

**REQUEST FOR PROPOSAL FOR
CARETAKER/HOUSEKEEPING AND
MAINTENANCE SERVICES
AT 1000 ATM SITES IN THE STATE OF WEST
BENGAL, SIKKIM AND U.T. OF A&N**

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ATM Operations
State Bank of India, Local Head Office, Samriddhi
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1. REQUEST FOR PROPOSAL

This Request for Proposal (RFP) is being issued by **State Bank of India, Local Head Office, Kolkata**, (hereinafter referred to as "the Bank") inviting proposals (technical and commercial) through online e-Tendering System Portal <https://www.tenderwizard.com/SBIETENDER> from **Agencies (Public Ltd. /Pvt. Ltd. Company) for Caretaking/ Housekeeping and Maintenance services** (hereinafter referred to as "**Agencies**") for providing Housekeeping and maintenance / **Caretaking Services(CTS)** at **about 1000 Automated Teller Machine(ATM) Sites of the Bank in the State of West Bengal (WB), Sikkim and A&N Islands for a period of 02 years**. The Bank may, at its discretion, increase or decrease the number of ATM Sites for Caretaking Services, depending on its requirement.

The Bank requests response to this RFP from those **bidders**, who are eligible as per the eligibility norms detailed in this RFP (Item 3). The Tender document can be downloaded from the web site of the Bank www.sbi.co.in (under menu 'SBI in the News' -'Procurement News') or SBI e-Tender Portal <https://www.tenderwizard.com/SBIETENDER>.

Rs.20,000/- (Rupees Twenty thousand only) – A Non-Refundable Tender Application & Processing Fee is to be credited to **account no. 11143634943, IFSC code SBIN0014524, A/C name: SBI LHO CHEQUE COLLECTION ACCOUNT**. Please submit TPF through Online Mode only. TPF in the form of DD/B. cheque etc. will not be accepted. Such tenders without Online Payment Receipt will be rejected.

The time schedule for various activities is listed below:

Last date of submission of Pre- Bid Queries on RFP (if any) by e-mail on prescribed format (Annexure-11) to us email ID - agmatm.lhokol@sbi.co.in	Date: 12/05/2020 Time: Till 3:00 PM
Pre-bid meeting with Bidders	Date: 12/05/2020 Time: 3:00 PM Place: CM&CS Department, ATM Operations Local Head Office, Samriddhi Bhavan, 6 th Floor, Block-C, 1, Strand Road, Kolkata- 700001, West Bengal.
Last date and time for submission of Bids in response to this RFP (online)	Date: 19/05/2020 Time: Till 4:00 PM
Date and time of opening Technical Bid (online)	Date: 20/05/2020 Time: 3:00 PM
Date and time of opening Commercial Bid (online)	The date and time of opening Commercial Bid will be advised through email (agmatm.lhokol@sbi.co.in) separately to Bidders who have qualified in the Technical evaluation process)
For e-Tender related queries	Service provider: M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3 rd Stage, 4 th Block, Bangalore – 560079, Karnataka. Ph.: 080-49352000 / 40482000 Fax: 080-49352034 Help Desk: 9073677150 / 9073677151 / 9073677152 / 033 4604 6611

	<p>Contact Persons: <i>(On working days 9 AM to 6 PM)</i> 1. Mr. Kushal Bose, Mobile No.: +91 7686913157, e-Mail: kushal.b@antaressystems.com 2. Mr. Tousik Ghosh, Mobile No.: +91 9674758724 e-Mail: tousik.g@antaressystems.com</p>
<p>For any other queries (if required)</p>	<p>Assistant General Manager, ATM (Ops), Local Head Office, Kolkata-700001. Mobile no.: 9674790732</p>

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

All Bids in response to this RFP have to be submitted through online mode only on SBI E-Tender Portal, within the stipulated date and time. Bids received after due date/time, in any other form other than online will not be entertained. Bids received at any other office of State Bank of India will not be entertained.

Bidders have to submit along with their Bid a non-refundable Tender application & processing fee of Rs.20,000/- (Rs.TwentyThousand only) (to be deposited in account no. 11143634943, IFSC code SBIN0014524, A/C name: SBI LHO CHEQUE COLLECTION ACCOUNT and an Earnest Money Deposit (Refundable**)of Rs.40,00,000/-(Rupees Forty lakhs only) to be deposited in in A/C no.-36273704317, IFSC Code- SBIN0014524, A/C name- EMD A/c LHO Kolkata. Decision of the Bank in regard to selection of Organizations will be final. The Bank is not bound to assign any reason for acceptance/ rejection of any applications and no correspondence will be entertained in this regard.

**** Refundable to unsuccessful bidders within 30 days after completion of the tender process.**

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

DEFINITIONS

As used in this proposal, the following terms will have the following meanings. Capitalized terms not defined in this proposal will have the meaning assigned in the Agreement elsewhere.

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

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

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

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

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

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

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

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

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

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

“**LHO**” means Local Head Office of SBI, located at Kolkata having jurisdiction over the respective ATM site in the States of West Bengal, Sikkim and A&N Islands.

“**RBO**” means Regional Business Office of SBI, LHO, Kolkata.

2. OVERVIEW OF REQUIREMENTS

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

2.2 The Caretaker/Housekeeping and Maintenance Agency (CTA) shall be responsible for providing and managing the Caretaker Service, which includes engaging Caretakers at the ATM Sites allotted to them and ensuring the presence and performance of duties by the Caretakers engaged by CTA at the ATM sites. **Outsourcing or Subcontracting of the Caretaker Services by the Caretaker Agency is not permitted.** The contract is non-transferable/non-assignable.

2.3 The CTA will be responsible/ liable for:

- a) Engaging Caretakers at the ATM Sites allotted to them, such that Caretakers should be available 24x7 basis at the ATM Site as advised by the Bank. Shift timing(s) is/are liable to be changed (one or two or three shifts of 8 hours each) for which the Caretaker Services are availed, to ensure proper services are delivered at the site. Bank has the discretion to rationalize number of shifts per site and number of Caretakers per site, as and when required.
- b) Providing uninterrupted Caretaker Services at the ATM Sites as per the —**Specification of Services mentioned in point 2.4** and Caretakers so engaged shall be trained by CTA for providing Caretaker Services, before deploying at ATM Sites.
- c) CTA will be responsible for Management and supervision of Caretakers, including deploying, monitoring, managing and supervising them.
- d) Ensuring compliance of all applicable statutory laws while providing caretaker services and statutory obligations in respect of the Caretakers engaged by the agency.
- e) CTA should not deploy Caretakers with age less than 18 years and greater than 60 years. Caretakers deployed should be medically & physically fit and should have minimum education qualification of 8th Standard Pass and should be able to write & read Bengali / Hindi and workable knowledge of English language.
- f) The CTA should not deploy any person as Caretaker with criminal record/conviction. If it

- comes to the notice of the Bank that CTA has engaged any Caretaker with criminal record/conviction, the services of CTA may be terminated at the discretion of the Bank.
- g) Duty list of Caretaker to be displayed at the ATM site and copy of it to be given to Caretakers and CTA has to ensure that Caretakers performs their duty as per the duty list. CTA will also ensure that Caretakers with lax and neglectful behavior/ attitude during duty hours must not be retained & shall be replaced accordingly.
 - h) CTA should provide a mobile phone & active SIM Card to the Caretakers deployed at SBI ATM Sites and ensure that the Caretaker placed at the ATM Site has round the clock mobile connectivity with enough talk time.
 - i) The CTA should ensure that the Caretaker should not replace himself with others_at ATM Site for the service entrusted by the CTA.
 - j) CTA will be liable for damage to the ATM / its peripherals or any parts/portion of the ATM site on account of any deficiencies in services.
 - k) Deputation of CTA's representatives/Rounder every month along with Bank Officials (Channel Manager/ any authorised representative of the Bank) to inspect the ATM sites to examine whether the caretaker services are delivered as per the Service Specifications of the Bank and determining/arriving at any deficiency in services by the CTA.
 - l) Collection of the Reports on Caretaker Services (**Annexure 8 and 8A**) from Channel Manager/ any authorised representative of the Bank every month for the purpose of submission of the same along with attendance sheet & their Invoice to the Bank.
 - m) Ensuring that every Caretaker engaged **by CTA** has a Saving Bank Account with State Bank of India only, for crediting their Salary by the agency.
 - n) The CTA shall appoint/transfer/ rotate/ replace all or any of the Caretakers from ATM Site locations at any point of time with intimation to any authorised representative of the Bank after ensuring that replacement is provided in time.
 - o) The Caretaker(s) engaged by CTA shall be the employees of CTA and should be on the CTA's Payroll and in no event the Caretaker(s) shall be deemed to be the employees of the Bank. It will be the responsibility of the CTA to provide details of Caretakers engaged by them to the Labour Department and SBI, as and when demanded.
 - p) CTA shall be solely liable and responsible for payment of Minimum Wages as per the Minimum Wages Act, 1948, PF Contribution, ESIC Contribution, etc. and other applicable statutory dues to the Caretakers, during the Contract period. The applicable rate for payment of minimum wages shall be the rate of minimum wages notified by the Central Government from time to time in respect of unskilled category "**Employment of Sweeping & Cleaning**". Any legal case/expenses/penalty arising out of violation of any provisions of Minimum Wages Act or any other Act, Rules or Regulations shall be at the cost of CTA only and the Bank shall not be responsible for the same. Financial liabilities/legal complications devolved against the Bank due to violation of Minimum Wages Act or any other Act, Rules or Regulations by the CTA will be recovered from the CTA/ from the amount payable to CTA and/or by invoking the performance Bank Guarantee and/or from Interest bearing STDR of SBI furnished as security deposit by the CTA to the Bank while awarding the contract.

2.4 SPECIFICATION OF SERVICES

2.4.1 Briefly the Caretaker Services will include the following:

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

people etc. at the ATM Site/Kiosks, including any break down in the ATM or AC.

2.4.2 CTA should provide the Caretaker Services as mentioned hereunder (the below mentioned services are descriptive but not exhaustive):

1. Caretakers should always be in proper uniform, wear leather black shoes, including for winter season sweaters with the logo of CTA and should carry proper authorization and photo identification badges/photo identity card of the Caretaker Agency.
2. Caretakers should maintain cleanliness of the ATM sites, including keeping the ATM Sites **at all times neat, tidy** and spotlessly clean. This includes all items in the room like wall, ceiling, floor, gates, stairs, ATM exterior, ATM screen, fascia & signage etc., all should be spotlessly clean, neat and tidy and so as to maintain a hygienic atmosphere.
3. Caretakers should empty Garbage bins. Garbage and waste materials are emptied and disposed of daily at regular interval as frequently as needed. In ATM site, except machinery and the publicity materials, banners, posters etc., supplied by the Bank, nothing should be stored.
4. Caretakers should provide general assistance, if required, to customers at ATM site. However, the caretaker shall not operate the ATM in any manner whatsoever on Customer's behalf. The caretaker shall manage customer's queue.
5. Caretakers should deal with the customers politely. Prohibit entry of persons wearing helmet or with covered face, squatters, hawkers etc. inside the ATM room. The caretaker shall exercise restraint and avoid being provoked.
6. Caretakers should guide the customer to the nearest ATM site in case of failure of service by the ATM.
7. Caretakers should receive complaints/requests/suggestions in writing from customers, in the register provided by the Bank. Complaints/requests/suggestions received during a day will be handed over to the Branch official/Authorized Official/Channel Manager/ any authorized representative of the Bank on next day. The Caretaker shall not accept any gratitude or reward in any manner.
8. Caretakers should immediately escalate problems of any kind (e.g. malfunctioning/ breakdown of ATM, lighting, AC, UPS, Access door) including theft/theft attempt/doubtful activities/criminal activities like burglary, snatching, hold up, pilferage, sabotage, fire, natural calamities etc. at/around ATM/ATM site etc. to the concerned Branch Manager / Channel Manager/ any authorized representative of the Bank. Caretakers will maintain a suitable register for entering details of such reports made including persons informed by him.
9. Maintain an Access Register at ATM site, for acknowledging the access given to any authorized representatives from the Bank/vendor(s).
10. Caretaker should have the contact numbers of the local designated officials of the CTA.
11. Caretaker should have the contact numbers of respective Bank officials (Channel Manager/ any authorized representative of the Bank/ Branch Manager)
12. Caretaker should arrange to get and display publicity materials, banners, posters etc. supplied by the Bank in the site as per instructions besides replenishing leaflets, brochures etc.
13. Caretakers should take care of the site ensuring that the site is clean, electrical fittings and signage are working and switched off when not required, racks are filled with brochures / pamphlets when provided at site.
14. If at any time the ATM is out of service, caretaker should immediately notify Vendors and/or the Branch/Channel Manager/ any authorised representative of the Bank, along with the contact details of concerned person provided by the bank.
15. Caretaker should invariably be present in front of the ATM Site and should not enter inside, including the Back room [if available] of the ATM site, unless extremely necessary or asked to do so, however Caretaker should take proper care of all the assets of the Bank in the ATM Site including the ATM.
16. Caretakers should call Police station, Fire service etc. in case of emergencies, and simultaneously inform the Branch Manager/Channel Manager/ any authorised representative of the Bank.
17. It is clarified that the Caretaker shall **not** be armed or shall not carry any firearms either on his person or keep the same at ATM Site. Caretaker engaged by the CTA shall not take part in any staff union and association activities against SBI.

18. The Caretaker should not replace himself with others at ATM Site for the service entrusted by the CTA.
19. If any of the belongings left inadvertently by the visitors, the same should be handed over to the concerned Channel Manager/ any authorised representative of the Bank/ or Branch Manager of the Branch to which ATM is linked, for eventual disposal to the owner thereof.
20. The Caretaker should not do any Business/selling of products while stationed at ATM.
21. Be available at the ATM site as per duty roster for 08 hours duty for 24 x 7 x 365 (in three shifts from 06.00 A.M. to 02.00 P.M., from 02.00 P.M. to 10.00 P.M. and from 10.00 P.M. to 06.00 A.M. (no deviation). Bank shall have the sole right regarding deciding number of shifts for any site.
22. Under no circumstances a Caretaker will do more than 08 hours duty and in other case the Company has to provide relievers to avoid any overtime / extra duties. After 06 days continuous duties for 08 hours per day, the Caretaker will be provided with one day rest and a reliever may be engaged for that duty as per Central Government directions. The ATM sites should never be left unattended.
23. The Contractor should ensure cleanliness of glass surfaces and proper cleaning of the machine, floor wall and the ATM site by the caretakers engaged for the purpose. The agency will provide cleansing materials as mentioned in point 2.5.k and keep a proper record of the same. All items should be of standard quality (ISI) available in market. Every month on or before 7th day these materials has to be handed over to the Caretakers in front of Branch Manager / entrusted Officer of the Bank / Branch. The agency will submit a Cleansing Materials Receipt Certificate as per Appendix C from the Caretakers duly counter signed (with stamp) the Branch Manager / entrusted Officer of the Bank, failing which a penalty of Rs.200/- will be levied for every succeeding week.
24. Where necessary, Caretakers shall switch off / on the generator set and refill the fuel to be provided and arranged by SBI.
25. Caretakers shall prevent use of the premises by squatters / animals, hawkers or undesirable persons.
26. Caretakers shall prevent misuse of the premises by antisocial elements or any such activities and note any sort of untoward incident in the Daily Report Register and inform the Branch Manager / Bank Official of the Link Branch or nearest Branch. The Caretaker on duty for morning shift (6 A.M. to 2 P.M.) will go to the Branch after being relieved by the evening shift Caretaker after 2 P.M. and get the Daily Report Register signed by the Branch Manager / entrusted Officer of the Bank. At no point of time the ATM site should be left unattended. In case the Link Branch is far away from ATM location, then the authorized person from agency must get in touch with concerned Branch Manager and Channel Manager for the issue.

2.4.2 (I) CARETAKER SHOULD NOT: -

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

2.4.2 (II) Daily check of the caretakers at the sites will have to be carried out by the Contractor at their own cost, about the duty being performed by their employees. Any adverse observation/ laxity found on part of the duty personnel of the site must immediately be brought to the notice of

the Bank (Link branch officials and channel managers). In this effect a written Visit Report as per format provided by Bank in Appendix D duly counter signed by the BM/Branch official of the preceding week should be submitted to LHO on every Monday at own cost of the Contractor without fail to avoid penalty.

2.5 MANAGEMENT AND SUPERVISION OF CARETAKER SERVICES

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

- a) The Caretaker Services will be requested for ATM Sites by the Bank as per its requirement and the Bank will communicate **to CTA** in writing and/or through e-mail through valid official email ID (electronic mode), the list of ATM sites for which the Caretaker Services will be required from time to time and the CTA will provide the Caretaker Services for the ATM sites allotted to it accordingly.
- b) CTA will ensure that there is no violation of any statute; and all the laws, rules and regulations will be strictly followed / implemented by Caretaker agency in regard to deployment of Caretakers for such services.
- c) CTA will examine the Access Register maintained at ATM Site by the Caretaker at periodic intervals and inform the Bank about discrepancy, if any, noticed by them. The authorised official of CTA will have to sign the said register, acknowledging his examination of the same.
- d) In the event of emergency or any unusual situation, Caretaker shall escalate the matter to the CTA and/or SBI. CTA in coordination with the Bank will be responsible to initiate necessary steps to redress any irregular and / or emergency situation.
- e) The CTA shall have an **approved Business Continuity Plan**. CTA's authorized representative will visit the ATM Site, **minimum on alternate day** and record of the visit will be kept properly. Caretaker Agency shall ensure that Caretaker Service is rendered uninterruptedly and efficiently at the ATM Sites without any break; and initiate corrective steps of its own wherever necessary. Caretaker Agency will respond promptly to any complaint made by the officials of SBI from Local Head Office/ Administrative Offices/ Regional Business Offices/ Branches/Channel Managers in regard to dereliction of duties/default in performance by the Caretaker.
- f) The CTA should have in place **Know Your Employee Policy** and system for engaging Caretakers, including thorough background check, police verification report and antecedent's verification etc. at the time of appointing Caretakers. As and when demanded by the Bank, the Contractor will produce the same.
- g) The CTA will be responsible in all aspects for the services provided to SBI by the Caretakers.
- h) The CTA should notify the Bank immediately any event such as damage to the ATM site and crimes like theft, burglary, snatching, hold up, pilferage, sabotage, fire, natural calamities etc.
- i) The CTA should obtain the license under the Contract Labour (Regulation & Abolition) Act, 1970.
- j) Caretaker Agency shall be responsible for providing at least 2 sets of dress/uniform annually, including sweaters for Winter season (once in two years) bearing logo of CTA and black leather shoes (annually) to all the Caretakers employed at SBI ATM sites and stationary for writing duty charts/ registers.
- k) Caretaker Agency shall be responsible for providing **cleansing material** (Detail mentioned as below) required for keeping the ATM site neat & clean.

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

- l) CTA shall give prior notification to the Branch Manager of the ATM Linked Branch or its authorized official / Channel Manager/ any authorised representative of the Bank about the Caretaker posted at a particular ATM site.

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

Shift 1: from 06. 00 a m to 02. 00 p.m., Shift 2. from 02. 00 p.m to 10. 00 pm., Shift 3: from 10. 00 p.m to 06. 00am.However, after every 6 duties of 8 hours each the caretaker will be provided with one day compulsory rest and a reliever will be engaged for that duty, so that at no point of time the SBI Site left unattended. A caretaker will have maximum 26 duties every month and there must be an interchange between reliever and caretaker during half yearly rotation. An undertaking to be submitted by the service provider to this effect. Although, Bank reserves the right to change/decrease the duty hours/no. of shifts any time without assigning any reason whatsoever.

2.6 RESPONSIBILITIES OF CARETAKER AGENCIES: In addition to the responsibilities mentioned in this Para-2 **OVERVIEW OF REQUIREMENTS**, the additional responsibilities of CTA shall also include those set out in the **Annexure -1** of this RFP.

2.7 PENALTIES:

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

Sr. No	Deficiency in criterion/ services	Penalty (Amount in Rs.)
1	Age of Caretaker less than 18 or more than <u>60</u> years and/ or Qualification of CT less than 8 th pass	Rs 10,000/- per instance per caretaker.
2	Non-supply/ non- wearing of uniform by CT / not in proper attire	Rs.1000/- per instance per caretaker
3	Non-supply of cleansing material by CTA and/ or poor upkeep/ non-cleaning of ATM kiosk by CT	Rs.1000/- per instance per Site
4	Non-supervision/ false/ incorrect reporting by CTA	Rs.1000/- per instance
5	Non Supply / Non maintenance of registers at ATM site	Rs.1000/- per instance per Site
6	Impolite/ inappropriate behavior by CT/ other authorized staff of CTA.	Rs.1000/- per instance
7	(a) Caretaker found sleeping/ drowsing/ (b) Caretaker found drunken/intoxicated	(a) Rs.1000/- per instance (b) Amount equivalent to 1 month wages payable to CTA for that Site/Kiosk.
8	Absenteeism of CT for more than 15 minutes/ more than 1 day: (a) Late reporting for duty by Caretaker (late by 15 minutes or more) (b) Absenteeism of Caretaker	Rs.1000/- per instance a) Late reporting upto 15 Minutes for more than 1 instance; Rs 1000/- b) For late reporting more than 2 days; Rs 2000/- per instances
9	Failure to replace suitable Caretakers in place of absent / undesirable Caretakers within 4 hours	Rs.1000/- per instance

10	Delay/ Failure by CT/ CTA in reporting untoward incident to SBI (Beyond delay of 1 hour from the time of happening of incident)	Rs. 2000/- per instance
11	Caretaker committing / attempting involvement in illegal/criminal activity including fraud/ Theft/ Vandalism etc.	Rs 5000/- per instance besides recovery of loss from CTA, initiation of legal action and termination of the CTA from the site.
12	Delay/ failure by CTA in payment of Salary, minimum wages as per Minimum Wages Act, 1948, ESIC, EPF, Workmen Compensation, GST, etc.	Rs. 30000/- per instance in addition to recovery of payment made by the bank to statutory authorities.
13	Any undesirable act / omission or commission/ wrongdoing by CT/ CTA causing reputation loss to the Bank	Termination of site and penalty of Rs 1000/- to Rs 10000/- as decided by the Bank.
14	Non submission of Salary Slip to the caretakers	Rs 500/- per instance per caretaker
15	Nonpayment of salary by 7 th or 10 th whichever is applicable, of succeeding month	Rs.50, 000 per instance.
16	Nonpayment of Statutory dues and /or delay in payment of statutory dues.	Contract may be Terminated.

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

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

In all cases related to deficiency of service other than inspection by Bank Official, the digital image/ CCTV footage received from ATM Site Camera or other sources may also be treated as source to impose penalty.

3. MANDATORY ELIGIBILITY CRITERIA FOR CARETAKER SERVICE PROVIDER

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

3.1 The **mandatory eligibility criteria** will include the following:

1. The Bidder should be a legal entity registered under the Companies Act 1956 or Companies Act 2013, having an object clause in their Memorandum of Association to provide caretaker services / Housekeeping and maintenance services as a line of business, should possess a valid PAN/TAN, CIN and TIN number in the name of the company. The Bidder should have license under Contract Labour (Regulation & Abolition) Act, 1970, EPF, ESIC, and GST registration and also License from the Labour Department for providing Caretaker / housekeeping & maintenance services and should be in the business of providing caretaker for at least **last 3 years**.
2. The bidder should be rendering such services (Caretaker/housekeeping and maintenance services at branches/ATMs/ offices) satisfactorily to reputed organizations for last **3 continuous**

years. They should have been providing the caretaker/Housekeeping & Maintenance service to at least 400 **ATM** sites/ offices where more than 1000 persons required. Copies of the Work order and a letter from such their clients regarding this must be furnished with the Bid. The Bidder will have to submit a certificate of excellence from their client after publication of RFP. The certificate should be as per **Annexure-12** categorically specifying the conduct/performance as per the category **Unsatisfactory/Good/Very Good/Excellent**. This certificate should be signed by the authority who has signed the agreement with the Vender on behalf of the Vendee.

3. The Bidder should not be a loss-making company and its cumulative Annual Turnover as per the Audited Balance Sheet for the last 3 years should not be less than **Rs. 60 crores**. (*The bidder has to submit provisional **Balance Sheet and P&L Account** of Financial Year 2019-20 along with audited **Balance Sheet and P&L Account** of FY 2018-19, FY 2017-18 and 2016-17. Copy of ITR for Financial Year 2016-17, 2017-18 and 2018-19 to be submitted.*)
4. The bidder should have at least 1000 personnel deployed at various sites/offices/branches on their pay rolls as on the date of publication of this RFP Notice.
5. The bidder must have an office in the state of West Bengal with a valid Shop & Establishment License issued prior to the RFP published date & should be registered with the concerned authorities of Labour Dept. under the Contract Labour (R&A) Act 1970. The Bidder should submit proof of Lease Agreement/Ownership in their favour in respect of the office.
6. The Bidder after awarding of the Contract must have the minimum capacity to provide within 07 days of allotment of Bank's ATM sites to it, caretaker services at 400 ATM sites, as per the Bank's **Specification of Services**.
7. The Bidder should **not** be a company blacklisted or included in negative list or terminated of their services by their clients i.e. any Scheduled Bank /PSU/Corporate Body / Government Body. No director(s) of the Bidder should be/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity blacklisted or included in negative list by any Scheduled Bank /PSU/Corporate Body/Government Body. **An undertaking / Certificate to this effect should be submitted with the bid (Annexure 7)**. If the Bank finds the undertaking / certificate provided by the bidder to be false / forged at any time at the time of bid submission or during the period of the contract (if the contract awarded), the bidder will be immediately disqualified/ terminated of their services and the amount under the EMD/ Interest bearing STDRS furnished as security deposit/ Performance Bank Guarantee will be forfeited by the Bank.
8. Bidder has to submit a certificate from Chartered Accountant along with technical bid regarding statutory dues/demand by any Government Department (Labour, ESIC, Income Tax, EPFO, GST etc.) unpaid/disputed, if any.
9. In the event, it is found any time either at the time of bid submission/processing or during the period of the contract (if the contract awarded) that any information/document furnished by the Bidder is false or forged or incorrect, then the bidder/CTA shall be liable to be immediately disqualified or terminated of their services (if the contract awarded) and the amount under the EMD/ Interest bearing STDRs furnished as security deposit/ Performance Bank Guarantee will be liable to be forfeited/invoked by the Bank.
10. Soliciting during the tender process, of any nature, would disqualify the Bidder.
11. Proposal of bidders who have defaulted in payment of statutory dues/tax (including GST) will be rejected out rightly.

Note: All documentary evidences/ certificates/ attachments submitted with the Bid Document need to be signed and stamped by the authorised signatory of the Bidder, else the bid is liable for rejection. Once qualified, originals to be produced for verification, if needed)

4. TERMS AND CONDITIONS OF THE PROPOSAL

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

Successful Bidder. However, until a formal contract is prepared and executed, this RFP and the Bid submitted in response to the same by the Successful Bidder together with Bank's written acceptance and notification of award of the contract to Successful Bidder shall constitute a binding contract with the Successful Bidder. The information contained in this RFP document is subject to updating, expansion, revision and amendment at the discretion of the Bank. It does not, purport, to contain all the information that a bidder may require. SBI does not undertake to provide any bidder with access to any inaccuracies therein, which may become apparent. SBI reserves the right or discretion to change, modify, add to or alter any or all of the provisions of this RFP and/ or the bidding process, without assigning any reasons whatsoever.

SBI reserves the right to reject any or all the expression of interest/ proposals/Bids received in response to this RFP at any stage without assigning any reason whatsoever. The decision of the Bank shall be final, conclusive and binding on all the parties.

The Bank reserves the right to amend, modify, add, delete, accept or cancel, in part or full, any condition or specification of all proposals/ bids, without assigning any reason thereof at any time during the tender process and shall be binding on all the parties.

Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, presentations and contract negotiation processes.

4.2 Bidder Indication of Authorization to Bid

Responses submitted by a Bidder to this RFP, represent a firm offer to contract on the terms and conditions described in the RFP. An official authorized by the Bidder to commit on his behalf in response to the RFP must sign the proposal. The signatory should submit a copy of Board Resolution authorizing him to submit Bid on behalf of the Bidder in response to this RFP and sign the bid documents on behalf of the Bidder.

4.3 Ownership

The RFP and all supporting documentation/templates are the sole property of the Bank and violation of this will be a breach of trust and the Bank would be free to initiate any action deemed appropriate. The proposal and all supporting documentation submitted by the Bidder shall become the property of the Bank.

4.4 Bidder Status

Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with the Bank.

4.5 Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of the Bank, Associates, Subsidiaries and/or business partners. Disclosure of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could be treated as breach of trust and the Bank would be free to initiate any action deemed appropriate, including premature termination of the contract and/or legal action for breach of trust. Reproduction of this RFP, without prior written consent of the Bank, by photographic, electronic, or other means is strictly prohibited. On award of contract, the successful bidder should have to execute an Agreement, *inter alia*, having a confidentiality clause.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made, at any stage, without written consent from the Bank. The CTA will not use the logo of the Bank or any of its documents during any publicity without the prior written permission of the Bank.

4.6 Bidder Utilization of Knowhow

Bidder is prohibited from using any information or know-how gained in this contract for another organization whose business activities are similar in part or in whole to any of those of the Bank anywhere in the world without prior written consent of the Bank for a period of three years from the date of the contract.

4.7 Intellectual Property Rights

The Bank will own all intellectual property rights to all design, software and/or systems created specifically for implementation at the Bank under this contract. The Bidder shall fully protect / indemnify the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by the Bidder.

4.8 Solicitation of Employees

Bidder will not hire employees of State Bank or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of the Bank directly involved in this contract during the period of the contract.

4.9 Indemnity

The successful bidder will undertake thorough background check, due diligence in verifying the antecedents of its employees. The Caretaker Agency will indemnify and protect the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from;

- i) Any actions of the employees or agents of the CTA.
- ii) Infringement of any law pertaining to patents, trademarks, copyrights etc. or such other statutory infringements in respect of all hardware and software used by them or the local laws of any state or the Labour laws or central/state tax laws.
- iii) Damage to the ATM or any component in the ATM Site.
- iv) Any payment made by the Bank on account of any Labour law provisions and other statutory provisions of the Central/State Government.

4.10 Audit

The Bank may, at its discretion, audit the services of the CTA by its external / internal auditors. The CTA will facilitate the same. The CTA shall, whenever required, furnish all relevant information, records, data to inspecting officials of the Bank / RBI. The Bank reserves the right to call for any relevant material information/report including details of wages paid to Caretakers.

4.11 Earnest Money Deposit (EMD)

The bidder will have to deposit Earnest Money of **Rs.40, 00,000/- (Rupees Forty Lakhs only) in A/C no.-36273704317, IFSC Code- SBIN0014524, A/C name- EMD A/c LHO Kolkata.** The bank will not pay any interest on the EMD. The Earnest Money Deposit will be refunded to the unsuccessful bidders on completion of the tendering process. The Earnest Money Deposit of the successful bidders would be dealt with **as detailed in item 6.5.**

4.12 Tender Documents are not transferable

The Tender Documents are not transferable and not assignable.

4.13 Pricing

The price quoted in the Commercial Bid must be in Indian Rupees, exclusive of minimum wages, all statutory payments and GST. GST will be paid by the Bank on actual basis.

Bidders have to quote in the Commercial Bid the “Total expenses per ATM caretaker per Month for providing the Caretaker Service, excluding the Minimum Wages, all statutory payments and GST wherever applicable. If the amount so quoted by the Bidder in the Commercial Bids is unreasonable or impractical,

then the Bank reserves the right to reject such Bids.

Minimum floor price has been fixed at Rs.350/- per Caretaker per month (excluding minimum wages, all statutory payments and GST).

4.14 Payment to the CTA for the Caretaker Service:

No advance payments will be made to CTA. Payments will be made on total expenses per ATM Site per Month for providing the Caretaker Service, including the Minimum Wages, statutory payments on monthly basis. After payment of wages and other statutory payments to caretakers, CTA will claim the amount from Bank by way of submission of bill along with documents of payments of statutory dues and GST. The payment would be made on monthly basis, after the Bank is satisfied with the **Caretaker Service** and verifying the actual expenses incurred by CTA, after deducting Tax at Source by the Bank.

Bank shall make only the statutory / mandatory payments of the following heads-

- I. Minimum Wages as notified by the Ministry of Labour, Government of India from time to time. [The applicable rate of payment of minimum wages shall be rate of minimum wages notified by the Central Government from time to time in respect of “**employment of sweeping and cleaning**”.]
- II. DA as notified by the Ministry of Labour, Government of India from time to time.
- III. Minimum Statutory EPF contribution.
- IV. Minimum Statutory ESIC contribution.
- V. Minimum Statutory contribution towards Labour Welfare Fund.
- VI. Double Pay for the personnel actually performs duty for three National Holidays a year.
- VII. The payment to the personnel deployed at SBI ATM sites will be made as per existing rates (which may subject to change in future as per order of Government) below:

PAID BY BANK (per day Rs.)	AREA A	AREA B	AREA C
Central Government Minimum Wages Rate from 01.10.2019 (Basic + DA) & subject to change as per order of Government.	603 (523+80)	503 (437+66)	403 (350+53)
EPF 13%	78.39	65.39	52.39
ESI 3.25%	19.60	16.35	13.10
Service Charge			
<u>Bank's expenses per caretaker service personnel per Day</u>			

PAID BY VENDOR (per day Rs.)	AREA A	AREA B	AREA C
Central Government Minimum Wages Rate from 01.10.2019 (Basic + DA) & subject to change as per order of Government.	603	503	403
EPF 12% Deduction	72.36	60.36	48.36
ESI 0.75% Deduction	4.52	3.77	3.02
P Tax (As per actual)			
Total Deduction (without P Tax)	76.88	64.13	51.38
In hand pay per caretaker per man- day / shift (without P Tax)	526.12	438.87	351.62
In hand pay per caretaker for 26 man-days / shifts (without P Tax)	13,679	11,411	9,142

a) All caretakers will do 26 duties every month and remaining duties shall be done by reliever(s).
b) LWFC will be reimbursed once in six months @ Rs.1/- per person per month in submission of proof.

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

The payments to the CTA shall be on a monthly basis, upon production of invoice in duplicate, along with supporting documents detailed below, at SBI LHO, Kolkata:

- i) Proof of payment of Salary (Wages and other statutory allowances) credited for the month in the savings bank account of the Caretakers deployed at the ATM Site(s) maintained at branches of SBI, duly certified by CTA.
- ii) Taxes, EPF & ESIC acknowledged copy of Challan, Receipt/token receipt of billing month and EPF & ESIC contribution details.
- iii) Monthly Visit/ Feedback Report as per the format placed in/as Annexure- 8 and 8 A.
- iv) Original Attendance sheet of Caretakers duly certified/ countersigned by respective designated branch or Channel Manager, to be furnished separately for Area category A, B & C which ever applicable.
- v) Monthly certificate from the CTA in regard to payment of all wages/statutory & mandatory dues, as per format provided by SBI (**Annexure 8 B**).
- vi) Any other requirement as notified by the Bank in future.

The CTA should give every month a written confirmation to the Bank that there are no dues towards GST and should also submit copies of the related Challan and Tax Return filed by it towards payment of the GST.

CTA shall be solely liable and responsible for payment of Minimum Wages as per the Minimum Wages Act, 1948, PF contribution, ESIC Contribution, and other applicable statutory dues to the Caretakers and no liability of any kind whatsoever including Bonus, Gratuity etc payable by the CTA to their employees i.e. the said Caretaker(s) shall devolve upon the Bank.

Financial liabilities/legal complications devolved against the Bank due to violation of Minimum Wages Act or any other Act, Rules or Regulations by the CTA will be recovered from the CTA/ from the amount payable to CTA and/or by invoking the performance Bank Guarantee/ from Interest bearing STDRs furnished as security deposit, by the CTA to the Bank while awarding the contract.

In the event, it is found any time that the confirmation/document furnished by the CTA is false or forged or incorrect, the services of CTA shall be liable to be terminated and the amount under Performance Bank Guarantee and/or Interest bearing STDRs furnished as security deposit by CTA will be forfeited by the Bank by invoking the Bank Guarantee/breaking STDRs. The CTA shall also be liable to any punitive action for furnishing false or incorrect information / documents.

5 PROPOSAL GUIDELINES

5.1 Scope

State Bank invites responses from Bidders for providing Caretaker Services described in this document.

5.2 Proposal Content / Proposal Format

The Bidder 's proposal is central to the evaluation and selection process. Therefore, it is important that the Bidder carefully prepares the proposal as per the Bank's prescribed formats completely. There should be no hand-written material, correction or alteration in the offer. Correct and current

technical details must be completely filled in. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. The waiver shall be binding on all the bidders.

The Bidder is required to respond to the RFP only in the prescribed format as detailed in Section. Under no circumstances, the format can be changed, altered and modified. A duly authorized signatory of the bidder under seal should authenticate all pages of the bid. Incomplete Bids or Bids not confirming to the requirement of RFP are liable to be rejected.

5.3 Rejection of bids

The Bank reserves the right to reject any or all bids and to re-tender the bid without assigning any reason whatsoever at any stage of the tendering process or even after the same is completed. The Bank also reserves the right to change or modify any specifications/ conditions at a later date/ during the process of tendering/validity of contract. The Bank is under no obligation to acquire any or all the services proposed. Incomplete Bids or Bids not confirming to the requirement of RFP are liable to be rejected.

6 OVERVIEW OF EVALUATIONPROCESS

6.1 Evaluation Criteria

The bank has established the following criteria for evaluating Bids in the areas of:

- I. Ability of the **Bidder** to meet the requirements outlined in this RFP
- II. Processes proposed
- III. Management capabilities of the bidder
- IV. Field support facilities

6.2 Evaluation Process

6.2.1 The Technical Bid will be evaluated for technical requirements as per the stipulations. The experience and expertise of bidder, record of satisfactory services and capability for providing the **Caretaker/housekeeping and maintenance Services** for the Offices/Administrative Offices/ ATM Sites spread over West Bengal will be critical factors in selection. **The evaluation will focus on the degree of capability to requirements of the Bank.** It may include reference calls, and Site visits to selected institutes/corporates/ organizations/ banks etc. To facilitate scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask for clarifications on offers. The request for such clarifications and bidder's response must necessarily be in writing/e-mail. However, if the Bank, based on the information furnished in the bid document or received otherwise, finds that the bidder is not capable to provide the Caretaker/housekeeping and maintenance Services, the Bank reserves the right to reject any or all such bids without assigning any reason whatsoever. As part of the scrutiny & evaluation, if so demanded by the Bank, the Bidder should produce the originals of any document(s) submitted by the Bidder with the Bid Document.

6.2.2 Reference

As part of evaluation process of technical bids, the Bank may inspect the bidder's Corporate Office and the Site/Kiosks of other institutes/ organizations/ banks to whom Caretaker/housekeeping & maintenance Services have been extended by the bidder. The costs incurred by the evaluation team representing the Bank for visits will be borne by the Bank.

6.2.3 Technical bids will be opened (online) on the stipulated day in the presence of authorized representative of the bidders who **choose to attend**.

(i) **Preliminary examination:** After opening of the technical bids and preliminary examinations, the Bidders who have fulfilled the **Mandatory Eligibility Criteria** will be considered for **Technical Evaluation**. The Bidders who have **not** met the mandatory eligibility criteria will be **eliminated** and

their bids will not be considered for further evaluation process.

(ii) **Technical Evaluation:** Detailed technical evaluation will include, scrutiny of mandatory eligibility criteria and technical information submitted in the Technical Bid. Based on the technical evaluation (refer **Annexure 13 of this RFP**), marks will be awarded at a **scale of 1 to 100**. The Minimum Qualifying Marks to qualify in Technical Evaluation will be 60 marks. However, if Bank does not receive sufficient Bids for minimum qualifying marks of 60, then the Bank reserves the right to reduce the Minimum Qualifying Marks to 50. The Bidders who have not obtained the Minimum Qualifying Marks will be eliminated and the Bidders who have obtained **Minimum Qualifying Marks**, will only be considered for **Commercial Evaluation**.

(iii) **Commercial Evaluation:** After Technical evaluation, Commercial bid of only those Bidders who are qualified in the Technical evaluation process would be opened (online). The date and time of opening Commercial Bid will be advised separately to Bidders who have qualified in the Technical evaluation process and will be opened on the stipulated day in the presence of authorized representative of the said bidders who choose to attend. Based on the amount quoted in their Commercial bids, the Bidders would be ranked L1, L2, L3, L4 and so on in the order of the amount quoted.

The format for Commercial Bid is set out in **Annexure 6**. Commercial Bid submitted in any form, other than the format specified in Annexure 6 will be rejected.

Bidders have to quote in the commercial Bid the **“Total expenses per ATM caretaker per Month for providing the Caretaker Service, excluding the Minimum Wages, all statutory payments and GST wherever applicable”**. GST will be paid by the Bank on actual basis. **Minimum floor price has been fixed at Rs.350/- per Caretaker per month (excluding minimum wages, all statutory payments and GST)**.

If the amount quoted by the Bidder in the Commercial Bids is unreasonable or impractical, based on the statutory payments or otherwise, the Bank reserves the right to reject such Bids.

6.3 Final Evaluation

Based on the amount quoted in the Commercial Bid, the Bidder who has quoted the lowest amount will be declared as L1 and the remaining bidders will be ranked, L-2, L-3, L-4 and so on, in the order of the amount they quoted. **The “L1 Price” will be the lowest Commercial Bid amount quoted above minimum floor price set i.e. Rs.350/- per caretaker per month (excluding minimum wages, all statutory payments and GST)**.

State Bank of India reserves the right to accept or reject any or all Commercial Bids which is unreasonable or impractical, without assigning any reason thereof.

6.4 Successful bidders and Allotment of ATM Sites

The Bank reserves the right to allot to L-1, maximum 40% of the total number of the ATM Sites and L-2, L-3 and L-4 may be eligible for selection and allotment of the remaining ATM Sites as described below, if they agree to match the **L-1 Price** and to provide the Caretaker/housekeeping & maintenance Services on the said **L-1 Price** .

If L-2/L-3/L-4 is **not** willing to match the said **L1 Price**, then L-5, L-6, L-7 and so on will be selected for allotment of Caretaker Services, provided they agree to match the **L1 Price**.

The number of ATM Sites to be allotted to each Successful Bidders shall be at the sole discretion of the Bank.

The Bank reserves the right to allot the ATM Sites in the manner advised below, however, it is not binding on the Bank to allot the ATM Sites as per the below mentioned manner:

- i. 40% of the ATM Sites will be allotted to L-1 and remaining may be distributed in the ratio as decided by the Bank to L-2, L-3 and L-4 bidders respectively, if they agree to match the **L1 Price**.
- ii. If L-2/L-3/L-4 are not willing to match **L1 Price**, then L-5, L-6, L-7 and so on will be selected for allotment, if they agree to match the **L1 Price**.
- iii. If no Bidder is willing to match the **L1 Price**, then the Bank may at its discretion allot all ATM Sites to the Bidder who has quoted the **L1 Price** or cancel the tender and call for fresh tender.
- iv. If there are more than one L1, L2, L3 and L4, then the Bank reserves the right to distribute the ATM Sites amongst L1, L2, L3 and L4, as per the ratio decided by the Bank.

The allocation of ATM locations to the successful bidders is at the sole discretion of the Bank. The bidder/bidders have to abide by the decision of the Bank in this regard. The allocation will be done on geographical area wise/Network wise/Administrative Office wise/RBO wise, based on the administrative convenience of the Bank.

Extension of the service to cover additional ATM Sites over and above the initial 1000 ATM Sites, will be solely at the option of the Bank.

The Bank shall have the right to change any/all allotted Sites any time to any Successful Bidder without assigning any reason whatsoever. Similarly, Bank may at its discretion, decrease the number of ATM sites for caretaking services, depending on its requirement.

At any point of time the allocation percent i.e. 40%/ decided by Bank, of ATM locations may be changed as per discretion of the Bank.

6.5 Contract Performance Bank Guarantee and Security Deposit

The bidders, upon selection, will have to furnish a Performance Bank Guarantee of 10% of the annual value of the contract from a scheduled commercial Bank *other than co-operative bank and SBI*, acceptable to the Bank. The Bank Guarantee shall have a validity period of **24 months** and would have to be extended / renewed if the contract is extended /renewed for the period of extension/renewal. Bidders can also furnish Interest bearing STDRs of same value equivalent to 10% of annual contract value, of SBI as security deposit instead of Bank Guarantee. Further, if additional ATM sites are awarded or the rate of minimum wage is revised, the value of BGs furnished will also increase proportionately so that the total BG value is maintained at 10% of the annual value of the contract awarded. Performance Bank Guarantee (Bank Guarantee) has to be submitted within 15 days of the receipt of intimation from the Bank about acceptance of its bid offer by the Bank. For any delay in submission of the Performance Bank Guarantee beyond the stipulated period, penalty @ Rs. 2000/- per day on number of days beyond stipulated period will be levied and recovered from the EMD/ outstanding payments, if any. In the event any successful bidder selected for allotment of the work fails to furnish the Performance Bank Guarantee within the time limit stipulated above, the selection of such Bidder shall be liable to be cancelled and the EMD shall be forfeited.

As a security for performance of the Caretaker Service, the Earnest Money (EMD) deposited by the successful bidders should be kept as Security Deposit with the Bank till the expiry of the period of the contract, in the form of Bank Fixed Deposit (Interest bearing STDR) at any branch of SBI, Kolkata in

the joint names of the Bank & the bidder, duly discharged by the Bidder in favour of the Bank and the deposit receipt will be kept in the custody of the Bank. **EMD will be part of 10% of total security amount i.e. Bank guarantee/ Interest bearing STDRs of SBI furnished as security deposit plus EMD Rs.40, 00000/- must be 10% of the annual value of the contract.**

In the event, any financial liabilities/legal complications devolved against the Bank due to violation of Minimum Wages Act or any other Act, Rules or Regulations by the CTA, the same will be recovered from the CTA/ from the amount payable to CTA and/or by invoking the performance Bank Guarantee and/or from the Security Deposit furnished by the CTA to the Bank while awarding the contract. In such circumstances, any depletion of amount in performance Bank Guarantee and/or Security Deposit, the CTA would have to replenish the amount to the original amount.

Every time when new ATM sites are being allotted, the agency should follow all this practice/ submission of required documents or BG etc. without being asked/ reminded by the bank to avoid penalty etc.

6.6 Term of Engagement

The term of engagement of the selected Bidder (CTA) shall be for a **period of 2 years**. The Bank shall have the right at its discretion to renew the term of engagement in writing, **for a further term of 1 year** at the same rate and under the same terms and conditions, subject to satisfactory performance of work by the CTA. However, the Bank may, at its discretion terminate the engagement any time during the currency of the contract for violation of any of the terms and conditions by CTA or otherwise, with a notice of 30 days.

6.7 Penalty due to violation of provisions of Minimum Wages Act or any other Act, Rules or Regulations

Any violation of provisions of Minimum Wages Act **or** any other Act, Rules or Regulations is at the risk and responsibility of the CTA. Any legal issues/penal provisions are at the cost of CTA. Any Financial liabilities/legal complications (including any penalty /legal charges) devolved on the Bank due to violation of Minimum Wages Act or any other Act, Rules or Regulations by the CTA will be recovered from the CTA from the amount payable to CTA and/or by invoking the performance Bank Guarantee and/or from the Interest bearing STDRs furnished as Security Deposit, furnished by the CTA to the Bank while awarding the contract.

In the event of invocation of performance Bank guarantee or recovery from the Security Deposit, CTA should has to make good the amount paid by the Bank and furnish a fresh performance Bank guarantee/ Interest bearing STDR of SBI and/or Security Deposit, as the case may be, for the full amount as stipulated at the time of awarding the contract. This shall be in addition to Bank's rights to terminate the contract for the above violation and also to take necessary legal action against CTA for recovery of any amount due.

6.8 Contract / Service Level Agreement (SLA)

At the completion of selection process, the Bank will enter into a Service level agreement (SLA) with the selected Bidder for the Caretaker/housekeeping & maintenance Services. The selected Bidder has to execute the SLA within the time limit advised by the Bank. The agreement will be based on the bidder 's response to this RFP with all its enclosures, modifications arising out of negotiation/ clarification, etc., and will also include the following documents/provisions:

- i) Copies of the licenses, certifications etc.
- ii) In case of termination of contract during the period of SLA, the Bank will retain the right to invoke the Bank Guarantee/ recover from Interest bearing STDR and forfeit the Security Deposit that would be submitted by the successful bidder.
- iii) Monthly or more frequent review meetings at LHO / AO/ Regional Business Offices of SBI with participation at sufficiently senior level from the Caretaker Agency (CTA).

The Bank reserves the right to stipulate, at the time of finalization, any other document(s) to be

enclosed as part of the final contract.

In the event, the selected Bidder fails to execute the SLA within the time limit advised by the Bank, the selection of such Bidder shall be liable to be cancelled and the EMD shall be forfeited.

6.9 Failure of successful Bidder to meet post selection formalities

In the event any successful bidder selected for allotment of the work **fails** to meet any of the post selection formalities, including completion of the process of taking over and operationalization of **full-fledged CTS** for the ATMs allotted, execution of Service Level Agreement, furnishing of Performance Bank Guarantee etc. within the time limit stipulated by the Bank, the selection of such Bidder shall be liable to be cancelled and the EMD shall be forfeited, at the discretion of the Bank.

The Bank reserve the right to distribute the work of the cancelled Bidder amongst the other successful bidders or to add in the list of successful bidders, the next eligible Bidder (in the order of L-5, L-6, L-7 and so on) who agrees to match the **L1 Price** and distribute the work amongst the said revised the panel of successful bidders or to call for a fresh tender for the said work of the cancelled Bidder. However, it is not binding on the Bank to distribute the said work as per the aforesaid manner.

6.10 Transfer/subcontract/delegation Prohibited.

In the event of award of contract, the CTA shall not sub-contract the job awarded or outsource the manpower. The contract is non-transferable or non-assignable. The Caretaker Services Agency (CTA) shall not transfer at any stage any of its duties, obligations and benefits of the contract to any third party. The Caretakers engaged by CTA at the Bank's ATM sites should be the employees of CTA and should be on the CTA's Payroll.

7 PROPOSAL FORMAT

7.1 Broad Guidelines

Bidders should ensure that their proposals clearly set out all information requested in numbered sections as specified below. The Bidder is required to respond to the RFP only in the prescribed format as detailed in Section. Under no circumstances, the format can be changed, altered and modified. A duly authorised signatory of the bidder under the seal should sign/ authenticate all pages of the proposal and all documents including RFP submitted with BIDS.

Incomplete Bids or Bids not confirming to the requirement of RFP are liable to be rejected. Bidders must provide categorical and factual replies to specific questions. References to sales or other literature should be avoided even if it forms a part of the proposal. Bidders may provide additional technical literature relating to their proposals but in a separate annexure.

The bid should be submitted through e-tender mode only on SBI e-Tender Portal

www.tenderwizard.com/SBIETENDER

Part I–Technical Bid:

The technical bid (**Annexure 5 - Part 1 to Part 3**)

Technical Bid – Caretaker Services/Housekeeping & Maintenance Services. The technical details must be completely filled in. Violation of the above requirements will disqualify the bidder. Bid quote in any other form will be rejected. **A duly signed SCAN copy of this RFP document (signed on all pages by authorized signatory of the bidder) should also be submitted along with the Technical Bid.**

Part II – Commercial Bid:

The Commercial bid should be submitted as per “**Annexure 6**” through e-tender mode only on SBI e-Tender Portal www.tenderwizard.com/SBIETENDER. Bid quote in any other form will be rejected. For details of the Commercial Bid format refer to **Annexure 6** of this RFP.

Bidders have to quote in the Commercial Bid **only** “**Total expenses per ATM Caretaker per Month for providing the Caretaker Service**”, **excluding the Minimum Wages, statutory payments and GST**, wherever applicable. GST will be paid by the Bank on actual basis.

Note: Signed scan copy of **Annexure 2 to 4** duly filled in with a covering letter as per “**Annexure 7**” should be submitted along with Technical bid (**Annexure 5**) and Commercial bid (**Annexure 6**).

7.2 Format for Technical Proposal

Bidders are requested to structure their technical proposal only as per the format given below. It should be organized, structured and neat. Brochures/leaflets, etc. should not be submitted in loose form. No modification/addition/deletion should be made in the formats/letter stipulated. Any change/modification/addition/deletion to the descriptions will invalidate the documents. The format for submission of technical proposals is as under:

Section 1 - Management Information Summary

Section 2 - Details of the Proposed Solution

Section 3 - Reference Site Details

Section 4 - Other Details

The Bid **shall be liable to be rejected** in case of non-adherence to the format or partial submission of technical details as per the format. The Bank shall not allow/permit changes in the technical specifications once it is submitted. The relevant technical specification sheets, etc., should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification. All sections should be labeled for easy reference.

Section 1 – Management Information Summary

The following should be provided under this

Section:

- Offer covering letter as per Annexure 7
- Summary of the proposed solution describing approach to delivery thereof.

Bidder information

Bidders are requested to provide details about their organization(s) in this section in the format provided in **Annexure 3**. If required by the Bank, the Bidder shall further provide any information pertinent or necessary for determination of the Bidder's ability to service the needs of the Bank.

Section 2 – Details of the Proposed Services

This section should include details of the Caretaker Services and of field level operations proposed by the CTA. The technical specification requirements given in **Annexure 4** should be completely filled in and attached.

Section 3 - Reference Site Details

Please furnish details in the format provided in **Annexure 2**. A reference issued by the concerned institutes/ organizations/ banks to whom the similar services are provided should be furnished along with the Bid.

Section 4 – Other Details

Please include other details that are pertinent to the evaluation of the proposed solution, including

- Proof of present capacity to handle **at least 400 ATM sites** immediately on allotment of the contract.
- A well-documented Business Continuity Plan acceptable to the Bank.
- The bidders must also clearly state the approach they intend to adopt for systems implementation.

The Bank reserves the right to customize the contract to meet its requirements. All disputes will be subject to Indian laws and courts in **Kolkata** only will have jurisdiction to try the dispute.

8. OTHER TERMS & CONDITIONS

8.1 Start of Services

The responsibility of collecting all the required information and implementation of the Caretaker Services to the ATM Sites shall be with the CTA and has to be carried out by the CTA without any additional cost to the Bank. The recurring expenditure relating to the Caretakers **in opening of Saving Bank account in SBI** shall be borne by the Caretaker Agency. Allocation/ termination of ATM sites and payment of bills will be done/ made by the Bank at ATM OPERATIONS DEPARTMENT, STATE BANK OF INDIA, LOCAL HEAD OFFICE OF KOLKATA CIRCLE.

The CTA shall commence taking over the ATM sites and operationalization of full-fledged Caretaker Service (CTS) **immediately** upon it being intimated by the Bank about the ATMs Sites allotted to CTA and complete the above process of taking over and operationalization of full-fledged CTS for all ATMs allotted within a **period of 30 days** from the date of receipt of intimation of allotment of ATM Sites from the Bank. The position will be reviewed periodically and if the taking over and operationalization of full-fledged CTS is found not satisfactory or not completed as per the above stipulated time line, the Bank has the right to terminate the contract, forfeit the Security Deposit (EMD and Interest bearing STDRs furnished as security deposit) and invoke the performance Bank Guarantee submitted by CTA. However, in the event of any delay and the Bank decides not to terminate, then for the delay beyond 30 days from the date of intimation of allotment by the Bank, a penalty @ Rs 2000/- per day per ATM site will be charged for number of days of delay beyond 30 days from CTA's receipt of Bank's intimation of list of ATM sites allotted.

8.2 Liquidated Damages

If the CTA fails in providing the services, as per the terms and requirements specified in this RFP and provides services such that penalties are levied by the Bank on 7 occasions (monthly invoices) or more in a period of 12 months from the month of commencement of CTA, the Bank will charge penalty @ 1% of the order value calculated on the billing for one year from the date of agreement, subject to a maximum of Rs 5, 00,000 (Rs. Five Lakhs only). This penalty is in addition to other applicable penalties and also shall be without prejudice the right of the Bank to terminate the contract.

8.3 Review of Caretaker Services

Following operationalization of the services, the performance of the CTA will be reviewed, and the Bank reserves the right to terminate the contract at any point of time after **30 days' notice** without assigning any reason.

8.4 Maintenance and Response Time

The CTA should ensure that co-operation is extended by every Caretaker, to the Managed Services

Vendor concerned such that the uptime and availability of ATMs and in analyzing the performance of the ATM network is maintained at a high level.

8.5 Third Party Services

The successful bidder shall extend the Caretaker Services by himself and they are **PROHIBITED** from further outsourcing of the Caretaker Services work to third parties.

8.6 Dispute

The Bank reserves the right to customize the contract to meet its requirements. All disputes will be subject to Indian laws and **Courts in Kolkata only have jurisdiction to try the dispute.**

RESPONSIBILITIES OF CARETAKER AGENCIES

In addition to the responsibilities of CTA mentioned in the **chapter 2 -“OVERVIEW OF REQUIREMENTS”**, the responsibilities of CTA shall also include those setout herein below.

- 1) The Caretaker(s) engaged by Caretaker Agency (CTA) shall be the employees of Caretaker Agency and in no event the Caretaker(s) shall be deemed to be the employee of SBI. SBI is not responsible/ liable to the Caretaker(s) and payment of wages (as per Minimum Wages act), PF Contribution, ESIC Contribution, etc. and other applicable statutory dues to the Caretakers, allowances, any other amount to the Caretaker(s) shall be the responsibility of Caretaker Agency. No liability on account of payment of wages (as per Minimum Wages act), PF Contribution, ESIC Contribution, etc. and other applicable statutory dues shall devolve upon on State Bank of India. Caretaker Agency should indemnify SBI against all losses, damages, expenses and claims which SBI may suffer/incur or which may be against SBI in respect of the said Caretaker Agency.
- 2) The CTA shall indemnify SBI to the full extent (including the legal cost and reimbursement of Attorney's fees and incidental expenses thereto) in the event of any non-compliance of any law, notification, orders etc. and for any claim from any statutory authority arising out of non-compliance of the aforesaid or otherwise in relation to the Services or any claim, right, demands etc. raised by any employees/ sub-contractors of the CTA. Without prejudice to any other rights of SBI to recover the indemnity amount from the CTA, SBI shall be entitled to deduct/ensure the deduction of the indemnity amount or part thereof from the charges payable to the CTA under the payment arrangement mentioned in RFP and Performance Guarantee and Security Deposit (Interest bearing STDRs furnished as security deposit)
- 3) The Bank shall be entitled to adjust the dues out of monthly bills or Performance guarantee deposit or Interest bearing STDRs furnished as security deposit, towards loss or damage caused by the agency or its staff in case of any theft, breakage, pilferage of any items, fixtures, equipment etc., or any other liability of the agency.
- 4) The Agency shall also permit the Bank to hold or deduct the amount from the bills/security deposit/performance guarantee/ Interest bearing STDRs furnished as security deposit, for non-performance or part performance/ substandard performance or failure to discharge obligations as more specified in chapter 2 -“OVERVIEW OF REQUIREMENTS”.
- 5) The Agency shall obtain at his/its own cost, any license or permission of any sort whatsoever viz. Labour license from Assistant Labour Commissioner and register with Employees' State Insurance Corporation and Office of the Regional Provident Fund Commissioner, etc. that may be required under various Acts of the Central/State Government Authorities, for carrying out the said activity in the premises of the Bank and such Registrations and License as may be deemed necessary for engagement of contract workers for such purpose.
- 6) The Agency shall comply with the provisions of all Labour Laws, which are applicable to the Contractor or his employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation thereof. The Agency will furnish proof of compliance of all Labour Laws requirements including obtaining licenses, filing of monthly/quarterly and annual returns and any other statutory requirement within 15 days from the due date, and furnish calculations and proof of payments/challans, made to all Government/Statutory Authorities under EPF, ESIC, etc. **within 15 days** of the statutory time limit allowed under the respective Acts and all other statutory rules as amended from time to time.
- 7) The Agency shall indemnify the Bank from and against all liabilities, claims and demands arising out of any payments or reimbursement made by the Bank to Government (Central/State, Semi- Government), statutory authority or any payment made under any statute/notification of the Government (Central/State) or statutory authority in respect of the employees of Caretaker service provider or in respect of any claims made by the Agency's employees against the Bank. The Caretaker service provider shall promptly reimburse State Bank of India all payments made and expenses incurred by the Bank in respect of the payments referred to above in this clause.

- 8) The Agency shall make the payment to caretaker(s) engaged by it as per minimum wages notified by the Office of the Central Labour Commissioner from time to time. The Agency shall satisfy the Bank showing adequate recorded proof that the minimum wages, ESIC, contribution to provident fund etc. as applicable are being paid to its personnel as required under various Statutory Acts notified by the Government from time to time. It shall be the duty of the company to get PF code number allotted by Regional Provident Fund Office/ EPFO against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities before the due date of each month. The CTA will have to produce the documentary evidence of the statutory compliance fulfilled along with the respective challan copy of the preceding month along with their invoice to **the Bank**.
- 9) The Agency shall submit the list of its personnel to be deployed at the respective Bank locations, along with their personal details like name, age, date of birth, permanent address, photograph etc. The Bank has the right to advise the Agency to replace any of the personnel engaged by him who are found unsuitable; the Agency shall immediately replace such personnel. The Agency shall provide proper laminated, tamper-proof identity cards to all its personnel.
- 10) The CTA shall take, at its own cost, insurance policies for adequate amount against death or injury of the CTA's employees while providing the services, theft, robbery, forgery, fraud, fidelity and/or any other dishonest acts or negligence on the part of the service providers, employees or sub- contractors. SBI shall not be liable or called upon to pay any amount as compensation or damages etc. to any other person, including the personnel of CTA, resulting from aforesaid activity and having been called upon to pay so, CTA shall fully indemnify SBI for all such cost.
- 11) CTA shall be solely liable and responsible for compliance of all applicable labour laws, rules, regulations and ordinances applicable in respect of the Caretakers employed by it and also for the legislation for the safety and working hours of its personnel and shall establish and maintain all proper records.
- 12) The CTA will maintain the below listed record / registers physically at each ATM site:
 - i. Caretaker Attendance Register
 - ii. Visit Register (visit by authorized person from CTA)
 - iii. ATM Access Register/ Visitor Register (for respective Bank Officials, ATM Engineers, Other Service Providers visiting ATM site or any other person duly authorised by the Bank on verification of their identity/ authority)
 - iv. Customer Complaint / Suggestion Register
 - v. Asset / Service Breakdown Register (for respective ATM site)
 - vi. Caretaker Duty Roaster
- 13) The CTA will also maintain of all applicable/relevant Registers and records in accordance with the various laws, rules, regulations and ordinances applicable in respect of the Caretakers employed by it, including but without limitation to the below mentioned listed record / registers physically at their local office(s) in the States of MP and CG:
 - i) Caretaker /ATM site wise monthly wage payment Register.
 - ii) Caretaker wise monthly PF & ESI deposit Register.
 - iii) Site wise monthly shift Register.
 - iv) Incident Register.
 - v) Register of Deductions for Damage and Loss, Fines etc.
 - vi) Register of Workman Employed by the CTA
 - vii) GST Paid Register, PF and ESI deposit Register.
 - viii) Record of Caretakers/ authorized employees for visit deployed ATM site wise and record of their background checks.
 - ix) The Wages Slip.

Also following record should be maintained by the CTA

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

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

REFERENCE SITES DETAILS

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

Data of Existing Manpower in Caretaker/ Housekeeping & Maintenance services for ATM/Offices/Branches:

(To be supported with documentary proofs certified by respective institutes/ organizations/ banks authorized Officials, where Housekeeping & Maintenance/Caretaker services have been provided including the below details) **Details of sites where Manpower support/ Caretaker Services/Housekeeping & Maintenance services are extended:**

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

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

Name of the institute/ organization/ bank :						
Details of sites where Manpower support/ Caretaker Services/Housekeeping and maintenance services are extended						
Sr. No.	<u>Location ID of Office/Branch/ATM ID</u>	Location	Name of the Caretaker(s)	Cell No. of the Caretaker(s)	Name of the officials at Administrative office.	Cell No. of the officials at Administrative office.

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

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

<u>Sr. No.</u>	<u>Name of the Bank State wise (if more than one state)</u>	<u>No. of ATM /Offices/Branch Sites</u>
	<u>Total ATM Sites/offices/branches</u>	

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

Sr. No.	Item	Details
1	General	
	Name of the Company & its CIN (Company Identification Number)	
	Whether company is Pvt. Ltd or Public Ltd	
	Nature of Activity	
	Company Registered Address	
	Address for communication (if differs from above)	
	Contact Details (Telephone and fax numbers and email Id)	
	Date/ Year of Establishment	
	No. of Years in the line of activity	
	Details of ownership of the company: - (a) Name and address of the Promoter(s) (b) Percentage of Share Capital owned by each Promoter (c) Whether the promoters' shareholding is pledged or encumbered? If yes, provide the details thereof:	
	Name of the Directors & Managing Director(s) of the company & their DIN (Director Identification Number)	
	Their PAN no, designation, Address, Mobile No. & e-mail Ids	
	Name of the Key person (s) for processing of this RFP with Designation, contact details & e-mail Id	
	Power of Attorney or Board Resolution authorizing the official to sign the bid documents on behalf of the Company - (Enclose copy)	
	2	Financial
Annual Man power/ Caretaker Services/ Housekeeping & Maintenance Services related Revenue in FY 2019-20		
Net Profit 2019-20		
No. of Manpower/ Caretakers/ Housekeeping & Maintenance Services on rolls (Monthly Average) FY 2019-20		
Annual Man power/ Caretaker Services/ Housekeeping & Maintenance Services related Revenue in FY 2018-19		
Net Profit 2018-19		
Annual Man power/ Caretaker Services/ Housekeeping & Maintenance Services related Revenue in FY 2017-18		
Net Profit 2017-18		
Annual Man power/ Caretaker Services/ Housekeeping & Maintenance Services related Revenue in FY 2016-17		
Net Profit 2016-17		
3	Certification/ Documents	
	Certificate of Incorporation, Memorandum of Association and Article of Association, Commencement of Business	
	Company PAN / TAN details	
	Audited Balance sheet of last 3 years (provisional for 2019-20 and audited for 2018-19, 2017-18, 2016-17) certified by a practicing CA along with CA registration no.	
	Turnover Certificate of last 3 years (provisional for 2019-20 and audited for 2018-19, 2017-18, 2016-17) certified by a practicing CA along with CA registration no.	

	Certificate of Registration under Shops and Establishment Act	
	Registration and certificate under Employees State Insurance Corporation (ESIC)	
	Certificate from the Employees Provident Fund (EPF) Organization under Employees Provident and Misc. Provision Act.	
	Registration with appropriate authority for GST	
	LABOUR LICENCE from ministry of Labour, Govt. of India under Labour (Regulation and abolition) Act.	
	TRADE LICENCE issued by Municipalities /Municipal Corporations.	
4	Staff	
	Total number of employees	
	Break-up of employees	
	- Manpower provided for housekeeping & maintenance services/ Caretakers (payment of wages by the clients) - Others if any	
5	Others	
	Names of Bank, other companies for which work has been undertaken	
	Office address in the major cities in the states/ UT of West Bengal, Sikkim and Andaman & Nicobar	
	Any special qualifications	

COMPLIANCE TO ELIGIBILITY CRITERIA
(Please refer to Item 3 of this RFP)

Sr. No.	Criterion	(Yes / No)	Remarks
1	Constitution of the Bidder (Pvt.Ltd/Public Ltd)		
2	Registered with Govt. body under Contract Labour Act 1970 (Regulation &Abolition) & having valid Service License under Contract Labour Act 1970 (Regulation &Abolition) for providing manpower/ caretaker/Housekeeping & maintenance services		
3	The Bidder company should not be a loss-making company and its Minimum cumulative annual turnover as per Audited Balance Sheet for last 3 years is Rs. 60.00 Crores. (The bidder has to submit provisional Balance Sheet and P&L Account of Financial Year 2019-20 along with audited Balance Sheet and P&L Account of FY 2016-17, 2017-18 and FY 2018-19).		
4	Minimum 3 years' experience in the line of activity + providing <u>Manpower support/ Caretaker/ Housekeeping & Maintenance services</u>) satisfactorily to reputed organizations for last 3 continuous years.		
5	Having minimum 1000 Personnel/ Caretakers as on the date of publication of the tender notice		
6	Having valid Shop & Establishment License issued prior to the date of publication of the tender notice. The Bidder should submit proof of Lease Agreement/Ownership in their favour in respect of the office. Copy of Trade license and labour license also to be submitted.		
7	Not blacklisted nor included in the negative list nor having any contract terminated due to deficiencies in the services by any PSU / Scheduled Bank / Corporate Body / Government Body		
8	No director(s) of the Bidder is/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity blacklisted or included in negative list by any Scheduled Bank /Corporate Body/Government Body.		
9	Having your own know your employee system, including a system of having Police verification report on the employee to be appointed		
10	Capacity to deploy Caretakers immediately at <u>minimum 400 ATM sites</u> as stated in the RFP		
11	Dedicated system for monitoring the Caretaker Services minimum twice in a week		
12	Whether Business Continuity Plan is in place		
13	Signed scan copy of Application money and Earnest Money Deposit (EMD) is attached		

Organization Profile (To be Included in Technical Bid Only)

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

FACTORMATRIX

ANNEXURE —5 (PART- 1)

FACTOR MATRIX - TECHNICAL BID CRITERIA (PART- 1)- GENERAL				
Sr. No.	Criteria	Mandatory / Preferable	Status Yes / No Mark ()	Remarks
(i)	(ii)	(iii)	(iv)	(v)
1	Cumulative Annual Turnover for the last 3 years as per audited balance sheet	Mandatory Rs. 60 Cr (Minimum)	Yes () No ()	
2	Total No. of personnel/ Caretakers on the Payroll of the company	Mandatory 1000 (Minimum)	Yes () No ()	
3	Police Verifications of each existing Manpower/ Caretaker	Mandatory	Yes () No ()	
4	Name of states with no. of Office/ ATM/branches sites in which the Bidder is presently has existing Bank ATM Caretaker /housekeeping & maintenance operations.			Please list out the Names of States 1. 2. 3. other states
5	Date of Incorporation of a Company	Minimum Period of 3 years (Mandatory) (Housekeeping & maintenance service)	Yes () No ()	
6	Is the company on negative list/ blacklisted / termination of services by any PSU Bank/Scheduled Bank Corporate Body/ Government Body	Mandatory (should not be on negative list)	Yes () No ()	
7	Business Details			
(a)	Whether appointed/ selected with PSU Bank/ Scheduled Bank/Corporate Body/Government Body	Mandatory	Yes () No ()	
(b)	Name of Major Clients with address and contact person details (to enclose supporting documents – Work Order and Completion/ Performance Certificate	Minimum 2 clients & Maximum 4 clients with minimum business of Rs.5.00 Crore per annum per Client (Mandatory)	Yes / No Mark ()	List of Clients: 1. 2. 3.

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

FACTORMATRIX

ANNEXURE—5 (PART-2)

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

FACTORMATRIX

ANNEXURE—5 (PART-3)

FACTOR MATRIX - TECHNICAL BID CRITERIA (PART- 3)- ADDITIONAL DATA				
Sr. No.	Criteria	Mandatory / Preferable	Status Yes / No Mark ()	Remarks
(i)	(ii)	(iii)	(iv)	(v)
1	Income Tax Returns For Last 3 FY	Mandatory		
	i. 2018-19		Yes () No ()	
	ii. 2017-2018			
	ii. 2016-2017		Yes () No ()	
2	Audited Balance sheet (with Profit & loss Accounts Statement) for last three financial year with Registration No & seal of CA	Mandatory		
	i. 2019-2020(provisional)		Yes () No ()	
	ii. 2018-2019 (audited)		Yes () No ()	
	iii. 2017-2018 (audited)		Yes () No ()	
	iv.2016-17(audited)			
3	No Penalties should have been imposed or proceedings are pending against the Bidder by Labour Department, EPF and ESIC Department, Income Tax Dept., GST Department and any other Govt Department during last 5 years.	Mandatory	Yes () No ()	
4	Details of Penalties imposed, or proceedings are pending against the Bidder by Labour Department, EPF and ESIC Department, Income Tax Dept., GST Department and any other Govt Department before 5 years	Mandatory	Yes () No ()	Details with Nature of Penalty Amount paid

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

COMMERCIAL BID

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

The Bid quote must be as per the Format given below. Bid quote in any other form will be rejected.

Total expenses (SERVICE CHARGE) per ATM Caretaker per month for providing caretaker/Housekeeping & Maintenance services on round the clock basis. (excluding payment of minimum wages, statutory payments and GST)	<u>Amount in Rs.</u> <u>Amount in words: Rupees</u>
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Bidders have to quote in the Commercial Bid the “**Total expenses per ATM Caretaker per Month for providing the Caretaker Service, excluding the Minimum Wages, statutory payments and GST**” wherever applicable.

Minimum floor price has been fixed at Rs.350/- per Caretaker per month (excluding minimum wages, all statutory payments and GST).

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

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

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

OFFER COVERING LETTER

The Dy. General Manager (CM&CS)
 ATM Operations
 State Bank of India,
 Local Head Office,
 Samriddhi Bhawan, 6th Floor, Block-C,
 1, Strand Road, Kolkata-700001

Dear Sir/ Madam

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

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

2. While submitting this bid, we certify that:

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

3. We agree to abide by this offer till **6 months** from the last date stipulated by the Bank for submission of bid, and our offer shall remain binding upon us and may be accepted by the bank any time before the expiry of that period.

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

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

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

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

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

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

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

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

12. We have understood that the engagement of the selected CTA shall be for **2 years**, however, the Bank may, at its discretion, terminate the engagement any time during the currency of the contract for violation of any of the terms and conditions by CTA or otherwise. At the end of the contract period of **2 years**, or on termination during the currency of the contract, we shall withdraw all our Caretakers from all the concerned sites of SBI Bank, immediately and unconditionally, without any obstruction or exerting of pressure on the Bank from politicians/ Govt. /other officials, for the purpose of continuation of contract or for growth of business interests of the respective Agency, whatsoever.

Yours faithfully,

Authorized Signatory
(Name and
Designation)

For and on behalf of _____

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

**REPORTS ON CARETAKER SERVICES
(TO FORM PART OF THE MONTHLY INVOICE & ATTENDANCE SHEET)**

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

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

ATMID&Location...../Link Branch & Br. Code..../RBO & Region.../

Name & code of the Caretakers as in agency ID....

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

Comments of the BM/Channel Manager:

1. The Caretakers i) Shri ii) Shri
iii) Shri& reliever Shri is doing duty as per
agreement from(Post rotation date deployed at site) and their performance are
Satisfactory / unsatisfactory.

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

Signature of BM/ Channel Manager with Name &Stamp

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

ATM Site ID	ATM Location	Name of the Caretaker	Employee No. / ID No.	Amount of monthly wages paid Rs.	Payment Mode	Date of Payment
1	2	3	4	5	6	7

M.I.S. REPORTS/CERTIFICATES/UNDERTAKINGS

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

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

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

CHECK LIST FOR BIDDER

Sr. No.	Particulars	Stat us	Bidder's Remark
1	<p>Application money* of Rs. 20000 (Rs. Twenty Thousand only) and Earnest Money Deposit (EMD) of Rs. 40,00,000/- (Rs. Forty Lakhs only). Signed scan copy of payment to be attached along with Technical Bid of the Tender</p>	Yes / No	
2	<p>Bid Submission:</p> <p>Technical Bid:</p> <p>i. Application money & Earnest Money Deposit (EMD)</p> <p>ii. All documents related to Technical evaluation as per the details prescribed in the Tender document</p> <p>iii. Signed scanned copy of this RFP document (signed on all pages by authorized signatory of the bidder) should also be submitted along with the Technical Bid.</p> <p>iv. Certificate from Chartered Accountant related to pending/disputed demand/dues, if any.</p> <p><u>Copy of ALL OTHER LICENCES /ANNUAL RETURN, TUNOVER ETC.</u></p> <p>Commercial Bid (will include only the offer/rates)</p>	Yes / No	
3	Mandatory Eligibility documents for providing Caretaker Services/ Housekeeping & maintenance services at ATMs/branches/offices	Yes / No	
4	<p>Declaration of Penalties imposed/ pending cases against the Bidder by any authority in the last 5 years (if any)</p> <p>i. CLRA</p> <p>ii. GST</p> <p>iii. EPFO</p> <p>iv. ESIC</p> <p>v. Income Tax</p> <p>Any other statutory compliances If Yes, submit details...</p>	Yes / No	
5	<p>Annexure 2 – Reference Site Details</p> <p>i. Details of Housekeeping & maintenance/ Caretaker Services at sites offered by the CTA to its clients</p> <p>ii. Details of Housekeeping & maintenance/ Caretaker services along with their location and contact details</p>	Yes / No	
6	Annexure 3 – Profile of Caretaker/Housekeeping & maintenance Agency	Yes / No	
7	Annexure 4 – Compliance to Eligibility Criteria	Yes / No	

8	Annexure 5 – Technical Proposal i. Organization Profile ii. Part 1 - General iii. Part 2 – Compliance Status iv. Part 3 – Additional Data	Yes / No	
9	Annexure 6 - Commercial bid enclosed separately (not to be a part of Technical bid)	Yes / No	
10	Annexure 7 - Offer Covering Letter	Yes / No	
11	Annexure 11 – Pre-Bid Query (if any)	Yes / No	
12	Annexure 12 - Certificate on letter head of the Client to be submitted along with the RFP document		
12	Certificate of Incorporation, Memorandum of Association, Article of Association and/ or Commencement of Business...	Yes / No	
13	Audited Annual Reports (along with P/L Statement and Balance Sheet) certified by CA with CA registration No. i. FY 2019-2020 (provisional) ii. FY 2018-2019 iii. FY 2017-2018 iv. FY 2016-2017	Yes / No	
14	Turnover Certificate for the last 3 financial years certified by CA with CA registration No.	Yes / No	
15	Company PAN Card / TAN	Yes / No	
16	Shop & Establishment Certificate under Shops and Establishment law	Yes / No	
17	ESIC registration No. and Certificate & ESIC challan (latest)	Yes / No	
18	EPFO registration No. and Certificate	Yes / No	
19	EPF ECR copy (latest) & EPF paid ECR challan copy (latest)	Yes / No	
20	GST Registration & GST challan copy (latest)	Yes / No	
21	ISO/ other Certificate	Yes / No	
22	Contract Labour License along with the details of total number of Manpower/Caretakers covered in a district (s)/ state (s)	Yes / No	
23	Trade License from appropriate authority	Yes / No	

FORMAT FOR PRE-BID QUERIES:

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

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

Certificate

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

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

Place:

Authorized Signature on behalf of client

Date:

Bank Rating sheet - Technical Evaluation

Sl.No.	Evaluation Matrix	Yes/No/Figures	Max. Marks	Document Attached
1.	Constitution			
	Public Ltd. Company		15	
	Pvt. Ltd. Company		10	
2	Average Annual Turnover – last 3 Financial Years (2017-18, 2018-19, 2019-20) (Provisional financial statement of year 2019-20, Audited financial statement of 03 years to be submitted along with acknowledged ITR of FY 2016-17, 2017-18, 2018-19)			
	Rs.150 crores and above		15	
	Rs.100 crores to less than Rs.150 crores		12	
	Rs.60 crores to less than Rs.100 crores		10	
3	Years of experience in caretaking /Housekeeping and Maintenance Services.			
	7 years & above		15	
	Between 5 to 7 years		12	
	Between 3 to 5 years		10	
4	Number of persons engaged at various sites of institutes/ organizations/ banks etc. on their pay rolls as on the date of publication of tender notice.			
	More than 1500		15	
	1000 to 1499		12	
5	ISO Certification /Oher Certification			
	Yes		15	
	No		0	
6	Office/ Service backup Centre in WB/Sikkim/A&N			
	Yes		10	
	In other State		5	
7	Excellence certificate by existing Vendee. (Certificate to be issued by existing Vendee after publication of RFP)			
	Excellent		10	
	Very Good		7	
	Good		5	
8	Whether a Total of 01 contract for the last 03 years have been done with minimum deployment of 1000 employee in caretaking/housekeeping & maintenance in single unit/organization			

	in West Bengal /Sikkim/A&N			
	Yes		5	
	No		0	
	TOTAL		100	

The Minimum aggregate Marks to qualify in Technical Evaluation should be 60. However, the Bank reserves the right to reduce the minimum aggregate marks for qualifying to 50, if Bank does not receive enough Tenders for minimum qualifying marks of 60.

XXXXX

Terms & Conditions of e-Tendering

SBI shall finalize the Tender through e-Tendering mode, for which M/s. Antares Systems Limited have been engaged by SBI. Please go through the guidelines given below and submit your acceptance to the same along with your Commercial Bid:

1. e-Tendering shall be conducted by SBI through M/s. Antares Systems Limited on pre-specified date. While the Contractors shall be quoting from their own offices/ place of their choice, Internet Connectivity and other paraphernalia requirements shall have to be ensured by the Contractors themselves. In the event of failure of the Internet Connectivity due to any reason whatsoever, it is the Bidders' responsibility only.

In order to ward-off such contingent situation, Bidders are requested to make all the necessary arrangements/alternatives such as back-up power supply whatever required, so that they are able to circumvent such situation and still be able to participate in the e-Tendering successfully. Failure of power at the premises of Contractors during the e-Tendering cannot be the cause for not participating in the e-Tendering. On account of this, the time for the e-Tendering cannot be extended and SBIIMS is not responsible for such eventualities.

2. M/s. Antares Systems Limited shall arrange to train the Bidders and their nominated person (s) without any cost to them. They shall also explain the former all the rules related to the e-Tendering. The Bidders are required to give their compliance on it before start of the Bid Process.
3. **BIDDING CURRENCY AND UNIT OF MEASUREMENT:** Bidding will be conducted in Indian Currency (INR) and Unit of Measurement will be displayed in online e-Tendering.
4. **BID PRICE:** The Bidder has to quote the rate as per the tender document provided by SBI or their appointed Architects.
5. **VALIDITY OF BIDS:** The quoted Bid Price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.

Procedure of e-Tendering

Online Tendering:

- (a) The soft copy of the Technical as well as Price Bid is available on the Bank's website during the period specified in the NIT.
- (b) Online e-Tendering is open to the empanelled bidders in the respective category.
- (c) The Price Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item.
- (d) The Contractors are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.

It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item. In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as "Incomplete Tender" and shall be liable for rejection.

1. **LOG-IN NAME & PASSWORD:** Each Bidder is assigned a Unique Username & Password by M/s. Antares Systems Limited. All bids made from the Login ID given to the bidder will be deemed to have been made by the Bidder.
2. **BIDS PLACED BY BIDDER:** Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price. In case the L-1 Bidder backs out or fail to complete the work as per the rates quoted, SBI shall at liberty to take action as deemed necessary including de-paneling such contractors and forfeiting their EMD.
3. At the end of the e-Tendering, SBI will decide upon the successful bidder. The decision of SBI on Award of Contract shall be final and binding on all the Bidders.
4. SBI shall be at liberty to cancel the e-Tendering process/tender at any time, before ordering, without assigning any reason whatsoever.
5. SBI shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
6. Other terms and conditions shall be as per the Techno-Commercial Bids and other correspondences till date.
7. **OTHER TERMS & CONDITIONS:**
 - The Bidders shall not involve themselves or any of their representatives in Price Manipulation of any kind, directly or indirectly, by communicating with other suppliers/bidders.
 - The Bidder shall not divulge either his Bids or any other exclusive details of SBI to any other party.
 - The decision of SBI on Award of Contract shall be final and binding on all the Bidders.

- SBI reserve their rights to extend, re-schedule or cancel any e-Tendering within its sole discretion.
- SBI or its authorized service provider shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- SBI or its authorized service provider is not responsible for any damages, including damages that result from their works, but are not limited to negligence.

SBI or its authorized service provider will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information, etc.

All the bidders are requested to ensure that they have a valid Digital Signature Certificate (DSC) well in advance to participate in the online event.

SPECIAL NOTE:

1. CONTRACTORS ARE REQUESTED TO SUBMIT THE COPY OF PAYMENT RECEIPT OF TENDER APPLICATION FEE ALONG WITH THE TECHNICAL BID IN SCANNED COPY.
2. CONTRACTORS ARE REQUESTED TO CONTACT THE CONCERNED EIC FOR ANY FURTHER QUARRY RELATED TO THIS PROJECT.