

REQUEST FOR PROPOSAL

for

PROVIDE MAN POWER TO CARRY OUT ATM CLEANING WORK AT 12 NOS OF ATM LOCATIONS ISLAND WIDE FOR THE PERIOD OF 03 YEARS FROM 05 FEB 2027 TO 04 FEB 2030

Prepared by: Sethu Thirupathy (Manager Premises of SBI Singapore) Date:14 Oct 2026

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Notes:

This request for proposal is not an offer that is capable of being accepted. Legally binding obligations do not arise between the parties until the parties have entered into definitive, formal and written contracts relating to the transactions contemplated in this request for proposal. The Bidder alone is responsible and shall pay for all its own costs and expenses arising out of or in connection with this request for proposal.

Company – State Bank of India (known herein “**SBI**” or “**Company**”)

Design and Build Contractor: (known herein “**Bidder**”, “**Tenderer**” or “**Contractor**”)

1. INTRODUCTION

State Bank of India is an Indian multinational, public sector banking and financial services statutory body headquartered in Mumbai. SBI Singapore is a QFB (qualified full bank) serving both Corporate and Individual Customers.

We are inviting tender proposal to provide man power to carry out atm cleaning work at 12nos of atm locations island wide for the period of 03 years from 05 Feb 2027 to 04 Feb 2030

ATMs Locations:

1. Changi Airport Terminal 1
2. Little India Arcade
3. 95 Syed Alwi Road
4. Marina Bay Sands
5. Woodlands MRT Station
6. Ferrer Park MRT Station
7. Sengkang MRT Station
8. Penjuru Recreation Centre

9. Terusan Recreation Centre
10. Alexandra Retail Centre
11. The Loe Dormitory
12. Marine Parade Central

Also provided the following weblink of ATMs locations with full address: [Branch Locator - SBI - Singapore \(sg.statebank\)](https://www.sbi.statebank.sg/branch-locator)

SBI has total 16 numbers of ATMs in Singapore Island wide, only 12 numbers of ATMs required to clean as stated in above the list and not required to clean the other 4 numbers of ATMs which are located at our bank branches and these ATMs are maintained by the branch cleaner separately.

If any Inclusion of add/deletion of ATMs during the contract period:

The Company reserves the right to add/deletion of ATMs to the scope of this Contract beyond the existing twelve (12) ATMs, subject to providing thirty (30) days' prior written notice to the Service Provider.

Applicable Pricing: The tender pricing and unit rates agreed upon under this Contract shall apply equally to all newly added ATMs.

Applicable Terms: All existing terms and conditions of this Contract shall apply in full to any additional ATMs added pursuant to this clause.

2. JOB SCOPE

1. To Supply, labour, tools, cleaning materials and transport to carry out the following work on **weekly** basis excluding weekends and Public holidays.
2. To clear used ATM tickets from ATM's dust bin and around the ATM.
3. To clean exterior ATM surfaces from top to bottom and at 2 sides of the ATM panels.
4. To clean key pad, screen and front light cover and all the front panels of the ATM.
5. To clean interior ATM surfaces on bi-annually frequency while open the ATM for preventive maintenances by SBI's appointed service providers.
6. To post signage or notice on ATMs as and when requested by SBI management team.
7. To report, if found, any damages and any abnormal condition of ATM(s) to SBI management immediately.
8. Invoice to be submitted monthly basis and job completion report to be attached together with invoices.

3. CONDITIONS OF TENDER AND TENDERSUBMISSION & CLARIFICATIONS

Tenderers are to submit **Commercial bid** proposal in a sealed envelope by **3pm on 04 November 2026**. The sealed envelope must be titled:

PROVIDE MAN POWER TO CARRY OUT ATM CLEANING WORK AT 12 NOS OF ATM LOCATIONS ISLAND WIDE FOR THE PERIOD OF 03 YEARS FROM 05 FEB 2027 TO 04 FEB 2030

ATTENTION: Mr Anil Kumar Jaiswal (COO) and Mr Sethu Thirupathy (Manager Premises)

Commercial Bid

Tenderers are requested to submit 1 set of tender document NON-WINDOW envelopes containing “**Commercial Bid**”. The inner envelopes shall be addressed to State Bank of India, Operations & Services/Premises Department, 80 Robinson Road # 27-01, Singapore 068898. No email submission would be accepted for evaluation. The sealed envelopes to be dropped in the tender box, which will be placed at, level 27, reception area on or before **04 Nov 2026 by 3.00 pm**. The sealed envelope must be titled as:

“PROVIDE MAN POWER TO CARRY OUT ATM CLEANING WORK AT 12 NOS OF ATM LOCATIONS ISLAND WIDE FOR THE PERIOD OF 03 YEARS FROM 05 FEB 2027 TO 04 FEB 2030”

ATTENTION: Mr Anil Kumar Jaiswal (COO) and Mr Sethu Thirupathy (Manager Premises)

SBI shall review the Bidder's tender and a Tender Clarification meeting will be scheduled for shortlisted Bidders.

Tenderers will be notified of their time slot 03 working days before the Tender Clarification meeting.

Any enquiries regarding this tender shall be addressed by writing via email to sbistender@sbising.com by **30 Oct 2026 at 3pm** with email subject of “**enquiry for ATM Cleaning**”.

The bidding document/details may be obtained from the Bank as under or may be downloaded from Bank's Website [Procurement - SBI - Singapore \(sq.statebank\)](http://Procurement - SBI - Singapore (sq.statebank)) and the bid should be submitted to the office of: State Bank of India, Operations & Services/Premises Department, 80 Robinson Road # 27-01, Singapore 068898.

Please note that all the desired information needs to be provided. Incomplete information and/or Unsigned Unstamped proposals may lead to non-consideration of the Quote/bid.

Bank reserves the right to change at any time, the dates mentioned in this RFP document, which will be communicated to the bidders through our website only.

The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders through our website only and such amendments if any will be binding on them.

Quotes received before or after the aforesaid date and time will not be entertained for evaluation and shortlisting. Unsigned / Incomplete Quote, Unstamped Quote and those which are not signed by authorized signatory will not be entertained for evaluation and shortlisting.

All further communication and clarification to be sought ONLY through email to sbistender@sbising.com. Successful vendor will be notified upon obtained approval from SBI management within 30 working days.

3.2 Technical Bid

The Technical Bid, the Bidders'/Tenderers are required to submit their Technical Bid" to sbistender@sbising.com by email on or before **30 Oct 2026 at 3pm** with email subject of email subject of **"enquiry for ATM Cleaning"**. if fail to submit the Technical Bid and or fail to submit all the required documents as requested below by the time line, we will treat your tender participation as unsuccessful and will not update you about the tender's outcome.

Vendors interested for submitting quote should meet following criteria and to submit following documents for our review, if the vendor(s) fail to submit the following documents will be considers as disqualified vendor(s):

- To Submit past cleaning project experience to be in the commercial office building/bank office/ATMs for more than 5 years in Singapore and to be submitted the following documents;
- To submit past 3 years financial statement.
- Copy of Contractor's ACRA profile.
- Contractor's organizational chart
- Copy of Contractor's current cleaning project(s)
- Copy of Contractor's Bizsafe certificate

Tenderers shall use the Form of Tender attached hereto.

1.2 FORM OF TENDER

Tenders shall remain valid for acceptance for ninety (90) days from the final date of submission of tenders (notwithstanding any offers and counter offers thereafter) and no Tenderer will be allowed to withdraw his Tender within that period.

1.3 VALIDITY

Should the Tender validity period lapse without Tenderers being notified of the results of the Tender, the Tenderer may, within a period of ten (9) days from the date of expiry of the said period, given written notice to SBI that his Tender is withdrawn.

Tenderers shall submit for per ATM/per month cleaning rate for the items for described works in clause 1.5.

1.4 TENDER PRICES WORK

Any applicable sales tax or GST shall be shown separately on the Form of Tender.

Provisions for premium time, overtime hours and total assessed man hours are to be included in the form of tender to assist in the assessment of tenders only and shall not take precedence over the tender price.

Tenders shall be based on the job scopes for the Work as 1.5 SCHEDULE OF WORK

1. To Supply, labour, tools, cleaning materials and transport to carry out the following work on **weekly** basis excluding weekends and Public holidays.
2. To clear used ATM tickets from ATM's dust bin and around the ATM.
3. To clean exterior ATM surfaces from top to bottom and at 2 sides of the ATM panels.
4. To clean key pad, screen and front light cover and all the front panels of the ATM.
5. To clean interior ATM surfaces on bi-annually frequency while open the ATM for preventive maintenances by SBI's appointed service providers.
6. To post signage or notice on ATMs as and when requested by SBI management team.
7. To report, if found, any damages and any abnormal condition of ATM(s) to SBI management immediately.
8. Invoice to be submitted monthly basis and job completion report to be attached together with invoices.

Tenderers may, during the tendering period, be advised by addenda of required additions to, deletions from, or alterations in the requirements of the tender documents. All such changes shall become an integral part of the tender documents and shall be considered in arriving at the tender price. 1.6 ADDENDA

The successful Tenderer will be required to enter into a Contract with the Company and the Form of Contract to be used shall be the one included in these documents. 1.7 FORM OF AGREEMENT

In-case of contract termination during period of contract, that will be 30 days' prior notice by written for early termination notice by both parties. In-case of any ATM(S) removed from any site(s) that to be notified to cleaning vendor in 30 days advance by SBI Management. The contractor to bill the Bank only for actual list of ATMs each month, service report to submitted with indication of number ATMs services and with its locations.

The Tenderer shall submit with its tender the following additional information. 1.8 ADDITIONAL INFORMATION

- a. A list of names and addresses of any Sub-Contractors which it proposes to employ on the

Work and indicating that section of the Work for which each Sub-Contractor is proposed.

The Company reserves the right to reject any or all tenders. The lowest tender will not necessarily be accepted. Tenders which are incomplete, conditional or contain any irregularities of any kind, or which are received after tender closing date may be rejected.

1.9 ACCEPTANCE OF TENDERS

Tenderers shall inspect sites and acquaint themselves with the site conditions and become conversant with all conditions and factors likely to affect the time or carrying out of the Contract Works. All inspections/Site visit shall be arranged only through SBI's representative. All the site visit schedule to be requested through only official correspondence email address of sbistender@sbising.com. The site visit is optional. No more than 2 person would be permitted for site visit.at our branch ATM's site address is at Cecil Street Branch ATM @139 Cecil Street # 01-01, Singapore 069539

1.10 INSPECTION OF SITE

Upon submission of bids Tenderers shall be deemed to have made any investigations and satisfied themselves with requirements of the sites or Landlord. No further changes to submission will be allowed due to requirements of sites or Landlord.

All inspections shall be arranged only through SBI's representative

No allowance shall be made for the BIDDER'S lack of site, facility or other knowledge or understanding.

Where an act or ordinance of Singapore requires that a Bidder (as defined by the act or ordinance) is registered or licensed to carry out the Product and Services described in the Tender, the Tenderer must state in the Form of Tender, its registration or licence number.

1.11 LICENCE

The Company may refuse to consider any Tender submitted which fails to provide any necessary registration or licence numbers.

The Contractor shall submit, before commencement of work certified copies of its insurance policies with respect to the following:

1.12 INSURANCE

- (a) Public Liability Insurance to cover Third Parties, Consultants, the Company's staff, other contractors and the general public.

- (b) Contractor's All Risks Insurance to cover contract works, and scope within the Fitting-out of the premises.
- (c) Individual Sub-Contractor's compensation insurance

The tenderer is to provide copies and details of the relevant insurances and confirm the Coverage and limit of liabilities.

The Tenderer shall state in the Form of Tender (or other location as noted in the Form of Tender) for the names and qualifications of all of its personnel who are intended to act as key personnel in the provision of the Product and Services including Manager, Supervisor of the Contractor.

Tenderer shall attach CV's for all personnel.

1.13 KEY
PERSONNEL

The Tenderer shall submit a **detailed programme for Cleaning work**, including all relevant subcontractor, government approvals and supplier's activities (as applicable).

1.14 PROGRAMME

Tenderers and their officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Tenderer or any other person in relation to the preparation or lodgement of their Tender.

1.15 COLLUSION

The Bidder shall be responsible to secure all business licenses and permits and comply with all applicable laws, ordinances and regulations and carry out all necessary submissions and ensure the conditions of contract with respective vendors and sub-contractor's require full compliance.

1.16 APPROVALS

The successful Bidder shall take all reasonable and proper safety precautions in view of COVID-19 safe distancing measures as required by local authorities (and) to prevent death or injury to any person or damage to any property in or near the Site and in particular all equipment used by the Bidder shall be used in such a manner and maintained and stored so as to prevent unauthorised use thereof and to minimise the danger of accident, death, injury, loss of damage arising from the use of such equipment. In addition to relevant statutory requirements, standards and other provisions of this Contract, the Bidder must:

1.17 EH&S

- a. ensure that the Bidder's personnel are conversant with and comply with all relevant occupational health and safety legislation;
- b. immediately remove from the Site materials which, in the Company's opinion, could constitute a health hazard or which are defective or

inadequate for that part of the Services for which they are required;

- c. ensure that all electrical equipment, materials, extension cords, fittings and the like provided for the Product and Services comply with the requirements of all Relevant Authorities;
- d. take all reasonable precautions against damage to glass and ceramic tiles;
- e. take all reasonable precautions against fire, production of smoke or the “off gassing” of any noxious substance;
- f. inspect the first aid facilities provided and maintain them with other facilities necessary for the proper and safe provision of the Products and Services;
- g. ensure that the Bidder’s personnel comply with all safety procedures, building rules and requirements which apply to the Site;
- h. remedy any failure to comply with a safety procedure or requirement applying to the Site on notice from SBI, and provide notice to SBI of any unsafe or non-compliant equipment or process;
- i. ensure that the Bidder’s personnel are adequately trained and instructed in the safe and correct usage, handling and operation of materials relevant to the Product and Services and provide reasonable proof of such to SBI on request;
- j. ensure that the Bidder’s personnel and subcontractors are adequately trained and instructed in emergency and evacuation procedures pertaining to the Site; and
- k. ensure the Bidder’s personnel are certified as having completed occupational health and safety training.
- l. ensure sufficient warning signages & when carryout cleaning work to common access be put up for the awareness of the public.
- m. All relevant safe distancing measures as required by local authorities. EH&S is entirely the responsibility of the Bidder regardless of any review, comment, instruction or order from SBI. Failure to meet satisfactory EH&S in the eyes of SBI may result in a fine (enforced and determined by SBI for use in improving site safety) or ejection from site of Bidder’s personnel. Consequences shall be entirely the Bidder’s responsibility.

The Bidder warrants to the Company that all all materials, workmanship and methods used by the Contractor, as a minimum, will:

1.18 MATERIALS & WORKMANSHIP

- a. comply with the requirements of the Conditions;
- b. comply with all Laws and standards imposed by any Relevant Authorities; and
- c. comply with SBI approved samples, mock-ups or requirements (defined or otherwise).

The BIDDER shall:

1.19 SUCCESSFUL BIDDER'S OBLIGATIONS

- a. provide adequately supervised employees as required by the Laws of the jurisdiction in which the Site is located to carry out the Services;
- b. execute, perform and provide the Product and Services in every respect to the reasonable satisfaction of SBI and in conformity with all reasonable directions and requirements of SBI;
- c. ensure appropriately qualified and experienced persons, who shall be properly supervised or directed by the Bidder, carry out the Services;
- d. make good any damage to the Site or any part thereof caused by any act or omission of the Bidder; in the opinion of SBI;
- e. comply with the provisions of all awards or industrial agreements in relation to wages and conditions of its personnel engaged in the performance of the Services;
- f. obey all rules and instructions in force within the Site (including any non-smoking policy, the reporting of any suspicious packages to SBI etc);
- g. comply with the provisions of the Laws that relate to occupational health and safety within the Site and any other relevant regulations and ensure correct procedures are adhered to at all times;
- h. ensure the Company's liability under any Law is not increased or triggered by the performance of the Services;
- i. immediately notify SBI in writing of all matters affecting its responsibility;

- j. perform any changed Services as notified by SBI (including additions, omissions or reductions) provided that the Service Fees for the remainder of the Term under this Agreement shall be modified by negotiation in accordance with the General Conditions;
- k. obtain SBI's approval for any Services to be undertaken outside the usual scheduled times for provision of the Services;
- l. provide evidence of qualifications and job history of the Contractor's personnel if required by SBI;
- m. ensure that any lost or unclaimed property found by the Contractor is passed to the SBI at the first practicable opportunity;
- n. ensure that all public enquiries that do not apply to the Product and Services are directed to SBI; and
- o. at the direction of SBI, remove from the Site any of the Contractor's personnel who misconduct themselves or are incompetent or negligent in performing their duties or whom SBI considers are undesirable to perform the Services.

The Bidder shall be liable for, and shall indemnify the Company against any expenses, liability, loss or claim or proceedings whatsoever arising under any statute or at common law in respect of the following:

1.20 OCCUPATIONAL H&S & DAMAGE TO PROPERTY

- Personal injury or death of any person or persons whomsoever, arising out of the course of or caused by the carrying out of the Contract;
- a. Any injury or damage whatsoever to any property, real or personal, in so far as such injury or damage arises out of or in the course of or by reason of the carrying out the Contract; and provided always that the same is due to any
- b. negligence, omission or default of the Contract and/or his servant and/or agents.

The Bidder undertakes to duly insure all

1.21 INDEMNITY

workers engaged in the performance of the Product and Services herein against any liability and further undertakes to indemnify and keep the Company indemnified against any and all loss, damage or liability (whether criminal or civil) suffered, together with legal costs on a full indemnity basis, as a result of the breach of this Agreement by the BIDDER including:

- a. any act of neglect or default of the Bidder's employees or agents;
- b. any breach in respect of any matter arising from the non-performance of the services resulting in any successful claim by any third party;
- c. any breach of its undertaking or agreement by the Contractor.

The indemnities given by the Contractor under this clause shall not be defeated or reduced by reason of any omission of the Company in failing to supervise or control the Contractor's servicing or, methods of working, or to detect or prevent or remedy or mitigate defective works, or to ensure proper performance of any obligation of the Contractor.

The Contractor may use the site ablution facilities.

The provision and maintenance of all other facilities required by the Contractor, including messing and change facilities, first aid, secure storage etc. shall be the responsibility of the Contractor.

1.22 SITE FACILITIES

The Contractor shall comply with all authority and statutory requirements and shall observe the requirements of the Company. The Contractor shall make the worksite safe and maintain it in a safe manner during and outside working hours.

2.0 WORK SAFETY

The Contractor shall not touch, alter, or in any way interfere with any other contractor's jobs scope, or service, without reference to and approval from the relevant other Contractor.

Subject to award requirements and/or employment Agreements, the standard ordinary hours of work on site will be from 8.00 am to 6:00 pm on a Five day per week basis (from Monday to Friday).

3.0 HOURS OF WORK

It is recognised that, in order to meet the schedule requirements of the contract, a certain amount of overtime may have to be worked. That will take it up the charges separately with per man hour rate

4.0 OVERTIME

The Contractor shall ensure adequate and competent Supervision to the cleaners to ensure all the works are carried out properly and assign cover staff(s) to provide daily ATM cleaning works at our 12 numbers of ATMs, when regular cleaner absent. In case of unsatisfactory work done by any of

5.0 SUPERVISION

the worker, the supervisor to ensure replacement of that worker immediately, within 5 working days else that worker will be treated as absent and clause 5.1 below will be applicable.

The Contractor shall ensure adequate and competent staffs on WEEKLY basis, if fail to provide the deployment or absent without alternative man power arrangement, there will be deduction of SGD 100.00 per week for per man power shortage. The deduction will be from the monthly bills accordingly.

5.1 PENALTY

Either Party may terminate this agreement at any time, with or without cause, by giving at least thirty (30) callender days' written notice to the other party. The Agreement shall officially terminate upon the expiry of the 30-day notice period.

5.2 TERMINATION

4. FORM OF TENDER

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FORM OF TENDER

for

PROVIDE MAN POWER TO CARRY OUT ATM CLEANING WORK AT 12 NOS OF ATM LOCATIONS ISLAND WIDE FOR THE PERIOD OF 03 YEARS FROM 05 FEB 2027 TO 04

FEB 2030

for

State Bank of India

at

Mailing Address: 80 Robinson road # 27-01 & 28-01 Singapore 068898

Tender by
Company duly incorporated under the law of
having its Head Office at:
.....
.....
.....

hereinafter called the "Tenderer" or "Bidder".

To: State Bank of India
80 Robinson road # 27-01 & 28-01 Singapore 068898

ATTENTION: Mr Anil Kumar Jaiswal (COO) and Mr Sethu Thirupathy (Manager Premises)

Tenderers shall use the Form of Tender attached hereto.

This tender is made by the Tenderer without any connection, knowledge, comparison of figures or arrangement with any other person or persons making a tender for the same Work, and is in all respect fair and without collusion or fraud.

1 FAIR PRACTICE

The Tenderer agrees that this tender is to continue open to acceptance and irrevocable until 90 days after the day set

2 ACCEPTANCE OF TENDER

4. FORM OF TENDER

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for opening of tenders, whether any other tender has previously been accepted or not.

The Tenderer agrees that if this tender is accepted, it shall execute the Form of Contract in the form attached hereto. 3 AGREEMENT

The Tenderer acknowledges receipt of the following listed addenda which have been considered in determining the tender price. 4 ADDENDA

ADDENDA	DATE

The Tenderer has included in its tender price the amount of \$ per work hour rate for over-time work as required to meet the any of the job scope of cleaners when carried out as and when needed during after office hours and weekends and public holidays. 5 PREMIUM TIME

Total Overtime Hours:

TENDER PRICE FOR MONTHLY CHARGES FOR 12 ATMs 6. TENDER PRICE

- To Supply, labour, tools, cleaning materials and transport to carry out the following work on **weekly** basis excluding weekends and Public holidays.
- To clear used ATM tickets from ATM's dust bin and around the ATM.
- To clean exterior ATM surfaces from top to bottom and at 2 sides of the ATM panels.
- To clean key pad, screen and front light cover and all the front panels of the ATM.
- To clean interior ATM surfaces on bi-annually frequency while open the ATM for preventive maintenances by SBI's appointed service providers.
- To post signage or notice on ATMs as and when requested by SBI management team.
- To report, if found, any damages and any abnormal condition of ATM(s) to SBI management immediately.

\$----- / Per ATM Cleaning services for each month.

7 TENDER SCHEDULES

A full breakdown of the Bidder's costs should be provided, including for all the drafted job scopes. Tenderers need to provide work detail/description. Rates to be exclusive of taxes.

Tenderers shall provide a Detailed cleaning Program	8	CLEANING PROGRAM
Tenderers shall nominate all key personnel	9	KEY PERSONNEL

TENDER SCHEDULES

Tenderers Signature:

Name

Witness Signature:

Name:

Date: