEEPING AT ABOUT 800 ATM SITES IN SBI BENGALURU CIRCLE, KARNATAKA

The Bank will be paying the wages as per central minimum wages act and based on its periodical revisions. The vendor has to quote for the monthly maintenance charges per shift only (itemNo.4), which shall be constant for the entire period of the contract and during its extensions, if any

Sl No.	Category of City	Skill Level	Number of Shift operations required daily (A)	Manpower required per Shift (B)	No. of Working days*	Wages per day	Monthly total	ESIC @ 3.25% Not applicable for monthly payment above 21000	Mandatory EPF @ 13% on ₹15,000 for salary above 15,000/month per person	Grand Total
1	Class - A	Unskilled	as per each site requirement	1	30	751	22530	732.23	1950.00	25,212.23
2	Class - B	Unskilled	as per each site requirement	1	30	628	18840	612.30	1950.00	21,402.30
3	Class - C	Unskilled	as per each site requirement	1	30	504	15120	491.40	1965.60	17,577.00

One shift shall be 8hr of duty.

* The vendor has to manage the shift operations with appointing a reliever and maximum working days per month for a person is 26 days as per guidelines.

4	<p>Management/Service Charges per month per Shift of 8 hours (rate deciding the L-1): The rate quoted shall include contractor's profit, supervision charges, expenses towards arranging insurances, maintenance of uniform, safety shoe, face mask, communication systems, cleansing material, mobilisation and all other arrangements as per the scope of work mentioned in the technical bid: The rates quoted shall be excluding GST</p>									
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L-1 will be decided by variable component.

* Amount quoted shall not be unreasonable or zero, such tenders will be summarily rejected

IMPORTANT INSTRUCTIONS TO THE BIDDERS:

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

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- (i) Item nos. 1 to 6 PART-A will be reviewed as and when there is a statutory change
- (ii) GST as applicable will be paid extra.
- (iii) Item no.1 PART-B will remain fixed for the period of the contract
- (iv) After opening of the tender (Price Bid), if there is a tie for any (L-1, L-2, L-3, L4 & L5 so on) will be ranked based on the basis of the technical score received by the bidder as per annexure-13 in technical evaluation sheet and accordingly, after the bidder ranking, the ranking of the remaining bidder will go down based on score received in the technical evaluation sheet.**
- (v) The above figure of ATMs sites, Shift schedule, No. of caretakers, Nos of Centre (B & C category) are subject to change and at the discretion of the Bank. The final list will be given along with work order.
- (vi) All payment shall be subject to statutory deductions towards TDS etc. as applicable during currency of contract.
- (vii) If the amount so quoted by the Bidder in the Commercial Bids is unreasonable or impractical, then the Bank reserves the right to reject such Bids.

CHECK LIST OF SUBMISSIONS:

ONLINE SUBMISSIONS:

CHECKLIST OF DOCUMENTS TO BE SUBMITTED IN ONLINE <https://etender.sbi> WITH SIGN AND SEAL

- i) Notice inviting tender
- ii) Request for proposal
- iii) Penalties
- iv) Letter of Declaration
- v) Price bid

OFFLINE SUBMISSIONS:

CHECKLIST OF DOCUMENTS TO BE SUBMITTED IN A SEALED COVER AS HARDCOPY ALONG WITH SIGN AND SEAL ON EVERY PAGE OF THE DOCUMENT

- i) Notice inviting tender with sign and seal
- ii) Entire tech bid document with sign and seal
- iii) All annexures to be submitted in the same format and to be submitted on your letter head
- iv) Letter of Declaration with sign and seal
- v) Application fess in the form of Demand draft
- vi) EMD in the form of Demand draft

*****Note:** Bank will open price bid of only top 10 Caretaker Agencies who qualified in technical bid.