



Small Industries Development Bank of India
101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004

Tender Notice - Annual Service Contract for Maintenance & Housekeeping services

Sealed tenders in **two parts** are invited from experienced and well established contractors for Annual Service Contract for providing services mentioned hereunder for **Small Industries Development Bank of India, 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004.**

- i. Maintenance & Housekeeping services at SIDBI Officers' Quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016.
- ii. Need based Plumbing, Carpentry, Electrician services, etc at Office Premises at SIDBI, 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004.
- iii. Maintenance and Housekeeping services at Office premises at 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037.

2. Eligibility Criteria

Only well established competent contractors who have experience in executing similar types of annual maintenance/service works in Central/State Government Offices/Public Sector Undertakings/Public Sector Banks / MNC / large private sector companies during the last the **5 years** i.e. **as on the last date of submission of the tender** will be eligible to tender for the work.

3. Application for Tender Forms

Intending tenderers should approach the Branch Office of the Bank at Saifabad, Hyderabad between 10:00 hours. and 17:00 hours on all working days (i.e. Monday to Friday). The tender forms will be issued only to those contractors who satisfy the prescribed eligibility norms as follows:

(a) Constitution of the tenderer

Full particulars of the constitution of the tenderer (whether tenderer is a proprietary concern or a partnership firm or a company, etc.) should be submitted along with name(s) and address(es) of the proprietor / partners / directors, copy of the certificate of incorporation / registration certificate with the Registrar of Firms, copy of the Partnership Deed / Articles of Association / Power of Attorney/any other relevant document.

(b) Work experience

The tenderer should have a minimum of **5 years** of experience in providing **Maintenance & Housekeeping services** to Central/State Government Offices/Public Sector Undertakings/Public Sector Banks/Large Private Sector Companies. Copies of the work orders should be enclosed as proof of work experience in Central/State Government Offices/Public Sector Undertakings/Public Sector Banks or large private sectors companies. Documentary evidence of previous work experience of carrying out similar works should be furnished while taking tender forms.

(c) Registrations with authorities

The tenderer should be registered with the Labour Department, Central Board of Excise and Customs for

GST, if applicable, (or Furnish an undertaking stating the reason for non applicability), Employees Provident Fund Organization, Employees State Insurance Corporation as applicable. A certified copy each of the registration certificates should be submitted as proof.

(d) Creditworthiness of the tenderer & total income during the specified period

Copies of the Income Tax Clearance Certificates/Income Tax Assessment Orders along with the final accounts of the business of the tenderer for the last 3 years, duly audited / duly certified by a Chartered Accountant should be furnished as proof of creditworthiness. The tenderer should have recorded **total income** of not less than **Rs. 5.00 lakh** from the business of Maintenance & Housekeeping contracts [in the case of tenders for the contract of such services] in any of the last three financial years i.e FY 2013-14 or FY 2014-15 or FY 2015-16 as per audited financials. Copies of valid IT PAN NO. / GST Registration Certificate, if applicable (or Furnish an undertaking stating the reason for non applicability) /other certificates relating to the specific trade, etc. should be furnished.

(e) Name(s) and address(es) of the bankers and their present contact officials

Written information about the names and addresses of the bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline and cellular) nos., fax nos., etc., of the contact officials (i.e. the persons who can be contacted at the office of their bankers by the Bank) should be furnished.

(f) Details of bank accounts

Full particulars of the bank accounts, like account number, type of account, date of opening of the account, IFSC Code etc., along with a Bank mandate form should be furnished.

(g) Name(s) and address(es) of the clients and their present contact executives

Written information about the names and addresses of the clients along with full details like names, postal addresses, e-mail IDs, telephone (landline and cellular) nos, fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank) should be furnished.

(h) Details of completed works

The client-wise details of Maintenance services and full contact-details of the officers/ authorities/departments under whom the work(s) was/were executed should be furnished.

In the event of the failure of intending tenderers' to satisfy these aspects to the Bank, the Bank reserves the right to refuse issuance of tender forms/documents to the concerned firm/contractor.

4. Tender forms i.e. Part I and Part II may also be downloaded from the tender sections of the web-site or can be collected from the Bank's Office at Saifabad, Hyderabad.

After prima facie scrutiny, if any of the contractors is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further.

5. Tender in prescribed forms shall be submitted in **two parts**. **Part-I** will contain the tenderers' covering letter, tender form, tenderers proof for compliance with the eligibility criteria *information/documents, mentioned in paragraph 3 above, Earnest Money Deposit (EMD) demand draft of Rs. 10,000/- (Rupees ten thousand only) in favour of SIDBI* and be sealed in one cover, superscribing the name of relevant contract.

Part II will contain no conditions whatsoever but Bank's schedule of quantities, drawings, if any, and tenderers' price bid only and be sealed in a separate cover, superscribing name of the relevant contract.

Both these sealed covers should further be sealed in another envelope along with all the relevant information/documents, as mentioned above and addressed by name to **Shri G.Sampath Kumar, General Manager (Officer-in-Charge), Small Industries Development Bank of India, 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004 so as to reach him on or before 11:00 hours on October 20, 2017** in the manner enumerated in the tender form. *The sealed covers for Maintenance services shall be opened at 15.00 hours on October 20, 2017 for scrutiny.*

6. Part-I of the tenders will be opened at the times and on the dates as mentioned above, in the presence of the authorized representative of the tenderers who choose to be present. Part-II of the tender of only those tenderers which meet the requirement of the Bank will be opened on the same date or subsequent date under advice to the tenderers.

7. The Bank will obtain reports on past performance of the tenderer from his clients and bankers and evaluate the said reports before opening of the Part-II of the tenders. If any tenderer is found not to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the Bank reserves the right to reject his offer even after opening of Part -I of the tender and his sealed cover containing Part-II of the tender will be returned to him. The Bank is not bound to assign any reason for rejecting the tender.

8. The Bank reserves the right to reject any/all the tenders without assigning any reasons therefore.

9. Tenderers are advised to enclose the following documents in Part I for examining their qualification/suitability. Opening of Part II (Commercial Bid) will be subject to satisfying the prescribed eligibility criteria.

i) Copies of work orders from clients for executing similar works for Central/State Government Offices/Public Sector Undertakings/Public Sector Banks or large private sectors companies during the last five years (attach copies of the work order or experience certificate).

ii) Copy of the certificate of incorporation / registration certificate with the Registrar of Firms / Registrar of companies, Copy of the Partnership Deed / Articles of Association / Power of Attorney/any other relevant documents.

iii) A copy each of the registration certificates with the Labour Department, Central Board of Excise and Customs for GST if applicable (or Furnish an undertaking stating the reason for non applicability), Employees Provident Fund Organization, Employees State Insurance Corporation as applicable

iv) A copy of the annual accounts of the tenderer, duly audited / duly certified by a CA, for each of the last three financial years FY 2013-14 , 2014-15 and 2015-16.

v) IT returns certificates of last three consecutive years duly certified by a practising Chartered Accountant. Copies of valid IT PAN NO. / GST Registration Certificate if applicable (or Furnish an undertaking stating the reason for non applicability), other certificates relating to the specific trade, etc.

vi) References of clients/particulars of bankers, specifying their names and contact numbers (landline and cellular) and names of the contact executives/officials.

10. The Tenderer agrees to execute all documents, which may be required by the Bank in this regard.

11. The successful bidder shall deposit a Security Deposit (SD) as under:

(a)	10%	On the first Rs. 1,00,000/- of the accepted value of the contract
(b)	7.50%	On the next Rs.1,00,000/- of the accepted value of the contract
(c)	5.0%	On the further amount of the contract

security deposit shall be refunded to the agency one month after the conclusion of the contract period provided that the Agency has satisfactorily carried out all the works in accordance with the conditions of the contract.

The deposit will not carry any interest. In the event of breach of contract by the Agency, the security deposit will be forfeited.

(12)“ All the intending Agencies/Contractors are also requested to note following important provisions-

1. SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, Gol.
2. These provisions shall be applicable to Micro and Small Enterprises (MSEs) 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 (MSMEs).
3. If deemed fit, the Bank may procure minimum of 20% of the contract value of any goods or services from MSEs. Further, the Bank reserves the right to procure part work/services (about 4% out of above 20%) to MSEs owned by SC and ST entrepreneurs, if found suitable. Provided, these MSEs quoting price within the price band of L1 +15% & bringing down their price to L1 price, in a situation where L1 price is from someone other than a MSEs. In case of more than one such MSEs, the supply shall be shared proportionately at the discretion of the Bank.
4. Such MSEs would also be entitled for tender sets free of cost and exemption from payment of earnest money deposit. In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
5. Agencies desirous of availing preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.”

13. The following officials of the Bank may be contacted for clarifying doubts/queries during office hours i.e. from **1000 hours to 1700 hours from Mondays to Fridays:**

Smt J. Hemalatha, Assistant Manager or Shri Y. Murali, Asst. General Manager

(Ph. 040 – 2323 1344, Ext-28 / 040-2321 0247)

PART I

Tender

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

ANNUAL SERVICE CONTRACT FOR PROVIDING Maintenance services AT

SIDBI Officers' Quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016,

Office Premises at SIDBI, 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004.

Office premises at SIDBI, 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037

FOR A PERIOD **TWO YEARS**

Name of tenderer : _____

Address : _____

Landline/Mobile No. _____

Last date for submission : **October 20, 2017** on or before 11.00 hours

MAINTENACE SERVICES

Form of Tender

Shri G. Sampath Kumar
 General Manager (Officer-in-Charge),
 Small Industries Development Bank of India
 101, Hermitage Office Complex [Near HACA Bhavan]
 Hill Fort Road, Saifabad,
 Hyderabad 500 004

Dear Sir,

ANNUAL SERVICE CONTRACT FOR PROVIDING MAINTENACE SERVICES at

SIDBI Officers' Quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016,

Office Premises at SIDBI, 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004 and

Office premises at SIDBI, 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037

FOR A PERIOD OF TWO YEARS, Having examined the requirements, conditions and schedule of quantities relating to the captioned works and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, **We understand that it shall be our responsibility to maintain the Officers' quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016 and Office premises at 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037 and need based maintenance (only plumbing, carpentry and electrician) at SIDBI office , 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004.**

I/We hereby offer to take up the service contract for providing maintenance services at SIDBI Officers' quarters, Near HC Tower, 1–10–68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016 and Office premises at 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037 and need based maintenance (only plumbing, carpentry and electrician) at SIDBI office , 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004 for a period of two years at the rates mentioned in Part II of the tender and in accordance with the conditions of the tender , agreement & conditions of contract attached hereto.

2. Should this tender be accepted, I/we hereby agree to fulfil the terms and provisions of the said tender , agreement & conditions of contract and work as per the rate accepted by the Bank.

3. Earnest money deposit of Rs. 10,000/- [Rupees Ten thousand only] by way of demand draft No. _____ dated _____ drawn in favour of Small Industries Development Bank of India and made payable at Hyderabad is enclosed. I / We understand that in the event that the contract is awarded to us and we refuse to accept and / or perform the contract the earnest

money deposit is liable to be forfeited and the award of the contract cancelled and that we shall not have any claim against SIDBI or any of its officials in that case

Date : _____ Signature and seal of the contractor/s

Place: _____ Landline/Mobile No: _____

Tender for Annual Service Contract for providing Maintenance services at

SIDBI Officers' Quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016,

Office Premises at SIDBI, 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004 and

Office premises at SIDBI, 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037

FOR TWO YEAR PERIOD

CONDITIONS OF THE CONTRACT

1. Tenders in prescribed form shall be submitted in two parts. Part-I tender will contain the tenderers' covering letter, tenderers' additional conditions, if any, and be sealed & EMD in one cover, superscribing the name of relevant contract. Part II tender will contain no conditions but Bank's schedule of quantities, drawings, if any, and tenderers' price bid only and be sealed in a separate cover, superscribing the name of relevant contract. Both these sealed covers should further be sealed in another envelope and addressed by name to Shri G. Sampath Kumar, General Manager [Officer In Charge] at the office of Small Industries Development Bank of India at 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004 and submitted to the Bank on or before 1100 hours. on **October 20, 2017** in the manner enumerated in the tender form.
2. Part-I of the tenders will be opened at 15.00 hours. on **October 20, 2017** in the presence of the tenderers or authorized representative of the tenderers who choose to be present. Part-II of the tender of only those tenderers which meet the requirement of the Bank will be opened on the same date or subsequent date under advice to the tenderers.
3. The tender form must be filled in English or Hindi and all entries must be made by hand and written in ink. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank in its discretion.
4. Rates should be quoted both in figures and words in columns specified. All erasures and alterations made while filling the tender must be authenticated by signature of the tenderer. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Bank's option. No advice whatsoever, especially on change in rate specifications after opening of Part II of the tender, will be entertained.
5. Each of the Tender Documents should be signed by the person or persons submitting the tender in token of his/their having acquainted himself/ themselves with the conditions of contract, etc as laid down. Any tender with any of the documents not so signed may be rejected by the Bank.
6. The tender submitted on behalf of the firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney or duly authorized by a resolution of the Board of Directors in the case of a company. Otherwise the tender may be rejected by the Bank.
7. The Small Industries Development Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in

part, without assigning any reasons for doing so. The Small Industries Development Bank of India also reserves the right to divide the order between two or more tenderers and the contractors shall carry out even the part orders for various items.

8. The Small Industries Development Bank of India also reserves the right to increase or decrease the number of personnel after the work order is placed.

9. If awarded, the Contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract.

10. The tenderer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making tender and for entering into a contract and must inspect the site of the work, acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

11. Tenderers are advised to enclose the following documents in Part I for examining their qualification/suitability. Opening of Part II (Commercial Bid) will be subject to satisfying the prescribed eligibility criteria :

i) Copies of work orders from clients for executing similar works for Central/State Government Offices/Public Sector Undertakings/Public Sector Banks *or large private sectors companies* during the last five years (attach copies of the work order or experience certificate).

ii) Copy of the certificate of incorporation / registration certificate with the Registrar of Firms / Registrar of companies, Copy of the Partnership Deed / Articles of Association / Power of Attorney/any other relevant documents.

iii) A copy each of the registration certificates with the Labour Department, Central Board of Excise and Customs for GST if applicable (or Furnish an undertaking stating the reason for non applicability), Employees Provident Fund Organization, Employees State Insurance Corporation as applicable

iv) A copy of the annual accounts of the tenderer, duly audited / duly certified by a CA, for each of the last three financial years FY 2013-14 , 2014-15 and 2015-16.

v) IT returns certificates of last three consecutive years duly certified by a practising Chartered Accountant. Copies of valid IT PAN NO. / GST Registration Certificate, other certificates relating to the specific trade, etc.

vi) References of clients/particulars of bankers, specifying their names and contact numbers (landline and cellular) and names of the contact executives/officials.

12. The Bank will obtain reports on past performance of the tenderer from his clients and bankers and evaluate the said reports before opening of the Part-II of the tenders. If any tenderer is found not to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the Bank reserves the right to reject his offer even after opening of Part -I of the tender and his sealed cover containing Part-II of the tender will be returned to him. The Bank is not bound to assign any reason for rejecting the tender.

13. After prima facie scrutiny, if any of the contractors is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further.

14. Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of the tender, which period may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.

15. The tenderer must use only the tender forms issued by the Bank to fill in the rates. Any addition/alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void.

16. The charges quoted will cover the cost of manpower deployed, material used and any equipment, if any, deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

17. The quoted service charges will be firm and not subject to labour conditions, or any other condition whatsoever.

18. The quoted service charges shall also include GST, insurance charges,- and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State or Local Authority if applicable. The basic rate and applicable taxes shall be mentioned separately.

19. The contractor/bidder/agency must

a) have a state presence and market reputation

b) have an office in Hyderabad / Secunderabad

20. That the successful contractor/bidder/agency shall provide Maintenance Service arrangements for SIDBI Officers' quarters, Near HC Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016 and Office premises at 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037 and need based Plumbing, carpentry, Electrician services, etc at Office Premises at SIDBI, 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004.

21. The successful bidder/contractor shall depute required numbers of supervisors and staff to render effective Maintenance services.

22. The successful bidder/contractor shall commence the work only after furnishing to the Bank the following

i. Labour Licence

ii. Provident Fund code Number

iii. E S I Code Number

iv. GST Registration Number, if applicable (or Furnish an undertaking stating the reason for non applicability)

v. Maintenance Register of workers

23. That the tenure of this contract shall be for a period of two years and shall thereafter continue till either side terminates it by giving notice of 30 days, in advance, to the other party or by payment in lieu of notice thereof.

23(i) The Bank reserves the right to terminate this arrangement without assigning any reasons thereof, by serving on the Agency a notice of 30 days 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 Agency at its discretion to perform the job entrusted to the Agency after termination of the arrangement. Provided that the determination of the arrangement, as aforesaid, shall not absolve the Agency of its liability regarding arrangements already entrusted to it in accordance with the direction of the Bank.

23 (ii) In case of any dispute arising out of relating to interpretation of terms and conditions or functioning of the Agency vis-a-vis the Bank, the Bank shall be the sole authority to decide the arbitrator. The Agency agrees to execute any other documents, which may be required by the Bank in this regard.

23(iii) In case of unsatisfactory service, SIDBI reserves the right to terminate the contract by giving 30 days notice & forfeit the security deposit.

24. The Agency will undertake to provide suitable personnel as per the following to complete the work as given in the scope of work and in accordance with the agreement and annexure for the services (formats enclosed herewith)

Maintenance (only plumbing, carpentry and electrician), Cleaning (including garbage removal) & upkeep of SIDBI's Officers' apartments and maintenance of Office (only plumbing, carpentry and electrician), as per the terms and conditions and scope of work given in the tender, agreement & Annexures.
Suggested Manpower required
Common for Officers' apartments and offices at Balanagar and Hyderabad.
I. Plumber (part time skilled) - As & when required
II. Electrician (part time skilled) - As & when required
III. Carpenter (part time skilled) - As & when required.
Only for Officers' apartments:
i Cleaner / Sweeper (unskilled) - 1 No. daily (Half a day- 4 hours) - The work will include daily Sweeping and mopping of the entire common area including passages / lobbies / stairs / courtyard / meter room/common toilet, collection of garbage from the dustbins of all the flats and disposal of the garbage in municipal garbage bins. After disposal of garbage, dust bins shall be cleaned and delivered back to respective flats, watering the plants and weekly cleaning of walls / windows / ceilings (dusting) of common area and terrace.
ii Gardener (semi skilled) - 1 No. on once in a week for half day (4 hours)
Only for Balanagar Office:
i. Office Boy (unskilled) : 1 No. daily (Full day- 8 hours) - The work will include daily sweeping and mopping of the entire floor area, cleaning of washroom, dusting of all furniture including electronic equipment and glass surfaces, dustbins to be cleaned and garbage removed from the premises every day and weekly cleaning of walls / windows / ceilings (dusting), glass facades etc. and other unskilled works allotted by the office.
Quarterly Deep Cleaning of flats including all fittings, toilets, bathrooms etc. (lump sum) 3 BHK 2 BHK 1 Room
Quarterly Cleaning of overhead and ground water tanks (lump sum)

a) The Agency undertakes to indemnify the Bank against any loss, damage, 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 in performing the works agreed to by it.

b) 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 person 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 persons engaged for performing the job shall be responsible for their acts and omissions to the Agency.

c) The Agency shall be solely responsible for the acts and omissions of its employees / representatives dealing with the Bank and undertakes to indemnify the Bank against any loss, damage, theft, negligence etc. that may occur due to non-performance or mal-performance or mis-performance, of its employees.

d) The Agency engaged shall not allow any material to be taken out from the said premises unless authorised by a nominated officer(s) of the Bank under his (their) scale and signature. That it is reiterated and made clear that management, control of the personnel so provided shall be with the Agency and the said personnel for all purposes shall be within the Disciplinary Authority of the Agency.

d) Successful bidder shall deposit a security deposit as mentioned above in the form of Demand Draft drawn in favour of Small Industries Development Bank of India payable at Hyderabad within a week from the date of issue of work order. The deposit will not carry any interest and will be refunded after completion of the contract. In the event of breach of contract by the contractor, the security deposit will be forfeited.

e) The contractor shall be solely responsible for all injury to the workmen and for all damages caused to the building, DG set and other properties that may occur due to negligence, carelessness, accidental or any other reasons whatsoever. The contractor shall fully indemnify SIDBI and hold SIDBI harmless in respect of all and any such expenses arising from all such injury or damages to any person(s) or property as aforesaid and also in respect of any claim made in respect of injury or damage under any act of compensation or damage consequent upon such claim and shall not hold SIDBI responsible, whatsoever.

f) Payment of salaries / wages due to the contractor's employees shall be made by the contractor on or before the fifth of every month irrespective of whether the contractor has received the amount from SIDBI. The necessary salary / wages payment vouchers shall be open to SIDBI's inspection which shall be carried out by SIDBI's authorised representatives and the same shall be verified by him. In case of default on contractor's part to pay the salaries / wages to his employees, SIDBI shall have the right to demand such payments to the contractor's employees or to recover the same from the bills submitted by contractor.

g) Rates quoted by the contractor shall be firm for the entire period of the contract.

h) Before quoting, the bidder may visit the sites and make himself familiar with the sites, nature and conditions of work involved.

25. The Agency shall deploy its personnel at its own cost and the Bank shall not make any payments whatsoever by way of emoluments to such personnel.

26. The Agency shall not engage any person who is suffering from contagious or infectious diseases or who is a minor.

27. The Agency shall strictly abide by the terms and conditions as stipulated in Contract Labour (Regulation and Abolition) Act, 1970 and rules framed there under, Minimum Wages Act, 1948 or any other relevant labour law/statute in force.

28. The Agency shall implement and cover all the personnel employed by it under the various industrial/labour laws, existing or amended from time to time, such as E.S.I.C., P.F., Bonus, Workmen's Compensation Act, etc. and shall also be responsible for any claim/damage made by the personnel employed by it under this Agreement. The Agency shall maintain the musters, salary registers, leave registers, P.F. registers, etc and shall also pay provident fund and the professional tax in time and file returns in respect of all the employees employed in the Bank's premises under this contract and the Agency shall make available the same to the Bank every month.

29. That the Agency also agrees that in case of any pilferage or theft of the Bank's material, it shall reimburse the same to the Bank during the pendency of this contract. It shall also make good any loss or damages, caused by it or its personnel to the Bank during the pendency of this contract.

30. That the Agency agrees to provide the uniform and required equipments and protective gears to its personnel working in the Bank's premises.

31. That the Agency also agrees to make available to the Bank or to any Statutory Authority, relevant information and/or records as may be obligatory under the rules, statutes as may be directed in that regard by the Bank or by any Statutory Authority respectively.

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

31(ii) 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, theft etc. by the Agency/its personnel in carrying out 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.

32. The scope of work for the Maintenance Agency, through its personnel will involve is as given below.

SCOPE OF WORK**A. Cleaning of common area, etc. at Officers' apartments at Begumpet, Hyderabad (for half a day)**

Housekeeping Services including cleaning of toilets, bathrooms, etc at SIDBI Officers' Quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016., as under:

#	Nature of works to be executed	Frequency
1	Sweeping and mopping of the entire common area including passages / lobbies / stairs / courtyard / meter room/common toilet.	Daily
2	Collection of garbage from the dustbins of all the flats and disposal of the garbage in municipal garbage bins. After disposal of garbage, dust bins shall be cleaned and delivered back to respective flats.	Daily
3	Watering the plants	Daily
4	Cleaning of walls / windows / ceilings – dusting & removal of cobwebs of common area and terrace	Weekly
5	Gardening work at Officers' quarters, Hyderabad – one trained Gardener will have to give his services once in a week for half a day (4 hrs) at a regular interval for all the works required for planting new plants ,grass etc. in the garden & it's beautification and proper maintenance of the existing garden and new plants.	Weekly

B (i) Cleaning of office premises at Balanagar

The scope of work in the category of providing maintenance of office premises at 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037

#	Nature of works to be executed	Frequency
1	Sweeping and mopping of the entire floor area	Daily
2	Cleaning & dusting of all furniture including electronic equipment and glass surfaces	Daily
3	Cleaning of washroom	Daily
4	Cleaning of walls / windows / ceilings (dusting & removal of cobwebs)	Weekly
5	Cleaning glass facades / windows	Weekly
6	Dustbins to be cleaned and garbage removed from the premises every day	Daily
7	Other unskilled duties as per requirement of the office.	

The entire cleaning work should be completed **by 09.00 am**

C) Deep Cleaning of flats [once in every three months] at SIDBI Officers' quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016

- i) Cleaning of fans, lighting fixtures, chandeliers, exhaust fans, geysers.
- ii) Shifting of household furniture, if needed, and re-arranging the same.

- iii) Cleaning of walls and ceilings free from cobwebs, dirt, stains, etc.
- iv) Carefully removing nylon mesh (netlon) from the windows/ventilators, washing the same with detergents and fixing at the same place.
- v) Cleaning of windows, window panes, grills, doors, ventilators, name plates (with Brasso) and sign boards.
- vi) Cleaning of kitchen platform and sink, wash basins, tiles, kitchen racks, glass mirrors, water purifiers.
- vii) Removing the cobwebs from wall, ceiling, pelmet and inaccessible spots by broom. etc.
- viii) Thorough sweeping, washing, mopping and scrubbing the floors and wall dado inside the flat after carrying out the above cleaning work.

D) Deep Cleaning of toilets/bathrooms [once in every three months] at SIDBI Officers' Quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016

Bath rooms and toilets (including tiles & fittings) inside all flats to be cleaned by using nylon brush and toilet bowl plunger with approved cleaning materials like detergent, toilet cleaner and oxalic acid, etc. This work has to be done along with quarterly deep cleaning of the flats as mentioned in item no. 'C' above.

E) Other housekeeping Services such as need based Plumbing, Electric repair, Carpentry work at

- I. SIDBI Officers' quarters, Near HCL Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet, Hyderabad 500 016
- II. 101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad, Hyderabad 500 004 and at
- III. 206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar, Hyderabad 500 037

Terms:

- a) Frequency of visits per month for plumber, carpenter and electrician will be restricted to 10 visits (except emergencies). The contractor may quote the amount per visit. The contractor will keep a record of the number of visits undertaken in a particular month and in case the above limit is being exceeded, he will seek prior approval from SIDBI before deploying his personnel for a given job.
- b) One 'visit' means completing the given job which may involve 1 or more visits for completing the job to our full and final satisfaction. Wherever required the work will include repairs, replacement and some additional work to complete the job and close the complaint of the occupants.

33. That the Agency shall submit police verification report on the character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address of the personnel to be provided under this contract, along with their passport size photographs, before engaging them for duty in Bank's premises. Only physically fit, well-trained, literate, disciplined and honest persons and between the age of 21 and 55 years shall be deployed.

34. The personnel to be deployed shall be conversant with Hindi, Telugu.

35. The successful bidder/contractor shall

a. maintain neat, complete and legible registers, records, reports and returns for inspection by various authorities at short notice.

b. ensure that all persons employed by him/her, for the purposes of rendering the services required by the Bank, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons, animals or any other things.

c. ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or his employees have observed the same.

d. personally and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his guards so as to ensure that the services rendered are carried out to the satisfaction of the Bank.

e. ensure that no employee of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless and absolutely necessary for fulfilling contractors obligations.

f. be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.

g. supply identity cards to his employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card for all the times they are working in Bank's premises.

h. provide distinct uniform's to his/her employees or agents. The uniform should have logo of the contractor's firm/company and shall be kept neat, tidy and in a wearable condition.

36. The Bank will not provide accommodation to the contractor/staff in the Bank's premises.

37. The Bank will impose a penalty of Rs.500/- per day if the personnel deployed by the contractor are found either unauthorised absent from their post or sleeping on duty.

38. In the event of termination of the contract for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

39. The contractor shall ensure payment of minimum wages to the workmen employed by him, shall maintain a register of wages and shall issue a wage slip to every workman employed by him and obtain their signature or thumb impression on the wage slips in the presence of the Bank's authorized officer assigned for this work. A copy of such wage slip shall be submitted to the Bank after every payment to the workmen.

40. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other

labour law/statute in force in this regard. The contractor only shall be responsible for liabilities, if any, in this regard.

41. The contract could be considered for renewal further for one year on same terms and conditions provided the Bank finds the services of the Contractor satisfactory and if Bank desires so. The decision of the Bank in this regard will be final.

42. The successful contractor shall have to execute an Agreement (attached hereto) with the Bank in this regard, in duplicate on receipt of intimation from the Bank of the acceptance of his/their tenders

43. The payment to the employees of contractors will be made through cheque/NEFT/RTGS, accompanied by proper money receipt, by the contractor. The contractor(s) will submit a copy of cheque issued in favour of the workers / labourers along with money receipt by the labourer/worker for SIDBI's record.

44. If the contractor is having a licence (employing 20 or more employees) then the wages will be paid by the contractor to its employees in the presence of nominee of SIDBI.

45. In case, the contractor does not have the licence under the Contract Labour and Abolition Act, in that case also SIDBI will ensure that the contractor is paying minimum wages and proof of their payment by contractor is given to SIDBI.

46. It is the obligation of the contractor to cover its employees under the ESI and EPF and the contractor will submit to SIDBI the proof (with names) of each of such payment made to the authorities concerned.

47. An Undertaking is to be submitted by the contractors / service providers as per the draft given below stating, inter-alia, that they have complied with all the provisions of applicable laws with respect to Minimum Wages Act, ESI and EPF Acts.

Format of UNDERTAKING BY THE 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.

CONTRACTOR

Authorised Signatory

48. Maintenance of all types of records in respect of employees employed by the contractor(s) should be his/their own responsibility.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the Annual Maintenance Contract is entrusted to me/us.

This letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Date : _____ Signature and seal of the contractor/s

Place:

**Tender for Maintenance & Housekeeping Services for SIDBI's Officers' apartments
and Office at Hyderabad**

THE FORMAT FOR TECHNICAL BID
(Maintenance & Housekeeping Arrangement)

From

To

The General Manager,
Small Industries Development Bank of India,
101, Hermitage Office Complex
Saifabad
Hyderabad - 500 004

#	Particulars	Details to be filled in by the Agency
1	Name of the Agency / Contact Person	
2	Regd. office/Business address of the Agency	
3	Date of Incorporation/Constitution	
4	PAN/TAN Nos. of the Agency	
5	GST Registration No., if Applicable	
6	Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach copy of registration)	

7	Experience in providing Maintenance & Housekeeping Services to reputed organisations like All India Financial institutions, public sector banks / undertakings, MNCs and large private sector companies. Please indicate the name of the contact person, phone number and address of the organisation (Attach copy of Work Orders)	
8	Whether registered with Labour Department? Date of Registration (Attach copy of registration)	
9	Whether registered with Central Board of Excise and Customs for GST? (Attach copy of registration)	
10	Whether the agency has achieved total income of ` 5 Lakh in the last three financial years i.e., FY 2014 , 2015, 2016.(Attach copy of financial statements, audited /certified by Chartered Accountant)	
11	Whether the agency is an Income Tax Assessee having filed its Income Tax return for the assessment Years FY , 2015, 2016, 2017 (Attach copy of Income Tax Returns)	

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the Tender document and Annexures and the Agreement.

Date:

SIGNATURE
Name and Seal of firm

(This format shall be submitted in a separate sealed cover along with the Tender form , Annexures , necessary supporting documents and EMD, superscribing - **“TECHNICAL BID FOR Maintenance & Housekeeping Arrangement at SIDBI ,Hyderabad”**).

**Maintenance Services for SIDBI's Officers' apartments and Office at
Balanagar**

Code of conduct for Maintenance & Housekeeping Personnel

- 1) They will wear proper uniform which also includes cap, identity card, etc.
- 2) Consumption of alcohol by any representative (including supervisor, House keeping personnel, etc.) of the contractor in SIDBI premises will be viewed seriously and the contractor will replace the concerned person immediately. Similarly, consumption of paan/gutka/tambaku and/or smoking by any representative (including supervisor, House keeping personnel, etc.) of the contractor in SIDBI premises is prohibited. The contractor will ensure that the violation of above code of conduct does not happen and in case of any such incident, an appropriate penalty would be levied by contractor on the erring person.
- 3) The personnel on duty to avoid chatting with washer man/passers by, etc.

PART II

Tender

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

**ANNUAL SERVICE CONTRACT FOR PROVIDING Maintenance & Housekeeping SERVICES AT
206, Meghana Complex, Opposite Andhra Bank, Balanagar Main Road, Balanagar,
Hyderabad 500 037**

**SIDBI Officers' quarters, Near HC Tower, 1 – 10 – 68/A, Chikoti Gardens, Begumpet,
Hyderabad 500 016 and**

**Need based Plumbing, carpentry, Electrician services, etc at Office Premises at SIDBI,
101, Hermitage Office Complex [Next to HACA Bhavan], Hill Fort Road, Saifabad,
Hyderabad 500 004.**

FOR A PERIOD OF TWO YEARS

Name of tenderer : _____

Address : _____

Landline/Mobile No. _____

Last date for submission : **October 20, 2017** on or before 1100 hours

P A R T - II
TENDER FORMAT FOR FINANCIAL BID
(Maintenance & Housekeeping Arrangement)

From

To

The General Manager,
 Small Industries Development Bank of India,
 101, Hermitage Office Complex
 Saifabad
 Hyderabad - 500 004

	Nature of Service	Rates (₹)
	Maintenance and Housekeeping services and need based Plumbing, carpenter and Electrician services.	
	<u>Suggested Manpower required</u>	
1	Common for Officers' apartments and offices at Balanagar and Saifabad.	
	Plumber (part time skilled) - As & when required	Rate (₹)
	Electrician (part time skilled) - As & when required	
	Carpenter (part time skilled) - As & when required.	
	Sub -Total (₹)	
2	Only for Officers' apartments:	
	i Cleaner / Sweeper (unskilled) - 1 No. daily (Half a day- 4 hours)- The work will include daily Sweeping and mopping of the entire common area including passages / lobbies / stairs / courtyard / meter room/common toilet, collection of garbage from the dustbins of all the flats and disposal of the garbage in municipal garbage bins. After disposal of garbage, dust bins shall be cleaned and delivered back to respective flats, watering the plants and weekly cleaning of walls / windows / ceilings (dusting) removal of cobwebs of common area and cleaning of terrace area & water outlets on terrace and ground .	Rate (₹)
	Sub -Total (₹)	
	ii Gardener (semi skilled) - 1 No. once in a week for half day (4 hours)	Rate (₹)
	Sub -Total (₹)	
3	Only for Balanagar Office:	
	i. Office Boy (unskilled) : 1 No. daily (Full day - 8 hours)- The work will include daily sweeping and mopping of the entire floor area of all the floors and staircases, cleaning of washroom & toilet, all furniture including electronic equipment and glass surfaces, dustbins to be cleaned and garbage removed from the premises every day and weekly cleaning of walls / windows / ceilings (dusting) removing cobwebs, glass facades etc and other unskilled duties as per requirement of the office.	Rate (₹)
4	Quarterly Deep Cleaning of flats including all fittings, toilets, bathrooms etc. (lump sum all inclusive rates with material and labour , taxes etc.)-quantity based service once in a quarter	(₹)
a)	3 BHK (rate per flat Rs.....x4 nos. = total Rs.....	
b)	2 BHK rate per flat Rs.....x12 nos. = total Rs.....	
c)	1 Room apartment (rate per flat Rs.....x4 nos. = total Rs.....	
d)	Cleaning of overhead and ground water tanks (quantity based service all inclusive rates with material & labour etc. for once in a quarter) Rs.....x 2Nos.= Rs.....	(₹)
	Sub -Total (₹)	
5	The Agency service Charges (including cleaning materials)	(₹)

	Grand Total (₹)
	(Pl. Write in words also) Grand Total (₹)

1 shift for the 8 hours duty per day works out to 208 hours per month i.e. 26 days X 8 hours and any extra duty beyond the 208 hours in a month will be paid for on the same rates. The minimum wages as per the **Central Govt rates for the service.*

Rates as per Minimum Wages Act applicable to the **Central Government wages chart** to be quoted for the above service (copy of the latest wages chart to be submitted along with the bid). The monthly compensation would be inclusive of Pay, ESI, PF, DA etc. and the bid will be including all taxes, costs, service charges cleaning material etc and incidentals **and excluding service tax**).

The reimbursement against "GST" as per applicable rates will be made to the bidder / paid directly to the Govt. as per Govt. Rules & Regulations. The proof of payment made by the bidder to the appropriate Govt. Department shall be submitted to SIDBI, failing which appropriate amount shall be withheld on getting related information/instruction from the concerned Department.

Any request for change of rates due to change in Minimum Wages rates notified by the Central Govt. shall be intimated by the Agency to the Bank along with a copy of such notification and upon receipt of such request Bank will consider the same.

The approximate cost of the tender is around (Rs. In lakhs)

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 tender form and Annexures to it at the rates quoted above.

Date:

Place:

Signature of the Authorised Signatory
Name and Seal of firm/ Agency

(This duly filled in format shall be submitted in a separate sealed cover superscribing –
“FINANCIAL BID FOR Maintenance & Housekeeping Arrangement at SIDBI, Hyderabad.