



State Bank Institute of Leadership, Kolkata

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

Tender Notice for

FACILITY MANAGEMENT / HOUSEKEEPING SERVICES

INCLUDING

ELECTRICAL, PLUMBING, CARPENTRY, OPERATIONS & MAINTENANCE
AT SBIL KOLKATA

from

Empanelled vendors for Housekeeping/Facility Management Services of
SBI Local Head Office, Kolkata

Tender reference No: SBIL/2024-25/02 dated 09/10/2024

LINK: <https://sbi.co.in/web/sbi-in-the-news/procurement-news>

Last Date of submission of tender: 31/10/2024 up to 17:00 Hrs

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

Tender ID	Circle	Start Date	End Date	Bid Opening Date	Tender Caption / Name / Subject
SBIL/2024-25/02 dated 09/10/2024	STU, Corporate Centre	09/10/2024 5:00PM	31/10/2024 05.00 PM	Technical Bid- 05/11/2024 03.00 PM Financial Bid- 08/11/2024 at 3.00 P.M	FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL, PLUMBING, CARPENTRY, OPERATIONS & MAINTENANCE AT SBIL KOLKATA

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

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

State Bank Institute of Leadership (SBIL), an Apex Training Institute of State Bank of India invites Tender from empanelled vendors of LHO, Kolkata for

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

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

Last date of submission of Tender: 31/10/2024 up to 17.00 hours

Place: Kolkata
Date:09/10/2024

AGM (Administration)
SBIL, Kolkata

I. NOTICE INVITING TENDER

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

1.	NAME OF WORK	Providing <u>Facility Management / Housekeeping Services Including Electrical, Plumbing & Carpentry Operations / Maintenance at “State Bank Institute of Leadership, Street No. 329, Plot No. II F/2, Action Area III, New Town, Rajarhat, Kolkata – 700 160”.</u>
2.	EARNEST MONEY DEPOSIT(EMD)	Rs. 6,00,000 (Rs. Six Lacs Only) in the form of Demand Draft issued by any Scheduled Bank drawn in favour of “State Bank Institute of Leadership” payable at Kolkata. (EMD will be refunded to all except the successful bidder and the same can be adjusted with security deposit. Tender Documents not accompanied by the EMD and Tender Fee will be rejected). *
3.	SECURITY DEPOSIT.	Rs.15,00,000/- (Rupees Fifteen Lac only) in the form of term deposit issued by State Bank of India OR Performance BG of equivalent amount issued by any nationalised / scheduled Bank as per format provided by the Bank.
4.	TENDER PROCESSING FEE (TPF)	Rs. 10,000/- (Rupees Ten Thousand only - Non-Refundable) in the form of Banker’s Cheque / Demand Draft issued by any nationalised / scheduled Bank favouring “State Bank Institute of Leadership” payable at Kolkata. *
5.	DATE FOR AVAILABILITY OF TENDER DOCCUMENT IN WEB SITE	From 09/10/2024 to 31/10/2024 which can be downloaded from Bank’s website www.sbi.co.in under “Procurement News.
6.	ADDRESS AT WHICH THE TENDERS ARE TO BE SUBMITTED	Assistant General Manager (Administration), State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2 nd Floor, Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160 West Bengal
7.	LAST DATE & TIME OF RECEIPT OF TENDERS	31/10/2024 up to 5.00 p.m.
8.	PRE-BID MEETING	21/10/2024 AT 3.00 P.M at State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2 nd Floor, Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160
9.	DATE AND TIME OF	05/11/2024 at 03.00 p.m.

	OPENING TECHNICAL BID	
10.	PLACE OF OPENING TECHNICAL BID	State Bank Institute of Leadership, Ashoka Bhawan (Admin Block), 2 nd Floor, Plot No. II F/2, Street No. 329, Newtown Action Area III, Rajarhat, Kolkata 700 160.
11.	DATE AND TIME OF OPENING FINANCIAL BID	08/11/2024 at 3.00 p.m
12.	COMMENCEMENT OF WORK	01/12/2024
13.	PENALTY	As per terms and conditions of the Tender Document
14.	INSURANCE	As per Tender Document
15.	WORKING SCHEDULE	In co-ordination with all the other agencies and in consultation with SBIL, without disturbing the functioning of the Institute.
16.	CONTACT PERSON	Sushanta Banerjee Assistant General Manager(Administration) Email-agmadmin.sbil@sbi.co.in Mobile-9674710807

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

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

SBIL KOLKATA RESERVES THE RIGHT TO ACCEPT/REJECT ANY/ALL TENDER WITHOUT ASSIGNING ANY REASON AND CAN INCREASE OR DECREASE MANPOWER AND THE QUANTITY OF ANY ITEM AND THE VENDOR HAS TO EXECUTE THE SAME AT THE RATE QUOTED FOR APPROVED MANPOWER.

AGM(Administration)
SBIL, Kolkata

2. TENDER SCHEDULE

Availability of Tender document
In Bank's web site : 09/10/2024 to 31/10/2024.

**Pre- Bid Meeting on 21/10/2024 at 3.00 pm at 2nd Floor,
State Bank Institute of Leadership, Ashoka Bhawan
(Admin Block), Plot No. III F/2, Street No. 329, Newtown
Action Area III, Rajarhat, Kolkata 700 160.**

Date and time for submission of tender : 31/10/2024 up to 17:00 Hrs

Date and time of Pre-Bid Meeting : 21/10/2024 at 3:00 PM

Date and time of opening of Technical Bid : 05/11/2024 at 3.00 pm

Date and time of opening Financial Bid : 08/11/2024 at 3.00 p.m

Address for Communication : The Assistant General Manager (Administration)
State Bank Institute of Leadership,
Ashoka Bhawan (Admin Block), Plot No. II F/2,
Street No. 329, Newtown Action Area III,
Rajarhat, Kolkata 700 160

AGM(Administration),
SBIL, Kolkata

**3. CRITERIA OF VENDORS FOR
FACILITY MANAGEMENT / HOUSEKEEPING SERVICES
INCLUDING ELECTRICAL, CARPENTRY & PLUMBING
OPERATIONS/MAINTENANCE**

State Bank Institute of Leadership (SBIL), Kolkata, an Apex Training Institute of State Bank of India intends to select vendor for Facility Management Services including Electrical, Carpentry, Plumbing operations and maintenance from reputed licensed organization having sound financial capacity, required experience / expertise, adequate qualified personnel for rendering the above services subject to their complying or agreeing to comply with the following terms and conditions.

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

- 3.1 The applicant for tender must be a Public Ltd. Company/ Private Ltd. Company/Registered Partnership firm. **Firms under Sole Proprietorship/ Individual Ownership are not eligible for the tender.**
- 3.2 The applicant should have minimum 5 years of experience (as on 31/08/2024) of having successfully completed similar works and technical expertise in the field of housekeeping & maintenance services with minimum average annual sales / turnover of Rs. 5 crores for last 3 years (as on 31st March 2022, 2023 and 2024), preferably in housekeeping & maintenance work, at large institutions / organisations. (Details of scoring metrics under different technical parameters are given in Annexure “V” of this document).
- 3.3 The applicant, must produce relevant documentary evidence in support of its credentials as required under this clause. Non-disclosure of relevant information or furnishing of incorrect information / documents will result in disqualification of the application.
- 3.4 The applicant shall not have any right to participate in the Financial bidding merely on satisfying the above eligibility criteria or on being found suitable to apply for tender documents.
- 3.5 The applicant must be compliant to all the labour laws and must have obtained before commencement of the work all licences/approvals/permissions from all statutory authorities including Municipal Corporation/Labour Department/ Provident Fund Organisation/Income Tax Department/Sales Tax Department/ Commercial Tax Department/Employees’ State Insurance Corporation etc. to carry on the business of housekeeping and maintenance work.
- 3.6 The applicant must be registered under GST Act and must have its GST Registration Number (copy to be submitted)
- 3.7 The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority / Statutory Authority / Court of Law.
- 3.8 The applicant should not have abandoned any housekeeping and maintenance contract awarded by SBIL, in the past before the expiry of prescribed period of contract.

- 3.9 The applicant should not be a sub-vendor to any other entity or person nor has at any time sub-let the contract awarded to the applicant to any other person.
- 3.10 The applicant should not have formed / part of any cartel at any time for processing any contract including the present tender.
- 3.11 SBIL will not be responsible in any manner for the postal delay/loss/non-receipt of tender application/documents or non-availability of access to Bank's website.
- 3.12 SBIL reserves the right to reject all or any of the bids without assigning any reason therefor.

4. SCOPE OF WORK

Scope of Services is detailed in Schedule-I, II & III, Schedule-I contains general cleaning and maintenance work, Schedule-II contains job description and Schedule-III contains the technical work to be carried out in the entire Campus of State Bank Institute of Leadership (SBIL) at Plot No. II, F/2, Action Area-III, New Town, Rajarhat, Kolkata 700 160. The built-up floor area of the campus is around 47700 sq. metre consisting of 8 buildings spread over a land of 10 acres. The infrastructure facility of the Institute consists of following building:

- One Administrative Building i.e. Ashoka Bhawan (B+G+7) also containing One Kitchen and Two Dining Halls
- One Executive Hostel “Dakshinayan” (B+G+6) and 1 Hostel “Uttarayan” (B+G+7) with accommodation facilities for 200+ participants of the residential programmes.
- One multi-storeyed HUB (B+G+2) housing recreation facilities,
- One Auditorium – “Anandalok” (G+2) with 300+ capacity.
- Three residential buildings of which one (B+G+6), one (B+G+5) and one (G+2) for accommodation facility for staff and service providers.

Apart from this the Campus also has following,

- One 24x7 Security Zone at the entrance of the campus
- One Power Sub-station
- AC Chiller plant
- One Water Treatment Plant (WTP)
- One Sewage Treatment Plant (STP)
- One E-Corner, outside the Campus
- One Campus containing Swimming Pool, Two Lily Pool, One natural Pond, Garden and Children Playing area.

SCHEDULE-I

SCOPE OF CLEANING & MAINTENANCE WORK (GENERAL), (Subject to changes as per actual requirement)

- 4.1 Housekeeping and maintenance services include cleaning, electrical operations, plumbing, carpentry and masonry work of the entire premises of SBIL, including basements, roof and roads and up to 15 feet outside the complex at HIDCO land. Arrangement of any assistance/helping hand required for the work shall be responsibility of the vendor without any extra cost.
- 4.2 Mechanized cleaning, vacuum sweeping, spray/manual dusting, mopping, water/chemical cleaning of schedule premises comprising of marble/quality granite, ornamental and decorative wooden furniture of high value, crystal glass doors/panes, modern electric gadgets, windows, window glasses, curtains and blinds, carpets, windscreens, Wooden Bridge, polished metal surfaces including lobby areas, lounges, corridors, toilets, and wash basins, etc. and exterior cleaning, polishing of glasses and metallic engravings, logos, cleaning of Atrium Light, Cleaning of Atrium Feature, cleaning of Reception Feature, Aero screen, passage in-between aero screen and glass panel, entrance canopy, fountain, water body, sports equipment, dunpalon sheet, ACP sheet, artefact, name plates, sign boards etc. cleaning of all residential flats including bed making, auditorium, sports equipment, auditorium chairs and carpets, all linen collection, children play ground, basement cleaning, cleaning of all glass facade and such other repairs required to keep the premises in excellent condition. The above list is not exhaustive and may include other areas / items / repairs as may be required from time to time.

Type	(Area in sq. mt.)
Dry Stone Cladding outside	11090
Marble. Granite flooring/counters	4000
Glass Partitions	5420
Mirror Panelling	260
Lacquered Glass Panelling	415
Mirror	325
Kota Stone Flooring	5550
Ceramic Wall tiles	2000
Ceramic floor tiles	2055
vitriified tiles	23000
Glass mosaic tiles	187
Vinyl Flooring / Carpet	5080
Façade ACP	21400
Total	80782
Other Details	

- 4.3 Periodical cleaning of glass/Quadro clad Façade of the buildings/structure etc. wherever such glass/Quadro clad Façade are there within the SBIL Campus.
- 4.4 Periodical cleaning of the Swimming Pool/Lily Pool including periodical draining out of water and filling of the pool with fresh water. Periodical cleaning of Pond
- 4.5 Maintenance of cleanliness /upkeep of the 2 artificial (man-made) water body of 9000 sq. ft. (approx) and Fountain at the Administrative building, Cascade Fountain in front of Administrative Building within the SBIL campus in an eco-friendly manner.
- 4.6 Periodical cleaning of all the buildings/structures located at SBIL including, Administrative Building with 2 Dining Halls, Kitchen including Store Room, Rest Room, 2 Hostels, 3 Residential buildings, one Auditorium, Hub, Basement/Car Parking, Toilet area etc.
- 4.7 Plumbing, electrical, carpentry & masonry works in all the Buildings/Structures in SBIL Campus.

SCHEDULE- II

SPECIFICATION OF THE WORK (JOB DESCRIPTION)

(Subject to changes as per actual requirement)

(a) Cleaning, Sweeping & Mopping

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

21	Ensuring operation of sewage/ water drainage	On regular & on-going basis
22	Day to day maintenance and operation of electrical installations, water Pumps & fountain pumps, street lights etc.	On regular & on-going basis
23	Operation of audio-visual / equipments, paging equipments etc.	As & when required
24	Distribution of Newspaper in Hostel Rooms	Once daily or as & when required
25	Cleaning and maintenance of Taps/ pipes/ valves etc.	As & when required
26	General checking of all toilets Fittings and sanitary accessories	Twice a week
27	General checking of all electrical installations, Fittings and points etc. and replacement of faulty fittings	Once in a week, replacement as & when required
28	General checking of all furniture/ locking arrangement & their repairs	Once in a week
29	Shampooing & Wet cleaning of carpets, (Stain removal)	Once in a week
30	Shampooing & Wet cleaning of Curtains / Sofa sets/Chairs	Once in a week
31	Cleaning of all brass pots/items/fire nozzles	Once in a week
32	Cleaning of Canteen Area, 2 Dining Halls	Need to be kept clean at all times. Full cleaning to be done before close of the day on all working days.
33	Cleaning of Kitchen Block (Special care regarding washroom)	Need to be kept clean at all times. Full cleaning to be done before close of the day on all working days.
34	Cleaning and maintenance of Guest Rooms at Flat No A13,A14,A15,A16	Daily, and as per need.
35	Cleaning of 53 No of residential quarters	Once a week
36	Cleaning of DGMs & above Residence	Twice a week
37	Cleaning of Directors Residence	Daily
38	Facade Cleaning	Quarterly
39	Cleaning of Driver Rest Room & Service providers flats	Daily, and as per need.
40	Cleaning all 14 Lifts/ elevators	Twice a day – before 8 AM and at 3 PM, and as per need.
41	Cleaning of Basement/ Parking area	Daily wet cleaning and sweeping, and as needed.
42	Cleaning of Store Room/ Area	Daily, and as needed.

NOTE:

- (i) Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by SBIL. In general cleaning work related to the Administrative and Academic Block should be completed before 09.00 a.m. The Housekeeping & Maintenance work of the Hostel rooms is to be started at 7.00 a.m. and is to be finished before 5.00 p.m. on all days.
- (ii) Housekeeping & maintenance contract, including technical maintenance, to cover the entire premises in the SBIL campus.

SCHEDULE- III

SCOPE OF TECHNICAL WORK, (Subject to changes as per actual requirement)

1. Operation and day to day maintenance of following installations: -
 - a) 11KV substation (including HT/LT Transformer, HT VCB, HT cable, L.T. Panels, LT ACBs, MCCB, MCB, Motor control panel, rising main of administrative building etc.
 - b) Capacitor Bank's panels
 - c) D.G. Sets (600 KVA X 2 Nos) along with AMF panel and Diesel Storage Tank / pumps.
 - d) Batteries and Battery charger for tripping & Alarm circuits, oil meters etc. including supply of distilled water in the batteries.
 - e) Liaison with WBSIEDCL, Regional Office, New Town for shutdown / restoration of H.T. supply for breakdown / preventive maintenance work for which no extra charges will be payable.
 - f) Main and floor control panels including interconnection cables.
 - g) Day to day maintenance of solar panels and solar heaters
 - h) Liaison with all AMC Vendors of the Institute for maintenance of Electrical / Plumbing Equipment, Lifts, UPS, DG Set, Solar System, HT etc. for preventive maintenance and service calls as and when required.
2. Preventive maintenance and day to day operation of electrical installation / equipment (As mentioned above). An appropriate Logbook / record book should be maintained for operation as well as maintenance of all equipment / installations. The Vendor will also ensure the following:
 - a) To maintain DG set in clean and in good running condition along with all its accessories like cooling tower, day tank, pumps, storage tank and AMF Panel.
 - b) To carry out / coordination with outsource vendor for scheduled maintenance (Monthly / Half yearly / Yearly) of individual equipment and periodic check of DG sets as per recommendation of suppliers.
 - c) To carry out day to day operation and maintenance of DG set
 - d) Cleaning of roof top solar panels twice a month.
 - e) Incorporation of all safety and protection of 11KV substation in the system and 2 Transformers.
 - f) Checking Earthing for all HT/LT switchgears of substation, Lightning Arrestor system and building.

- g) Clean H.T. switchgears, bustruck and busbars by air blower once in three months.
 - h) Minor repairs of battery charger wiring, pump starters, H.T. & L.T. panels and relays control wiring etc.
3. Proper preventive maintenance of electric installations including following items of work shall be carried out as per periodicity stated against them.
 - a) Cleaning of contact points of L.T. Switchgears including ACB's starters, vendors and relays of AMF panels etc. with the help of CTC liquid every three months.
 - b) Insulation and Earth testing - Once in a year.
 - c) Cleaning of Electrical panels – Once in every Three Months.
 - d) Periodic operation of Valves, Switchgears, Starters and Pumps etc- once a Month
 - e) Check and replace indicating lamps if required (lamp supplied by Bank)- Once every Three Months
 - f) Cleaning of Solar Panel on roof top, solar water heater panel / tubes on roof top- Once a Month
 - g) All Pylon Lights and Signage installed at various places in the Campus.
 4. The vendor is required to render services through his skilled staff in an efficient manner and also to maintain the installations / equipment efficiently
 5. The materials required for carrying out operations and day to day maintenance services (like cotton waste, duster, insulation tape, soaps, CTC liquid, discharge resistance rod for capacitors, etc.) will be supplied by SBIL.
 6. The vendor will assess the requirement of materials for preventive maintenance and other maintenance and intimate to the Bank in advance to enable SBIL to procure the materials in time. The stock of the materials will be maintained by the vendor and they will arrange for verification of the stocks by the Bank periodically.
 7. All the dismantled materials shall be returned to SBIL by the vendor or their representatives.
 8. The operation and day to day maintenance services will be for 24 hours per day including holidays.
 9. The Vendor shall provide the required number of qualified and experienced Supervisors, (as prescribed by Govt Authority) Electricians and Helpers for operations of all the electrical installations.
 10. The Vendor will arrange for and will maintain Complaint Register, Log books for DG sets, Battery unit and Periodical Inspection Books (Log books / Registers shall be provided by the

Bank). The Insulation and Earth Test Register on CPWD format and Workman's Diaries shall be provided by the vendor.

11. The Vendor shall carry out preventive maintenance service / check as per schedule given by the Bank or as per CPWD specifications of respective trade practice and maintenance instructions.
12. The Vendor shall record breakdown faults, defects etc and should initiate action immediately. It should also be brought to the notice of the Bank.
13. The Vendor shall have required number of Caution Boards such as "Men at Work " & "Don't Switch On" for display on the controlling Switchgears, while undertaking repair work.
14. The Vendor will follow all the electricity safety rules and ensure taking the required safety precautions while doing work on the equipment/Machine.
15. Local security rules shall be observed by the Vendor and his staff.
16. It will be responsibility of the vendor to keep the electrical installation, substation, Transformer yard, Cooling Tower area, Switch Gear and Meter rooms and Generator Room neat and clean as well as Composted Machine installed under AC Cooling Tower.
17. The Vendor shall maintain properly the Trip Battery Supply unit as per the recommendations of the battery manufacturers. The surfaces of batteries shall be maintained clean and dry. The vendor shall make required entries in the logbook for recording specific gravity of electrolyte in each cell, DC voltage per cell and final output DC voltage of battery bank.
18. The Vendor shall arrange to render efficient service as outlined in these specifications. In case he fails to maintain satisfactory service and if the Bank have to incur any expenditure to maintain the installation by alternate arrangement. The expenditure thus incurred will be recovered from the vendor.
19. The Vendor shall be responsible for any damage due to negligence of his staff and shall have to make good the loss
20. The following works will also be looked after by the vendor: -
 - a) To ensure fitting and replacement of lights such as fluorescent tubes, lamps, chokes, starters, holders, HRC fuse links, MCB's, isolators, switches, sockets etc.
 - b) To attend all complaints / works lodged by Participants/Reception staff/ concerned officers of SBIL.
 - c) To maintain proper record of the materials issued by the Bank.
 - d) To switch on / off the compound lights as per the time schedule fixed by SBIL.
 - e) Filling of diesel in D.G set (cost of diesel and transportation cost will be borne / reimbursed by the Bank)
 - f) To maintain DC supply from the Batteries for H.T panels.
 - g) Testing of ACB and VCB.

21. To rescue the persons trapped inside the lifts if it is required to do so.
22. The Vendor shall employ qualified/trained persons for operation and maintenance of equipment and will be fully responsible for obtaining such licenses for taking up the above work as are prescribed by the State / Local bodies / CPWD both for execution and operation staff. They shall also be responsible for any periodic statutory inspections (Statutory fee will be borne by the Bank) to be carried out on the equipment, rectification of defects pointed out during such inspection etc. In case the vendor fails to comply with the penalties imposed by any authority, Bank will take over the responsibility of rectification and all penal charges to be borne by the vendor.
23. In case of any accident during the operation and maintenance of the equipment / systems, leading to injuries/damages to human beings / equipment, the vendor will settle all claims and indemnify the Bank against any claims arising out of such accident. Bank will not be responsible in any manner in this regard and no claims against the Bank will be entertained.
24. The vendor will supply the required machinery viz. Vacuum Cleaner, Floor Scrubber etc, for cleaning and maintenance of the SBIL premises/residences/quarters. Details of the machineries/equipment with make are furnished as Annexure-C.
25. The vendor shall ensure housekeeping and maintenance, including the technical part as detailed in Schedule I,II&III and also ensure that the entire premises is kept hygienic and clean. All machineries / equipment for cleaning as mentioned in Annexure-C are to be provided by the Vendor in good working condition.
26. The Vendor shall arrange for and ensure cleaning and other services for the entire complex / campus of the Institute as specified in Schedule-I, II &III. Even if a room or any other area is not being used, the dusting/cleaning would be done.
27. The vendor will arrange for setting/making all beds in the hostel/guest rooms, replace the room linen i.e. Bed sheets, Bed covers, Duvets, Pillow covers, Bath towels and Hand towels as prescribed in Schedule-II or earlier if required. Bed sheets, Covers, Towels, Pillow covers, Blankets, Duvets etc. will be supplied by the Bank. The vendor shall keep proper account of these items and arrange for their regular washing . Laundry charges will be borne by the Bank.
28. The vendor shall ensure maintenance of the electrical equipment, installations and carry out electrical, plumbing, carpentry and masonry work by qualified Electrician, Plumber, Carpenter and Mason, equipped with proper tools. The measures for maintenance should be pro-active, anticipatory, preventive and not fighting an emergency or break down situation after an event has occurred. The vendor shall ensure that the Plumber, Carpenter and Mason are available during the working hours and whenever required in emergency. The services of the Electrician should be available round the clock. Services of two Electricians are required during office hours and of one during night.
29. The scope of electrical maintenance shall include the labour component of operation, repairing and maintenance of various electrical cables, fans, fixtures, fittings, water-heaters etc. The cost of replacement of these items, where required shall be borne by the Bank.
30. The vendor shall arrange for refilling of drinking water in Flasks / Water dispensers provided by the bank in the Hostel rooms, Guest rooms, Administrative block rooms, Academic rooms etc.

31. The vendor shall ensure opening and proper locking of all the rooms in the Hostels and all other blocks and in case of any breakage, pilferage of any fixture and/or furniture, equipment, or other material etc. the responsibility shall be of the vendor and the vendor shall be liable to make good the loss.
32. The vendor shall deploy suitable trained personnel round the clock at the Reception lobby for receiving the trainees and other guests, entering their details in the Register and Computer / Software provided by the Bank incorporating check-in and check-out time. Allotment of rooms to the trainees/guests to be done as per instructions/guidelines given from time to time by the Competent Authority. Vendor will also be responsible to handle the Telephone EPABX exchange round the clock. The vendor shall arrange for carrying the luggage of the trainees, guest speakers and others to and from the rooms allotted to them.
33. The vendor will be responsible for attending all the complaints/requirements within the purview of the contract. Vendor will also be responsible for communicating immediately any complaint of sickness, mishap, accident etc. of any participants, guests, to the authority as decided by the Bank. The Complaint/Suggestion Register will be kept with the Receptionist who has to ensure its proper Safe Keeping and to provide it to participants whenever they ask for it.
34. It will be vendor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing and toilet purposes. The vendor will for this purpose ensure smooth working of the water pump & tube well, taking daily reading of supply water.
35. The vendor shall discharge his obligations under the contract diligently, efficiently and honestly.
36. The vendor will be obligated to meet the SBIL Authorities at least once in a week for assessing and monitoring the quality of housekeeping and all other services rendered as may be decided by the Bank and for which notice will be given to the Vendor either in person or by a written communication. The Vendor shall comply with the observations/ feedback made and furnished by the Bank for improvement of the services . However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate the contract.
37. Performance of the vendor will be reviewed on monthly / quarterly / half-yearly basis by the officials of SBIL / external agency appointed by the SBIL. The Vendor has to secure 90% or more marks on an ongoing basis for continuing the service and score less than 80% will be treated as poor performance and make the vendor eligible for imposition of penalty and /or ineligible for continuation of the service.

5.MANPOWER REQUIREMENT

The requirement of manpower with relevant details is given below. However, number of manpower mentioned therein is only tentative. SBIL reserves its sole right to decrease / increase the number under any category at any point of time during the tenure of the contract.

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

Position	Category as per Minimum Wages Act	No. of Workers required	Essential Qualifications & experience required	Additional skill required
Facility Manager	Highly Skilled	1	Degree / Diploma in Hotel Management from any AICTE affiliated Institute / UGC accredited University & minimum 10 years' experience in similar capacity in some reputed / established organisation	Should be fluent in English, Hindi & Local Language
Hostel Receptionist	Highly Skilled	8	Degree / Diploma in Hotel Management from any AICTE affiliated Institute / UGC accredited University & 3 years' experience in similar capacity in some reputed / established organisation OR Graduation from any UGC recognised university & minimum 6 years' experience in similar capacity in some reputed / established organisation	Should be fluent in English, Hindi & Local Language
Cleaning Supervisor	Skilled	5	Minimum 5 years' experience in similar capacity in some reputed / established organisation	
Cook for the Guest House/Directors Residence	Unskilled	1		
Gym Instructor	Skilled	1	Must be associated with any recognised body in the relevant field (like Indian Body Building and Fitness Federation, West Bengal State Bodybuilding Association or similar organisations).	
Store Keeper	Skilled	1	Minimum 5 years' experience in similar capacity in some reputed / established organisation	
Room Boy	Unskilled	25		
Housekeeping	Unskilled	34		
Office Boys	Unskilled	12		
Facility Manager (Technical)	Highly Skilled	1	Diploma holder in Electrical Engineering from any AICTE Affiliated Institution & working experience of minimum 5 years.	
HT Supervisor	Highly Skilled	4	Licence on any two of 6A, 6B, 7A, 7B, 8A, 8B under Electrical Supervisor's Certificate of Competency issued by West Bengal Licencing Board (Electrical), Govt. of West Bengal or by similar bodies of other state Governments & working experience of minimum 3 years in similar capacity.	
Electrician	Highly Skilled	6	Licence in i(b) & ii issued by West Bengal Licencing Board (Electrical), Govt. of West Bengal or by similar bodies of other state Governments & working experience of minimum 3 years in similar capacity.	
Plumber	Skilled	4	Qualified in vocational course like ITI & 1 year's working experience or 8th Std. passed & working experience of minimum 3 years	
Plumber - Helper	Unskilled	1		
Lift Operator	Skilled	6	Valid holder of Licence issued by the Directorate of Electricity, Lift Section, Govt. of West Bengal or by similar bodies of other state Governments & working experience of minimum 3 years in similar capacity	
WTP STP Operator	Skilled	4	Working experience of minimum 4 years	
WTP STP Helper	Unskilled	1		
Carpenter	Skilled	2	Working experience of minimum 4 years in similar capacity	
Mason	Skilled	3	Working experience of minimum 4 years in similar capacity	
Total		120		

Salary Structure

Position	Facility Manager	Hostel Receptionist	Cleaning Supervisor	Gym Instructor	Store Keeper	Room Boy	Housekeeping Staff	Office Boys
Category as per Minimum Wages Act	Highly Skilled	Highly Skilled	Skilled	Skilled	Skilled	Unskilled	Unskilled	Unskilled
Min Wages / day	1035	1035	954	954	954	783	783	783
Basic (Min Wages X 26)	26910	26910	24804	24804	24804	20358	20358	20358
HRA	5% of Basic							
Other Allowance	15000	5500	5500					
Uniform Allowance	400	400	400	400	400	400	400	400

Position	Facility Manager (Technical)	HT Supervisor	Electrician	Plumber	Plumber - Helper	Lift Operator	WTP STP Operator	WTP STP Helper
Category as per MinWages Act	Highly Skilled	Highly Skilled	Highly Skilled	Skilled	Unskilled	Skilled	Skilled	Unskilled
Min Wages / day	1035	1035	1035	954	783	954	954	783
Basic (Min Wages X 26)	26910	26910	26910	24804	20358	24804	24804	20358
HRA	5% of Basic Pay							
Other Allowance	15000	5500						
Uniform Allowance	400	400	400	400	400	400	400	400

Position	Carpenter	Mason
Category as per Minimum Wages Act	Skilled	Skilled
Min Wages / day	954	954
Basic (Min Wages X 26)	24804	24804
HRA	5% of Basic Pay	
Other Allowance		
Uniform Allowance	400	400

The vendor will be obliged to pay the salary and allowances to the employees engaged at SBIL, Kolkata as per the mentioned salary structure.

In addition to the above, workers deployed at SBIL will be eligible for the following as per the provisions of the concerned Act / Law

- | Sl No. | Particulars |
|--------|---|
| (i) | EPF |
| (ii) | ESI |
| (iii) | Bonus |
| (iv) | Leave Wages or Leave |
| (v) | Medical Insurance for every employee. Total sum assured per employee will be Rs. 2 lac. However, maximum premium reimbursable by the Bank will be restricted to Rs. 5000 per employee per annum. If there is termination / substitution of any employee, then premium for medical insurance of the new employee <u>will not be reimbursed by the Bank.</u>
<u>Payment of insurance will be done on actual basis at a single time, after completion of all formalities and submission of insurance policy copies.</u> |
| (vi) | Accidental Insurance Coverage of Rs. 5 lac per employee is to be arranged by the Vendor. Premium (Maximum Rs. 25 per employee per month) amount will be reimbursed by the Bank. <u>Payment of insurance will be done on actual basis at a single time, , after completion of all formalities and submission of insurance policy copies.</u> |

- (vii) The Bank will not be responsible for any compensations or otherwise for any injury/death caused to any of the contract labour/workmen of the vendor while executing the work under this tender. The vendor shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. The Liability of Compensation arising out of death, injury/disablement at work etc. has to be borne by the vendor. The vendor should ensure regular and prompt payment of each and every premium as and when the same shall become due during the currency of the contract
- (viii) The staff should wear Uniform with the Company's logo and Photo-Identity-card. The Vendor shall provide
1. Two shirts and two trousers of good quality fabric every year.
 2. One sweater for the winter- every year.
 3. One pair of shoe every year (In case of technical staff engaged in various technical work, Safety Shoe to be provided).
 4. One belt for the agreement period
 5. Two pair of socks – every year.
 6. Two tie- For Facility Managers, Supervisors and Male receptionists.
 7. In case of female receptionists, two sarees along with matching blouse are to be provided every year.
Different type of uniforms need to be provided for different categories of staff viz. Technical, Supervisors, Skilled/Unskilled and others etc with their Photo Identity card. Photo Identity card is to be issued to all the workers engaged at the site and the vendor has to bear the cost of the same and the Bank will not bear any responsibility for the same.
- (ix) The vendor shall issue Salary slips to the workers every month.
- (x) The Vendor should submit a declaration as per **Annexure-D**, to the effect that wages / salaries of the employees to be engaged at SBIL for any month will be paid within 7th of the following month, irrespective of release of payment of the related invoice(s) by SBIL.

DATE:
PLACE:

SIGNATURE AND SEAL OF THE BIDDER

7.SUBMISSION OF TENDER

7.1 The Tender documents are to be downloaded from Bank's website "<http://www.sbi.co.in>" under "Procurement News". No fee is payable for the Tender Documents. Tender documents will be available at Bank's website (<http://www.sbi.co.in>" under "Procurement News) up to 31/10/2024.

The applicant has to submit the various documents in envelopes as under,

(A)Envelope One (Technical Bid)

The sealed envelope should be super-scribed with the word "TECHNICAL BID FOR FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS / MAINTENANCE AT SBIL KOLKATA"

Technical Bid should have the name of the firm/Company on the envelope. The envelope should contain the following documents/papers.

- (i)Application form cum undertaking as per Annexure-I
- (ii) Bio-Data of the Partners/Directors as per Annexure-II
- (iii)Past experience, order value with supported documents as per Annexure-III
- (iv)List of work orders in hand of the Firm/Company as per Annexure-IV
- (v)Declaration cum undertaking as per Annexure-D
- (vi)Audited Balance Sheet as at 31/03/2024, 31/03/2023, 31/03/2022 need to be submitted.
- (vii)Certificate of Incorporation, Memorandum & Articles of Association
- (viii)Certificate of Registration with Labour Department, Government of West Bengal.
- (ix)Certificate of Registration with Professional Tax Office, Government of West Bengal.
- (x)Certificate of Registration under GST
- (xi)Certificate of Registration under West Bengal Shops & Establishment Act
- (xii)Certificate of Registration with the Office of the Regional Provident Fund Commissioner

(xiii) Certificate of Registration with Employees' State Insurance Corporation

(xiv) Income Tax Assessment copies for the last three financial years as on 31st March 2022, 2023 and 2024.

(xv) Earnest Money Deposit of Rs.6,00,000/- (Rupees Six Lac) only and Tender Fee of Rs. 10,000/- (Rupees Ten Thousand) only by way of two separate Banker's Cheques / Demand Drafts in favour of "State Bank Institute of Leadership" drawn on any branch of State Bank of India in Kolkata.

(B) Envelope Two (Financial Bid)

The sealed envelope should be super-scribed with the word "FINANCIAL BID FOR FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS / MAINTENANCE SBIL KOLKATA". The names of the firm/Company must be written on the envelope. The envelope should have the following documents.

(i) Financial Bid as per Annexure-VII

(C) Envelope Three

The third sealed envelope should contain both the above envelopes, i.e Sealed Envelope 1 for Technical Bid and Sealed Envelope 2 for Financial Bid and super-scribed as Tender documents for "FACILITY MANAGEMENT / HOUSEKEEPING SERVICES INCLUDING ELECTRICAL, PLUMBING & CARPENTRY OPERATIONS / MAINTENANCE SBIL KOLKATA". The names of the firm/Company must be written on the envelope. The envelope should have the following documents

7.2 Envelope Three will be opened first and thereafter the envelope One, containing Technical Bid will be opened on 05/11/2024 at 3.00 p.m. at SBIL, 2nd Floor, Plot No. II, F/2, Street No. 329, Newtown Action Area II, Rajarhat, Kolkata 700 160 in the presence of Tenderers / authorized representatives of the bidders who choose to be present thereat. No separate notice will be given by SBIL in this regard. However, in the event of any change in the schedule the same will be informed to the bidders only through email. For this purpose. Email address as provided by the bidders in the application form will be used. The authorized representatives should bring necessary authority letters under an official letter head of the tenderers conferring full and comprehensive authority to deal with all matters relating to the tenders. If the date of Tender opening happens to be a holiday, the Tender will be opened on the next working day at the stipulated time and place.

7.3 The Technical Bid will be opened first on 05/11/2024 and evaluated as per Annexure-V. The selection criteria will be on the basis of marks secured in various parameters as per the Annexure - V. The bidder has to secure minimum 50 % (35 out of 70) to be eligible for the next stage that is opening of Financial Bid.

7.4 Financial Bids of those vendors will be opened on 08/11/2024, who qualify in the technical bids (where the minimum score is 50%). Only such bidders who qualify in the Technical Bid will be intimated by e-mail and they or their representative may remain present at the time of opening of the Financial Bid. The authorized representatives should bring necessary authority letters under an official letter head of the tenderers

conferring full and comprehensive authority to deal with all matters relating to the tenders.

- 7.5 The Technical Bid will be of 70 marks and Financial Bid will be of 30 marks. The final scoring will be arrived at by adding Technical score secured by the bidder(out of 70) and the Financial bid score secured by the bidder(out of 30) as per Annexure-E. The bidder scoring highest total mark will be selected for the job.
- 7.6 In the event of a tie of overall marks between two / amongst more than two bidders the following would be the order of preference for selection of the successful (L 1) bidder.
“DRAW OF LOTS

(8) TERMS AND CONDITIONS

- (i) The vendor may visit SBIL premises and assess the scope of work before quoting the rates. The description of the establishment is given in Schedule-I and specification of the work for which the tender is invited as per Schedule-I,II&III.
- (ii) The Tender documents are not transferable.
- (iii) Any Consortium Agreements/Joint Ventures and MOU will not be considered for the above purpose.
- (iv) Sub-contracting shall not be permitted.
- (v) The successful bidder should be in complete readiness to commence the services on 1st December 2024. The actual date of commencement of services will be communicated by SBIL to the successful bidder in due course. The successful bidder will be intimated 7 days before commencement of services.
- (vi) In case any cartel formation is suspected, SBIL reserves the right to reject any or all the Tenders with the exclusion of the rest without assigning reasons thereof.
- (vii) The Courts in Kolkata, West Bengal alone shall have the jurisdiction in respect of any or all matters relating to or connected with the Tender.
- (viii) The tenderer must obtain for himself at his own responsibility and expenses, all the information/documents including approvals, permissions, to enable them to enter into contract with the Bank, they must examine the specifications, conditions and seek whatever clarification they desires before submitting the tender documents.
- (ix) The tenderer shall also bear all expenses in connection with the preparation and submission of the tender. Omission, neglect or failure on the part of the tenderer to furnish requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.
- (x) If any tenderer withdraws the tender after submission or makes any modifications to the tender which are not acceptable to the Bank, the tender will be treated as having been rejected or abandoned or rescinded.
- (xi) Final award of the contract will be subject to the approval of the Competent Authority.
- (xii) SBIL / SBI does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason.

8.1 SCHEDULE OF TENDERING PROCESS:

Sl. No.	Particulars	Date & Time
1	Last date of availability of tender document on the Bank's web site.	31/10/2024 up to 17.00 hours
2	Pre-Bid Meeting with prospective Bidders	21/10/2024 at 3.00pm at SBIL
3	Closing Date for submission of Tender Documents	31/10/2024 at 17.00 hours
4	Opening of Technical Bid	05/11/2024 at 15.00 hours
5	Opening of Financial Bid	08/11/2024 at 15.00 hours

8.2 SECURITY DEPOSIT:

(i) The L-1 vendor shall deposit an additional amount of Rs. 15,00,000/- (Rupees Fifteen Lac only) as Security Deposit with the Bank for due fulfilment and performance of Contract. The Security Deposit shall be held in Term Deposit with the State Bank of India, for a period of 27 months, on which lien will be noted by the Bank and the original deposit receipt will be kept in the custody of the Bank.

(ii) Otherwise the successful bidder may submit a Performance Bank Guarantee to the Bank for Rs. 15,00,000/- (Rs. Fifteen Lacs only) before the issue of work order. The Bank Guarantee will be valid for a period of 27 months from the date of commencement of work or such other extended period as the Bank may decide for due performance of the obligations undertaken by the successful bidder. The Bank Guarantee should be issued by any schedule commercial Bank, other than SBI. A format for BG is attached as per **Annexure-VI**.

The Term Deposit/Performance Bank Guarantee is required to protect the interest of the Bank against the risk of non-performance of the successful bidder or breach of performance of the conditions of the contract which may warrant encashment of the Term Deposit or Invocation of the Performance Bank Guarantee. Also, if any act of the Vendor results in imposition of liquidated damage the Bank reserves the right to encash the Term Deposit/ invoke the performance BG.

The Security Deposit will be returned to the vendor after three months from the date of expiry of the contract, provided there are no defects or loss or damage caused to the Bank and/or after consumables/materials/articles/equipment/any other asset etc. kept under the vendor's custody are duly accounted for and returned to the Bank in good working conditions and other terms and conditions are fulfilled by the vendor to the satisfaction of the Bank and all the dues to the Bank and all other statutory liabilities under any law or statute otherwise arising out of or in connection with or in respect of the services or towards its employees engaged at the site (SBIL) by the vendor are fully settled.

8.3 CONTRACT AGREEMENT:

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

8.4 VALIDITY OF THE CONTRACT

The contract will be for a period of 2 years subject to review at the expiry of one year at the sole discretion of SBIL. However, Bank may terminate the agreement with the vendor any time by giving 1 month's prior notice, or the vendor may terminate the agreement by giving 3 months' prior notice to the Bank.

8.5 TERMS OF PAYMENT

The vendor shall submit the bill for maintenance service of one calendar month for payment to the AGM (Administration), SBIL, Kolkata by 5th of the following month. No advance payment shall be made under any circumstances. The Bonus payable to the contract employees as per Bonus Act 1965 for the period of 12 months will be paid by the vendor as per the Act and thereafter would submit the wage bill to Bank for payment within 5th of the following month. The Leave wages will be paid as per West Bengal Shops and Establishment Act.

8.6 RATES

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

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

c) The statutory dues, if any, including Income Tax, Sales Tax, or under any Local Acts, etc which are liable to be payable by the contractor under the law but not paid, shall be set-off against the bills raised by the contractor or from the security deposits,

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

f) By accepting the work order from the Bank, the vendor shall assume all responsibility to indemnify the Bank in case of any damage or loss caused to the Bank, its building, structure, furniture or equipment or any accident or injury or harm caused to any person. The Bank shall be entitled to deduct the amount of such loss or damage from the amount payable to the vendor or from the Security Deposits / Bank Guarantee available with the Bank.

8.7 MATERIALS, APPLIANCES AND WORKERS:

(i) The vendor shall also arrange for required trained manpower for ensuring proper and complete 24 hours operation and day to day maintenance of 2 No. of DG sets of capacity 600 KVA each, 11 KV Substation (Including HT/LT transformer, HT VCB, HT Cable, LT ACB, LT MCCB, LT Cables, Electrical Block panels, solar power system, Main Panel etc.). The detailed scope of work has been given in Schedule II.

(ii) The vendor shall always have on his active rolls the services of agreed number of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering the required services.

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

(iv) The vendor has to supply machinery required for cleaning viz. Vacuum cleaner, Floor scrubber, Mop etc as per Annexure C for cleaning and maintenance of the premises.

8.8 LIQUIDATED DAMAGES:

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

(a)(i) On the 1st instance of any deficiency in services on the part of the vendor and detected by the SBIL, the vendor may be suitably warned through any acceptable mode of communication (email, letter etc.). However, depending upon the severity of the case suitable penalty may be imposed by SBIL without prejudice to the other rights and remedies including the termination of the contract.

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

(a)(iii) In the event of recurrence of any particular deficiency in services on the part of the vendor, liquidated damages of Rs. 20000/- (Rupees Twenty Thousand) per instance may be imposed by the SBIL without prejudice to the other rights and remedies including the termination of the contract.

b) However, in the event of willful negligence on the part of the vendor or its employees causing damage / destruction to Bank's properties or reputation, gross violation of instructions of the SBIL, serious breach of trust, dishonesty or insubordination on the part of the employees of the vendor, actions of any of the employees of the vendor inside the campus of SBIL, which constitute sexual harassment as defined by the Bank / Law, the SBIL will be authorized to impose liquidated damages of Rs. 30000/- (Rupees Thirty Thousand) per instance or the amount of loss so sustained and as assessed/decided by SBIL, whichever is higher without any prior warning to the vendor as

described in clause 8.11, (a)(i), (a)(ii) and (a) (iii) without prejudice to the other rights and remedies including the termination of the contract.

c) In case if, any employee of the vendor is found guilty of committing an act of sexual harassment inside the campus of SBIL, vendor will immediately initiate necessary action for removal of such employee.

d) If the vendor fails to engage the agreed number of competent workers on any day (without consent of SBIL), a penalty to the extent of 150% of the daily wages applicable to his category multiplied by the number of workers short, may be imposed and deducted by SBIL at their sole discretion from the monthly payments to the vendor or from the Security Deposit /BG available with Bank without prejudice to the other rights and remedies including the termination of the contract.

e) The workers engaged by the vendor **will not be permitted** to hold any agitation such as lunch-hour demonstration / stoppage of work / strike / dharna or of any other form inside the premises of SBIL. If any such incidents happen, the vendor will immediately withdraw those workers found guilty of indulging and participating in such activities from SBIL premises with or without replacement as per instruction of the SBIL. In the event of failure of the vendor to do so, SBIL will have the right to engage other workers directly or through any other vendor for taking care of the emergency situation and the charges for the same will be deducted from the unpaid / subsequent bills payable to the vendor. If no bills are pending or the outstanding bill amount is found insufficient, the vendor will reimburse the amount paid by SBIL within 7 days from the date of payment by SBIL or liquidation of the Security Deposits / invocation of BG held by the Bank may be enforced, by SBIL without prejudice to their other rights and remedies including the termination of the contract. **Also in every instances of as lunch-hour demonstration / stoppage of work / strike / dharna or of any other form inside the premises of SBIL, liquidated damage of Rs.10,000/- will be imposed on the vendor.**

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

g) In case of failure of the Vendor to provide Uniform, Bank will realize such amount from the Vendor's Bill.

h) In case of Vendor not providing/supplying the requisite no of Cleaning Machinery/Equipments, Bank will be at liberty to impose penalty as it may deem fit.

8.9 PERMITS, LAWS AND REGULATIONS:

(i). The Vendor shall strictly comply with all the Labour Law and such other Statutory Laws in relation to the services to be provided and the workers engaged by the Vendor. Further vendor shall be solely responsible for all acts of the said workers so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and said workers so engaged by the Vendor. The Bank shall neither be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said workers so engaged by the Vendor and it shall be the sole responsibility and liability of the Vendor to

answer all such claims or demands of the said workers so engaged, under any law in force from time to time.

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

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

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

(v) In terms of the provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed thereunder, in case the same are applicable to the Vendor, the vendor shall disburse the minimum wages payable to its workers. Any violation of the aforesaid provisions of the Law will entail forthwith termination of the Contract in addition to such penal consequences as may be attended with under these provisions.

(vi) The vendor shall provide weekly off/holidays to the workmen as per the labour laws but it will be the vendor's responsibility to ensure uninterrupted services on all days.

(vii) In the event of vendor being a Partnership firm, the house-keeping contract must be executed separately by each partner thereof, or in the event of absence of any partner, it must be signed on his behalf, by a person holding a valid Power of Attorney authorising him to do so, such Power of Attorney shall be produced to the Bank for its record. It must disclose that the firm is registered under the Indian Partnership Act

(viii). In the case of a body corporate, all formalities required under the Company Laws must be complied with.

(ix) No residential accommodation shall be provided by the Bank.

8.10 TAXES

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

(ii) All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the vendor under the law but not so paid, shall be set-off against the bills raised by the vendor or from the security deposits without prejudice to the other rights and remedies, if so warranted to the respective Government Departments or authorities as may be required under law and the vendor shall have no claim against the Bank in respect of any or all such payments.

(iii) Penalty, if any imposed on the vendor and if the same is not paid may be set-off against the bills raised by the vendor or from the security deposits without prejudice to their other rights and remedies.

8.11 INSURANCE:

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

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

8.12 DAMAGE TO PERSONS & PROPERTY:

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

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

8.13 ASSIGNMENT AND SUBLETTING:

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

8.14 PAYMENTS:

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

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

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

(iv) No advance payment of any kind shall be made by SBIL to the vendor.

8.15 TERMINATION OF CONTRACT:

(i) The contract shall be for a period of two years from the date of commencement of the contract subject to review after one year and subject to satisfactory performance. The contract shall be terminated on the expiry of the contract period of two years. The contract may be terminated prior to expiry of the contract period also at any point of time by the Bank by giving one month notice to the vendor. The vendor may also terminate the contract at any point of time, only after giving three months prior notice to SBIL, Kolkata. If the contract is terminated as stated above the vendor shall be entitled to the payment up to the date of termination for the work already performed.

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

8.16 SETTLEMENT OF DISPUTES:

- (i) All questions relating to the performance of the obligations under this agreement and to the quality of materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to The Assistant General Manager (Admin), State Bank Institute of Leadership, Plot No. II, F/2, Newtown Action Area III, Rajarhat, Kolkata 700 160, whose decision shall be final, conclusive and binding on the vendor.
- (ii) Nothing contained in the contract is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipment or any part thereof by the Bank to the Vendor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of the contract either by efflux of time or otherwise.
- (iii) Any indulgence, forbearance or waiver, granted or shown or made on the part of the Bank / SBIL will not prejudice its rights under the contract.
- (iv) The Courts in Kolkata City (West Bengal) alone shall have jurisdiction in respect of any matter touching this contract.

8.17 OTHER TERMS AND CONDITIONS:

- (i) The vendor shall engage fully trained and adequately experienced workmen, who should be medically fit, with proven integrity. They should be free from infectious diseases. The vendor shall ensure that the workmen observe cleanliness and that they are courteous, polite and prompt while rendering their services.
- (ii) The vendor should acquaint themselves with the site conditions, rules and regulations issued by the local authorities, availability of materials, applicable labour laws, etc., and quote the rates accordingly. No extra charges / increase in the rate shall be considered on any account, under any circumstances.
- (iii) The machinery required viz. Vacuum cleaner, Floor scrubber etc. will be supplied by the vendor for cleaning and maintenance of the premises
- (iv) In case, any permission/license or approval from any Municipal, Local authorities or any other Govt. Authorities is necessary, it will be vendor's responsibility to obtain the same at his own cost.
- (v) Removing debris from the site shall be the vendor's responsibility. The cost of the same will be borne by the Bank.
- (vi) The quoted amount shall cover for execution of the work as per the requirement of the Bank.
- (vii) The vendor will be provided with a Store room by the Bank. However, they have to make their own arrangements for protection of the materials etc. at all times during the currency of the contract and the vendor will be responsible for the theft or loss of the material / tools, etc. No inflammable materials shall be allowed to be stored at the site.
- (viii) The vendor will attend all the meetings whenever called for by the Bank and the decisions taken in the meeting will be binding on the vendor.

(ix) Electric power / water required for execution of the work will be provided by the Bank. The vendor will have to make own arrangement for carrying the same to the place of work at their own cost by providing necessary cable, wiring, pipes etc. with proper safeguard /caution boards prominently displayed for the safety of Bank's staff and others. The vendor shall not be allowed to use Bank's electricity for cooking purpose except for running Grinder, Micro wave oven etc.

(x) Bank/SBIL will not be responsible for any loss to the vendor under any circumstances.

(xi) In respect of all workmen employed by the vendor for the performance of the works mentioned herein, the vendor shall at their expense arrange for all the safety provisions as per the relevant provisions of law.

(xii) The vendor should have full control over workmen engaged by them, whether skilled or unskilled, and the vendor should give necessary guidance and instructions to his workers to carry out the jobs assigned to them.

(xiii) The vendor shall be responsible for the payment of wages and other dues to the workmen in the Bank A/c (SBI) of the respective workmen and no other means of payment is acceptable. The payment to the vendor will be made by the Bank in compliance with the Minimum Wages Act 1948 and Equal Remuneration Act 1976. The vendor will be responsible for depositing the monthly statutory deductions like EPF, ESIC contribution paid by the Bank for the workers and the own contribution of the workers with the respective departments/ authorities within the due dates and shall submit the challan copy of the same along with contribution history/ ECR to SBIL along with the Bill for the next month and has to produce a certificate confirming deposit of the same in the enclosed format.

(xiv) The vendor should maintain proper wage register as per the Minimum Wages Act and produce the same before the Bank whenever asked to do so.

(xv) The vendor shall ensure that the working hours and other service conditions of employment of the contract labour is in consonance with all the applicable laws and rules, including Contract Labour (Regulation and Abolition) Act 1970 etc. The vendor should maintain a Leave register of all the workmen or employee supplied by him and should update it regularly and keep proper record of the leave availed by the workmen supplied by the vendor in compliance with the statutory norms.

(xvi) The vendor may be advised by the SBIL to replace any workmen with suitable one for improving services.

(xvii) It will be the vendor's responsibility to ensure that each obligation under this contract is duly performed and observed.

(xviii) The vendor shall be responsible for any loss caused due to theft/pilferage/damage to the Bank's property including the fittings, fixtures, furniture or other equipment, any other asset / consumables / materials etc. entrusted in their charge or any property belonging to the Bank's staff / guest / customers when such a loss / damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on vendor's part or that of his supervisor or any of the vendor's labourers and the vendor shall be liable to pay to the Bank such amount in respect of such damages / losses as may be assessed by the Bank, subject to minimum penalty of 100% of Invoice value of goods/assets so lost or damaged. Further the vendor shall personally be responsible for good conduct and satisfactory antecedents of the contract workmen/staff employed by the vendor.

(xix) The Bank will not be responsible for any compensations or otherwise for any injury/death caused to any of the contract labour/workmen of the vendor while executing the work under this tender.

(xx) The vendor shall not permit any of his employees to use any area of the premises / building for residential or any other purpose without the approval / consent of SBIL authorities.

(xxi) The vendor shall be responsible for all the claims for its workmen and the said workmen of the Vendor shall not make any claims whatsoever against the Bank. The vendor's workmen will not have any right whatsoever to get absorbed in the Bank.

(xxii) The vendor shall provide weekly off/holidays to the workers as per the Labour laws, but will be responsible for ensuring that the work is completed within time stipulated in the work order from the Bank, without any delay.

(xxiii) All types of Taxes applicable as of now or in future for the materials, equipment and services, etc. will have to be borne by the vendor and Bank shall not make any extra payment. The Bank shall make statutory deductions at source as applicable.

(xxiv) The vendor will obtain adequate insurance cover and keep the items and work insured, against loss or damage by fire and/or earthquake, flood, etc., at their own cost, and the Bank shall not be liable for any loss caused to the vendor.

(xxv) No child labour shall be employed by the vendor to carry out any of the works/services covered by this tender.

(xxvi) The near relatives of employee or employees of the Bank are prohibited from participation in this tender. The vendor shall have to submit an undertaking to the effect that his/their no near relative or relatives is/are employee(s) of the Bank as per enclosed format

Annexure-B

(xxvii) The vendor shall be entirely responsible for any mis-happening, accident to the workers while performing duty and shall have no claim/binding on Bank with respect to any compensation/monetary benefits etc., whatsoever.

(xxviii) The vendor shall make arrangements for identification of the workmen in coordination with security staff at the security point while entering the premises before resuming work and while departing after completing each day's work. However, they are liable to be checked at any point of time during their work and anywhere within the premises by the Security personnel. The Security personnel of the Bank are authorized to check the belongings of the workmen while entering and leaving the residential as well as office premises for security reasons. In case, it is felt by the Bank that any workman is not suitable for carrying out the work inside the premises, such workman is to be replaced immediately by the vendor. The vendor shall provide uniform and issue identity card to their workmen & Supervisor.

(xxix) If the vendor fails or neglects to observe or perform the terms and conditions of the agreement or any of them, the Bank may:

- (a) Hold the vendor liable for all losses or damages caused to the Bank by such failure or neglect.
- (b) Hold the vendor liable to pay damages and compensation for loss and inconvenience caused by dislocation of services.

(xxx) In addition to the above terms and conditions

(xxxix) The disputes relating to the meaning of the specifications, quality of workmanship or materials used on the work or as to any questions, claim, right, matter or thing whatsoever and any way arising out of or relating to the contract, specifications, instructions, orders or these conditions or otherwise concerning the work or the execution or failure to execute the same, whether arising after the cancellation, termination, completion shall be dealt with as mentioned below. The vendor shall forthwith give notice in writing of his claim or dispute to the Bank(The Director SBIL) within 30 days from the date of disallowance thereof or the date of deduction or recovery. The said notice shall give full particulars of claim, grounds on which it is based and detailed calculation of the amount claimed and the vendor shall not be entitled to raise any claim nor shall the Bank be in any way liable in respect of any claim by the vendor unless notice of such claim shall have been given by the vendor to the Bank in the manner and within the time as aforesaid. The vendor shall be deemed to have waived and extinguished all his rights in respect of any claim not notified to the Bank in writing in the manner and within the time aforesaid.

(xxxix). The workers / employees engaged by the vendor will not be permitted to hold any agitation such as lunch-hour demonstration / stoppage of work / strike / dharna or of any other form inside the premises of SBIL. If any such things happen, the vendor will immediately withdraw those workers found guilty of indulging in such activities from SBIL premises against suitable replacement. In the event of failure of the vendor to do so, SBIL will have the right to engage other workers directly or through any other vendor for taking care of the emergency situation and the charges for the same are to be deducted from the unpaid / subsequent bills payable to the vendor / security deposit held by SBIL. If no bills are pending or the outstanding bill amount is found to be insufficient, the vendor will reimburse the amount paid by SBIL within 7 days from the date of payment by SBIL.

(xxxix)In addition to all the terms and conditions mentioned above, the terms and conditions of the Tender will remain binding on the vendor.

8.18 Statutory and other Regulations:

- (a) The Contactor shall comply with all the statutory obligations of the Government of India / State Governments / Municipal Authorities and local authorities applicable and the SBI shall not be liable for any action under the statutes applicable due to non-fulfilment of statutory obligations by the Contract. The vendor shall fully comply with all the applicable laws, rules and regulations relating to Contract Labour (Regulation and Abolition) Act 1970 and Contract Labour (R&A) Central Rules 1971, Provident Fund Act 1952 including the payment of P.F. contribution, Payment of Bonus Act, Minimum Wages Act 1948, Workmen's Compensation Act 1923, ESI Act 1948, Migrant Labour Act and / or such other Act or laws or regulations passed by the Central, State, Municipal and Local Government agency or authority including TDS as per I.T. Act, applicable from time to time. Non-compliance of any of the statutory norms will be viewed very seriously. The Term Deposit of Rs. 15 lacs kept as security will be encashed by the Bank or Performance Bank Guarantee submitted to the Bank by the vendor will be invoked and further payment of the monthly bill to the vendor will be stopped and the contract agreement will be treated as cancelled and the Bank may engage the service of the other service provider at its discretion.

- (b) The vendor shall be responsible to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules thereunder and the / vendor must comply with and carry out all the provisions and obligations under the said Act and Rules there under, including renewal of license and furnish all information to the Bank as may be required by Act/Rules and the vendor shall indemnify the Bank against the penalties/claims or for any default on their part.
- (c) The vendor shall be responsible for proper maintenance of all the Registers and Records so far as these relate to the compliance of any statutory provision/obligations. The vendor shall be responsible for maintaining record pertaining to Payment of Wages Act 1936 and also for depositing the P.F. contributions, ESIC with authorities concerned.
- (d) The vendor shall make regular and full payment of labour charges, salaries and other payments as per the labour laws under Minimum Wages Act 1948 and Payment of Wages Act 1936 to the workmen deputed for the work to their Account maintained with SBI of the workmen and no other mode of payment is acceptable and furnish necessary information as and when asked.
- (e) In case of labour unrest/disputes arising out of non-implementation of any law, the responsibility shall solely lie with the Vendor and they shall resolve the same satisfactorily at their own cost and risk. The Vendor will abide by rules, regulations, bylaws and statutes etc. for executing the job.
- (f) The vendor shall at all times indemnify and keep indemnified the Bank and its Officers, servants and agents from and against all third-party claims, whatsoever not limited to property loss and damage, personal accident, injury or death of person of the vendor. The vendor shall at its own cost and initiative and at all times maintain entire liabilities under Workmen's Compensation Act/Fatal Accident Act 1855, Personal Injuries, Insurance Act and/or their industrial legislation from time to time in force. The indemnity shall survive even after termination of contact.
- (g) All workers posted at SBIL should be fully vaccinated against COVID 19 virus and they should comply with all COVID related protocol and other health & hygiene related guidelines issued by the Government / Bank from time to time.
- (h) All personnel/workmen/staff provided by the vendor will be on the payrolls of the vendor and there will be no employer-employee relationship between Bank and the personnel/workmen/staff engaged by vendor.

8.19 AGREEMENT ON STAMP PAPER:

The vendor who qualifies for the tender and gets selected will have to enter into agreement on non-Judicial Stamp paper of requisite value, within 10 days from the date of the award of the contract and all the costs with respect to the same shall be borne by the vendor.

8.20 OTHER TERMS AND CONDITIONS OF CONTRACT:

1. No deviation from the terms and conditions specified in this document will be acceptable.
2. **Clarifications of Bids:** To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
3. **Inspections and Quality Control Test:**
The Bank may carry out inspection by a team of Bank officials engaged by the Bank of any of the locations referred to in the Technical specifications for the maintenance contract and the same shall be coordinated / facilitated by the bidder or his representative.

APPLICATION FORM CUM UNDERTAKINGPROFILE

1. Name of the Applicant/Firm/Company :
2. Address :
- i) Registered office :
- ii) Branch office :
- iii) Kolkata Office :
3. Name, Telephone Nos. including Mobile of contact person :
4. Constitution of the Firm/Company :
5. Year of Establishment :
6. Details of registration / licence no. :

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

7. Name of the Partners / Directors :
8. Bio-data of Board of Directors/Key personnel of the company, Details may be given in the Enclosed format(Annexure-II) :
9. Amount of GST paid year-wise during the last 3 financial years ending on 31/03/2024: :
10. Name and value of major facility management services, specially House Keeping/Maintenance works completed during the continuous last 5 years. Details may be given in the enclosed format (**Annexure ‘III’**):
11. Name & value of the Major facility management services work in hand. Details may be given in the enclosed format (**Annexure ‘IV’**) :
12. Latest Income Tax Clearance Certificate to be enclosed :
- 13.(a) List of empanellment / enlistment / registration with other Organizations :
- (b) List of work orders / completion Certificate etc. from the SBI for Completed projects. :
- (c) List of Certified copies of the letter of intent for award of the work from reputed Public/Private Sector Banks/ Enterprises :
14. Particulars of participation in competitions and awards (if any received) :
15. Experience in the field of facility management (specially Housekeeping, maintenance.)
16. Annual sales / turnover of last three years :

Year	Sales / Turnover (Rs. in Crores)
2023-2024	
2022-2023	
2021-2022	

17. Name & address of the Banker :

18. Details of facilities being enjoyed, if any :

19. Name & address of two referees :

Name of the Referee	Address of the Referee	Contact Number

Note:

1. Please enclose separate sheets for additional information, photographs, documents and **proof of information furnished above.**
2. Application without details as mentioned in tender documents or with insufficient details shall be liable for rejection as the sole discretion of SBIL. Decision of SBIL in this regard will be final and conclusive and will be binding on all the participants.
3. All pages of the application annexures, tender documents and schedules shall be **signed by the authorized person** of the firm and shall be duly stamped.

UNDERTAKING

I/We hereby declare that the information provided above and elsewhere in this tender is true and the tender is liable for rejection if the same is found to be false or the information is found to be suppressed by me/ us. We further certify that we have gone through the tender document and we have fully understood the conditions herein. We hereby assure that we will comply with all the terms and conditions.

Signature of the applicant with seal :

Date :

Place :

Name & address of the Company / Firm :

ANNEXURE -II

BIO-DATA OF THE PARTNERS/ DIRECTORS

- 1. Name :
- 2. Association with the Company since :
- 3. Date of Birth :
- 4. Professional Qualifications :
- 5. Professional Experience :
- 6. Professional Affiliation :
- 7. Membership in any other Organisation :

Signature of the applicant with
seal

Date:

Place: :
(Please enclose testimonials in support)

PAST EXPERIENCE, ORDER VALUE WITH SUPPORTED DOCUMENTS

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

(Please enclose testimonials in support)

(Additional sheets, if required may be attached)

Seal of the Company / Firm

Signature of the authorised signatory

Date: _____

Name & Designation

ANNEXURE-IV

LIST OF WORK ORDERS IN HAND OF THE FIRM/COMPANY

(Please enclose testimonials in support)

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

(Additional sheets, if required may be attached)

Seal of the Company / Firm

Date:

Signature of the authorised signatory

Name & Designation

ANNEXURE-V

EVALUATION SHEET FOR TECHNICAL BIDS/TECHNICAL PARAMETERS

<u>Sl. No.</u>	<u>Parameters</u>	<u>Maximum Marks</u>
1	Constitution	
	Public Ltd. Co	10
	Pvt. Ltd Co.	08
	Partnership firm	06
	Proprietorship	Not Eligible
2	Experience in Housekeeping & Maintenance as on 31/08/2024	
	>= 10 Years	10
	>= 8 Years but < 10 Years	8
	>= 5 Years but < 8 Years	5
	< 5 Years	Not Eligible
3	Average Annual Turnover as per Audited Financial Statement of FY 2023-24, 2022-23 & 2021-22	
	>= Rs. 25 Crores	10
	>= Rs. 15 Crores but < Rs. 25 Crores	07
	>= Rs. 10 Crores but < Rs. 15 Crores	05
	>= Rs. 05 Crores but < Rs. 10 Crores	02
	< Rs. 05 Crores	00
4	Annual Turnover (Contract Value) with SBI in last 3 years(FY 2023-24, 2022-23 & 2021-22)	
	>= Rs. 50 Crores	10
	>= Rs. 25 Crores but < Rs. 50 Crores	8
	>= Rs. 15 Crores but < Rs. 25 Crores	6
	>= Rs. 10 Crores but < Rs. 15 Crores	4
	<=Rs. 15 Crores but < Rs. 5 Crores	2
5	New Cleaning Machines	
	Ready to Provide at own cost	10
	Providing on Rent	0
6	Number of House-keeping & Technical Contracts of similar scale in hand with PSU/PSBs/Corporates as on Date(31/08/2024)	
	>=5	10
	>= 3 but < 5	5
	>= 1 but < 3	1
7	Certification	
	ISO/BSI Certified (No other certificate will be considered)	10
	NIL	00
	Maximum Marks	70
	Score obtained in Technical Parameters	

(Note: All supporting Documents to be enclosed for evaluation)

BANK GURRANTEE

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

Whereas consequent to your Request For Tender dated _____ you have awarded the contract vide letter No. _____ dated _____ to M/s _____ having its Corporate Office at _____ (hereinafter referred to as “the Vendor”) to _____. Whereas as per the payment terms of the said TENDER the Vendor has to submit a Performance Bank Guarantee from any scheduled commercial Bank, other than SBI and its Associate Bank in favour of you.

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

We the Guarantor, further confirm that a mere letter from the State Bank Institute of Leadership, Kolkata, that there has been a breach by the Vendor of its obligations or there are sufficient reasons for invoking this Guarantee, shall without any other or further proof be final conclusive and binding on the Guarantor.

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

This Guarantee shall be a continuing Guarantee and shall not be discharged by any change in the constitution of the Bank, Guarantor or the Vendor. It is further guaranteed that the payment under this Guarantee shall be made by us on receipt of your written demand as aforesaid making reference to this Guarantee.

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

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

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

Date:

For _____
(Branch and Bank)

Place:

FINANCIAL BID

Sl. No.	Particulars	Amount	Remarks
1	Service Charge /Management fee per employee deployed @3.27% on the billing amount (Excl GST) per employee for the no. of manpower deployed.	Amount will depend on Minimum Basic Wages notification from Ministry of Labour & Employment	Fixed by SBI LHO Kolkata for the empanelled vendors. The vendor is not supposed to quote a different value.
2.	Aluminium Composite Panel(ACP)/ Façade)cleaning, 21400 sq mt, approx.(Quarterly Charges)	Rs.	
3.	Other Charges(if any), Pl specify (i) (ii) (iii) (iv) (v) Sub-Total	Rs. Rs.	
	Grand Total (Sl No. 1+2+3)		

(Rupees _____)

Note: - Service Charge per employee deployed/Management Fees, is applicable at the rate fixed by SBI L.H.O Kolkata for the empanelled vendors.

The rate should be quoted both in figures and in words. In the event of mismatch of quote between words and figures, amount written in words will be considered.

Highest score in Financial Bid will be 30. The lowest bidder will be awarded a score of 30. Score of other bidders will be proportionately reduced by the percentage by which their financial bids will exceed the lowest (L 1) bid.

Example- Amount quoted by L1 bidder say_ Rs. 100

Amount quoted by L2 bidder say _Rs. 115

In this case being L1 bidder the score will be 30 marks

Whereas L2 bidder has quoted more by 15%, hence his score will be reduced by 15% that is L2 will have a score of- 25.50

Date:

Place:

Signature and seal of the Tenderer

CERTIFICATE

Certified that we have remitted the monthly subscription of Employees Provident Fund & Employees State Insurance to the workers employed by me in the State Bank of India, Local Head Office, Kolkata for FOR FACILITY MANAGEMENT / HOUSEKEEPING SERVICES

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

(Format of Certificate to be furnished to SBIL after making payment to the workers every month)

Signature with seal of the Vendor

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

I/We.....S/o/D/o.....

Residing at.....hereby certify that none

of our relatives(s) as defined in the Tender document is/are employed in SBI as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, SBI shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

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

Place :

Signature with seal of the Firm/Company

Name in Capital Letters:

Date:

Address:

LIST OF MACHINERY/EQUIPMENT

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

UNDERTAKING

We hereby certify that we have gone through the tender document and we have fully understood the conditions herein. We hereby assure that we will comply with the conditions and submit monthly compliance statements regarding minimum wages and other Labour related statutory formalities like PF, ESI, Medclaim, Insurance etc. we further undertake that wages/salaries of the workers to be engaged at SBIL for any month will be paid within 7th of the following month, irrespective of the release of payment of the related invoice(s) by SBIL.

Place :

Signature with seal of the Firm /Company

Date:

Name in block letters:

Address

FINAL SCORING SHEET

<u>Name of the Firm/Company</u>	<u>Score as per Technical Evaluation Sheet as per Annexure-V (Maximum Marks -70)</u> <u>(i)</u>	<u>Score in Financial Bid as per Annexure-VII (Maximum Marks-30)</u> <u>(ii)</u>	<u>Total 100 (Maximum Marks)</u> <u>(i+ii)</u>