

भारतीय लघु उद्योग विकास बैंक
SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA



अर्हता-पूर्व/सूचीबद्धता के लिए सूचना -
बैंक फ्लैट हेतु सफाई एजेंसियों

NOTICE FOR EMPANELMENT OF HOME CLEANING AGENCIES

EMPANELMENT DOCUMENT

This document consists of the following:

- a) **Notice inviting applications for empanelment of agencies/firms.**
- b) **General rules and instructions to the intending applicants**
- c) **Application format for empanelment**

The Admin & Premises Vertical of SIDBI Mumbai Office, situated at Plot No.C-11, G Block, BKC, Bandra (E), Mumbai, maintains & looks after the above said office building, various residential apartment complexes at Mumbai comprising 190 number of flats & other leased properties.

The intention of this notice is to invite applications for empanelment from **specialized home cleaning agencies.**

Small Industries Development Bank of India (SIDBI) wish to empanel agencies / firms/ service providers for Home Cleaning works in its residential quarters at Mumbai.

The applications in the prescribed Format should be submitted along with all supporting documents like copies of latest Income-Tax return filed, list of work completed / in hand with their value during last 3 years, work completion certificates, list of tools and personnel available, details of registration / empanelment with different institutions, financial turnover, solvency certificate from Bank, etc.

The eligible and interested agencies may collect the relevant “**Document for empanelment**” from the following office on paying a non refundable fee of ₹ . 200/- (Two Hundred only) by way of cash/Demand Draft (DD) favoring “**SIDBI**” **Payable at Mumbai.**

Alternatively, the document can also be down loaded from the website of Bank viz. www.sidbi.in and also from CPPP. The document fee of ₹ . 200/- (Two Hundred only) for the work (**in the form of DD drawn in favor of “SIDBI” payable at Mumbai**) may be submitted along with the duly filled in document. The document submitted without the prescribed fee will be liable for rejection. However, registered MSEs are exempted from tender document fee.

The duly completed document in the prescribed format with all supporting documents shall be sealed in a cover and super scribed as “**Application for EMPANELMENT OF HOME CLEANING AGENCIES**” and shall be submitted to **The Dy. General Manager (Premises), 5th Floor, SME Development Centre, SIDBI, Plot No-C-11, ‘G’ Block, Bandra Kurla complex, Bandra (E), Mumbai- 400051 on or before 31/01/2018 upto 3.00 PM.**

The Bank reserves the right to accept or reject any or all the applications without assigning any reasons there of, and its decision of selection will be final.

DY.GENERAL MANAGER
SIDBI, PREMISES VERTICAL

GENERAL RULES AND INSTRUCTIONS TO THE INTENDING APPLICANTS :

- 1) The details of the applicants and their experience shall be furnished in the prescribed “**Application Format**” only. Wherever required and if the space provided is not sufficient, particulars can be furnished in **Annexures** but such details shall be clearly mentioned in the respective columns of the Application Format. Applicant shall enclose latest copies of brochures and technical documentation giving additional information about the applicant. Each page of the document shall be duly signed by the Applicant or their authorized representative.
- 2) Expenditure incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will not be reimbursed by the Bank.
- 3) Documentary proof with respect to the details furnished in the application form shall be submitted along with the application form. In this regard, copies of the work order, completion certificate, TDS Certificate and or other such documents shall be attached. Incomplete applications or applications without proper proofs for establishing their credentials will be liable for rejection and no correspondence will be entertained in this regard.
- 4) The authorized person of the firm/ company shall sign in all the pages of the application with seal of the company/ firm.
- 5) The evaluation will be based on the experience, reputation, their empanelment with similar kind of institutions for similar nature of works, manpower & logistical support available with the applicant, financial capabilities, quality consciousness, etc and if found necessary may also include inspecting the works undertaken by them for which, necessary co-ordination shall be made by them. Based on the details furnished and inspection of works, eligibility criteria, the agencies will be empanelled. Decision of the Bank regarding selection / rejection for empanelment will be final and binding and no further correspondence will be entertained. The empanelled agencies will only be informed by post/e-mail.
- 6) If, information and details furnished by applicants are found to be false at any time in future or any information withheld, which comes to the notice of the

Bank at a later date, the empanelment of such applicant will be cancelled immediately.

- 7) Applications received after the due date and time are liable for rejections.
- 8) **The Applicants having their office in the geographical jurisdiction of the Mumbai City, Thane City, Mira-Bhayander City & Navi Mumbai will only be considered. The empanelment shall be valid for a period of Three years from the date of intimation to the short - listed applicants. However, the Bank may extend the validity period by another 2 years, subject to performance review at its discretion.**
- 9) After empanelment of eligible agencies, financial offer shall be invited from them in a suitable format. No separate advertisement will be released for the same.
- 10) SIDBI reserves its right to reject any / or all the applications without assigning any reasons whatsoever.

ADDITIONAL CONDITIONS OF TENDER

Preference for registered Micro and Small Enterprises (MSEs) -

As per Policy of Government of India following purchase preference shall be given to Micro and Small Enterprises (MSEs) tenderers which are registered with District Industries Centers 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.

1. The Bank shall provide the tender documents free of cost to the tenderers who are registered MSEs and such shall also be exempted from submission of earnest money deposit (EMD).
2. MSEs quoting price within the price band of L1 +15% shall also be allowed to provide a portion of requirements (services) by bringing down their price to L1 price, in a situation where L1 price from someone other than a MSEs and such MSEs shall be allowed to supply upto 20% of total tender value. In case of more than one such MSEs, the supply shall be shared proportionately.
3. The Bank has also earmarked a sub target of 4% procurement of goods/Services, out of 20% from MSEs, owned by SC/ST Entrepreneurs from MSEs.

SCOPE, ELIGIBILITY CRITERIA AND RELATED DETAILS

I. Eligibility :

The agency should satisfy the following minimum eligibility criteria:

- i. The agency/firm should have the experience of 3 years in similar kind of works.
- ii. They should have executed AMC contract for home cleaning services of value
 - a. One contract of value ₹ 6 lakh per annum or more
 - (or)
 - b. Two contracts of value ₹ 4 lakh per annum or more

with any Govt. Institutions/ PSUs/ Large Cooperates/ Private builders/ Residential Societies/ Condominiums in the last two years prior to 01/12/2017.

- iii. The firm should have an average turnover of at least ₹ 50 lakhs in the last three FYs.
- iv. The firm should have a digital platform (website/mobile application) for lodging service requests.
- v. The firm should have registered office, wide dealer & service network in the geographical jurisdiction of Mumbai, Navi-Mumbai, Mira Bhayander & Thane City and should have completed at least 500 home cleanings in the above said areas in the last one year prior to 01/12/2017. The agency should submit the necessary records/declaration to satisfy the same.
- vi. The firm should have at least 20 nos of executives (at least of graduation level) on permanent payroll (with PF registration). The agency may attach the salary slips issued as a proof.
- vii. The agency shall comply with all statutory requirements prescribed by the local as well as Central government authorities from time to time like ESIC Cover/Insurance Cover for its employees, obtaining valid labour license etc.

The contractor shall produce all the relevant statutory documents for inspection by SIDBI and the government authorities.

- viii. The agency shall also be bound to discharge obligations as provided under various statutory enactments including the Employee's Provident Fund & Miscellaneous Act, 1952, Employees Pension Scheme, 1995, ESI Act 1948, Contract Labour (Regulation and abolition) Act, 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Workmen's Compensation Act 1923, Works Contract Act, 1999 and other relevant Acts, Rules and Regulations in force and as amended from time to time and are in force in the Central Govt. where the scope of supply under this Contract are executed.
- ix. The agency is desirable to have valid ISO 9001:2008 Certification.
- x. The agency should have not been blacklisted by any Bank/PSU/Govt. Organization/Large Cooperates during last 3 years.

Note : All the required documents should be attached to the application, duly certified, else the application is liable for rejection.

II. Scope :

The Bank is having its own flats (190 nos) of 3BHK, 2BHK & 1BHK in Mumbai located at Matunga(W), Andheri(W), Oshiwara, Goregaon(E), Powai and Vashi.

When given the service order, the agency should complete the following broad scope of cleaning work in the flats periodically to the satisfaction of the occupant officer/staff :

- i. Floor Sterilization : Wet and dry mopping of complete premises (including balconies area with railing/ parapets etc).
- ii. Kitchen Cleaning : Wipe and disinfect all exterior fittings like utensil stand, electrical fixtures. Clean sink, kitchen platform and closets (including the shelves/shutters below the kitchen platform & overhead storage). The agency shall remove utensils & keep it back at the same place without any damages. Any damages shall attract appropriate monetary recovery.

- iii. Toilet Cleaning – Cleaning, Disinfecting, Polishing of plumbing fittings, Sanitizing of Bathrooms and Toilets (including toilet flooring & wall tiles, WC, Wash basin, Nahani trap, toilet accessories i.e. medical chest, Geyser, CP fittings, louvered window. along with mosquito jali etc).
- iv. Cleaning of all Doors & Windows (including iron grills, glass panes, Mosquito net, pelmet). Vacuum cleaner may be used to clean the small and inaccessible areas like window glass channels/tracks etc.
- v. Cleaning of all electrical fixtures i.e. tubes / fans / switchboards / exhaust fans / CFLs / fancy lights if any.
- vi. Cobweb removal throughout the house.
- vii. Furniture Cleaning - Cleaning of Cabinets externally. Dry dusting of furniture in the house (only the furniture owned by the Bank, if any).

Note: The agency shall use its own cleaning material and equipments for cleaning the house.

III. Details of the system to be followed by the Bank :

The mechanism to be followed by the Bank to procure the home cleaning services from the empanelled agencies would be as follows:

Financial offers shall be invited from the empanelled agencies for AMC of one/two years for a given scope of work fixed by the Bank. Thereafter, the work shall be awarded to the L-1 Bidder if the Bank finds the rates are reasonable. The Bank reserves the right to split the work i.e award work to L-2 agencies at L-1 rate for about 40 % of total quantity.

To
The Dy General Manager (Premises)
SME Development Centre, SIDBI
Plot No-C-11, 'G' Block,
Bandra Kurla complex,
Bandra (E),
Mumbai-400 051

Date:

Dear Sir,

**Sub: EMPANELMENT OF AGENCIES FOR
HOME CLEANING SERVICES AT BANK'S QUARTERS IN MUMBAI**

I / we have read and understood the press notice/ detailed advertisement for prequalification and instructions to the Applicants for the captioned work. I /We hereby declare that the information furnished in the proforma and in the supplementary sheets is correct to the best of my knowledge and belief. I/ We have no objection if enquiries are made about the work listed by me/us in the accompanying sheets/ annexure below. I/We agree that the decision of SIDBI in selection of agencies will be final and binding to me/us. I/We have read the instructions appended to the proforma and I / We understand that if any false information/ particulars is detected at a later date, the empanelment shall be cancelled at the sole discretion of the Bank.

If the said work is awarded to us, we assure that we will execute the same to the full satisfaction of SIDBI.

Encl: Supplementary sheets Nos.:

Yours faithfully,

Signature of the Applicant

Name.....

Designation.....

Address.....

APPLICATION FORMAT

1. Name of the Applicant/Company :

Address :

Telephone Nos. Office :

Residence :

Mobile :

E-Mail :

2.

a) Status of the Firm(Whether company/
Partnership / proprietary) :

b) Name of the Proprietor/ Partners/Directors
(with professional qualifications, if any):

i.

ii.

iii.

c) Year of establishment :

3. Whether registered with Registrar of
Companies / firm. If so, No. & Date :

4. Whether Agency is a Micro / Small / Medium Enterprise (MSME) : Yes/No
(If Yes, please indicate registration number and proof)

5. Registration with Tax Authorities

a) Income-tax No. PAN/GIR NO :

b) GST No :

(Furnish copies of Income-tax returns, registration)

c) Name of Bank with Branch Address and A/C No details:

6. Turnover of the Company/firm (Please attach copy of audited balance sheet and Profit and loss account for three years).

S.No	Year	Turnover
1.	2014-15	
2.	2015-16	
3.	2016-17	
	Average	

(Enclose necessary documents. The documents are to be certified by C.A without which the application is liable to rejection)

7. Registration/ Empanelment with Government / Public Sector / Banks

Name of the Organization	Nature of Works	Value of Works	Date of Registration

(Enclose necessary documents)

8. Details of the qualifying works executed (please mention only such works which qualifies for the service for which you have applied)

(To be submitted in separate sheet in the format given below)

S. No	Nature of Work	Work executed for (name of the organization with address, concerned office & telephone no)	Nature of Work (in brief)	Location of Work	Actual Value of Works	Stipulated time of completion	Actual time of Completion	If work left incomplete or terminated (furnish reasons)
1								
2								
3								

Note: Copies of work order and satisfactory completion certificate obtained from the client should be enclosed.

9. Details of the qualifying works on HAND (please mention only such works which qualifies for the service for which you have applied)

(To be submitted in separate sheet in the format given below)

S.No	Name of the Work	Work executed for (name of the organization with address, concerned office & telephone no)	Nature of work (in brief)	Location of the Work	Actual Value of the works	Stipulated time for completion
1						
2						
3						

Note: Copies of work order issued by the clients to be enclosed.

10. Key personnel permanently employed in your organization:

(To be submitted in separate sheet in the format given below)

S.No	Name	Qualifications	Experience	Particulars of Work done	Employed in your firm since	Any other
1						
2						
3						

11. Details of equipment and Machineries available with you/your organization :

- i.
- ii.
- iii.
- iv.
- v.

12. Furnish the names/reference of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization.

(To be submitted in separate sheet in the format given below)

NAME OF THE OFFICIAL	ORGANISATION & ADDRESS	CONTACT NUMBERS

13. Whether any Civil Suit/ litigation/ arbitration arisen with Govt./ Semi Govt./ PSU/ Banks etc. During the last 5 yrs./ being executed now. If yes, please furnish the details in the proforma given below :-

(To be submitted in separate sheet in the format given below)

S.No	Name of the Project & Employer	Nature of the Work	Work Order No. & Date	Present Stage of Work	Value of Contract (₹.)	Brief details of the dispute
1						
2						
3						

14. Whether the agency (applicant) has been blacklisted by any Bank/PSU/Govt. Organisation during last 3 years.

Yes/No

If Yes, please furnish details.

15. **Any other details you would like to mention: If required please attach separate sheet.**

(Strikeout whichever is not applicable)

DECLARATION

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / annexures.
3. I / We agree that the decision of SIDBI in selection of contractors will be final and binding to me / us.
4. I / We have read the instructions appended to the proforma and I / we understand that if any false information is detected at a later date the empanelment shall be cancelled at the discretion of the bank.

Place :

Date :

SIGNATURE OF THE APPLICANT

NAME & DESIGNATION

SEAL OF ORGANISATION

Checklist (To be filled by Applicants)

- | | |
|--|--------|
| 1. Have you signed in all the sheets? | Yes/No |
| 2. Whether copy of PAN/GST Registration copy is enclosed? | Yes/No |
| 3. Whether requisite application fee by cash/DD is paid? | Yes/No |
| 4. Whether enclosed proof for year of establishment? | Yes/No |
| 5. Whether proof for average annual financial turnover enclosed? | Yes/No |
| 6. Whether documentary proof for having undertaken the works is enclosed? | Yes/No |
| 7. Certificate of registration of Company / partnership deed. | Yes/No |
| 8. Certificate of registration as MSE | Yes/No |
| 9. Certificates of registration with Income Tax, GST, EPF authorities. | Yes/No |
| 10. Certificate of registration with Registrar in case of company | Yes/No |
| 11. Certificate/Letter of registration/empanelment with Govt./ Public Sector /Banks. | Yes/No |
| 12. Copies of work orders / appointment letters along with xerox copies of relevant TDS certificate, satisfactory completion certificate mentioning value of work. | Yes/No |
| 13. Copies of performance certificate, work orders issued by valued clients, preferably Banks, Govt., Semi-Govt. Bodies. | Yes/No |
| 14. Audited Balance Sheet & Profit & Loss A/c. Statement for the last three years. | Yes/No |
| 15. Copies of income-tax returns / assessment orders for previous 03 years. | Yes/No |
| 16. If yes, No. of certificates enclosed | |

Note: In absence of any of the above enclosures, your application is likely to be rejected.