



SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

**मुंबई एवं नवी-मुंबई स्थित सिडबी बैंक के आवासों में रखरखाव
सेवा हेतु निविदा**

**TENDER FOR CLEANING/HOUSEKEEPING SERVICES OF
COMMON AREAS IN SIDBI OFFICERS QUARTERS AT
MUMBAI & NAVI-MUMBAI**
(Only for Empanelled Contractors)

**Last Date of Submission
October 27, 2016 upto 1500 hrs.**

Issued By : Premises Vertical,
5th Floor, Small Industries Development Bank of India (SIDBI)
SME Development Centre, Plot No-C-11, 'G' Block,
Bandra Kurla Complex, Bandra (East), Mumbai-400 051
Phone No. 6753 1325 / 6722 1516.

Issued to :

Total Pages : 17

TENDER NOTICE.

SIDBI invites tenders from empanelled contractors for cleaning service at its Officers Quarters located at two locations i.e. at **Andheri (W) in Mumbai and Vashi - Navi Mumbai.**

The estimated cost for the work is approx Rs **12.50 Lacs** per annum.

Interested agencies may obtain the tender documents on payment of Rs.200/- (non refundable) Demand Draft drawn in favour of SIDBI, at the following address between **Oct 18 - Oct 26, 2016 between 10.30 a.m. to 5.00 p.m. (Working days only).**

**The Dy.General Manager [Premises],
SME Development Centre,
Small Industries Development Bank of India (SIDBI)
5th Floor, Premises Vertical
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Phone No. 6753 1325 / 6722 1516**

This document can also be downloaded from our website www.sidbi.in. In case of downloading the tender documents, a demand draft of Rs 200/- (non refundable) drawn in favour of SIDBI, Mumbai towards the payment for tender document is required to be submitted along with tender.

Tender submitted without this fee shall be rejected.

- I. If any clarification is required by the bidder, the same can be discussed during pre-bid meeting to be held on **Oct 21, 2016 at 03.00 pm** at the above address.
- II. Tenderers are advised to go through the tender document carefully as well as visit the Bank's Staff Quarters and get themselves acquainted with the condition of flats / site before submission of their tender.
- III. The duly filled and sealed tender documents including complete set of supporting documents in an envelope as indicated below, may be submitted to the Dy. General Manager (Premises), SIDBI on the address as indicated above.

Envelope

Complete set of Tender documents (technical bid & price bid) as issued, duly filled and signed (with seal) by the bidders on all pages along with all supporting documents, etc. with the demand draft of Rs 200/- in favour of SIDBI in case the tender is downloaded from website and also a Demand Draft (DD) towards Earnest Money Deposit amounting to Rs 22,500/- in favour of SIDBI. The bidder should quote the amount in the price bid attached in

this document.

- IV. Bidders are advised to pay Earnest Money Deposit (EMD) of Rs 22,500/- by Demand Draft drawn in favour of SIDBI payable at Mumbai along with the tender without which the Bid will not be accepted.

Cheques in lieu of DD will not be accepted. EMD will not bear any interest.

- V. EMD will be forfeited in the event of any refusal or delay on the part of the successful bidder to sign and execute the contract on acceptance of his tender. EMDs of unsuccessful bidders will be refunded within 60 days from the date of opening of commercial bids. EMD of successful bidder will be retained as security deposit and will be refunded after the completion of contract or against the Bank Guarantee submitted in the format approved by SIDBI.

- VI. Last date for submission of completed tender documents is **upto 3.00 p.m. on Oct 27, 2016**. Bids will be opened at **3:30 pm on Oct 27, 2016**.

- VII. The offers submitted shall be valid for a period of 120 days (i.e. 04 months) from the last date for submission of tender (i.e. Oct 27, 2016).

- VIII. SIDBI reserves the right to reject any / all tenders without assigning any reason thereof.

- IX. Tenders received late account of any reasons or by courier/post will not be entertained.

Date :

**Dy General Manager
Premises**

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, GoI.
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%) from 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. Further, such MSEs would also be entitled for tender sets free of cost and exempt 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.

General Conditions of Contract

1. Site of work / details of SIDBI Staff Quarters

- a. SIDBI Officers Apartments, Plot No.25,
Veera Desai Road Andheri(W)
Mumbai 400 051
**(Entire SIDBI Building - 59 flats)
& refuge area**
- b. SIDBI Officers Quarters Plot No.10 and 11,
Sector 26 Vashi, Kopri
Navi Mumbai
**(Entire SIDBI Building - 40 flats)
& refuge area**

2. BROAD SCOPE OF WORK :

The broad scope of works which are to be undertaken by the Contractor selected are as under:

Inside the premises cleaning includes the following:

- a. Cleaning of staircase, Staircase railing, Window glasses /iron grill wherever fixed and also in the staircase well, Common areas including common toilet, Dispensary and Gym Library etc. Parking area both on ground & Basement, Driveway, Terrace, Loft lobby, Refuge area, Entrance lobby, Lifts, Removal of Garbage (From Quarters & Common area at Vashi & Andheri Quarters premises). Gardening has to be taken care on daily basis. In the entrance lobby all Window glass panes, Window sills, Iron Grills in open area, Door Panels & Frames from outside the flat. Cleaning of Cobwebs (jale) etc. in the premises & the common area around. Dusting should be done every day so that dust accumulation may be avoided.
- b. Once a week (the day may be decided & informed to Banks Care taker) a regular cleaning shall be done of all the tube lights, CFLs, glass cover fixed over ceiling light fixture, Light lamp post along the boundary wall & over the main Gates (both at entry / exit location).
- c. Maintenance and upkeep of garden & plants in the complex by appointing an experienced gardener on need basis or as and when instructed by the Bank. Scope of work also includes daily watering, any day to day unskilled work in garden etc. Cost of new plants planted in the garden at the instructions of Bank and the cost of consumable materials like fertilizers & earth will be reimbursed by the Bank on submission of proper invoices by the contractor for the costs incurred. Contractor has to make all the arrangements and only water shall be supplied by the Bank.

3. Period of Contract

The contract shall be valid for a period of **12 months** commencing from the date of award of contract. However, SIDBI reserves its right to review and terminate the same before completion of the said period. **SIDBI also reserves the right to extend the contract for another year after completion of One year (i.e.,12 months) with 5% increase in the rate (all inclusive) depending on satisfactory performance of the contractor.**

4. Security Deposit

(1) Earnest Money Deposit (EMD) for the work is Rs 22,500/- (Rupees Twenty two Thousand Five Hundred Only).

(2) The amount of Security Deposit would be 10% of the contract value. Security Deposit shall not carry any interest and same will be released without any interest after successful completion of the contract.

Security Deposit may be deposited with SIDBI in the form of D.D from any scheduled Bank in the favor of SIDBI payable at Mumbai. **The same shall be submitted to SIDBI within 21 days of awarding of contract. No payment shall be released till the Security Deposit is submitted.** The Security Deposit shall be forfeited by the Bank in case contractor fails to perform his duties satisfactorily.

5. Compensation towards non-attentiveness

Contractor shall maintain a proper Record / Register indicating reasons for not attending to any particular complaint within time schedule, failing which appropriate compensation shall be recovered subject to a limit of 10% (ten percent) of the total contract value (per year). The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints will be as under :-

Nature of work	Time of completion from the date of complaints	Compensation for delay
Clearing Drainage Congestion - inside building	1 day	Rs 500/- per day
Clearing Drainage Congestion - outside building	2 days	Rs 1,000/- per day
If the garbage is not lifted as per defined mode & scheduled	1 day	Rs 500/- per day
Staff without I Card	1 day	Rs 100/- per worker per day

If it is found that no action is been taken within One hour after the complaint of Unclean premises and improper housekeeping	per complaint	Rs 100/-
Misbehaviors' by the housekeeping staff to Bank employee or visitors	per incident	Rs 1,000/- per incident
Recurring of irregularities given Double the penalties amount Mentioned		

Note:

- i. The compensation / deductions as indicated above is a minimum and can be increased at the discretion of the Bank if there is no improvement in the performance.
- ii. All the tools and tackles shall be contractor's responsibility.
It is, therefore, essential that contractor should maintain a sufficient stock of frequently used materials at site and keep proper inventory / records.
- iii. Chief General Manager (Premises) shall be the final authority for decision in matters relating to penalty which cannot be challenged.
- iv. **In case of emergency of work, no extra payment will be made for working on odd hours.**
- v. All necessary tools for attending the housekeeping work shall be provided by the contractor to its staff.
- vi. A register of complaints shall be maintained by the contractor at both the locations.
- vii. Contractor shall follow the prescribed formats / procedures for receiving complaints, preparation of bills etc., as stipulated by the Bank from time to time.

6. Place of Work and Visit to Site

Intending tenderer shall visit the Officers Quarters and make himself thoroughly acquainted with local site conditions, nature and requirement of work, conditions, and make arrangement of labour and material, etc. as required & indicated before quoting for the tender.

7. Consumables

Contractor shall use materials of standard quality (with the prior approval of SIDBI) for cleaning. No payments towards conveyance, labour shall be made.

8. Rates, Taxes and Duties

All the rates furnished in the tender shall be inclusive of all labour and material including all duties, royalties, Work Contract Tax (WCT) or any other taxes or local charges, if applicable (except Service Tax). Applicable Service tax will be paid by the Bank. No extra claim on this account will in any case be entertained. New taxes and increase in existing tax if any, after award of work shall be paid on production of specific proof/ receipt/ challan etc.

9. Personnel to be posted at various staff quarters

The contractor shall always retain a minimum staff strength of experienced staff at site. Necessary grooming should be done before posting the staff at site. **He shall also comply with the provisions of all labour regulations.** Receipt of any complaint on this ground shall be viewed seriously. **As this is a Work Contract and not a Manpower supply contract,** no additional payment shall be made if contractor keep more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per contract provision.

[Indicatively a manpower of minimum 4 to 8 personnel may be required. However, before quoting, the contractor should visit the sites & also according to the work output of his staff, the contractor should plan for the actual number of staff required. The contractor may plan & manage for weekly offs of his staff (if needed) by rotation basis so that the Housekeeping work at the site is not affected on any day.]

Personnel provided by the Contractor should be smart intelligent and with good bearings and the responsibility of the discipline will be that of the Contractor.

All the persons to be provided should have good moral character and antecedent verification should be got done from the concerned authority by the Contractor and made available to SIDBI. No criminal case must be pending against any of the persons employed by the Contractor. **In this regard, Police verification should be carried out by the contractor on his own cost and should submit the verification certificates to SIDBI before posting the personnel.**

Only able bodied, physically fit, well trained, disciplined and honest personnel not below the age of 18 years shall be deployed for performing the cleaning duties by the agency.

The manpower engaged by the Contractor at the SIDBI's premises may be screened by SIDBI. The manpower engaged by the Contractor while working on the quarters will always wear identity cards issued by the Agency / Contractor for verification.

SIDBI shall have the right to accept / replace any person without assigning any reason whatsoever and the substitute shall have to be provided by the Contractor immediately. This is not a labour contract. The contract is for specified nature of work for the scope of work mentioned in this document.

Any indecent behavior / suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be imposed on the contractor.

Contractor shall be solely responsible for the credentials / acts of his staff / workers.

Contractor is required to make timely payment to his staff including to various statutory authorities.

10. Minimum Wages

The contractor shall pay the wages to the staff confirming with the Minimum Wages act of Government of India.

The contractor shall follow and adhere to all Statutory Laws and rules of Government and other authorities including provisions of Minimum Wages Act. The contractor shall keep SIDBI indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by the SIDBI in connection with any claim that may be made by any workmen. The contractor shall also execute an indemnity bond, in the approved format, in this regard.

11. Insurance

The HOUSEKEEPING SERVICES CONTRACTOR shall keep SIDBI, its servants or agents indemnified against claims, actions or proceedings brought or instituted against the SIDBI, its servants or agents by any of contractors' employees or any other third party in connection with relating to or arising out of the performance of the services under the agreement. The contractor is also required to obtain the third party insurance for each incident as follows:-

- a. Personal injury - Rs 1.00 lacs
- b. Property Damage - Rs 1.00 lacs

The contractor shall also cover all his employees under ESIC scheme.

If contractor fails to comply with the above provisions, SIDBI reserves its right to deduct suitable amount from the contractor's payment and pay the insurance company.

12. The Bank shall not be bound to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reasons thereof.

13. Bidder shall quote his rate as a Lump-sum amount for all items of work described in the price bid

14. Termination of Contract

If the contractor fails to perform any of the obligations under this contract or if the Bank is dissatisfied with the services, the Bank may terminate the services of the contractor by giving a 30 days notice in that regard. In that case, the contractor shall vacate the premises within a period of one month of written notice. Bank should not be held liable for any cost, damage, expenses or any loss whatsoever that the contractor may suffer on being served with the notice and termination of contract. However, the contractor is required to give 3 month's notice in case he do not want to continue the contract. In this case, Bank shall forfeit the security deposit and shall award the contract to new agency.

15. Payment

The bill shall be prepared by the contractor in the form prescribed on monthly basis and will be settled by SIDBI by 15th of the following month. The complete bill, in proper form, must be duly accompanied by details of work carried out in that month and must show deduction for all previous payment.

16. Safety Management

The contractor shall initiate and maintain safety management programme to protect its employees from hazards through procedures, practices and regular inspection of the work areas, materials, equipment, information and training necessary for safe work performance

17. Emergency telephone Nos

The contractor shall provide an emergency telephone number for normal and out of hours operations with a maximum of two hour response time during any breakdowns to essential utility services.

18. Compliance with all Statutory requirements

The Contractor shall comply with all statutory requirements prescribed by the local as well as central government authorities from time to time. The contractor shall produce all the relevant statutory documents for inspection by SIDBI and the government authorities.

19. Subletting the work

The contractor cannot sublet the work without the prior permission of SIDBI. However, if it has to depute specialized agencies for the particular work. It shall be entirely contractor's responsibility to pay such agencies on time, without any implication on the work.

20. Stationery

The contractor has to bear the cost of all the cleaning materials/equipments, stationery, telephone, etc. required for proper execution of the work. If found using SIDBI's material, bank may recover an appropriate amount from the contractor's bills.

Material Brand-Following consumable materials shall be supplied by the Housekeeping Services contractor for day to day cleaning:

- Floor Cleaner
- Bathroom Cleaner cum Sanitizer
- Hard Surface Cleaner
- Glass Cleaner
- Toilet Bowl Cleaner
- Spiral Emerald for steel shine-up

Contractor shall provide quality materials/equipments/chemicals of reputed brands like **Taski/Haylide/Diversy or equivalent or of higher standard**, suitable for Green



Housekeeping.

The following materials are in scope of contractor which are to be replaced periodically:

Dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear Broom, Brush, Swabbing cloth, Washing brush, Mop stick, Coconut broom, Dust cleaning stick, dust collector brush, soft broom, WC round brush, Rubber wiper, cotton swab, Toilet/ kitchen, vacuum pump, nylon scrubber, vacuum cleaner, metal broom, shovel, Glass duster, Big Plastic drum, Ladder, garbage trolley, Cost of laundry charges of the linen and any other materials required for cleaning but not covered are in scope of Contractor.

The following machineries are in scope of contractor:

Wet/ dry vacuum cleaning machine, Lawn mower machine with roller and necessary tools & tackle for horticulture works.

Note: The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issue to the staff daily as required. Computerized records shall be maintained which shall be open to inspection by Bank during working hours.

21. The Contractor shall also be bound to discharge obligations as provided under various statutory enactments including the Employee s Provident Fund & Miscellaneous Act, 1952, Employees Pension Scheme, 1995, ESI Act 1948, Contract Labour (Regulation and abolition) Act, 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Workmen's Compensation Act 1923 , Works Contract Act, 1999 and other relevant Acts, Rules and Regulations in force and as amended from time to time and are in force in the Central Govt. where the scope of supply under this Contract are executed. Also, the Contractor shall ensure that its employee(s) / labourers refrain from smoking / consuming alcohol and other intoxicant substance or carrying any inflammable substances etc., inside the premises, while on duty. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. Staff deployed by the Contractor shall perform their duties at the premises of Bank with due diligence and take all precautions to avoid any loss or damage to the property / person.



CONDITIONS OF CONTRACT

SCOPE OF WORK AREA TO BE MAINTAINED

At the buildings at Andheri & Vashi, common area including staircase, lobbies, utility rooms, compound, and common washroom etc. & the entire building are being considered for comprehensive Housekeeping Service .

THE SERVICES COVERED ARE

- House Keeping & Facility Coordination
- Gardening / Horticulture
- Other Periodic Services –
Waste Management
Upkeep

Working Days : Monday to Sunday, both Days inclusive.

Working Hours : From 0800 hrs to 1600 hrs

1. Electrical Systems Cleaning

- Clean all light fittings in common areas as and when necessary.
- Keep the D.G room clean
- Periodical cleaning of LT Panel Room

Materials will be supplied by the Contractor, or will be charged at cost.

2. Daily Activities

- Thorough check of work force by supervisors for uniform, appearance, Cleanliness and attendance before the start of work.
- Emptying of all garbage baskets and central collection of garbage waste. Emptying of Common Area as often as possible.
- Periodic cleaning and mopping of the lifts, entrance and the floor lobbies and Toilet block (5-6 times a day), Staircase & Refuge area sweeping daily.
- Cleaning of the Electric Rooms and AHU rooms in the presence of the respective Operators in the course of the day.

This cleaning would only involve sweeping and mopping of the floor and removal of dust and cobwebs from the wall and ceiling and dusting and cleaning of doors and windows. The equipment in the room would be cleaned by the persons operating them.

- Regular cleaning, dusting and mopping of common area, Scheduled cleaning / dusting of electrical and other fitting fixtures in the common area

3. Weekly Jobs:

Review of the daily work schedule.

- Polishing of all metal as per defined or fixed schedules
Removal of cobwebs and stains from walls and ceilings.
Mopping of the building stairways. Cleaning of artificial plants, if any.
- Collect paper waste for disposal to garbage collector .
- Thorough cleaning of common area, toilets with soap water and disinfectants.
Implement Planned Preventive Maintenance Schedule and maintain the same

4. Landscaping/ Horticulture

- Complete Garden maintenance
Maintenance of the planters
- Soil and manure would be added regularly to keep the plants healthy (cost of the consumables would be on re-imburement basis and at actual) Seeds for seasonal flowerbeds would be supplied at actual cost
- All the gardeners would be equipped with necessary tools and pesticides. Prune and trim hedges and plants
- Weed lawns and mow them regularly Spray pesticides regularly
- Watering the plants

LETTER OF OFFER

Date:

To

**The Dy.General Manager [Premises]
SME Development Centre,
Small Industries Development Bank of India (SIDBI),
5th Floor, Premises Vertical,
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051**

Dear Sir,

**FOR HOUSEKEEPING SERVICES :--
Contractors for SIDBI Officers quarters at Mumbai**

Having visited the SIDBI's Staff Quarters and examined the contract documents, specifications and schedule of work to be carried out, I / we hereby offer to take up the subject work and submit herewith the break-up of the same. Further, I / we herewith deposit **Rs 22,500/- as Earnest Money Deposit (EMD)** as per the Terms of Contract and our offer. In the event of my / our tender being accepted, I / we agree to enter into and execute the necessary contract agreement required by you. I am / we are aware that the Bank intends to carry out the entire work as covered in the scope of this tender with utmost diligence. I / we agree to carry out the work with due diligence and in time bound manner. As required by you, I / we are returning herewith the tender documents duly filled in and signed by us at each page in token of our acceptance of the provisions in the documents in two sealed envelopes.

Thanking you,

Yours faithfully,

Signature and Seal :

Address :

Note

- 1. This is a Work Contract and not a Manpower Supply Contract and hence the monthly payments would be made on the basis of actual work done by the Contractor/Agency.**
2. No other payment shall be made for doing the works described in scope and schedule of work. No escalation on quoted rates shall be paid.
3. All required tools and materials for cleaning etc. shall be arranged in sufficient quantity by contractor at his own cost.
4. The contractor shall be solely responsible for protection of his material as well as the material handed over by the Bank.
5. The contractor shall be solely responsible for protection of Bank's property.
6. The contractor cannot sublet any part work without prior permission of the bank.
7. The contractor is responsible for making timely payment to his employees / sub contractors. Else the Bank reserves its right to pay the same and recover it from contractors payment, in case need arises.

Signature and Seal :

LIST OF MATERIALS TO KE KEPT FOR DAY TO DAY CLEANING WORK:

1. Disinfectant / phenyl
2. Material for cleaning floors
3. Baygon Spray, etc.
4. Vim or equivalent
5. Surf or equivalent
6. Acid etc. for W/Cs
7. Colin
8. Harpic/Sanifresh
9. Bleaching Powder
10. Wiper
11. Hockey type brush
12. Round brush.
13. Steel wool
14. White duster (big) appx.36"x36")
15. Yellow duster (big) appx.36"x36")
16. Floor duster
17. Soft broom
18. Hard broom
19. Garbage bags (big size)
20. Rubber pump
21. Jala Brush
22. Scotch Brush
23. Thinner
24. Batti
25. Lift Cleaner
26. Floor Polishing Compound
27. Spray pun for cleaning glass panes etc
28. Hand Trolley
29. Buckets 16 ltrs
30. Plastic Mugs
31. Big Dustbins/Plastic containers
32. Wooden planks/bamboo/Balties/Coir

Price Bid

<u>S.No</u>	<u>Description</u>	<u>Rate per month (in Rs)</u>	<u>Cost for one year (in Rs)</u>
1.	Housekeeping of Common areas in Andheri Quarters		
2.	Housekeeping of Common areas in Vashi Quarters		

A. Net cost for One year (for both locations):

B. Applicable taxes (service tax, etc) @ ____ :

C. Gross cost (total outgo to the bank) for One year (A+B):

Note : L-1 Bidder shall be decided on the basis of total outgo to the Bank.