

Maintenance / Housekeeping Services at SIDBI Indore

Sealed quotations are invited from reputed agencies interested in providing Maintenance/Housekeeping services at the office premises at Indore as under:

Particulars	No. of Personnel required
Cleaning Job (part time)	1 person at SIDBI, Indore BO for 4 hours i.e. form 8 am to 10 am and 2 pm to 4 pm for 6 days a week (Monday to Saturday) with cleaning material.
Cleaning Material	
Housekeeping Persons	2 persons at SIDBI, Indore BO from 9 am to 6 pm (including lunch break for 1.5 hrs.) for 6 days a week (Monday to Saturday)

Agencies should have achieved annual sales turnover of Rs.50 lakh in any of the last three financial years. The pre-qualification criteria along with terms and conditions are furnished in the **Annexure I and Appendix** respectively. The same are also available at our website www.sidbi.in and in the office of the undersigned between 09.45 hrs to 17.00 hrs on any working day (except Saturday, Sunday & Holidays) from **December 17,2018**. The quotations should be submitted in two parts described as under:

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

Part II (Financial Bid) in sealed cover, containing the financial bid (in prescribed perform) for providing housekeeping services.

Earnest money deposit (refundable) of **Rs.10,000/-** (Rupees ten thousand only) by way of Demand Draft/Pay Order drawn in favour of "Small Industries Development Bank of India", payable at Indore may be submitted along with Part I. In case the same is not submitted, the technical bid would not qualify for further evaluation. Unsuccessful bidders shall be returned the amount of EMD at the time of opening/ finalising the tenders. No interest will be paid against the EMD submitted with the application

How to apply :

The Application / quotations should be submitted in the prescribed form along with photocopies of all necessary documents addressed to "The Deputy General Manager, Small Industries Development Bank of India , Branch Office, Commerce House, 1st floor, 7 Race Course Road, New

Palasia, Indore (MP) – 452 001 superscribed '**Maintenance/Housekeeping Services at SIDBI, Indore**'. The quotations should reach not later than **1700 hrs. on December 31, 2018**. The quotations which are not submitted in the prescribed manner will not be accepted. The technical bids would be opened **January 02,2019 at 16.00 hours** and the interested parties may make it convenient to be present at the time of opening of the quotations. The Bank reserves the right to accept or reject any or all quotations without assigning any reasons.

The Deputy General Manager,
Small Industries Development Bank of India,
Commerce House, 1st floor, 7 Race Course
Road, New Palasia, Indore (MP) 452001

Pre-qualification Criteria

1. The Agency should be Indore based or it has branch office at Indore and could be sole proprietary concern or partnership firm or a corporate body registered under the Companies Act. [**Attach copy of registration certificate**].
2. The Agency should have minimum 05 years' experience in providing maintenance/housekeeping services to reputed organizations like All India Financial institutions, Public Sector Banks / Commercial Banks/ Undertakings and Large private sector companies. [**Attach copy of work orders or letter of empanelment**].
3. The Agency should have achieved annual sales turnover of Rs.50 Lakh in any of the last three financial years i.e., FY 2016 / 2017 / 2018. [**Attach copy for the relevant P&L A/C**]
4. The Agency should be registered with the Labour and Central & Excise department(s) of State/ Central Govt. as applicable. [**Attach copy of registrations**].
5. The Agency should be an Income-tax assessee having filed its Income tax return for the Assessment Years 2016, 2017 and 2018 [**Attach copy of PAN and copies of return filed during assessment years 2016, 2017 and 2018**]. In case the agency is exempted from paying income tax, the exemption certificate received from IT Department may be enclosed.
6. The Agency should have valid GST Registration, Registration with labor department, Shop & Establishments, P.F. and ESI registration.
7. The Agency should not have been black listed by any Central / State Government / Public Sector Undertaking / Institute of Govt. of India.
8. The terms and conditions of the Maintenance/Housekeeping contract is given in the **Appendix** .

The agencies qualifying the above pre-qualification criteria and agree to abide by the terms and conditions given in the Appendix may submit the "**Technical Bid**" in a separate sealed cover superscribing - "**TECHNICAL BID FOR 'MAINTENANCE/HOUSEKEEPING ARRANGEMENT at SIDBI, Indore**"

XXXXXXX

Appendix to Annexure I

Terms and conditions for providing Maintenance/Housekeeping Services

1. Two years from the date of awarding the contract subject to renewal for another one year thereafter at the sole discretion of the Bank on existing terms and conditions.
2. The Agency agrees to abide by all statutory requirement as per Minimum Wages Act, Employee Provident Fund Act, Workmen Compensation Act, Payment of Wages act, Contract Labour (Regulation and Abolition) Act etc.
3. The Agency shall be fully responsible for the maintenance and cleaning Bank's Premises as mentioned in the schedule .
4. The Bank shall not be responsible or liable in case of any dispute arising between the Agency and the workmen staff employed by the Agency for carrying the above services and no relationship of Employer and Employee shall come into existence between the Bank and the Agency or workmen staff for which all responsibilities shall vest with the Agency alone.
5. The agency shall comply with the municipal and other laws, obtain license, permission as required under the contract labour laws and cover all the employees under his charge with all statutory requirements like minimum wages ,PF,ESIC etc. The agency shall indemnify and keep indemnified the Bank against any lapse on the agency's part in complying with these conditions or any other statutory requirements in connection with this maintenance work.
6. The Agency shall undertake 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.
7. The Agency and its deployed staff 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 / guards engaged for performing the security job shall be responsible for their acts and omissions to the Agency.
8. 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.

9. 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 guards 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.
10. The Bank reserves the right to terminate this arrangement without assigning any reasons thereof, by serving on the Agency a notice of one month to this effect, and on the refusal of the Agency to accept the notice of termination of the arrangement or passive avoidance to do so, the said notice shall be sent by registered post on the address of the Agency recorded with the Bank, where after it shall 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 termination of the arrangement, as aforesaid, shall not absolve the Agency of its liability regarding security arrangements already entrusted to it in accordance with the direction of the Bank.
11. In case of any dispute arising out of relating to interpretation of terms of 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.
12. The Bank reserves the right to increase / decrease the number of workmen staff based on its requirement and the payment will be made accordingly.
13. Minimum Wages will be revised during the period of contract in accordance with Central government rates revised from time to time. Accordingly, EPF/ESI will also be paid as per the revised rates.
14. The agency shall not, directly or indirectly use SIDBI's name in any of its activities.
15. The agency will be required to submit an undertaking as per the format enclosed as per Annexure IV along with the monthly bill and the bill will be settled only thereafter.
16. All cleaning materials such as broom, mug, bucket, brush, spirit, phenyl, chemical, soap, detergent, naphthalene, perfume ball, odonil, duster, mop, scrubber, tissue paper, other toiletries etc. for cleaning services shall be provided by the Contractor. Soap containers fitted in the toilets should be filled every day with good quality branded liquid soap daily.

17. Minimum Service charges should be as per the Government of India guidelines

18. The In-house and outside duties of the housekeeping persons are shown below:-

Scope of work

1. Sweeping and mopping of entire office premises daily twice [approximately **1st Floor - 4270 sq.ft.**]
2. Cleaning of kitchens, utensils, crockery and dining area daily.
3. Cleaning of toilets two times daily.
4. Cleaning the entire furniture & fixtures, blinds, dustbins, telephones daily.
5. Weekly vacuum cleaning of all carpet areas, sofas, chairs, blinds, etc.
6. Dusting of all windows, doors and partitions daily.
7. Cleaning of the computer terminals / key boards/ printers daily.
8. Cleaning of artificial plants / plants, weekly.
9. Acid wash of all the wash basins, toilets weekly.
10. Removal of dust in the ceiling and cleaning of pedestal fans weekly.
11. Keeping water bottles/ flask/glasses for the entire staff daily.
12. Catering works making of tea, coffee, cold drinks and serving the same to officers and visitors.
13. All other activities relating to cleaning, housekeeping of office premises.
14. Attending to various outside work pertaining to Bank's business etc.
15. Doing photocopying work as and when required.
16. Any other work assigned by the office.

P A R T - I
THE FORMAT FOR TECHNICAL BID
(Maintenance/Housekeeping Arrangement)

From,

.....

.....

.....

To,

**The Deputy General Manager,
Small Industries Development Bank of India,
Commerce House, 1st Floor, 7 Race Course Road,
New Palasia,
Indore – 452001. (MP)**

Sl.No.	Particulars	Details to be filled in by the Agency
1	Name of the Agency / Contact Person	
2	Regd. office/Business address of the Agency / mobile or telephone number.	
3	Date of Incorporation/Constitution	
4	PAN No. of the Agency	
5	GST Registration No.	
6	Whether registered with Registrar of Companies? Date of Registration (<i>Attach copy of registration</i>)	
7	Whether the agency has 5 years' experience in providing Maintenance/Housekeeping Services to reputed organizations like All India Financial institutions, public sector banks / undertakings and large private sector companies. (<i>Attach copy of Work Orders</i>)	
8	Whether registered with Labour Department? Date of Registration (<i>Attach copy of registration</i>)	
9	Whether the agency has achieved annual sales turnover of Rs. 50 lakhs in any of the last three financial years i.e., FY 2016 / FY 2017 / FY 2018. (<i>Attach copy of P&L A/c of relevant years</i>)	

10	Whether the agency is an Income Tax Assessee having filed its Income Tax return for the Assessment Years 2016, 2017 and 2018 (Attach copy of Income Tax Returns for all the three assessment years)	
----	--	--

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the Appendix. I / We also undertake to ensure compliance with the requirements of Minimum Wages Act, Contract Labour Act, 1970, EPF, ESI and also abide by all the other statutory requirements necessary in this regard. I / We agree that SIDBI would neither involve itself in any matters nor be responsible for any shortcomings arising out of the noncompliance of the necessary regulations / laws.

Date:

SIGNATURE

Name and Seal of Company

(This format shall be sent in a separate sealed cover superscribing - **“TECHNICAL BID FOR MAINTENANCE/HOUSEKEEPING ARRANGEMENT at SIDBI, Indore”**)

P A R T - II
THE FORMAT FOR FINANCIAL BID
(Maintenance/Housekeeping Arrangement)

From,

.....

To,

**The Deputy General Manager,
 Small Industries Development Bank of India,
 Commerce House, 1st Floor, 7 Race Course Road,
 New Palasia,
 Indore – 452001. (MP)**

Particulars	No. of Personnel required	Amount in Rs.		
		Wages/EPF/EDLI ESI/Administrative Charges	Service Charge	Total
Cleaning Job (part time)	1 person from 8 am to 10 am and 2 pm to 4 pm for 6 days a week (Monday to Saturday)			
Cleaning Material Cost				
Housekeeping Persons	2 person from 9 am to 6 pm for 6 days a week (Monday to Saturday)			
Grand Total				

Note :

The rates may be quoted as per minimum rates of wages fixed by Central Government.

The above rates are exclusive of applicable Taxes which would be levied at the applicable rates.

The company will abide by all statutory requirement as per Minimum Wage Act, Employee's Provident Fund Act, ESIC, Workmen Compensation

act, Payment of Wages Act, Contract Labour (Regulation and Abolition) Act and payment of these charges shall be the sole responsibility of the agency.

We are aware that all the payments shall be subject to TDS, as applicable, at the time of payment.

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the Appendix. at the rates quoted above.

SIGNATURE

Date:

Name and Seal of the Firm / Company

(This format shall be sent in a separate sealed cover superscribing -
**“FINANCIAL BID FOR MAINTENANCE/HOUSEKEEPING ARRANGEMENT at
SIDBI, Indore”**)

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