



भारतीय लघु उद्योग विकास बैंक
SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

Videocon Tower, Gr. Floor, E-1, Rani Jhansi Road,
Jhandewalan Extension, New Delhi-110 055

Request for Proposal

For

Selection of housekeeping Service Provider

Tender No. : 10/APV/NDO/2016

Dated : March 10, 2016

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Invitation to Bid

1. Introduction and Requirement:

- 1.1 SIDBI is an all India Financial Institution catering to the financial needs of Micro, Small and Medium Enterprises. It has its Head Office at Lucknow.
- 1.2 SIDBI invites offers from housekeeping Service Providers of repute and experience to provide housekeeping services in the Bank's Office Premises at (i) Videocon Tower, Ground & 12th Floors, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055 (ii) Okhla Branch Office, NSIC-NTSC Complex, Okhla Industrial Area, Phase-III, New Delhi -110020 (iii) Bahadurgarh Office, 2nd Floor, R.N.Plaza, Railway Road, Bahadurgarh (iv) maintenance / cleaning of common areas of officers' flats situated at C-40, C-82 Inderpuri . The Service Provider will be required for attending the housekeeping work in the office premises and maintenance / cleaning services in common areas of officers' flats.
- 1.3 The Bids (under two bid system) are invited from experienced and competent Delhi/NCR based contractors for award of contract in the
- 1.4 The approximate area to be covered for maintaining / house keeping of office premises in the above mentioned places are., as per details given below :

LOCATION	AREA*
New Delhi Office (Ground Floor) Videocon Tower, Jhandewalan Ext. Rani Jhansi Road, New Delhi - 110055	12,675 Sq ft
New Delhi Office (12 th Floor) Videocon Tower, Jhandewalan Ext. Rani Jhansi Road, New Delhi - 110055	5,120 Sq ft
Okhla Office – NSIC-NTSC Complex, Okhla Industrial Area, Phase III New Delhi - 110020	3,246 Sq ft
Bahadurgarh Office, 3rd Floor, Ruhil Tower, MIE Part B, Bahadurgarh – 124507	900 Sq ft

(Haryana)	
Cleaning services of common area, basemant and roof of Officers' flats at C-40, Inderpuri, New Delhi	5000 Sq ft (approx)
Cleaning services of common area, basemant and roof of Officers' flats at C-82, Inderpuri, New Delhi	5000 Sq ft (approx)
Quarterly cleaning of Staff Quarters located at Inderpuri, Syruavihar(Gurgaon), Rohini	<p>At Rohini – 16 flats (2BHK)</p> <p>At Inderpuri – 12 flats (4 flats of 3BHK) & (8 flats of 2BHK)</p> <p>Surya Vihar(Gurgaon) – 18 flats (2 flats of 3 BHK) & (16 flats of 2 BHK)</p> <p>Total 46 flats</p>

**The number of flats and the area in addition to the above may increase or decrease & location may undergo change in future during the currency of contract, which will be advised to the successful bidder accordingly. The final payment to the successful bidder will be made proportionately with regard to increase or decrease in the scope of work and the bank's decision in this regard will be final and this will be binding on the successful bidder.*

NOTE – Service providers are advised in their own interest to visit the above sites to have a fair knowledge of work involved and assessment of cleaning etc., material to be used. Site visits may be undertaken on any working day i.e. March 10 to 14, 2016 between 9.30 hrs. and 17.30 hrs.

- 1.5 The tenure of the contract shall be for two years and is extendable for further period of one year. However, continuance of contract, beyond initial one year, will be subject to Performance Review done by appropriate authority of the Bank. Extension beyond two years, if considered by the Bank in its discretion, shall be on mutually agreed rates.
- 1.6 Minimum Wages will be revised during the period of contract in accordance with Dearness Allowance revised from time to time by Labour Department, Govt. of NCT of Delhi as per the provisions of Minimum Wages Act, 1948. Accordingly, EPF/ESI will also be paid as per the revised rates.
- 1.7 The detailed scope of work for all categories of personnel is attached in **Annexure-I**.
- 1.8 Accordingly, proposals are invited from the eligible Service Providers for providing **housekeeping Services** at SIDBI's Office and other locations mentioned at Point 1.4 above.

1.9 You are requested to submit your bids strictly conforming to the schedule and terms and conditions given in **Annexures-II** attached.

2. Bidding Information:

Purpose	Selection of "Service Provider" for providing housekeeping Services
Earnest Money Deposit (EMD)	₹ 50,000/- [to be submitted in the form of Demand Draft(DD) / Pay Order (PO) drawn on any scheduled commercial bank in favour of Small Industries Development Bank of India, payable at New Delhi along with Technical Bid].
Site Visit	On any working day from March 10 to March 14, 2016 between 9.30 hrs. and 17.30 hrs .
Pre –Bid Meeting	March 14, 2016 at 16.30 hrs.
Bid Submission Start Date	March 15, 2016 at 09.30 hrs
Clarifications	Clarifications, if any, may be asked in writing through e-mail not later than March 14, 2016 by 1600 hrs on mail id.'akpandey@sidbi.in' or 'renusharma@sidbi.in'.
Tender Submission End date	March 31, 2016 at 15.00 hrs
Date of opening of Technical Bid	March 31, 2016 at 16.30 hrs.
Bid Validity	90 days from the date of submission of bids. i.e. till June 29, 2016
No. Of Envelopes (Non window, sealed)	<p>02 (Two), Non-window sealed with:</p> <p>1st Envelope :</p> <p>(Super scribing "OFFER FOR HOUSEKEEPING SERVICES - Tender No. : 10 / APV / NDO / 2016, dated March 10, 2016 Technical Bid") containing :</p> <ol style="list-style-type: none"> 1. Demand Draft/ Pay Order towards Earnest Money Deposit (EMD) for ₹50,000/- drawn on/from scheduled commercial bank]. 2. Duly signed Notification at Page No.8 of tender document, annexures I,II, & VIII (Undertaking). 3. Forwarding letter as per format given in Annexure III. 4. 4.Technical Bid details as per format given in Annexure IV 5. 5.Bank Mandate Form as per format given in Annexure V. 6. Undertaking that the service provider has

	<p>not been black listed by any Central/State Government/Public Sector Undertaking/Institute of Govt. of India.</p> <p>7. All the supporting documents/certificates etc. as mentioned in tender document.</p> <p>2nd Envelope :</p> <p>(Superscribing “OFFER FOR HOUSEKEEPING SERVICES - Tender No. 10/APV/NDO/2016 dated March 10, 2016 Price Bid”) containing price bid as per format given in Annexure VI.</p>			
Date and time of opening of Price Bids	Price bids would be opened at a later date which would be notified only to the short listed Service Providers.			
Estimated amount per annum	Rs. 13,70,000/- per annum			
Contact Details	Administration & Premises Vertical, SIDBI, Videocon Tower, Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi - 110 055.			
Name (S/Sh.)	Designation	Phone	Fax	E-mail
1) A.K. pandey	DGM	23682468	23682461	akpandey@sidbi.in
2) Renu Sharma	AGM	23635429	23682461	renusharma@sidbi.in

3. INSTRUCTION TO SERVICE PROVIDERS

- 3.1. Service Providers are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 3.2. Any clarification to be sought by the Service Providers should be done on or before the stipulated date.
- 3.3. At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- 3.4. Amendment, if any, shall be hosted on SIDBI Website (www.sidbi.in).
- 3.5. In order to allow prospective Service Providers reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.
- 3.6. In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids, SIDBI may, at its discretion, ask the Service Provider for clarification. The response / Clarification shall be in

writing and no change in the price of substance of the bid shall be sought, offered or permitted.

- 3.7. It would be the responsibility of the Service Provider's representative (only one person per Service Provider) to be present at the venue of opening of Bids.
- 3.8. The envelopes should clearly indicate the Name and Address of the Service Provider. All pages of the bid are to be signed and numbered as **Page No. --- of -- (total pages)** and the page numbers should be running across the complete bid document and not section wise.
- 3.9. The Service Provider shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- 3.10. Deviations, if any, to the terms of the RfP should be annexed separately to the Technical Bid.
- 3.11. **BID VALIDITY:**

The period of bid validity shall be binding on the Service Provider, as SIDBI may award the contract at any stage on or before the expiry of the bid validity date. SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

- 3.12. **Modification And/Or Withdrawal of Bids:**

Bids once submitted will be treated as final and no further correspondence in this regard will be entertained. No Service Provider shall be allowed to withdraw the bid. SIDBI has the right to reject any or all the bids received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / non delivery of the bid documents due to any reason whatsoever.

4. TENDER METHODOLOGY, BID EVALUATION & AWARD OF CONTRACT:

- 4.1. The tender methodology proposed to be adopted by SIDBI will be "TWO BID SYSTEM" i.e., Technical Bid and Price Bid.
- 4.2. Bid evaluation shall be done in two phases. In first phase only the 1st envelope will be opened on the date mentioned above. Representatives of the Service Providers may like to be present during this bid opening. Evaluation of Technical Bids shall be done with respect to terms and conditions defined in the tender. Based on the technical evaluation, Service Providers will be short listed for opening of the Price Bids.
- 4.3. In second phase, 2nd envelope containing price bids of the Service Providers short listed in the first phase shall be opened. Service Provider's representatives may like to be present during Price bid opening. Date and time of opening of the price bids shall be advised only to the Service Providers shortlisted in the first phase of evaluation, through fax/ email.
- 4.4. Accepting of application by the Bank would not guarantee the award of contract. The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

- 4.5. SIDBI will award the contract to the successful Service Provider whose bid has been determined to be substantially responsive and has been determined as the LOWEST (L1) PRICE BID.
- 4.6. The Bank, on the request of the Service Providers may furnish the reasons for rejecting tender.

NOTIFICATION

All the intending agencies/ contractors are also requested to note the following important provisions

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 up to 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.

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SCOPE OF WORK

1. Supervisor should be minimum Intermediate pass with work experience of 3 years, Skilled housekeeping boys to be minimum 10th pass with work experience of 3 years and unskilled housekeeping boys to be minimum 8th pass with work experience of 3 years.
2. Proper and efficient sweeping, cleaning and swabbing of all the floors of the office premises and other areas of premises listed at point no. 1.4 of this tender **at least twice a day with Teepol, Lysol and other standard (non polluting) chemicals. Proper and efficient cleaning and swabbing of all the toilets and wash basins twice a day to keep them neat and clean, with Lysol, Teepol, Harpic, and other standard (non polluting) chemicals.**
3. Daily, disposal of garbage from all the site(s) including Collection and disposal of garbage from all the locations /officers' flats /VOF/ Dormitories as per details mentioned at para no 1.4 of this tender.
4. **Providing all the cleaning material including liquid soap, toilet rolls, odonil, sanitary cubes, Teepol, Lysol and naphthalene balls in as much quantities as required at all times in all the toilets shall be the responsibility of service provider.**
5. Daily cleaning will have to be completed before commencement of office Hours.
6. Proper and efficient Sweeping and Mopping of Floor/tiles in Pantry as and when required with minimum twice a day.
7. Removal of waste papers, packing material and any other garbage from the entire premises, including the staircases and lift areas etc.
8. Cleaning of frames, panels, glasses, railings and cabin, partitions with Colin, Teepol, and other standard (non polluting) chemicals.
9. Cleaning and dusting of planters, paintings, AC covers, posters, notice boards, office furniture, brass polishing of nameplates etc.
10. Removal of bird dropping and other dirt's on the inner walls or on the foot of doors, ventilators etc. as and when required.
11. Vacuum cleaning of blinds and spot removing with chemicals etc.
12. Cleaning and sweeping of road in front of the office-building, if any.
13. Cleaning and sweeping of roof, and road in front of Officers' flats.
14. Towels shall be replaced twice a day in all the toilets. Towels provided at officers' chairs shall be replaced twice a week or as required. **Cost of towels shall be borne by the Bank.**

15. Washing of Towels, table covers, mats in office premises shall be arranged by the service provider, cost for which shall be borne by the Bank.
16. Washing of car covers.
17. Shifting of computer, stationery within the office premises.
18. Handling the ceasefire equipment, in case of fire.
19. Passing of files and papers within the office premises.
20. Doing photocopying work as and when required.
21. Filling of drinking water in jugs of all staff members and for visitors.
22. Any other work assigned by the office.
- 23. Providing vacuum cleaner and other required equipments at all locations.**

Weekly Deep Cleaning (on Saturdays)

24. Thorough cleaning/washing of the entire floor area by using Teepol, Lizol, Brisk, etc. and scrubbing of the entire office premises, toilets and the dining area.
25. Efficient Dusting of walls, roofs etc. from top to downward.
26. Brass polishing of brass/copper fixtures.
27. Window sponging and cleaning from inside and outside of building with chemical.
28. Cleaning of drinking water coolers, refrigerator, water jugs, dustbins, buckets etc. with detergents and other chemicals.
29. Vacuuming of curtains/venetian blinds, carpets, office furniture and removal of spots
30. Washing and cleaning of garbage areas with chemicals
31. General cleaning/dusting of panels, posters, paintings, light fittings, fans, tube lights and electrical fittings etc.
32. Polishing of non-carpeted floor area, cleaning of sanitary/water supply fixtures, wall tiles etc.
33. Maintenance of dead stock items in good condition. Any addition/deletion or any breakage/damage or loss should be entered in the register and reported to the bank immediately. Any damage/loss in respect of the bank's properties at the office premises during the period of the contract caused by the negligence of the contractor will be borne by the contractor

Quarterly Cleaning of Bank Residential Flats

34. Thorough cleaning/washing / scrubbing of the entire floor area by using Teepol, Lizol, Brisk, etc.

35. Efficient Dusting of walls, roofs etc. from top to downward.
36. Window sponging and cleaning from inside and outside of building with chemical.
37. General cleaning/dusting of panels, posters, paintings, light fittings, fans, tube lights and electrical fittings etc.
38. cleaning of sanitary/water supply fixtures, wall tiles etc.
39. Washing and cleaning of garbage areas with chemicals
40. Any damage/loss in respect of the bank's properties at the office premises during the period of the contract caused by the negligence of the contractor will be borne by the contractor.

Terms and Conditions

1. **DEFINITIONS:**

In this Contract, the following terms shall be interpreted as indicated below:

- 1.1. The “Bank ” means Small Industries Development Bank Of India (SIDBI);
- 1.2. The “Service Provier” means the individual or firm or company supplying or intending to supply the housekeeping Services under this Contract;
- 1.3. The “Contract” means the agreement entered into between the Bank, represented by its authorised representative and the service provider represented by its authorised representative as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- 1.4. The “Contract Price” means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;
- 1.5. The “Services” means those services related to HOUSEKEEPING.
- 1.6. “TCC” means the Terms and Conditions of Contract contained in this section;
- 1.7. The “Site” means the locations mentioned at Point No. 1.4 in this document.
- 1.8. The relationship between Service Provider and the Bank shall be of Vendor & Vendee and the HOUSEKEEING services (supply of manpower) on sale and purchase basis.

2. **RESPONSIVE BIDS:** Bids conforming to the following essential requirements shall be considered as responsive:

- 2.1. Bids submitted at the prescribed address on or before the stipulated date and time.
- 2.2. Bids accompanied with following documents:
 - 2.2.1. Forwarding letter **[Annexure III]**
 - 2.2.2. DD/ PO/BG towards the EMD as required.
 - 2.2.3. Duly filled in and signed Technical Bid in prescribed format **[Annexure IV]**.
 - 2.2.4. Duly filled in and signed Bank Mandate Form in prescribed format **[Annexure V]**
 - 2.2.5. Duly filled in and signed Price Bid in prescribed format **[Annexure VI]**.

2.2.6 Undertaking that the service provider has not been black listed by any Central/State Government/Public Sector Undertaking/Institute of Govt. of India.

2.2.7 All the supporting documents/certificates etc. as mentioned in tender document.

3. MINIMUM ELIGIBILITY CRITERIA / TECHNICAL BID:

3.1.1 The Service Provider should be a sole proprietary concern, partnership firm or a company of repute and should be registered with registrar of firms / companies, wherever applicable. Service Provider should have minimum 5 years experience.

3.1.2 It should have experience of five years in providing similar services to Well established organisations like All India Financial Institutions, public sector Banks / undertakings, Multi National Companies & large Pvt. Sector Companies. Contractors should have done at least one job of following magnitude/ amount in the last 5 years.

3.1.3 The Service Provider should have licence / permit / approval etc. from the concerned statutory authority or any other competent authority concerned for carrying out this type of work. **They have to furnish the relevant documents alongwith the Technical Bid.**

3.1.4 The Service Provider should have personnel with relevant experience preferably with professional qualification (viz. degree / diploma in HOUSEKEEPING etc.) at the supervisory level.

3.1.5 The Service Provider should not have been black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies during last 5 years.

3.1.6 The contractor should be an Income-tax assessee and should have filed Income Tax return for the last two assessment years.

3.1.7 The contractor should have sufficient number of persons / manpower to carry out the said work, on his roll. The Service Provider should be located within New Delhi/NCR.

3.1.8 The Service Provider should have achieved annual sales turnover of ₹ 50 lakh in any one of the last three financial years i.e., 2012-13, 2013-14 and 2014-15 as per the **audited** financial results.

3.1.9 The Service Provider should be making profit during in any one of last three financial years i.e. 2012-13, 2013-14 and 2014-15 as per the **audited** financial results.

3.1.10 The agency should be registered with Labour Department of State/Central Govt. as applicable.

4. Housekeeping Staff

- 4.1 The Service Provider shall obtain all the requisite licenses Contract Labour (Regulation & Abolition) Act, 1970 and any rules framed hereunder and under other applicable laws issued by the concerned Labour Department etc for running the establishment.
- 4.2 The Bank shall not be responsible in any way for any breach by the Service Provider of the rules and regulations governing the running of such establishments.
- 4.3 The Service Provider shall not engage minors for Housekeeping service.
- 4.4 The Service Provider shall maintain the Register/Challan copies as under:
- 4.5 Under Contract Labour (Regulation and Abolition) Act, 1970
 - a) Attendance Register
 - b) Wage Register
 - c) Over-time Register
 - d) Advance Register
 - e) Register of Deduction for Damage & Loss
 - f) Register of Fine
 - g) Accident Register
- 4.6 Under PF/ESIC/MLWF Act
 - a) Photo copies of PF/ESIC Monthly Challans (from the beginning of the contract)
 - b) MLWF Challans (from the beginning of the contract)
- 4.7 Under Minimum Wages Act, 1948
Minimum wages to all employees of the agency/ contractor as prescribed by applicable laws.
- 4.8. The Service Provider shall indemnify and keep indemnified, defend and hold good SIDBI, its officers, directors, employees and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Service Provider or their services personnel on account of misconduct, omission and negligence by the Service Provider or his service personnel.
 - 4.8.1. The Service Provider shall maintain and provide all necessary documentation, registers and records in connection with the performance of HOUSEKEEPING services and other related documents including for complying with any statutory requirements and provisions of applicable laws.
 - 4.8.2. The Service Provider shall take all precautionary measures to ensure the safety of the workmen employed by it and SIDBI will not be responsible in case of any eventuality.
 - 4.8.3. In the case of any labour problems related to the workmen staff of the Service Provider deployed in SIDBI premises, the same shall be settled at the Service Provider's end only. The "Service Provider"

shall indemnify SIDBI suitably. It shall be the duty of the Service Provider to clearly inform his own personnel / staff that they shall have no claim whatsoever against SIDBI and they shall not raise any industrial dispute, either directly and / or indirectly, with or against SIDBI in respect of any of their service conditions or otherwise.

- 4.8.4. The Service Provider shall abide by State Labour/Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract Act, Minimum Wages Act, Provident Fund Act, ESI, etc., and shall indemnify SIDBI against damages arising out of the default on the part of Service Provider due to negligence or non-compliance of any of the aforesaid rules, regulations, etc., laid down by the Government, Statutory authorities Regulations and other Government bodies, if any, from time to time.
- 4.8.5. The Service Provider shall organize medical examination of all the staff before initial deployment which will be repeated on yearly basis. Any person found to be medically unfit or unsuitable shall have to be removed by the Service Provider from the services and suitable replacement shall have to be arranged forthwith.
- 4.8.6. The Service Provider shall arrange to issue Identity Cards to all his staff, through Security Desk of SIDBI, which has to be produced for inspection as and when required by SIDBI and/or suitably displayed.
- 4.8.7. The Service Provider shall provide the proof of background check of its staff deputed for HOUSEKEEPING service at the site of the Bank.
- 4.8.8. The Service Provider shall ensure:
 - That all instructions, guidelines and specifications issued to the Service Provider by SIDBI are clearly and effectively communicated by the Service Provider to its employees and personnel;
 - That all instructions, guidelines and specifications are strictly adhered to by the employees and personnel of the Service Provider so that reputation of SIDBI is not damaged.
 - That no action taken by the Service Provider and / or its employees and /or personnel shall violate laws and regulations.
- 4.8.9. The staff shall be properly dressed in neat and tidy uniform. They shall be courteous, well mannered and attentive. They should be conversant with the tenets of the trade. One site Manager and one supervisor with decision taking capability as well as authority along with adequate service staff should be present in the premises during the service hours on working days as also on weekends / public holidays if services are required during such days.
- 4.8.10. The Service Provider will ensure good quality of services. In case of unsatisfactory services or lapses in service, deductions will be made as penalty which will be solely decided by the Bank. The housekeeping work will be under the constant supervision of the Bank and any lapse will be taken seriously.

- 4.8.11. The contract shall not be construed to have given employment to the Service Provider in the Bank nor any right to the Service Provider on Bank's property. On completion of the contract or whenever the Bank decides the Service Provider and his staff will immediately vacate the premises. The Service Provider is only allowed to use the Bank's premises for the limited purposes of housekeeping in the Bank.

5. Venue

The Housekeeping services shall be provided at various locations as mentioned in Para 1.4 of Request for Proposal or at any other place as approved by the Bank within Bank's premises.

6. Pre-bid Clarifications

6.1 The intending Service Providers will have to send their queries by email to mail id (akpandey@sidbi.in) by March 14, 2016 at 16.00 hrs. which will be clarified in the Pre-bid meeting. No request for change in date of pre-bid meeting will be entertained. No fresh queries will be entertained after pre - bid meeting.

6.2 The interested Service Providers are advised in their own interest to inspect the site/nature of service required in this regard and satisfy themselves before submitting their bids. However, no such visits will be allowed after the pre-bid meeting date. A Service Provider shall be deemed to have full knowledge of the site/ nature of services to be provided, whether he inspects it or not and no extra claims due to any misunderstanding or otherwise shall be allowed.

7. Rates and Timings

- 7.1 Minimum Wages will be revised during the period of contract in accordance with Dearness Allowance revised from time to time by Labour Department, Govt. of NCT of Delhi as per the provisions of Minimum Wages Act, 1948. Accordingly, EPF/ESI will also be paid as per the revised rates.
- 7.2 No advance will be paid.
- 7.3 Applicable taxes will be deducted at source at the time of settlement of bills unless the Service Provider produces the certificate to the contrary from the Income Tax authorities. Certificate for tax deducted will be issued by the Bank.
- 7.4 Taxes as applicable, for housekeeping services for which invoice is raised on the Bank, shall be paid by the Bank.
- 7.5 No other amount would be payable by Bank.
- 7.6 Working hours shall be from 8.30 a.m. to 6.30 p.m.**
- 7.7 Overtime beyond the prescribed hours would be paid at a rate fixed by Bank.

8. TERMS OF PAYMENT: The payment terms of the Bank are as under:

- 8.1 Payment to service provider shall be made on monthly basis. Service provider shall raise the invoices for services provided during the month and submit the consolidated bills to Administration Vertical in the first week of every following month (bills for services provided in the preceding month). The Bank after scrutiny will release the payments within 7-10 working days from the date of bill submission under normal circumstances.
- 8.2 All the payments including refund of EMD will be made by SIDBI New Delhi office, electronically through RTGS/ NEFT. All the Service Providers should submit duly filled-in & signed [by authorized signatory and Service Provider's banker] **Bank Mandate Form** as per format prescribed in **Annexure – V**.
- 8.3 At the time of claiming the payments including refund of EMD, Service Provider will be required to confirm in writing the bank a/c and other details furnished in Bank Mandate Form. In case of any changes, Bank Mandate Form would require to be re-furnished.
- 8.4 The Service Provider must accept the payment terms proposed by the Bank. The price bid submitted by the Service Provider must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Service Provider, in case of delays or defaults on the part of the Service Provider. Such withholding of payment shall not amount to a default on the part of the Bank
- 8.5 TDS, if any, will be deducted while releasing the payment.
- 8.6 The agency will be required to submit an Undertaking as per the format enclosed as per **Annexure VIII** along with the monthly bill and the bill will be settled only thereafter.
- 9. EARNEST MONEY DEPOSIT:**
- 9.1 The Service Provider submitting the bids will have to deposit EMD of ₹.50,000/- (Rupees Fifty thousand only) by way of DD/PO drawn on a scheduled commercial bank in favour of '**Small Industries Development Bank of India**', payable at **New Delhi**, along with the Technical Bid.
- 9.2 Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- 9.3 The Service Provider selected through the tendering process would be required to give interest free security deposit of ₹ 1,50,000 (Rupees one lakh Fifty thousand Only) within a week, including the EMD of ₹50,000/- (Rupees fifty Thousand Only) in the form DD/PO drawn on a scheduled commercial bank in favour of Small Industries Development Bank of India payable at New Delhi which shall be refundable on expiry of contract after adjustment of any dues receivable from the Service Provider or in the form of a performance bank guarantee for ₹ 1,50,000/- (Rupees One Lakh Fifty Thousand Only) from a scheduled commercial bank in favour of Small Industries Development Bank of India payable at New Delhi, with validity period of contract period and extension there of, if any. In case performance bank guarantee for ₹1,50,000/- (Rupees One Lakh Fifty

- Thousand Only) is submitted, EMD amount of ₹50,000/- (Rupees Fifty Thousand Only) will be refunded.
- 9.4 The unsuccessful Service Providers will be returned the E.M.D. within 15 days from the date of final decision of Bank regarding the contract except on account of exigencies beyond Bank's control.
- 9.5 Request for exemption from EMD will not be entertained.
- 9.6 The EMD may be forfeited:
- 9.6.1. If a Service Provider withdraws its bids during the period of bid validity.
- 9.6.2. If a Service Provider makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.
- 9.6.3. In case of successful Service Provider, if the Service Provider fails to accept the Letter of Intent (LoI) / sign the contract within the stipulated time or fails to furnish performance guarantee.

10. Quotation and Process of Selection

Interested Service Providers will be required to submit their offer in 2 bids viz., "Technical bid" and "Price bid" in the format indicated in **Annexure IV & Annexure VI**. Both the bids will be required to be put in separate sealed covers with superscription "Technical Bid" and "Price Bid" which will again be put in another sealed cover with superscription "OFFER FOR HOUSEKEEPING SERVICES" addressed to The Deputy General Manager, Administration & Premises Vertical, Small Industries Development Bank of India (SIDBI), Videocon Tower, Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055.

The cover will be required to be dropped in the box kept for the purpose, at Ground floor, Small Industries Development Bank of India(SIDBI), Videocon Tower, Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, **New Delhi-110 055** on or before **15.00 hours on March 31, 2016**.

- 10.1 The quotation (Technical Bid only) will be opened at **16.30 hours on March 31, 2016** in the presence of the Service Providers, who wish to remain present.
- 10.2 The bid so opened will be subjected to desk scrutiny by a committee of officials. Inclusion of any deviations in the quotation is liable for rejection.
- 10.3 A Committee of officials of the Bank will be visiting the locations where the Service Provider is providing the services to evaluate its capability and verify the claims stated in the technical bid document. The Service Providers who satisfy the criteria will only be considered for further tendering process and their price bid will be opened.
- 10.4 The Price Bid shall be opened only in respect of 'successful Service Providers in technical scrutiny'.

11. Notice for Termination of Contract

The contract can be terminated by the Service Provider by giving three months' notice while the Bank can terminate the contract by giving one months' notice.

12. Agreement

The successful Service Provider has to enter into an agreement with SIDBI for providing the HOUSEKEEPING services **on sale – purchase basis**. Format of agreement will be provided by SIDBI, to the successful Service Provider.

13. USE OF CONTRACT DOCUMENTS AND INFORMATION:

- 13.1 The Service Provider shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 13.2 The Service Provider will treat as confidential all the data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

14. SUB-CONTRACTS:

The Service Provider shall not assign or sub-contract, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

15. APPLICABLE LAWS:

The Contract shall be interpreted in accordance with the laws prevalent in India.

- 16. COMPLIANCE WITH ALL APPLICABLE LAWS:** The Service Provider shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this RfP and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff/personnel/ representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

17. FORCE MAJEURE:

- 17.1 If the performance as specified herein is prevented, restricted, delayed or interfered by reason of Acts of God including fire, explosion, cyclone, floods, war, revolution, acts of public enemies, blockage or embargo, any

law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided that the party so affected uses its best efforts to remove such cause of non-performance, delay or interference and when removed the party shall continue performance with utmost dispatch.

- 17.2 If a Force Majeure situation arises, the Service Provider shall promptly notify the Bank in writing of likelihood or actual existence /occurrence of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

18. RESOLUTION OF DISPUTES:

- 18.1 It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Service Provider from misconstruing the meaning and operation of the RFP and the breach that may result.
- 18.2 In case of Dispute or difference arising between the Bank and the Service Provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the Bank and the Service Provider OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.
- 18.3 The Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is of such nature that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.
- 18.4 Arbitration proceedings shall be held at New Delhi, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- 18.5 Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at New Delhi, India only.
- 18.6 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.
- 18.7 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

Any dispute between the Service Provider and the Bank, which cannot be settled by negotiation, may be resolved exclusively by arbitration and

such dispute may be submitted by either party to arbitration within 30 days of the failure of negotiations. Arbitration shall be held in New Delhi, India and conducted in accordance with the provision of Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final and binding. The Service Provider shall not be entitled to suspend the provision of the HOUSEKEEPING services, pending resolution of any disputes and shall continue to render the HOUSEKEEPING services in accordance with the provisions of the contract notwithstanding the existence of any dispute between the Service Provider and the Bank or the subsistence of any arbitration or other proceedings.

The contract shall be governed by and construed in accordance with the laws of India and the Courts in New Delhi shall have the exclusive jurisdiction to try any suit, proceedings in connection therewith / in that behalf.

Annexure - III

Forwarding Letter

(To be submitted on the letter head of the "Service Provider")

To:

The Dy. General Manager
Administration & Premises Vertical
SIDBI
Videocon Tower, Gr Floor, E-1,
Rani Jhansi Road, Jhandewalan Extn,
New Delhi-110 055

Dear Sir,

Your Tender No.10/NDO/APV dated March 10, 2016

This is with reference to your above mentioned tender for Selection of "Service Provider" for providing HOUSEKEEPING services in the Banks premises at Videocon Tower, Jhandewalan Extension, New Delhi and other locations. 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.

Date :...../...../2016

Authorised Signatory:

Name:
Designation:
Phone:
Email:

ANNEXURE – IV

THE FORMAT FOR TECHNICAL BID

**APPLICATION FOR HOUSEKEEPING / MAINTENANCE OF
OFFICE & RESIDENDIAL PREMISES AT SIDBI, NEW DELHI**

From:

To:
The Deputy General Manager
Small Industries Development Bank Of India
Administration & Premises Vertical
Videocon Tower, Gr Floor,E-1,
Rani Jhansi Road, Jhandewalan Extn,
New Delhi-110 055

Sl. No.	Particulars	Details to be filled in by the Housekeeping Service Provider
1	Name of the Service Provider	
2	Regd. Office/Business address of the Service Provider	
3	Whether belong to SC/ST (attach certificate issued by the competent authority)	
4	Date of Incorporation/Constitution	
5	PAN/TAN Nos. of the Service Provider	
6	Service Tax Registration No.	
7	Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach copy of registration)	
8	Whether registered with Sales Tax Department? Date of Registration. (Attach copy of registration)	
9	Whether registered with Health	

	Department / or any other authority? Date of Registration. (Attach copy of registration)																	
10	Whether registered with Labour Department? Date of Registration. (Attach copy of registration)																	
11	Whether registered with Central/State Excise/Income Tax Department for Service Tax? Date of Registration. (Attach copy of registration)																	
12	(a)Turnover in the last 3 Financial Years. (year-wise). Please attach a copy of CA certified audited Balance Sheet and P & L Statement. (b)Profit for the above financial years. (Attach a certificate by a Chartered Accountant)	2012-2013- 2013-2014 2014-2015-																
13	Bank Details Name of the Bank Branch Type of Account Account Number IFSC Code																	
14	Years of experience in providing housekeeping services.																	
15	Name of the Organizations / Corporations / Departments where the experience has been gained and number of persons the agency was serving (each location wise) (Attach copies of experience)																	
16	Annual Turnover at each of the HOUSEKEEPING location/s (at least three locations)	<table border="1"> <thead> <tr> <th></th> <th>Name of location</th> <th>Annual Turnover</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td></td> </tr> </tbody> </table>		Name of location	Annual Turnover	1			2			3						
			Name of location	Annual Turnover														
		1																
		2																
3																		
17	Name, Designation & Contact details of the key person at the above indicated location/s from the Contracting Establishment.	<table border="1"> <thead> <tr> <th></th> <th>Name of location</th> <th>No. of years</th> <th>No. of persons served</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Name of location	No. of years	No. of persons served	1				2				3			
			Name of location	No. of years	No. of persons served													
		1																
		2																
3																		
18	Please indicate the particulars of the personnel with relevant professional qualifications (viz.,																	

	Degree / Diploma in----- -----) at the Supervisory level?	
19	Particulars of Payment towards EMD of ₹50,000/- (Rupees Fifty Thousand Only) Draft No. / Pay Order No. _____ Dated _____ drawn on _____ Bank.	

DECLARATION

1. The above information is true to the best of my knowledge and if any information is found untrue or false I may be debarred from the tender process/being given the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank.

Date:...../...../2016

Authorised Signatory:

Name:

Designation:

Phone:

Email id:

Annexure – V
BANK MANDATE FORM

(To be submitted in Duplicate)

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

1. Name of "Service Provider" : _____
"Service Provider" Code (if applicable): _____

2. Address of the "Service Provider" : _____

City _____ Pin Code _____

E-mail id: _____

Phone No. with STD code: _____

Mobile No.: _____

Permanent Account Number _____

MSE Registration / CA Certificate _____
(if applicable)

3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		

(Code number appearing on the MICR 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)				
IFSC CODE	For RTGS transfer		For NEFT transfer	

4. Date from which the mandate should be effective :

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 / IDBI Bank 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**.

Place : _____

Date : _____

Signature of the party / Authorized Signatory

.....
.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the bank in which the a/c is held)

N.B.: RTGS/NEFT charges if any, is to be borne by the party

^{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 – VI

Format of Price Bid

Location	No. of Personnel required from 8.30 am to 6.30 pm (10 hours) for 6 days a week i.e. Monday to Saturday)		Pay per month	DA Per month	PF Per month	ESI	Total Per month
New Delhi Office: Ground Floor and 12 th Floor, Videocon Tower, Jhandewalan Extension, Rani Jhansi Road, Delhi-110055	Skilled	2					
	Semi skilled	5					
	Unskilled	6					
Okhla Office : NSIC-NTSC Complex Okhla Industrial Area, Phase III New Delhi - 110020	Semi skilled	1					
Bahadurgarh XBO, 3rd Floor, Ruhil Tower, MIE Part B, Bahadurgarh – 124507 Haryana)	Semi skilled	1					
C-40, Inderpuri, and C-82, Inderpuri (two separate complexes) (cleaning/maintenance only for common areas) – on full time basis	Unskilled	1					
Cost of Cleaning material per month as per specified quality and standard (refer Annexure-I on Scope of Work))							
Agency's Service charges							
		Total					

Signature of Authorised Personnel

[Note: The charges may be quoted on per month basis excluding applicable service charge.]

Organization:

Date:...../...../2016

Authorised Signatory:

Name:

Designation:

Phone:

Email id:

PERFORMANCE SECURITY FORM
(Sample Format - TO BE EXECUTED ON A NON-JUDICIAL
STAMPED PAPER of requisite value)

To: **SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA, Videocon Tower, Gr Floor,E-1, Videocon Tower, Gr Floor,E-1, Rani Jhansi Road, Jhandewalan Extn, New Delhi-110 055**

WHEREAS (Name of Service Provider) (hereinafter called the “Service Provider”) has undertaken, in pursuance of Request for Proposal (RFP) No **dated** **2016** for providing housekeeping services (herein called the ‘the RFP’) to you.

AND WHEREAS, it has been stipulated by you in the said RFP that the Service Provider shall furnish you with a Bank Guarantee from a scheduled commercial Bank for the sum specified therein, as security for compliance with the Service Provider’s performance obligations in accordance with the RFP.

We -----Bank further undertake not to revoke and make ineffective the guarantee during its currency except with the previous consent of the buyer in writing.

We ----- Bank do hereby unconditionally and irrevocably undertake to pay to SIDBI without any demur or protest, merely on demand from SIDBI, an amount not exceeding ₹ ----- (----- only) by reason of any breach of the terms of the RFP dated ---- by Service Provider. We hereby agree that the decision of the SIDBI regarding breach of the terms of the RFP shall be final, conclusive and binding.

WE do hereby guarantee and undertake to pay forthwith on demand to SIDBI a sum not exceeding ₹...../-. (Rupees only) (amount of the Guarantee in words and figures) and we undertake to pay you upon your first written demand declaring the Service Provider to be in default under the RFP and without cavil or argument, any sum or sums within the limit of ₹...../-. (Rupees only) (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Our obligation to make payment under this Guarantee shall be a primary, independent and absolute obligation and we shall not be entitled to delay or

withhold payment for any reason. Our obligations hereunder shall not be affected by any act, omission, matter or thing which but for this provision might operate to release or otherwise exonerate us from our obligations hereunder in whole or in part, including and whether or not known to us or you:

- (i) any time or waiver granted to the "Service Provider";
- (ii) the taking, variation, compromise, renewal or release of or refusal or neglect to perfect or enforce any rights, remedies or securities against the "Service Provider";
- (iii) any Variation of or amendment to the RFP or any other document or security so that references to the Contract in this Guarantee shall include each such Variation and amendment;
- (iv) any unenforceability, invalidity or frustration of any obligation of the "SERVICE PROVIDER" or any other person under the RFP or any other document or security waiver by you of any of the terms provisions conditions obligations UNDER RFP or any failure to make demand upon or take action against the "SERVICE PROVIDER";
- (v) any other fact, circumstance, provision of statute or rule of law which might, were our liability to be secondary rather than primary, entitle us to be released in whole or in part from our undertaking; and;
- (vi) any change in constitution of the "Service Provider";
- (vii) any petition for the winding up of the "SERVICE PROVIDER" has been admitted and a liquidator or provisional liquidator has been appointed or an order of bankruptcy or an order for the winding up or dissolution of the "Service Provider" has been made by a Court of competent jurisdiction;

The written demand referred to in paragraph above shall be deemed to be sufficiently served on us if you deliver to us at the address as set out in 3rd paragraph

This guarantee is valid until the day of <validity date> and a claim in writing is required to be presented to us within a period of one month from <validity date> i.e. on or before <claim period> failing which all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities mentioned hereinabove.

Signature and Seal of Guarantors ("Service Provider"'s Bank)

.....

Date.....

Address

.....

.....

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

1.10 following categories of works :.

1.3.1 Weekly Deep cleaning on Saturdays.

1.3.2 Attending to anyother work/duties assigned by the office.

Quareterly deep cleaning of Officers flats situated at Rohini, Surya Vihar(Gurgaon) and Inderpuri
(Total 46 flats