TENDER DOCUMENT

Empanelment of Vendors for Housekeeping Services
Tender ref:-Pune/RPU/02

IDBI BANK LIMITED
Regional Processing Unit -Pune
Empanelment of Vendors for Providing Housekeeping Services

Notice ref:-Pune/RPU/02

Submission of Applications

Opening date: - July 27, 2015, from 10:00 AM
Closing date: - August 10, 2015, till 5.00 P.M.

Opening of Applications received: (August 11, 2015 3.00p.m.)

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TENDER NOTICE

IDBI Bank Ltd (“Bank”) is a company incorporated and registered under Companies Act, 1956 (1 of 1956) and a Banking company under section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949). Bank is also a Scheduled Bank as notified by the Reserve Bank of India under the Reserve Bank of India Act, 1934. RBI has categorized Bank under a new sub group “other public sector Bank”. IDBI Bank is engaged in banking business.

Sealed tenders are invited under Two Bid System i.e. Qualifying Bid and Financial Bid from registered, reputed, experienced and financially sound Companies /Firms /Agencies for providing housekeeping services in the office of IDBI BANK – REGIONAL PROCESSING UNIT – PUNE – Nano Space for a period of three (3) years from the date of contract.

The covers shall be superscribed with the following words and addressed to the Deputy General Manager, IDBI Bank Ltd, Regional Processing Unit (Pune), 3rd Floor, 301-A, Nano Space, Baner Pashan Link Road, Pune-411 045.

Cover forming part of the tender should be super scribed with the following words

“Tender for House Keeping Services ”

<Vendor Name>

The opening of the tender shall be notified individually to all vendors and the tender shall be opened in the presence of Senior Bank Officials. The Vendor(s) representative(s) may be present at the time of opening of tenders.

Tender document will be available on the Bank’s website- www.idbi.com. Sealed tenders should be submitted by handing over the same to IDBI Ltd, Regional Processing Unit (Pune), 3rd Floor, 301-A, Nano Space, Baner Pashan Link Road, Pune-411 045 on or before 5:00 pm on August 10, 2015. Please note that Bank Reserves the right to accept or reject the lowest or all offer without assigning any reason therefore.
SCOPE OF WORK

The bank has requirement for **housekeeping & facility management services**. The nature of services shall include the following at IDBI Bank – RPU-Pune – Nano Space Premises

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Description of Work</th>
<th>Periodicity</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sweeping and cleaning of floor passages, corridors</td>
<td>Daily + as required additionally during office hours</td>
<td>Using Cleaning solution of reputed brands for wiping the floors</td>
</tr>
<tr>
<td>2</td>
<td>Cleaning/Dusting of Chairs, tables, filing cabinets, drawers, Computers, Curtains etc</td>
<td>Daily basis</td>
<td>Conventional Way of cleaning or by using liquids of reputed brands</td>
</tr>
<tr>
<td>3</td>
<td>Cleaning Gents and Ladies toilets, Wash Basins and Mirror</td>
<td>Daily+ as required additionally during office hours</td>
<td>Using Phenyl, Hydrochloric acid, detergent powder, adding of naphthalene balls to urinals and ducks and should be replaced before earlier balls are fully consumed, Wash basins must have liquid soaps of reputed brands for washing of hands and should be replaced from time to time whenever fully consumed</td>
</tr>
<tr>
<td>4</td>
<td>Dusting and Wiping</td>
<td>Weekly</td>
<td>shaft areas Windows and Window panes.</td>
</tr>
<tr>
<td>5</td>
<td>Messenger / Services</td>
<td>Daily</td>
<td>photocopying of office documents, filing/binding of</td>
</tr>
</tbody>
</table>
Besides the above any other misc work pertaining to housekeeping may be assigned by the officer in charge as per the requirement of the office

The requirement of this office may increase or decrease during the period of contract. However the vendor should be in position to supply manpower on the same terms and Conditions of the contract. The manpower deployed for housekeeping services should be aged between 18 to 40 years and his / her antecedents should have been got verified by the agency and from the local police authorities

Terms and Conditions

1. The vendor should be an reputed Housekeeping agency and should have been in the field of providing sanitation services for at least preceding three years as on the date of opening of the tender.

2. The vendor shall be solely liable for payment of service tax and all other taxes and levies as may be subsequently imposed.

3. The vendor shall be fully responsible for the upkeeping of housekeeping service in the premises.

4. A complete list of the manpower resource, engaged by the vendor for deployment in the premises will be furnished by the vendor along-with complete addresses and other antecedents

5. The vendor has to maintain the list of inventory items which shall be utilized for housekeeping Services and the same to be reconciled on monthly or weekly basis by the vendor. The officer in charge of the premises has the right to check the inventory items and the vendor has to maintain the items to the satisfaction of the bank.

6. The Vendor shall be liable to make alternate arrangements in case of the absence of the staff Similarly, the Vendor shall have to make alternate arrangements in case of weekly off or a Gazetted
holiday. No extra payments shall be made to the vendor in this regard. The vendor is expected to keep sufficient number of leaves reserved for the staff.

7. The vendor shall arrange to provide dress/uniform /id cards to all the staff on duty and they shall abstain from taking part in any staff union and association activities.

8. The vendor shall provide at his cost all statutory benefits to its staff deployed for housekeeping services. The vendor shall comply with all the statutory provisions as laid down under various Labour Laws/Acts/Rules in respect of Minimum Wages, Provident Funds, ESI, and all other applicable labour legislations in force from time to time.

9. The tenderer should possess license under the Contract Labor regulation and abolition Act and also ensure keep it renewing till the tenor of the agreement.

10. The firm applying for tender should certify that they will adhere, fulfill and meet the terms of payment of Minimum wages under Minimum Wages Act as declared by Govt. time to time.

11. The staff deployed by the vendor for upkeeping and maintenance of housekeeping services shall be Employee of the vendor

12. The duty hours of the staff will be from 9:30 am to 6.30 pm on all working days except Saturday (9:30 am to 3.00 pm). The duty hours may be changed by the officer in charge without any prior Intimation

13. The officer in charge has got the right to terminate the services of the vendor at any time without assigning any reason thereof by giving the vendor 15 day’s notice and till the time new vendor is appointed the Vendor shall continue to perform the services for the Bank in the same manner as if the contract was not terminated.

14. In case if the vendor wishes to terminate the contract he shall give three months advance notice in writing to the bank.

15. The vendor should ensure that none of the staff should report to duty in drunken state or have consumed drugs, prohibited substances smoke etc while on duty.
16. The number of Staff to be deputed by the Vendor at the premises should be solely decided by the Bank. However while deciding the same it should be ensured that for messenger services 7 dedicated Staff should be remain available during all working days.

17. The Vendor will submit his bill/invoice within 5 days of the next month and will also ensure that the workmen of the Vendor are paid on the 7th of the succeeding month.

18. The Vendor shall indemnify the Bank from all liabilities arising out of any payment made by the company 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 his employees or in respect of any claims made by the vendor’s employees against the company. The vendor shall also indemnify the Bank from all liabilities arising out of poor/unsatisfactory performance of its employees made by the clients on the Bank.

19. In the event, any damage is caused to the movable or immovable property of the Bank or its client or to the property of the employees of the Bank, the Bank reserves the right to compute the damage in terms of money and to deduct the money from the bill of the Vendor or from the amount payable to the vendor by the Bank and the remaining amount, if any, by way of civil damages.

20. The Vendor agrees and covenants not to use the Trademark and/or trade name of the Bank or letterheads of the Bank nor the vendor will hold himself as an agent of the Bank. The relationship
between the Vendor and the Bank being a principal to principal basis.

21. The Vendor shall not use the Bank’s address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other Company or person and no tenancy shall be created by the presence of his workmen / employee on the Bank’s premises

22. For the purpose of this clause, confidential information will be deemed to extend to all confidential technical and commercial information, including, but not limited to the contents of reports, specifications, quotations, formulae, computer records, client lists, price schedules, customer lists, customers and the like.

23. The vendor will not ask for increase in the rates during the period of contract, i.e. for three years, because of increase in the rates of Minimum Wages. The vendor will also not ask for payment for reliever, leave, house rent or any other payment. He will be paid only the amount quoted by him in this tender.

24. The Vendor has to provide insurance cover to its entire staff deputed for housekeeping services

25. The Vendor shall have done and shall be solely responsible for the character, background and antecedent checks of its entire staff deputed for housekeeping services. Service provider should keep its staff rotating. No person should be deployed at our location continuously for more than 18 months. Same person should not be
deployed back at our location within 1 year of his moving out on rotation.

- Should preferably have office in PMC/PCMC area
- Should be providing such services for at least 10000 Sq feet area
- Should have minimum 25 staff working for them
- Should be a profit making entity with annual turnover of minimum Rs.50 lacs during last 2 FYs

Should not have any pending matter against the agency in the labour court

**EMD amount of Rs.25,000 should be furnished by DD favoring IDBI Bank.**

26. The successful Vendor shall deposit the EMD as Security Deposit with IDBI Bank (No interest payable) during the period of Agreement. The Security Deposit shall be refunded to the vendor within a period of 30 days from expiry/termination of the Agreement.

27. The successful Vendor shall to enter into an Service Agreement within a period of 15 days from the date of award of contract in the format prescribed by the Bank.

**Tender Rejection Criteria**

Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:

a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
b) Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history or financial failures etc.

c) Any change in the structure or formation of the bidder after being technically qualified shall not be entertained. The same will be considered as a breach and the bidder shall be disqualified by the Bank and be rejected without any further notice.

d) Any investigation or enquiry or proceedings or litigations are initiated or threatened against the Vendor by or before any authority or Court.

e) Any kind of canvassing by the Bidder.

f) Any of the eligibility conditions are found to be false or misleading.

g) Eligibility criteria are not met.

**Technical Bid Evaluation Criteria**

The Bank shall constitute an Evaluation Committee (EC) of minimum four persons, which shall carry out the entire evaluation process. The Technical proposal evaluation process would focus on the ability of bidder to satisfy technical requirements of the assignment, quality assurance procedures and experience in Housekeeping Services.

**Evaluation Criteria**

Only the bidders who qualify in Technical Evaluation process will be short listed and they will be notified further for opening of the commercial bid. The bidders whose bid has been determined as the lowest final commercial quote (i.e. L₁) shall be awarded the project.

Bank may, at its sole discretion, call L₂ bidder and allot the total work to L₂ at the rates quoted by L₁, if L₂ is found to be more suitable than L₁ and ready to work on the rates quoted by L₁.
At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

**Payment Terms**

Payment will be made within 15 days from the date of invoice raised through NEFT. No payments will be made in Cash or cheque/ DD. Bank can deduct from the Fees any loss caused by the Bank on account of non performance of services or on account of any other act of the Vendor.

**Bidding Document**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in rejection of the bid.

**Right to reject the bids**

Bank reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder.
Annexures

Proposal Format and Submission Procedure

The proposal should be prepared in the following Two Envelopes

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Documents for Submission</th>
<th>Annexure</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Envelope A Technical Bid</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Submission of Documents</td>
<td>Annexure -1</td>
</tr>
<tr>
<td>2</td>
<td>Self Declaration</td>
<td>Annexure -2</td>
</tr>
<tr>
<td>3</td>
<td>Bidder Authorisation Certificate</td>
<td>Annexure- 3</td>
</tr>
<tr>
<td>4</td>
<td>Compliance Certificate</td>
<td>Annexure -4</td>
</tr>
<tr>
<td>B</td>
<td>Envelope - B Financial Proposal</td>
<td>Annexure -5</td>
</tr>
</tbody>
</table>
ANNEXURE-1

The vendor will have to enclose the following documents along with this tender:

- Registration certificate with Labour Department
- Copy of PAN / GIR card
- Copy of the IT return filed for the last two financial year
- EPF and ESI Registration certificates
- Copy of the Service Tax registration certificate
- Work experience of similar work during the past 2 years.
- Contract Labour License from State and Central Government
- Specification required as to whether vendor is a sole Proprietor/Partnership Address and Telephone No. of Director/Partners should also be specified.
- Name. Designation, Address and Telephone No. of Authorized person of the bidder to deal with. Pl. Affix duly attested passport size photograph of the bidder/authorized representative
Annexure-2 - Self Declaration

Date: ____________.

The Deputy General Manager
IDBI BANK LTD,
REGIONAL PROCESSING UNIT – Pune,
3rd Floor, 301-A, Nano Space,
Baner Pashan Link Road,
Pune-411 045

In response to the tender No. _______________ dated ____________ as owner/ partner/ Director of ____________________________
I / we hereby declare that our Agency ________________ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: ________________

Signature: _________________________

Seal of the Company: _______________________
Subject: Proposal for Housekeeping Services

Sir / Madam,

We, the undersigned Bidders, having read and examined in terms and condition in respect of Housekeeping Services as specified in the tender documents.

Price and Validity

The prices mentioned in our proposal are in accordance with the terms as specified in tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 3 years from the date of opening of the Bids.

Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders included in tender documents.

Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated as per format mentioned in Annexure 5 attached with our proposal as part of the Commercial Bid. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you

Name and Designation

Date:

Seal
Annexure 4- Compliance Certificate

We M/s ................. shall comply with all statutory and regulatory requirements under the Applicable laws including Labour and Industrial Laws, which are applicable to the employees and wages shall be paid as reimbursed to us.

We shall be solely responsible for entire liabilities arising out of such compliance/ non-compliance, implementation or non-implementation of any of the measures/requirements under the statutory and regulatory requirements including the Labour and Industrial Laws.

We shall furnish adequate proof of compliance of all Labour and Industrial laws requirements including obtaining of 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 made to all government/Statutory Authorities under PF, ESIC, Labour Welfare Fund Act, Payment of Bonus Act, etc. within 10 days of the statutory time limit allowed under the respective Acts.

Name of the Vendor

Authorised Signatory
Annexure 5- Financial Proposal

Place of Work: IDBI Bank – Regional Processing Unit- PUNE – Nano Space-Pune

Total Area in sqf: 9138

Rate per Square Feet (Inclusive Cost of the material): ..........................

Services Charges per month : ........................

Service Tax : .....................

Total Charges payable per month : ........................

Kindly note the following:

1. The vendors have to submit the above mentioned charges as per the above mentioned format only. No other format will be accepted in this regard.
2. The vendor should submit the financial bid in sealed envelopes along with the technical bid and the opening of the commercial bid will be notified accordingly
3. The bank reserves the right to reject any or all bids without assigning any reason.

Signature of the authorized person along with the date and Stamp: