



भारतीय लघु उद्योग विकास बैंक
Small Industries Development Bank of India

**लखनऊ स्थित आगंतुक अधिकारी फ्लैटों के रखरखाव के लिए वार्षिक
रखरखाव संविदा हेतु प्रस्ताव-आमंत्रण का अनुरोध**

**Request for Proposal (RfP) for Annual Maintenance Contract
for Maintenance of Visiting Officers' Flats (VOFs) and for
providing Catering Service in Office at Lucknow**

निविदा सं. Tender No.314/2023/1710/HO1/ADMIN

सीलबंद निविदा जमा करने की आखिरी तारीख- 19 जुलाई 2022, सायं 03:00 बजे तक
Last Date of Submission of sealed tender- July 19, 2022, Upto 03:00 pm

उप महाप्रबन्धक

मानव संसाधन विकास उद्विभाग

(प्रशासन -स्टाफ भुगतान)

भारतीय लघु उद्योग विकास बैंक

सिडबी टावर, 15 अशोक मार्ग

लखनऊ- 226001

The Dy. General Manager

HRDV, (Admin -staff payments)

SIDBI TOWER, 15, Ashok Marg

Lucknow-226001

यह दस्तावेज़ भारतीय लघु उद्योग विकास बैंक (सिडबी) की संपत्ति है। सिडबी की लिखित अनुमति के बिना इसकी प्रतिलिपि, वितरण अथवा इलेक्ट्रॉनिक या अन्य किसी माध्यम पर रिकॉर्डिंग न की जाए। प्राधिकृत कार्मिकों/एजेंसियों द्वारा भी यहाँ विनिर्दिष्ट उद्देश्य

से इतर किसी प्रयोजन के लिए इस दस्तावेज़ में दी गयी विषयवस्तु का उपयोग किया जाना पूर्णतया प्रतिबंधित है। यह कॉपीराइट का उल्लंघन माना जाएगा, अतः भारतीय कानून के तहत दंडनीय होगा।

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महत्वपूर्ण सूचना / Important Information

क्रमांक Sr. No.	मद Event	विवरण/ तारीख व समय Particulars / Date & Time
1	कंपनी का नाम Name of the Company	भारतीय लघु उद्योग विकास बैंक (जिसे इसके बाद "सिडबी" अथवा "बैंक" कहा गया है। Small Industries Development Bank of India (hereinafter referred to as "SIDBI" or "The Bank")
2	उद्देश्य Purpose	लखनऊ में विभिन्न स्थानों पर स्थित सिडबी के आगंतुक अधिकारी फ्लैटों (वीओएफ) (सूची परिशिष्ट-I में दी गयी है) के रखरखाव के लिए एवम कार्यालय में खानपान की व्यवस्था के लिये एजेंसी का चयन करना. Engagement of Agency for Maintenance / Upkeep of Visiting Officers' Flats (VOFs of SIDBI, located at different places in Lucknow (list of places as per Appendix-I) and managing the catering service in the office.
3	प्रस्ताव आमंत्रण की तारीख Date of Issue of RfP	जून 29, 2022 June 29, 2022
4	निविदा दस्तावेज़ की प्राप्त करने का समय, तारीख व स्थान (निर्धारित पते पर स्वयं आकर लेना अथवा सिडबी की शासकीय साइट से डाउनलोड करना) Time, Date and Place of collection of Tender Document (collection in person from the given address or downloading from official site of SIDBI)	समय : पूर्वाह्न 10.00 से सायं 06.00 बजे तक Time: 10.00 am to 06.00 pm तारीख : 28.06.2022 से 18.07.2022 (03:00 बजे तक जमा करना है) Date: From 28.06.2022 to 18.07.2022 (to be deposited by 3 p.m) स्थान: प्रशासन उद्भाग, 5वाँ तल, प्रधान कार्यालय, , सिडबी टावर, 15 अशोक मार्ग, लखनऊ- 226001

		Place: Administration Vertical, 5th Floor Head Office, SIDBI Tower, 15, Ashok Marg, Lucknow-226001
5	निविदाकर्ताओं से बोली-पूर्व बैठक/ साइट दौरा Pre- Bid meeting with Tenderers / Site visit	समय: पूर्वाह्न 11.30 Time: 11.30 am दिनांक: 07 जुलाई 2022 तक Date: July 07, 2022. स्थान: प्रशासन वर्टिकल, सिडबी, प्रधान कार्यालय, 5वाँ तल, सिडबी टावर, 15 अशोक मार्ग, लखनऊ- 226001 Place: Administration Vertical 5 th Floor, Head Office, SIDBI Tower, 15, Ashok Marg, Lucknow-226001.
6	बोली-पूर्व बैठक / साइट दौरे के पश्चात निविदाकर्ताओं की पूछताछ का निवारण Replies to queries of bidders after site visit / pre-bid meeting	ईमेल उत्तरों / जारी करने वाले परिशिष्ट द्वारा हल किया जाएगा (यदि आवश्यक हो) Will be resolved by email replies / issuing addendum (if required)
7	बोली जमा करने की अंतिम तारीख Last date for submission of bids	19 जुलाई 2022 को सायं 03.00 बजे तक July 19, 2022 upto 03.00 pm
8	बोली जमा करने का पता Address for bid submission	उप महाप्रबन्धक, प्रशासन वर्टिकल भारतीय लघु उद्योग विकास बैंक प्रधान कार्यालय, सिडबी टावर 15 अशोक मार्ग, लखनऊ- 226001 The Dy. General Manager, Administration Vertical, Small Industries Development Bank of India, Head Office, SIDBI Tower, 15, Ashok Marg, Lucknow-226001
9	बयाना जमानत राशि (ईएमडी) Earnest Money Deposit (EMD)	₹1,18,835/- (रुपये एक लाख अठारह हजार आठ सौ पैंतीस मात्र) जो 'सिडबी' के पक्ष में लखनऊ पर देय डिमांड ड्राफ्ट/ पे ऑर्डर के रूप में हो। इसका भुगतान निविदा जमा करने के समय एक अलग लिफाफे में रखकर किया जाएगा, जिसपर "वीओएफ के रखरखाव/ देखभाल एवम कार्यालय में खानपान की व्यवस्था के लिए बयाना जमानत राशि" लिखा होगा।

		₹1,18,835/- (Rupees one lakh eighteen thousand eight hundred and thirty five only) in the form of Demand Draft/Pay Order drawn in favour of "SIDBI" payable at Lucknow to be paid at the time of submitting the tender in a separate envelope super scribed "EMD for Maintenance / Upkeep of VOFs AND Catering Arrangement in office at Lucknow.
10	तकनीकी बोली खोलने की तारीख व समय Date & Time for Opening of Technical Bids	19 जुलाई 2022 को मध्याह्न 4:30 बजे July 19, 2022 at 04.30 p.m
11	वित्तीय/वाणिज्यिक बोली खोलने की तारीख व समय Date & Time of opening of Financial / Commercial bids	केवल उन्हीं बोलीकर्ताओं को अलग-से सूचित किया जाएगा, जो तकनीकी मानदंडों के अधीन योग्य पाए जाएंगे। Only those bidders will be separately advised who qualify the technical criteria.
2	बोली की वैधता Bid Validity	वित्तीय बोली खोलने की तारीख से 90 दिन तक 90 days from the date of opening of financial bid.
13	संविदा का समय/तारीख Time / Period of Contract	संविदा की अवधि कार्य-आदेश में दी गयी तारीख से 24 माह तक की होगी (जिसका एक वर्ष बाद समीक्षा करके नवीनीकरण किया जाएगा) जो की संतोषजनक सेवाओं की स्थिति में एक और वर्ष के लिए बढ़ाया जा सकता है। The period of contract will be 24 months from the date as mentioned in work order (to be reviewed and renewed after one year) with provision for extension of one more year subject to satisfactory performance.
14	सिडबी के पदाधिकारियों के संपर्क विवरण Contact details of SIDBI officials	टेलीफोन संख्या /Tele. No. 0522-4259761, 0522-4259602
15	सिडबी की वेबसाइट Website of SIDBI	https://www.sidbi.in/ .

Introduction and Disclaimers

The purpose of the RfP is to invite bids from reputed Bidders for annual maintenance contract for maintenance / upkeep of VOFs of SIDBI located at different places (as per Appendix I) and catering arrangement in office at Lucknow.

The contract duration is two years with annual review at the end of one year with provision for extension of one more year subject to satisfactory performance. The RfP document is not a recommendation offer or invitation to enter into a contract, agreement or other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between SIDBI and any successful Bidder as identified by SIDBI, after completion of the selection process as detailed in this document.

Information Provided

The RfP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RfP document. Neither Bank nor any of its directors, officers, employees, agents, representatives, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RfP document.

For Respondent only

The RfP document is intended solely for the information of the part to whom it is issued ("the Recipient" or the Respondent" or "the Bidder").

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including without intimation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions of

information (whether oral or written and whether express or implied), including forecasts, statements, or estimates, or projections contained in this RfP document or conduct ancillary to it whether or not the Losses arise in omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

Cost to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the preparation and submission of responses, including but not limited to the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SIDBI, will be borne entirely and exclusively by the Recipient / Respondent.

No Legal Relationship

No binding legal relationship will exist between any of the Respondents and SIDBI until execution of a contractual agreement.

Recipient Obligation to Inform itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RfP document and the meaning and impact of that information.

Evaluation of Offers

The Issuance of RfP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement not would it be construed as any investigation or review carried out by Recipient. The Recipient unconditionally acknowledge by submitting its response to this RfP document that it has not relied on any idea, information, statement, representation, or warranty given in this RfP document.

Acceptance of Selection Process

Each Recipient / Respondent having responded to this RfP acknowledges having read, understood and accepted the selection & evaluation process mentioned in this RfP document. The Recipient / Respondent cease to have any option to object against any of these processes at any stage subsequent to submission of its responses to this RfP.

Error and Omissions

Each Recipient should notify SIDBI of any error, fault, omission, or discrepancy found in this RfP document.

Acceptance of Terms

Recipient will, by responding to SIDBI for RfP, be deemed to have accepted the terms of this introduction and Disclaimer.

Notification

SIDBI will notify all short-listed respondents in writing or by email as soon as practicable about the outcome of their RfP. SIDBI is not obliged to provide any reasons for any such acceptance or rejection.

Proposal Ownership

The proposal and all supporting documents submitted by the vendors shall become the property of SIDBI unless the Bank agrees to the vendors specific request in writing, that the proposal and documentation be returned or destroyed.

Notice Inviting Tender

1. Small Industries Development Bank of India (SIDBI), set up on April 2, 1990 under an Act of Indian Parliament, acts as the Principal Financial Institution for the Promotion, Financing and Development of the Micro, Small and Medium Enterprise (MSME) sector and for Co-ordination of the functions of the institutions engaged in similar activities. The role and function of SIDBI are given in its website <https://www.sidbi.in/>.
2. SIDBI, having its Head Office at SIDBI Tower, 15, Ashok Marg, Lucknow – 226001 invites sealed quotations / bids from reputed agencies engaged and having registered office at Lucknow for **Maintenance / Upkeep of its Visiting Officers' Flats (VOFs)** located at different places in Lucknow (**Appendix-I**) and for providing catering service in office at Lucknow.
3. The eligibility criteria and terms and conditions of the contract are furnished in the **Annexure-I** and **Annexure-II** respectively. The same are also available in the office of the undersigned between 10:00 hrs to 18:00 hrs on any working day (except Saturday, Sunday & holidays) from June 29 to July 19, 2022.
4. The tender shall be submitted in two parts i.e. Part-I (Technical Bid) and Part-II (Financial Bid). However, there will be separate envelopes as follows:
 - (a) **Cover-I: This Cover will contain INTERGRITY PACT (in the prescribed format and on ₹ 100/- stamp paper. The Tender will be rejected without the Integrity Pact).** This will form part of the Technical Bid.
 - (b) **Cover II - This cover forming Part-I of the tender should be super scribed "Technical Bid for Maintenance / Upkeep of VOFs and for providing catering service in office at Lucknow" (Strictly as per Appendix-III) containing all the certificates/information/documents (well indexed).**
 - (c) **Cover-III: This cover forming Part- II of the tender should be super scribed with the words "Financial Bid for Maintenance of VOFs and for providing catering service in office at Lucknow". The bid should be strictly in the format as given from Appendix-IV. This cover will be opened after short listing of tenderers based on the Technical Bids.**

- (d) **Main Cover IV--:** This is a Master cover containing all the above covers of Technical Bid and Financial Bid along with EMD and this cover should be super scribed with the words **“Tender for Maintenance of VOFs at Lucknow and for providing catering service in office”** the same shall bear the address as given below:

The Deputy General Manager,
Administration Vertical
SIDBI, Head Office, 5th Floor,
SIDBI Tower, 15, Ashok Marg,
Lucknow-226001

5. Those Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for **Maintenance / Upkeep of VOFs and for providing catering service in office” at Lucknow**, shall be short-listed and financial bids of only such short-listed bidders will be opened. Such short-listed bidders will be intimated for the opening of Financial Bid.
6. For catering Service, the Agency will have to engage eight (08) boys (as per present requirement - which may change from time to time) for serving the officers and the staff.
7. Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quote accordingly.
8. SIDBI reserves the right to call for any missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
9. Any conditional offer / tender shall not be considered.
10. Any modification in the tender after opening date shall not be considered.
11. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender and Annexure forming a part and parcel of it and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in tender document.
12. The agency should be a registered body for providing services of skilled, semiskilled/unskilled staff having requisite licence.
13. The Bidders should have experience of at least 3 years in providing services for Guest house maintenance.

14. The Bidder should have experience of maintenance of Guest House in any Financial Organization / Government / Public Sector undertaking / Private organizations of repute with at least One (1) existing work order in the said organizations in the last 2 financial years.
15. **The average Annual Turnover from Guesthouse Maintenance during last 3 years (i.e. 2018-19; 2019-20 and 2020-21) should be at least ₹50 lakh per annum.**
16. **Satisfactory service certificates to be produced from any two of their existing major clients with details of contact person, Telephone No. email etc.**
17. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates / registrations / license under various applicable laws including labour laws applicable for the state of Uttar Pradesh. Minimum wages payable to the personnel to be engaged shall be strictly as per Central Labour Laws only. The Bidder should comply with various provisions of Central contract labour (R & A) Act 1970 and Central Rules 1971 and should enclose the copies of the following:
 - a) License from Labour Commissioner to employ contract labour under the Central contract labour Act.
 - b) Registration certificate under Employees Provident Fund Act, with latest proof (challans to be attached).
 - c) Registration under Employees State Insurance (ESI) Act, with latest proof (Challans to be attached).
 - d) Income tax return of last 3 financial years (i.e. 2018-19; 2019-20 and 2020-21;) and PAN Card of the Contractor to be enclosed.
 - e) GST registration Certificate.
 - f) Copies of audited Balance Sheets for the last 3 financial years (i.e. 2018-19; 2019-20 and 2020-21).
18. The Bidders shall have good name, standing and professional reputation for performing similar job / assignment. In addition, they should not have defaulted in providing similar services or should not have been black-listed by any office of SIDBI or any other establishments.

19. The Bid shall be signed by a person or person so authorized by the Bidder. In case, the Bidder is a Company, the person so authorized by the Company with its seal duly affixed shall sign the Bid.
20. The agency shall be responsible for all injuries to persons, damage to building, building structure and shall rectify it at its own cost, while discharging the duties.
21. The agency shall be responsible for storing and safeguarding its own material at its own cost.
22. Earnest money deposit (EMD) (refundable) of ₹1,18,835/- (Rupees one lakh eighteen thousand eight hundred and thirty five only) by way of Demand Draft/Pay Order drawn in favour of "Small Industries Development Bank of India", payable at Lucknow may be submitted along with **Part-I (Technical Bid)**. The bid would be rejected in case EMD is not enclosed with **Part-I**. The quotations may be forwarded along with the forwarding letter as enclosed at **Part-I**

The Dy. General Manager,
Human Resource Development Vertical
(Admin – Staff Payments)
Small Industries Development Bank of India,
SIDBI Tower, 15, Ashok Marg,
Lucknow-226001
Phone No. 0522-2288210

23. Tender document may also be downloaded from Bank's website from the link:www.sidbi.in
The tenders received after the last date and time as mentioned above shall not be accepted.
24. **Validity of Tender:**
Validity of the Tender shall be 90 days from the date of opening of Price Bid.
25. **Refund of EMD:**
 - a) The EMD of all unsuccessful bidders shall be released immediately upon receipt of the acknowledged letter of intent.
 - b) If the successful bidder fails to accept the LOI / sign the contracts or do not provide the required performance security or expresses inability to carry out the contract or fails to start the work within the stipulated time, the Bank shall; forfeit the bid security amount

(EMD) of the Bidder and ban the contractor from subsequent bidding for a period of 3 years.

- c) **Bank Mandate Form:**
Bank mandate form is required to be submitted as per the attached **Annexure-IV**. This information is required for the purpose of refund of the EMD to unsuccessful bidders.
- d) SIDBI reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
- e) SIDBI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.

26. Evaluation Matrix for Selection of Agency

The following evaluation matrix shall be applied for scoring the different parameters for selection of Agency for Annual Maintenance Contract for Maintenance Upkeep of **Visiting Officers' Flats (VOFs) at Lucknow:**

S.No.	Particulars	Maximum Score	Scoring Chart
i.	Annual turnover of the agency	40	Above ₹50 lakh = 40 > ₹ 30 lakh to < ₹50 lakh = 35 > ₹20 lakh to < ₹30 lakh = 30
ii.	Number of clients handled by the Agency in the last three years (including contracts of same agency at different locations not being handled centrally by the organization) (attach work orders)	30	Above 5 clients = 30 4 clients to 5 clients = 20 > 1 client to < 4 clients = 10
iii.	Years of Experience	30	Above 10 years = 30 > 5 years to < 10 years = 20 > 3 years to < 5 years = 10

Following documents are required to be submitted by the Agency for evaluation of the bids and selection:

- a) IT Returns for the last three years (for turnover).
- b) Copies of the Contract / Award received from the clients (for No. of clients)
- c) Date of establishment of the Agency / Earlier contract / award received (for experience)

27. **Public Procurement Policy on Micro and Small Enterprises (MSEs)**
- 26.1 SIDBI is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI.
- 26.2 These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centre or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
- 26.3 Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD). In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
- 26.4 Agencies / Bidders desirous of availing exemptions / preference under above provisions should submit a copy of proof of Registration as MSEs / and ownership of the same by SC/ST (if applicable) along with the tender/RFP.
- 26.5 Bidder is required to inform its MSME status as per following definition, (if applicable): **Manufacturing Enterprises and Enterprises rendering Services**

Enterprise Category	Manufacturing (Original Investment in P&M)
Micro	Investment in Plant and Machinery or Equipment: Not more than Rs.1 crore and Annual Turnover ; not more than Rs. 5 crore
Small	Investment in Plant and Machinery or Equipment: Not more than Rs.10 crore and Annual Turnover ; not more than Rs. 50 crore
Medium	Investment in Plant and Machinery or Equipment: Not more than Rs.50 crore and Annual Turnover ; not more than Rs. 250 crore.

28. The quotations which are not submitted in the prescribed manner will not be accepted. The date of opening the technical bids and financial bids will be as under:

Date of Opening the Technical Bid: July 19, 2022 at 16:30 hrs. (04:30 pm)

Date of Opening the Financial Bid : Will be decided after analysis of the technical bids and will be separately informed to the technically qualified bidders.

You may make it convenient to be present at the time of opening the bids on the above date and time.

All the interested bidders are requested to read the Tender Document carefully and in case any discrepancy is found in the document the same may be clarified during the pre-bid meeting on the specified date and time.

The Bank reserves the right to accept or reject any or all quotations without assigning any reasons.

The Dy. General Manager
Administration Vertical
Small Industries Development Bank of India

Annexure – IEligibility Criteria

1.	The agency should be in existence for at least last three years with Registered / Local office at Lucknow.
2.	The agency should have at least 3 years' experience in providing maintenance services to reputed organizations like all India Financial Institutions, Public Sector Banks / undertakings and large private sector Organisations, MNCs with annual sales turnover of ₹50 lakh or more.
3.	The agency should be registered for GST. (Attach a copy of the registration certificate).
4.	The agency should have achieved annual sales turnover of ₹50 lakh in any of the last three Financial Years 2020, 2021 and 2022. Attach a copy of the relevant IT return / Balance Sheet /Profit & Loss A/c statement.
5.	The agency should be an Income Tax Assessee having filed Income Tax returns for the Assessment Years 2020, 2021 and 2022. In case the agency is exempted from paying income tax, the exemption certificate issued by IT Department may be enclosed.
6.	In case of partnership firm, partnership deed registered with Registrar of Firms may be submitted OR in case the agency is private limited company, the registration certificate with Registrar of Companies should be submitted.

The agencies qualifying the above pre-qualification criteria and agree to abide by the terms and conditions given in the **Annexure-II**, may submit the “**Technical Bid**” in a separate sealed cover superscribing - “**TECHNICAL BID FOR Maintenance / Upkeep of VOFs and for providing catering service in office**” at Lucknow,- REF – Newspaper Advertisement dated **June 29, 2022**”

Annexure – II

Terms and Conditions of Contract for Maintenance / Upkeep of VOFs and for providing catering service in office” at Lucknow,

- 1) The agency would be responsible for maintenance / housekeeping with cook facility in the following **Visiting Officers' Flats (VOFs)**

Sr. No.	Place	Flat No.
1	SIDBI Officers' Flats, 16, Madan Mohan Malviya Marg, Lucknow (Two 4-bedroom flats and one 3-bedroom flat. All flats with attached toilets along with drawing-dining and kitchen in each)	801
		701
		602

Sr. No.	Place	Flat No.
1	SIDBI Officer's Flat, Kings Apartments, 6/6 Mall Avenue, Lucknow (Two-bedroom flats each with two toilets along with drawing – dining and kitchen)	601
		602

- 2) The maintenance contract shall be valid for **24 months** from the date of awarding of contract. The contract could be further extended for a period of one year subject to satisfactory performance and on mutually agreed terms and conditions.
- 3) However, notwithstanding anything contained herein, SIDBI [Bank] shall have the right to terminate the agreement / contract at any time without giving any notice or any reasons thereof. Such termination will not give any right to the Agency for claim of any damage or compensation. In case the agency desires to terminate the contract, the agency has to give three months notice to the Bank.
- 4) The agency will be required to submit an Undertaking as per the format enclosed as per **Annexure III** along with the monthly bill and the bill will be settled only thereafter.
- 5) The Bank reserves the right to increase / decrease the number of cooks / helper and change the location of VOFs based on its requirement and the payment will be made accordingly.
- 6) Minimum Wages will be revised during the period of contract in accordance with Dearness Allowance revised from time to time by

Central Labour Commissioner as per the provisions of Minimum Wages Act, 1948. Accordingly, EPF/ESI will also be paid as per the revised rates.

- 7) The agency would be responsible for providing attendants as mentioned below:

Particulars
<ul style="list-style-type: none">➤ Cook – Two cooks for three VOF's at 16 M M Marg<ul style="list-style-type: none">➤ One cook for two VOF's at King Apartments.➤ One service boy for three VOF's at 16 M M Marg➤ One service boy for two VOF's at King Apartments➤ One House keeping boy helper for cleaning jobs at both VOF's.➤ Seven (07) pantry / tea service boys for office catering.➤ One (01) supervisor for office catering

Requirement of service in VOFs:

- 9.1 Daily Cleaning and dusting of rooms, dining halls, pantry, lobby, corridors, windows, / door panels, granite counters, etc., toilet cleaning, cleaning of the toilet seats, urinal pots, wash basins by applying toilet cleaner & scrubbing the same with toilet brush, washing by disinfectant. All the dust be wiped dry with dry duster & wiping of mirrors with glass cleaning agent. Replenishment of soaps or liquid soaps in the soap dispensers., Clean mugs should be available in the toilets. Wiping of the chairs, tables, A/C grills telephones etc. on daily basis, Vacuum cleaning of the carpeted rooms should be done, Collection of the garbage/waste papers from the guest's rooms and disposing it off in the specified manner. All toilets should have the toilet freshener (Like Odonil), toilet rolls, and naphthalene balls must be put in the urinal pots and washbasins.
- 9.2 The agency shall ensure that the persons engaged by it for the purpose shall have reasonable skills of housekeeping.
- 9.3 The agency shall ensure that the persons engaged by it for the purpose of help shall wear clean dress and follow decent manners.
- 9.4 The agency shall be responsible for police verification as well as identity of persons engaged by him.
- 9.5 The agency shall issue identity cards to the person engaged by it for SIDBI and submit a copy to SIDBI for records.

- 9.6 The infrastructure provided by the Bank at the aforesaid places will be solely under the care and supervision of the agency and any damage or loss to the property will be entirely the responsibility of the agency.
- 9.7 Cleaning agent and the rinsing liquid for the dish washing, scrubbers and other cleaning equipment will be provided by the agency.
- 9.8 The agency shall to the satisfaction of the Bank, attend to the following:
- i. General housekeeping, cleaning, and upkeep of the VOFs / Tea/coffee vending machines / floor pantry in office.
 - ii. Attending generally to everything which goes with the housekeeping of any guest house and office pantry / lounge.
- 9.9 The agency shall maintain a register of visiting guests in the form to be specified by Bank and shall collect the charges from the guests staying in VOF (whenever advised by the bank) at such rates and in such manner as may be specified by Bank and shall account for and deposit at the office every month.
- 9.10 The agency shall provide round-the-clock vigil and shall be responsible for the security of the premises, furniture, and all other goods in VOFs / office lounge & pantry.
10. **General Housekeeping services required for VOFs:**
- 10.1 Bed sheets & other linen should be changed daily in occupied rooms or upon checkout. Inventory of linen should be maintained. The washed linen should be readily available. The trained staff should do the bed making properly.
- 10.2 The agency will be required to take utmost care of in-custody items, utensils equipment which will be handed over to them. If any items, utensils etc. are found lost, it would be recovered from the agency.
- 10.3 The electricity charges and repairs in respect of plumbing, electrical connections, etc., will be attended to by SIDBI at its cost. The agency shall collect / arrange to collect the Electricity Bills pertaining to the VOF and submit the same in the Office of SIDBI.
- 10.4 The agency shall pay the gas refill charges & cable charges and seek reimbursement from SIDBI.
- 10.5 The agency shall take every care to avoid unnecessary consumption of electricity and misuse of infrastructure.

- 10.6 The telephone of SIDBI installed in the VOFs shall be under the lock and key of the agency and the agency shall ensure that no unauthorized calls are put through the same. The agency shall maintain a register to record the official calls put through the said telephone and shall bear the cost of all unauthorized calls not supported by the entries in the said register. The agency shall collect / arrange to collect the telephone bills pertaining to the telephones.
- 10.7 All losses and damages to the property of Bank by the agency or its employees or agents shall be made good by the agency on receipt of demand by Bank on that behalf and Bank's decision regarding the quantum of such losses / damages shall be final. Bank shall be entitled to recover such amount by deducting the same from any amount(s) payable by Bank to the agency for rendering the aforesaid services.
- 10.8 The cost of washing / laundering of towels, bedspreads, sheets, pillow cover, etc., in VOFs shall be borne by the Bank. However, the agency shall ensure proper accounting of such articles while giving and taking for the purpose of wash and laundry.
- 10.9 The agency shall provide in-house laundry facility for guests on chargeable basis. The rates for Guest's laundry should be reasonable and prior approval should be taken from Bank for such rates.
- 10.10 Attending on the guests and looking after their need's incidental to their stay in VOFs / Guest Houses.
- 10.11 Rendering other services such as keeping drinking water in the rooms, keeping soaps and towels in the toilet and bathrooms, changing bedspreads, sheets and pillow covers and putting them for wash or laundry.

11. Responsibility of cook of VOFs

The agency shall, to the satisfaction of SIDBI, arrange to prepare vegetarian and non-vegetarian food and snacks as also tea, coffee and such other items as Bank may be specifying from time to time, at the cost of the agency and cater the same as per the requirements of the guests staying in the VOFs of Bank.

- 11.1 The agency shall charge guests for the food, snacks and other items served to them at the rates approved by Bank from time to time and Bank **shall not be responsible** for any non-payment / non-recovery for such bills. Bank would, however, settle food bills for its official guests. The agency will be advised about the same in advance.

- 11.2 The Agency shall provide all groceries, vegetables, oils, and masalas etc., required for preparation of food, good quality rice & the vegetables should be soaked in salted water to ensure that the traces of pesticides are removed and then it should be washed thoroughly. Cooking should be done in reputed brand of refined Sunflower Oil. It should bear the Agmark wherever available. The food preparation should be done under hygienic conditions & the food should not have excessive oil, spices, chillies, and salt.
- 11.3 The sweets (desserts) etc., provided should be free of silver foil and special care should be taken in the preparation of chapattis. It should be prepared immediately prior to the mealtime to ensure that it is hot, and the curd should be fresh.
- 11.4 The menu will be as decided by the bank. The meal rates will be as prescribed by the Bank from time to time and the same should be displayed prominently. Sample menu and meal rates detail are given at Annexure- V.

12. Maintenance of Kitchen / Pantry in VOFs and office

- 12.1 The Kitchen / Pantry should be cleaned thoroughly including the tiles, drains and flooring on daily basis. The chopping boards, knives should be cleaned properly on daily basis, the cleaning of the SS ware and the kitchen utensils should be done properly and the Utensils etc. should be kept sparkling clean.
- 12.2 Special cleaning of the equipment and utensils etc., including the pantry area may be done every week or as and when needed/directed by the bank.
- 12.3 Good personal hygiene should be maintained by the staff.
- 12.4 The packed food items like butter, pickles, jams, sauces etc., should not be stored beyond the expiry dates.
- 12.5 Storage of the raw food should be done properly and at the correct temperature.
- 12.6 Separate store should be maintained for the housekeeping items.
- 12.7 The persons employed by the agency for various services as herein above shall remain always employee of the agency and shall have no claim of whatsoever nature against Bank.

13. Bid Security:

13.1 Earnest Money Deposit (EMD):

EMD (refundable) of ₹1,18,835/- (Rupees one lakh eighteen thousand eight hundred and thirty-five only) shall be paid by the bidders. The EMD shall be accepted in the form of Demand Draft/Pay Order/Bankers Cheque of the required amount of EMD drawn in favour of "Small Industries Development Bank of India", payable at Lucknow shall be submitted along with **Part-I** (Technical Bid) of the Bid. The EMD of unsuccessful bidders shall be released immediately upon issue of Letter of Intent to the successful bidder. The bidders if registered under MSEs, would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD).

13.2 Performance Guarantee (PG):

The performance security/Bank Guarantee would be 10% of the contracted value.

13.3 The agency should undertake to ensure compliance with the requirements of **Minimum Wages Act, Central contract labour Act, 1970, EPF, ESI and abide by all the other statutory requirements necessary in this regard.** SIDBI would neither involve itself in any matters nor be responsible, for any shortcomings arising out of the non-compliance of the necessary regulations / laws. The agency indemnifies the bank against all monetary or other benefits to which his personnel are entitled to during the period of employment or in relation to employment under various labour laws such as minimum wages act etc. or such other statutes as applicable from time to time. The bank shall have no priority with the persons deployed by the agency in execution of the contract work.

14. Bank shall not, in any way be responsible to any kind of injury or loss of health to the employee of the agency while they are performing their duties in the premises.

15. The Bank shall not be responsible, in any way, to third parties for any of their acts or deeds.

16. Following amenities should be provided in all guest rooms of VOFs / Guest Houses:

Sl.No	Amenities	Sl.No	Amenities
1	Bath Soap	6	Shaving kit
2	Shampoo Pouch	7	News Papers (one ET & one Tol)
3	Shoeshine Stripe		
4	Sewing Kit	8	A) Magazines (India Today) B) Flower Arrangements C) Fruit Platters
			For Directors
5	Toothbrush, Toothpaste	9	Display meal rates in all rooms as advised by the Bank

13. The agency shall be entirely responsible for the conduct of its staff. In case of any misbehavior / misconduct by the staff, contractor would have to remove such staff, as advised by SIDBI. If required, the contractor may be advised to obtain police verification report of his staff employed, whenever felt necessary. In case of non-compliance, SIDBI reserves the right to withhold the payments partly and no plea in this regard shall be entertained.
14. The agency shall be solely responsible for all injury to the workmen that may occur due to negligence, carelessness, accidental or any other reasons whatsoever. The agency shall duly indemnify SIDBI and hold SIDBI harmless in respect of all and any such expenses arising from all such injuries or damages to any person (s) as aforesaid and in respect of any claim made in respect of injury or damage under any act of compensation or damage consequent upon such claim.
15. Evaluation of the agency's performance by the Bank and decisions taken thereof shall be final and binding upon the agency. The Bank may terminate the contract at any time without giving any prior notice particularly in, but not limited to any of the following events:
- Fraud committed by the agency
 - Serious default of the contract terms committed by the agency
 - Sub-contracting without authorization from SIDBI
 - Un-satisfactory services
 - Any violation of general terms and conditions.

ANNEXURE III

Undertaking

I, _____, S/o _____ Proprietor /Partner / _____ Director of _____ do hereby declare and undertake as under :-

That in the capacity of Independent Labour Contractor for M/s _____, I have complied with the provisions of all laws as applicable. I have paid the wages for the month of _____ which are not less than the minimum rates as applicable, to all my employees and no other dues are payable to any employee.

That I have covered all the eligible employees under Employees' Provident Funds and Miscellaneous Provision Act and the Employees' State Insurance Act and deposited the contributions for the following months and as such no amount towards contributions whatsoever is payable.

I further declare and undertake that in case any liability pertaining to my employees is to be discharged by M/s _____ due to my lapse, I undertake to reimburse the same. M/s _____ is also authorized to deduct the same from my dues as payable.

Authorised Signatory

Appendix – I**List of Visiting Officers' Flats (VOFs) / Guest Houses /****A. Visiting Officers Flats / Guest Houses:**

Sr. No.	Place	Flat No.
1	SIDBI Officers' Flats, 16, Madan Mohan Malviya Marg, Lucknow (Both Four bedrooms flats with attached toilets, drawing-dining, and kitchen in each)	701 & 801
2	SIDBI Officers' Flats, 16, Madan Mohan Malviya Marg, Lucknow Three bedrooms flat with attached toilets, drawing-dining, and kitchen in each)	602
3	SIDBI Officers' Flat, Kings Apartments, 6/6 Mall Avenue, Lucknow (Both Two bedrooms flat with two attached toilets, drawing – dining and kitchen)	601 & 602

Appendix-II

Forwarding Letter

(To be submitted on Vendor's Letter Head)

The Deputy General Manager,
Administration Vertical,
Small Industries Development Bank of India,
SIDBI Tower, 15, Ashok Marg,
Lucknow-226001

Dear Sir,

Your Tender No. _____ **dated June 29, 2022**

This is with reference to your above-mentioned tender for selection of "Service Provider for maintenance / upkeep / housekeeping of VOF and providing catering services" at Lucknow. Having examined the tender document, we hereby submit our proposal along with the necessary documents.

Further, we agree to abide by all the terms and conditions as mentioned in Annexure-II of the tender document.

Authorized signatory:

Name: _____

Designation: _____

Phone: _____

Email: _____

Part-I

Appendix – III

**THE FORMAT FOR TECHNICAL BID
[MAINTENANCE OF VISITING Officers' FLATS AND CATERING SERVICE IN
OFFICE]**

FROM:

TO,

The Deputy General Manager,
Administration Vertical,
Small Industries Development Bank of India,
15, Ashok Marg,
Lucknow – 226001

(Please index all attachments)

SI No.	Particulars	Details to be filled in by the Agency
(1)	Name of the Agency / Firm / Company (attach certificate of Registration)	
	Name of the Proprietor/ Director of the Firm / Agency / Company	
(2)	Regd. Office / Business address of the Agency / Firm / Company at Lucknow (with Telephone No. and email address)	
(3)	Date of Incorporation / Constitution.	
(4)	PAN No. of the Agency/Firm/Company [Attach certified copy]	
	Registration certificate with Labour Department	
(5)	Goods and Service Tax Registration No. [Enclose copy of registration certificate]	
(6)	Whether registered with Registrar of Firms / Companies? [Enclose Partnership Deed / Registration certificate with Registrar of Companies]	
	PF / ESI Certificates	Certified copies required.
	Details of EMD:	

	Details of Demand Draft		EMD of Rs. 1,18,835/-	
		Demand Draft / Pay Order No.		
		Date of Demand Draft / Pay Order		
		Name of Issuing Bank		
		Branch Of Issuing Bank		
		Address of Issuing Bank		
(7)	<p>Work Experience of agency in the field of maintenance of Guest Houses. Give details of the existing clients:</p> <p>(Attach separate sheet in the following format)</p>			
(10)	<p>Turnover of the Company / Partnership Firm / Proprietorship for the Financial Year, 2018-19, 2019-20 & 2020-21</p> <p>(Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years):</p>		FY	Turnover (₹ Crore)
			2018-19	
			2019-20	
			2020-21	
(11)	<p>Whether the agency is an Income Tax Assessee having filed Income Tax returns for the Assessment Years 2020, 2021, 2022.</p> <p>(Attach copy of Income Tax Returns for all the three assessment Years).</p> <p>In case the agency is exempted from paying income tax, the exemption certificate received from IT Department may be enclosed.</p>			

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the **Annexure II**.

I / We also undertake to ensure compliance with the requirements of Central Minimum Wages Act, Central contract labour Act, 1970, EPF, ESI and also abide by all the other statutory requirements necessary in this regard. I / We agree that SIDBI would neither involve itself in any matters nor be responsible for any shortcomings arising out of the noncompliance of the necessary regulations / laws.

Date:

SIGNATURE
Name and Seal of the firm / Company

The agencies which agree to submit the Integrity Pact in the specified format as desired by the bank and qualifying the above pre-qualification criteria and agree to abide by the terms and conditions given in the Annexure II may submit the **“Technical Bid”** in a separate sealed cover superscribing - **“TECHNICAL BID FOR *Maintenance of VOFs/ Catering service in Office at Lucknow*”** - REF - NEWSPAPER ADVERTISEMENT DATED June 29, 2022.

Part-II

Appendix – IV

**The Format for Financial Bid
[MAINTENANCE OF VISITING Officers' FLATS AND
PROVIDING CATERING SERVICES IN SIDBI Office AT LUCKNOW]**

From,

TO,

The Deputy General Manager,
Administration Vertical,
Small Industries Development Bank of India,
15, Ashok Marg,
Lucknow – 226001

Sl. No	Particulars	Minimum Wages as per Gol, Ministry of Labour Commissioner (w.e.f.01.04.2022) Skilled	Minimum Wages as per Gol, Ministry of Labour Commissioners (w.e.f.01.04.2022) semi-skilled unskilled	Minimum Wages as per Gol, Ministry of Labour Commissioners (w.e.f.01.04.2022) unskilled
A	BASIC WAGES PLUS VDA	806 x26 =20956	734x26 =19084	663x26 =17238
B	EPF ON BASIC WAGES PLUS VDA 13% OF ₹ 15000/-	1950	1950	1950
C	ESIC 3.25% (UPTO A LIMIT OF ₹ 21000/-)	681.07	620.23	560.24
D	BONUS – 8.33% on ₹7000/- or the minimum wage whichever is higher.	1746	1590	1436
E	SUB TOTAL {SUM OF (A) TO (D)}	25333.07	23244.23	21184.24
F	RELIEVER CHARGES @16.67% on E	4223	3875	3531
G	SUB TOTAL (E+F)	29556.07	27119.23	24715.65

H	SERVICE CHARGE IN PERCENTAGE ON 'G' *			
I	TOTAL (G +H)			
J	GST @18% on I			
	TOTAL COST (I+J)			

*Service charge has to be quoted in percentage and may **NOT** be quoted in decimals. Service charge may be quoted in such a manner that the profitability of the company, after paying tax and other expenses may not be adversely affected. In case the Bank so desires to seek clarification on quoted service charge, after opening the Financial bid, the bidder must provide the same.

I / We agree to undertake the work subject to terms and conditions stipulated in [Annexure II](#) by the Bank at the rates quoted above.

Place:

Date:

SIGNATURE
Name and Seal of the firm

(This format shall be sent in a separate sealed cover superscribing - "FINANCIAL BID FOR *Maintenance of VOFs and Catering Services at Lucknow* REF - NEWSPAPER ADVERTISEMENT DATED June 29, 2022.")

Note :

- **Tender (bid) envelope should be sealed. The envelopes containing Integrity Pact (IP), Technical Bid, Financial Bid & EMD should be in separate sealed covers and all the four covers should be put in one sealed cover as indicated above.**
- The tender/bid should be completely and duly filled and signed in **BLUE** ink legibly or type-written giving full address of the bidder. The bidder should quote in figures as well as in words, the amount quoted by him. Alteration if any, unless legibly attested by the bidder with his full signature shall invalidate the tender/bid. The bidder should duly sign the entire tender documents/bid personally.
- The bidder should ensure that the amounts are written legibly in such a way that manipulation is not possible. No blank space should be left.
- Failure to fulfil any of the conditions given above shall render the tender/bid liable for rejection.
- Financial bid of the tenderer should be workable and price bids quoting “Nil” consideration or “Zero or its derivatives as service charge will be rejected summarily. (As per order no. 29(1)/2014-PPD dated 28 Jan 2014 Ministry of Finance).
- The requirement of manpower as indicated below is provisional and may vary at the time of award of work (Actual basis).

Particulars
<ul style="list-style-type: none">➤ Cook – Two cooks for three VOF's at 16 M M Marg➤ One cook for two VOF's at King Apartments.➤ One service boy for three VOF's at 16 M M Marg➤ One service boy for two VOF's at King Apartments➤ One House keeping boy helper for cleaning jobs at both VOF's.➤ Eight (08) pantry / tea service boys for office catering.

- The Bank reserves the right to increase / decrease the number of cooks / helper/ service boys and change the location of VOFs based on its requirement and the payment will be made accordingly.
- Minimum Wages will be revised during the period of contract in accordance with Dearness Allowance revised from time to time by Central Labour Commissioner as per the provisions of Minimum Wages Act, 1948. Accordingly, EPF/ESI will also be paid as per the revised rates.

- The above rates are exclusive of applicable taxes which would be paid at actuals. Any request for change of rates during the tenure of the contract would not be entertained by the Bank.
- All the payments shall be subject to TDS, as applicable, at the time of payment.

Annexure – IV:

बैंक अधिदेश फॉर्म /BANK MANDATE FORM

(दो प्रतियों में प्रस्तुत किया जाए /To be submitted in Duplicate)

(कृपया सूचनाएँ साफ अक्षरों में भरें। जहाँ-कहीं लागू हो, उस पर सही का निशान लगाएँ।)

(Please fill in the information in **CAPITAL LETTERS**. Please TICK wherever it is applicable)

1. उधारकर्ता/विक्रेता/आपूर्तिकर्ता का नाम

Name of Borrower / vendor / supplier: _____

विक्रेता का कूट Vendor Code (if applicable)

2. उधारकर्ता/विक्रेता/आपूर्तिकर्ता का पता

Address of the Borrower / vendor / supplier:

नगर/City _____ पिनकोड Pin Code _____

ई-मेल आईडी /E-mail id: _____

एसटीडी कूट के साथ दूरभाष सं./Phone No. with STD code: _____

मोबाइल सं./Mobile No.: _____

स्थायी खाता संख्या/Permanent Account Number _____

एमएसई पंजीकरण/सीए प्रमाणपत्र/MSE Registration / CA Certificate _____

(यदि लागू हो/if applicable)

3. बैंक खाते का विवरण / Particulars of Bank account:

हिताधिकारी का नाम Beneficiary Name																					
बैंक का नाम Bank Name						शाखा का नाम Branch Name															
शाखा का स्थान Branch Place						शाखा का नगर Branch City															
पिनकोड PIN Code						शाखा कूट Branch Code															
एमआईसीआर सं. MICR No.																					
खाते का स्वरूप Account type	बचत/Saving					चालू/Current	नकद उधार Cash Credit														
खाता सं. Account No.	(जैसी चेकबुक में अंकित है) (as appearing in the Cheque book)																				
<p>(बैंक से आपूर्त एमआईसीआर¹ चेक पर अंकित कूट संख्या। कृपया यह सुनिश्चित करने के लिए कि बैंक का नाम, शाखा का नाम एवं कूट तथा खाता संख्या सही है, अपने बैंक का निरस्त किया हुआ चेक संलग्न करें)</p> <p>(Code number appearing on the MICR¹ cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)</p>																					
आईएफएससी कूट ² IFSC CODE ²	आरटीजीएस अंतरण के लिए For RTGS transfer					एनईएफटी अंतरण के लिए For NEFT transfer															

4. अधिदेश के प्रभावी किए जाने की तिथि

Date from which the mandate should be effective :

मैं एतद् द्वारा घोषित करता हूँ कि ऊपर दिए गए विवरण सही और पूर्ण हैं। यदि अपूर्ण या गलत सूचना के कारण लेनदेन (भुगतान) में कोई बिलम्ब होता है या भुगतान नहीं हो पाता है, तो मैं **सिडबी को उसके लिए उत्तरदायी** नहीं बनाऊँगा। मैं यह भी वचन देता हूँ कि यदि मेरे खाते के विवरण में कोई परिवर्तन होगा, तो मैं उसकी सूचना दूँगा, ताकि **भा.रि.बैंक के आरटीजीएस/एनईएफटी** के माध्यम से राशि जमा किए जाने के प्रयोजन के लिए अभिलेख अद्यतन किए जा सकें।

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold **SIDBI responsible**. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

स्थान/Place : _____

दिनांक/Date : _____

पार्टी/प्राधिकृत हस्ताक्षरकर्ता के हस्ताक्षर
Signature of the party / Authorized Signatory.....
...

प्रमाणित किया जाता है कि ऊपर दिए गए विवरण हमारे अभिलेख के अनुसार सही हैं।
Certified that particulars furnished above are correct as per our records.

बैंक की मुहर/Bank's stamp :

दिनांक/Date :

(बैंक के प्राधिकृत अधिकारी के हस्ताक्षर)
(Signature of the Authorized Official from the Banks)**टिप्पणी : यदि आरटीजीएस/एनईएफटी संबंधी कोई प्रभार होगा, तो उसका वहन पार्टी करेगी।****N.B.: RTGS/NEFT charges if any, is to be borne by the party**

^{1,2}: **आईएफएससी/एमआईसीआर के बारे में टिप्पणी** भारतीय वित्तीय प्रणाली कूट एक अक्षरांकीय/वर्णांकीय कूट है, जो भारत में किसी बैंक-शाखा की अनन्य रूप से पहचान के लिए बनाया गया है। यह 11 अंकों का कूट है, जिसमें प्रथम 4 अक्षर बैंक के कूट को दर्शाते हैं, जबकि पाँचवाँ अंक नियंत्रण अंक के रूप आरक्षित है (वर्तमान में पाँचवें स्थान पर 0 है) तथा शेष अंक शाखा की पहचान हैं। चेक पर अंकित एमआईसीआर कूट (चुम्बकीय स्याही अंक पहचान) में 9 अंक होते हैं, जिनसे बैंक-शाखा की पहचान होती है। भा.रि.बैंक ने

सभी बैंकों को सूचित किया है कि वे अपने ग्राहकों को जारी किए जाने वाले चेक पत्रकों पर आईएफएससी मुद्रित कराएँ। कोई ग्राहक भी अपनी बैंक-शाखा से संपर्क कर उस शाखा का आईएफएस कूट प्राप्त कर सकता है।

^{1,2}: **Note on IFSC / MICR** Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

Annexure-V:

Sample menu and meal rates for VOFs

Sl.No.	Particulars	Rates (₹)
1	Breakfast	75
2	Lunch / Dinner	150
3	Tea / Coffee per cup	15
4	Milk (250 ml)	20

Sample Menu:

Breakfast:

1. Bread- slice (Toasted / Plain), Butter – 20 gms, Eggs – 02. (Omelette / Boiled / Fried), Tea / Coffee
OR
2. Vada / Uttapam / Dosa (2 pc.), Sambar / Chutney, Tea / Coffee
OR
3. Stuffed Parantha (2 pc.) with Raita & Pickle, Tea/ Coffee
OR
4. Puri(4 pc.) with Bhaji, Tea / Coffee
OR
5. Bhatara (3 pc.) with Choley, Tea / Coffee
OR
6. Vegetable Cutlet (2 pc.) with Tomato & Cucumber Sandwich, Tea / Coffee
OR
7. Bread Pakoda (4 pc.) with Tomato Sauce, Tea / Coffee

Lunch / Dinner

Green Salad
Special Vegetable (dry or with gravy)
Dal / Choley / Rajmah / Kadhi Pakora
Rice / Chapati, Curd, Pickle, Papad

Note: Above mentioned menu is for an understanding and not final or exhaustive.

It may undergo changes from time to time as required by the Bank.

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सत्यनिष्ठा समझौते का अंगीकरण और स्वतंत्र बाह्य निगरानी

ADOPTION OF INTEGRITY PACT & INDEPENDENT EXTERNAL MONITORING

केंद्रीय सतर्कता आयोग (सीवीसी), नई दिल्ली के निर्देशानुसार, सिडबी अपनी सभी प्रमुख अधिप्राप्तियों के संबंध में सत्यनिष्ठा समझौता (आईपी) नामक अवधारणा को लागू करने के लिए बाध्य है, जो अनिवार्य रूप से संभावित विक्रेताओं / बोलीदाताओं (यानी संविदकर्ताओं) और खरीदार (यानी सिडबी) के बीच एक समझौते पर केन्द्रित है। दोनों पक्षों के व्यक्तियों / अधिकारियों को संविदा के किसी भी पहलू पर किसी भी भ्रष्ट प्रभाव से दूर रहने हेतु प्रतिबद्ध करते हैं। सत्यनिष्ठा समझौता स्वतंत्र बाहरी निगरानीकर्ताओं के एक पैनल का प्रावधान करता है, जो स्वतंत्र रूप से और निष्पक्ष रूप से इस बात की समीक्षा करेंगे कि दोनों पक्षों ने इस समझौते के अंतर्गत अपने दायित्वों का निर्वाह किया है।

As per the directives of the Central Vigilance Commission(CVC), New Delhi, the SIDBI is bound to Implement a concept called Integrity Pact(IP) in respect of all major procurements, which essentially envisages an agreement between the prospective vendors/ bidders(i.e. Contractors) and the buyer(i.e. SIDBI) committing the persons/ officials of both the parties not to exercise any corrupt influence on any aspect of the contract. The IP envisages a panel of Independent External Monitors, who would review independently and objectively, whether and to what extent parties have complied with their obligations under IP.

CVC has appointed Independent External Monitor (IEM) details as below:-

Shri Nageshwar Rao Koripalli, IRS (Retd.)
38, The Trails, Manikonda, RR District, Hyderabad-500089
Mobile No. 9788919555
Email_id: knageshwarrao@gmail.com

समझौते की मुख्य विशेषता निम्नानुसार है:

The Salient feature of the Pact is given as under:

सभी प्रकार के भ्रष्टाचार से बचने के लिए एक ऐसी प्रणाली का पालन किया जाए जो भावी संविदा की अवधि से पहले, उसके दौरान व उसके बाद में किसी भी प्रभाव / पूर्वाग्रह से मुक्त हो और निष्पक्ष व पारदर्शी हो ताकि, :-

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

सार्वजनिक खरीद को भ्रष्टाचार के विकृत प्रभाव से मुक्त रखते हुए, खरीदार को प्रतिस्पर्धी मूल्य पर कार्य की वांछित गुणवत्ता प्राप्त में सक्षम बनाते हुए व उसे उच्च खरीदी दरों से बचाने व परिभाषित विवरण के अनुरूप कार्य संपन्न करवाने में सक्षम बनाना और

Enabling the BUYER to obtain the desired quality of work at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

बोलीदाताओं को किसी भी भ्रष्टाचार में लिप्त होने व रिश्वत देने से रोकने के लिए सक्षम करना ताकि उन्हें आश्वासन दिया जा सके कि उनके प्रतिस्पर्धी भी रिश्वत देने और अन्य भ्रष्ट प्रथाओं से मुक्त हैं और निम्नलिखित पारदर्शी प्रक्रियाओं को अपनाते हुए खरीदार अपने अधिकारियों को किसी भी रूप में भ्रष्टाचार से रोकने के लिए प्रतिबद्ध है।

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

सभी पक्ष निम्नलिखित पर सहमत हैं / The parties also agree as follows:

खरीदार की प्रतिबद्धता /Commitments of the BUYER

1. खरीदार यह वचन देता है कि खरीदार का कोई अधिकारी जो संविदा के साथ सीधे या अप्रत्यक्ष रूप से जुड़ा है, मांग द्वारा या, सीधे या मध्यस्थों के माध्यम से, किसी भी रिश्वत की न तो मांग करेगा या इस संबंध में कोई वचन लेगा या उसे स्वीकार करेगा, वह न तो किसी प्रतिफल, उपहार, इनाम, उपकार या किसी भी भौतिक या अभौतिक लाभ या बोली लगाने वाले से न स्वयं के लिए और न किसी और व्यक्ति के लिए या किसी संगठन या तीसरे पक्ष के लिए, बोली प्रक्रिया में किसी भी प्रकार की सुविधा /

फायदा पहुंचाने के बदले में या बोली मूल्यांकन, अनुबंध या संविदा से संबंधित कार्यान्वयन प्रक्रिया में फायदा पहुंचाने के लिए किसी भी अन्य प्रकार के लाभ नहीं स्वीकार करेगा।

The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

2. खरीदार संविदा-पूर्व चरण के दौरान, सभी बोलीदाताओं के साथ समान रूप से व्यवहार करेगा और सभी बोलीदाताओं को एक ही जानकारी प्रदान करेगा और ऐसी कोई भी जानकारी किसी विशेष बोलीदाता को प्रदान नहीं करेगा जो कि उस विशेष बोलीदाता को अन्य बोलीदाताओं की तुलना में लाभ दे सकती है।

The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

3. खरीदार के सभी अधिकारी उपरोक्त प्रतिबद्धताओं में किसी भी उल्लंघन के प्रयास को या पूर्ण उल्लंघन को और साथ ही इस उल्लंघन के पर्याप्त संदेह को उचित सरकारी कार्यालय को रिपोर्ट करेंगे।

All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

यदि किसी आधिकारी (यों) के इस तरह के किसी भी पूर्ववर्ती दुर्व्यवहार को बोलीदाता द्वारा पूर्ण और सत्यापन योग्य तथ्यों के साथ खरीदार को रिपोर्ट किया जाता है और खरीदार द्वारा उसे प्रथम दृष्टया सही पाया जाता है तो उस पर आवश्यक अनुशासनात्मक कार्यवाही, या आपराधिक कार्यवाही सहित ऐसी कोई कार्रवाई जिसे ठीक समझा जाए, शुरू की जा सकती है और इस अवधि के दौरान संविदा प्रक्रिया से संबंधित और किसी लेनदेन से वंचित कर दिया जाएगा। ऐसे मामले में जब खरीदार द्वारा जांच की जा रही है तो संविदा के अंतर्गत कार्यवाही को रोका नहीं जाएगा।

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.
