**Tender for House keeping Service Arrangement for SIDBI Office at Nagpur, Maharashtra**

**Last Date of Submitting the tender -**

**January 04, 2017 up to 15.00 hrs.**

**Maintenance of office premises**

 Small Industries Development Bank of India (SIDBI) invites sealed quotations from experienced and competent agencies for providing services for maintenance of office in its branch office at Nagpur.

 Agencies should have achieved annual sales turn over of Rs. 20 lakh in any of the last three financial years and average turnover of Rs. 15 lakh during the last three financial years. The pre-qualification criteria along with terms and conditions are furnished in the **Annexure I and Appendix to Annexure-I** respectively. The same are also available in the office of the undersigned between 09.45 hrs to 17.30 hrs. on any working day (except Saturday, Sunday & Holidays) from December 13, 2016.

 The quotations should be submitted in two parts described as under:

**Part I (Technical Bid)** **in sealed cover**, containing details of Constitution of the Agency, experience in providing maintenance services, annual sales turnover, Income Tax Assessee, etc., duly supported by documentary proof.

**Part II (Financial Bid) in sealed cover**, containing the financial bid (in prescribed proforma) for providing maintenance services.

*”Earnest money deposit (refundable) of `10,000/- [Rupees ten thousand only] by way of Demand Draft/Pay Order drawn in favour of ”Small Industries Development Bank of India”, payable at Nagpur may be submitted along with Part I. In case the same is not submitted, the technical bid would not qualify for further evaluation.”*

The quotations to be submitted should be addressed to “The Deputy General Manager, Small Industries Development Bank of India, National Insurance Building, Ground Floor, S. V. Patel Marg, Kingsway, Nagpur-440 001, Maharashtra.” and superscribed **“Maintenance of office premises**”. The quotations should reach him not later than 1500 hrs. **on January 04, 2017.** The quotations which are not submitted in the prescribed manner will not be accepted. The quotations would be opened on the same day at 15.30 hours and the interested parties may make it convenient to be present at the time of opening of the quotations. The Bank reserves the right to accept or reject any or all quotations without assigning any reasons.

The Deputy General Manager,

Small Industries Development Bank of India,

National Insurance Building, Ground Floor,

S. V. Patel Marg, Kingsway,

Nagpur- 440 001.

Maharashtra

**Annexure I**

**Pre-qualification Criteria**

1. The Agency should be Nagpur based and could be a sole proprietary concern,partnership firm or a company and should be registered with Registrar of Firms /Companies, wherever applicable. [**Attach copy of registrations certificate].**
2. The Agency should be registered with the Labour and Central Excise / service tax

 department(s) of State/ Central Govt. as applicable. [**Attach copy of registrations].**

1. The Agency should have experience of at least 5 years in providing maintenance services to well established organizations like All India Financial Institutions, Public Sector Banks / undertakings, Multinational Companies & Large Pvt. Sector Companies with annual sales Turnover of `5 crore and above. Suitable experience certificate should be submitted along with offer. [**Attach copy of work order or letter of empanelment].**
2. The Agency should have achieved annual sales turnover of `20 Lakh or above in any of the last three financial years i.e., FY 2014 / 2015 /2016 and average turnover of `15 lakh during the last three financial years. [ **Attach copy for the relevant FY]**

5) The Agency will be required to offer a minimum of 5 weeks’ credit limit.

6) The Agency / its principal officers / employees to be deployed should have Clearance certificate from Police Department or submit an affidavit to the effect that no criminal investigations / records are pending against it/him in the last **ten years.**

7) It will be the duty of the Agency to properly clean, upkeep & maintain the entire premises of around 1500 sq. ft. and handle the various gadgets and fixtures available in the Bank premises. Cost of breakage shall be borne by the Agency.

8) The Agency will use the best quality / branded Cleaning material available in the market. Cleaning material to be used will have to be first physically verified and approved by the bank.

9)The agency should be an Income-tax assesses having filed its Income tax return for the Assessment Years 2014, 2015 and 2016 [**Attach copy of PAN and copies of return filed during assessment years 2014, 2015 and 2016].** In case the agency is exempted from paying income tax, the exemption certificate received from IT Department may be enclosed.

10) The terms and conditions of the House keeping service is given in the **Annexure I**

The agencies qualifying the above pre-qualification criteria and agree to abide by the terms and conditions given in the Appendix to this Annexure may submit the **“Technical Bid”** in a separate sealed cover superscribing - **“TECHNICAL BID FOR MAINTENANCE OF OFFICE PREMISES “.**

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 **Appendix to Annexure 1**

Scope of Housekeeping work for SIDBI’s office premises are detailed below:

**Location and Manpower:**

|  |  |  |
| --- | --- | --- |
| **Location** | **Manpower** | **Area** |
| Small Industries Development Bank of India, National Insurance Building, Ground floor, S. V. Patel Marg, Kingsway, Nagpur-440 001, Maharashtra. | 3 (2 persons (from 9:00 am to 8:00 pm for 6 days a week i.e. Monday to Saturday and 1 person for 2 hours /day) | 1500 sq. ft |

**Working hours :**

* Full time workers 09:00 hrs to 20:00 hrs (Maintenance Service)
* Part time workers 09:00 hrs to 10:00 hrs and 15:00 hrs to 16:00 hrs. (Cleaning Service)

|  |
| --- |
| **Minimum wages**:The rate per person per month, which shall be paid to the Company on account of House keeping arrangements, shall be inclusive of service charges on the basis of rates prescribed by **the Labour Commissioner, Central Government**. Any request for change of rates due to change in Minimum Wages rates shall be intimated by the Company to the Bank and upon receipt of such request Bank may consider the same. |

 **Type of Service:**

|  |  |
| --- | --- |
| **Sl.No.** | **Type of service** |
|  **A** | **Cleaning Services** |
|  | Cleaning, Sweeping & wet mopping of entire office premises daily. |
|  | Collecting of waste from the waste baskets and disposing off at municipal bins outside office premises daily. |
|  | Cleaning and dusting of doors, windows, glass panes tables, chairs, sofa sets, partitions, cupboards, venetian blinds, side racks, computers, office equipments, bookracks, bookshelves in library, white boards, display boards, telephone instruments etc., in office premises daily. |
|  | Cleaning of toilets along with toilet fixtures such as urinal washbasins, W.C. mirror etc. Thoroughly.  |
|  | Cleaning of outside area in front of office premises.  |
|  **B** |  **Maintenance Service**  |
|  |  Serve drinking water/beverages to employees and to visitors as and when required. |
|  | Do the work of filing, pasting and storing/retrieving papers/files in filing cabinets in accordance with instructions. |
|  | Do the work of affixing stamps, sticking and scaling envelopes or wrappers, packing up of parcels. |
|  | Carry massages, papers, registers, files etc., from one place to another inside office or outside as the case may be. |
|  | Operate photocopier/scanner wherever necessary in accordance with instructions. |
|  | Dispatch letters including letters by hand delivery. |
|  | Any other works as may be assigned to him from time to time. |
|  | All cleaning materials such as broom, mug, bucket, brush, spirit, phenyl, chemical, soap, detergent, naphthalene, perfume ball, odonil, duster, mop, scrubber, tissue paper, other toiletries etc. for cleaning services shall be provided by the Agency. |

**Annexure I**

**Terms and conditions for providing housekeeping** s**ervices**

1. The period of contract will be **three** years subject to renewal for further set of **three** years thereafter at the sole discretion of the Bank on fresh or existing terms and conditions as the case may be.

2. The charges paid by the Bank would be all inclusive charges i.e. would include salary, PF/ESI, Bonus, Gratuity, Weekly Off, Uniform, Service Charges, H.R.A., etc. No further charges would be paid by SIDBI towards the above Contract.

3. The agency would arrange for proper police verification of the housekeeping personnel posted at SIDBI premises.

4. The agency will abide by all statutory requirements as per Minimum Wage Act. of Govt. of India, Employee’s Provident Fund Act, ESIC, Workmen Compensation Act, Payment of Wages Act, Contract Labour (Regulation and Abolition) Act and payment of these charges shall be the sole responsibility of the agency. The agency will have to pay the minimum wages at all times including enhancement in wage rate in future if any, which SIDBI will reimburse as principal employer.

5. In case any of the housekeeping personnel remains absent, fall sick or on leave for any reason, agency have to provide substitute without claims of any extra payment.

6. All statutory compliances including all above payments, statutory dues, mandatory statements to be complied with various Govt. Departments shall be the responsibility of the agency.

7. The agency shall have to produce proof of residence, proof of age of the housekeeping personnel deployed. In no case, any child labour shall be engaged by the agency.

8. Applicable leaves / compensatory offs shall be provided to the housekeeping personnel.

9. The payment of monthly wages to the deployed personnel must be made through cheque/NEFT before **7th of every** month in the presence of authorised officials of the Bank.

10. Provident Fund and ESI deducted from monthly wages of deployed personnel must be deposited with the concerned authorities and proof for same must be submitted to the Bank.

11. For release of payment your Bank account must be in a Bank having core banking facility along with RTGS.

12. The agency will not rotate the housekeeping personnel from one place to another and/or one institution to another without the consent of the Bank.

13. The housekeeping personnel who are deployed for the housekeeping services will be properly dressed with identity card during the duty hours provided by the agency.

14. The agency shall be solely responsible for carrying out the job entrusted to them and in case of any accident resulting in death or injury or otherwise risk to the persons engaged by the agency for carrying out the said job, the Bank shall not be liable for any compensation, damages, loss, etc., as the case may be. The housekeeping personnel engaged for performing the housekeeping services shall be responsible for their acts and omissions to the agency.

15. The Bank will not be responsible or liable in case of any dispute arising between the agency and the housekeeping personnel employed by the agency for carrying out the housekeeping services and no relationship of Employer and Employee shall come into existence between the Bank and the agency or housekeeping personnel for which all responsibilities shall vest with the agency alone.

16. The Bank shall make a claim, if any, in writing to the agency in case of any loss caused to the Bank due to non-performance or mal-performance or mis-performance, negligence, theft etc. by the agency / its housekeeping personnel in complying with the terms and conditions and any claim lodged by the Bank will be settled by the agency within a period of one month. If the claim is not settled within one month, loss caused to the Bank, shall be recovered from the monthly payment made to the agency.

17. The agency undertakes to indemnify the Bank against any loss, theft, claims, damages, negligence as the Bank may be put to or incur due to direct or indirect result of non-performance or mal-performance or mis-performance or negligence in performing the works agreed to by it.

18. The Bank reserves the right to terminate this arrangement without assigning any reasons thereof, by serving on the agency a notice of **one month** to this effect, and on the refusal of the agency to accept the notice of termination of the arrangement or passive avoidance to do so, the said notice shall be sent by registered post on the address of the agency recorded with the Bank, where after it shall be deemed to have been served on the agency. Bank shall also be entitled to appoint any other person, firm or Company at its discretion to perform the job entrusted to the agency after termination of the arrangement, provided that the termination of the arrangement, as aforesaid, shall not absolve the agency of its liability regarding housekeeping arrangements already entrusted to it in accordance with the direction of the Bank.

19. In case of any dispute arising out / relating to interpretation of terms of conditions or functioning of the agency vis-à-vis the Bank, the Bank shall be the sole authority to decide the arbitrator. The agency agrees to execute all documents, which may be required by the Bank in this regard.

20. An Undertaking may be submitted as per the draft enclosed stating, inter-alia, the compliance with all the provisions of applicable laws with respect to Minimum Wages Act, ESI and EPF Acts as per the prescribed format at **Annexure-I** every month.

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**UNDERTAKING BY THE LABOUR CONTRACTOR**

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 Provisions 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 the 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.

**Agency**

**Authorised Signatory**

**Format of Application Form**

**P A R T - I**

**THE FORMAT FOR TECHNICAL BID**

**(Maintenance of office premises)**

From,

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To

The Deputy General Manager,

Small Industries Development Bank of India,

National Insurance Building, Ground Floor,

S. V. Patel Mar, Kingsway,

Nagpur-440001

Maharashtra.

|  |  |  |
| --- | --- | --- |
| **Sl.No** | **Particulars** | **Details to be filled in by the Agency** |
| 1 | Name of the Agency / Contact Person / Contact Number |  |
| 2 | Regd. office/Business address of the Agency / mobile or telephone number.  |  |
| 3 | Date of Incorporation/Constitution |  |
| 4 | Organization Profile  |  |
| 5 | PAN No. of the Agency ***(Attached copy of PAN)*** |  |
| 6 | Whether Agency is a Micro/Small Enterprise (MSE)  | Yes /NO |
| 7 | Service Tax Registration No. ***(Attached copy or registration )*** |  |
| 8 | Whether registered with Registrar of Companies? Date of Registration ***(Attach copy of registration)*** |  |
| 9 | Whether the agencyhas 5 years’ experience in providing **Office maintenance** services to reputed organizations like All India Financial institutions, public sector banks / undertakings and large private sector companies with their annual sales turnover of Rs. 5 Crore ? **(Attach copy of Work Orders) Annexure – I , II & III)** |  |
| 10 | Whether registered with Labor Department ? Date of Registration **(Attach copy of registration)** |  |
| 11 | Details of Resources (Manpower, tools and plant ) and other infrastructure facilities available **(to furnished in Annexure –IV)** |  |
| 12 | Whether registered with Central Excise Department for Service Tax? **(Attach copy of registration)** |  |
| 13 | Financial Information (details to be furnished in **Format V**)1. Average Financial turnover during last three financial years.
2. Whether the Agency in profit at least in one financial year during last three financial years.
 |  |
| 14 | Whether the applicant was blacklisted by any client/agency | Yes/No If yes, please furnish details  |
| 15 | Whether the agency is an Income Tax Assessee having filed its Income Tax return for the Assessment Years 2014, 2015 and 2016 (**Attach copy of Income Tax Returns for all the three assessment years)** |  |
| 16 | Price / rate to be quoted inclusive of cleaning material and all taxes, duties, levies, octroi, etc. Applicable taxes will be deducted by the bank. (please quote charges per month (all inclusive) and mention both in words and figures) |  |
| 17 | Verification - The application for empanelment should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that no criminal case is pending in police record against him/firm and that in case of furnishing any false information or suppression of any material information would lead to rejection of application besides initiation of penal proceedings by the Bank, if it deems fit. |  |

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

I/We also undertake to ensure compliance with the requirements of Contract Labour Act, 1970, EPF, ESI and also abide by all the other statutory requirements necessary in this regard. 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.

**SIGNATURE**

**Date: Name and Seal of the Agency**

(This format shall be sent in a separate sealed cover superscribing - **“TECHNICAL BID FOR MAINTENANCE OF OFFICE PREMISES”)**

**Annexure-I**

Particulars in respect of similar jobs/assignments in the last five years

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S No  | Name of the service provided with address | Name and address of the client with contract numbers | Value of contract | Date of award of contract | Duration of contract |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please enclose the copies of contract / agreement and certificate from the client (employer) for each of the contract.

**Annexure-II**

Particulars in respect of similar works in hand

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S No  | Nature of the service provided with address | Name and address of the client with contract numbers | Value of contract.  | Date of award of contract | Stipulated duration  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please enclosed the copies of contract/agreement with the client (employer) for each work

**Annexure-III**

Details of employment with other institution

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S No  | Name and address of institution with contact No  | Category / Type of work for which empanelled  | Registered/ empanelled for value of work upto `  | Date of empanelment and validity  | Details of certificate / letter from the Institution / Bank, etc. if any  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please enclose the copies of letter of empanelment of each organization

**Annexure –IV**

Details of Resources (Manpower &Infrastructure Facilities)

|  |  |  |
| --- | --- | --- |
| 1 | Details of Manpower |  |
|  | (a) Manager / Engineer  |  |
|  | (b) Supervisor  |  |
|  | (c ) skilled workers  |  |
|  | (d) unskilled workers  |  |
| 2 | Details of infrastructure facilities available  |  |
|  |  |  |
| 3 | Any other relevant information.  |  |
|  |  |  |
|  |  |  |

**Annexure- V**

Format of Financial Information (Turnover / Profit & Loss, etc.) During last three years)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No | Financial Year  | Annual Turnover (in ` lakh)  | Profit / Loss (in ` lakh)  | Net Worth (in ` lakh) | Documents Enclosed as proof |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Note: please enclose copy of Profit & Loss account and Balance Sheet duly audited / certified by CA.

**P A R T - II**

**THE FORMAT FOR FINANCIAL BID**

**(MAINTENANCE OF OFFICE PREMISES)**

From

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 ......................................................

.....................................................

To

The Deputy General Manager,

Small Industries Development Bank of India,

National Insurance Building, Ground Floor,

S. V. Patel Mar, Kingsway,

Nagpur-440001

Maharashtra.

Dear Sir,

We offer the rates for maintenance of office premises services as under :

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.No.** | **Particulars** | **No of persons** | **Rate (**`) |
| 1 | Manpower | 2 (Maintenance Service)  |  `................. per month(Pl. Write in words also) |
| 1 (Cleaning service) | `................. per month (Pl. Write in words also) |
|  2 | Monthly Material charges | `.................. (Pl. Write in words also) |
|  3 | Additional Hour for maintenance service | `.................. /hour(Pl. Write in words also) |

Note :

* The above rates are exclusive of applicable taxes which would be levied at the applicable rates. Any request for change of rates due to change in Central Govt. minimum wages rates shall be intimated by the Agency to the Bank and upon receipt of such request Bank may consider the same

* We are aware that all the payments shall be subject to TDS, as applicable, at the time of payment.
* I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the **Annexure I and Appendix to Annexure I** at the rates quoted above.

**SIGNATURE**

**Date: Name and Seal of the Agency**

(This format shall be sent in a separate sealed cover superscribing - **“FINANCIAL BID FOR MAINTENANCE OF OFFICE PREMISES”)**