

TENDER COPY



ALLAHABAD BANK

HOUSEKEEPING SERVICES IN ALLAHABAD BANK,
17 PARLIAMENT STREET NEW DELHI

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NOTE: The Tenderers shall satisfy themselves before submitting that no page of document listed is missing from their tender and each page has been initialed by them

SECTION – I

ALLAHABAD BANK Head Office: 2, N.S Road New Delhi-01

NOTICE INVITING TENDER

Work : TENDER DOCUMENT FOR HOUSEKEEPING SERVICES IN ALLAHABAD BANK, 17 PARLIAMENT STREET NEW DELHI . FOR THE YEAR 2019-2020 FROM SERVICE PROVIDER AGENCIES / FIRMS

Sealed tenders in two bids system are invited from authorized service providers Agencies/Firms having valid registration with the Regional Labour Commissioner, EPF, ESI, GST, ISO 9001-2008 Certificate and PAN Card with experience in similar line of business towards out-sourcing of Cleaning services in office buildings in New Delhi. The service providers should have local Office at New Delhi to ensure satisfactory fulfillment of contractual obligations and providing housekeeping services to Govt., Public sector undertaking, Banks & other reputed organizations. 'Part I' technical bid, Earnest Money and 'Part II' Price bid. Full details and tender documents are available on Bank's website: www.allahabadbank.in or may be collected from Bank's Circle General Manager Office 1st floor 17 Parliament Street New Delhi 110001 Duly filled in tenders should be submitted as per following schedule:

1	Issue of tender document	From 26.08.2019 to 16.09.2019
2	Last date for Submission of Tender (Part I + Part II)	On or before 17.09.2019 up to 15:30 hrs
3	Opening of Tender (Part I)	On 17.09.2019 at 1600 hrs
4	Opening of Tender (Part II)	Will be informed separately by the Bank.
5	Earnest Money	nil
6	Others	Documentary evidence in support of GSTIN, EPF, ESI and experience are to be submitted along with Earnest Money, Part-I (Technical Bid) in one sealed envelope. Part-II (Price Bid) is to be submitted in a separate sealed envelope.
7	Period of contract	The contract will be valid for a minimum period of one year. If services are not found satisfactory, the contract may be terminated by the Bank giving one month notice.

The Bank will not be bound to accept the lowest tender and reserve the right to accept or reject any or all the tender without assigning any reason whatsoever. Late/ delayed tender shall not be accepted after due date and time of submission of tender.

(Circle General Manager)

SECTION – II

ELIGIBILITY CRITERIA FOR BIDDERS

1. ELIGIBLE BIDDERS

01. The bidder must be a legally valid entity either in the form of a Public Limited company established under the Companies Act/Registered Partnership Firm/Proprietorship Firm/Society constituted/registered under relevant Act.
02. The Bidder must have the requisite license for providing housekeeping services and must be registered under Contract Labour (Regulation & Abolition) Act. 1970.
03. The Bidder must be registered with EPFO, ESIC, and such other Tax Authorities as Income Tax and GST for which the agency has to submit necessary documents such as EPF, ESI, PAN, TAN, and GST Registration etc.
04. The Bidder must have experience of providing similar House Keeping Services for at least last five years or more in reputed organizations/Institutions/Universities, Public Sector (Central or State)/Govt. Dept. Similar works mean – Mechanized as well as manual Cleaning and Housekeeping.
05. The Bidders must submit audited Balance sheet for the last 3 years for assessing the turnover of the firm.
06. The Bidder must have successfully carried out at least one House keeping work order for one month of more than Rs. 1.0 lakhs. Photo copies of documentary evidence in support of the above work experience are required to be submitted along with the bid.
07. The bidder must submit Customer Satisfactory Performance Report (CSPR) from similar organizations for which experience certificate is being submitted in support of the eligibility (as mentioned in clause no. 6) For the Financial Year in which they have provided the qualifying House Keeping Services. Such CSPR must be signed by the authorized signatory of the organization concerned.
08. The bidder should have a branch office in New Delhi.
09. The bidder may inspect the building and assess about the nature and quantum of work before quoting their rate.
10. The rates for different category of manpower that may be required for the proposed services shall be in accordance with the minimum wages as prescribed by the Government from time to time under contract labour (R&A) ACT-1970 and minimum wages ACT-1998.

2. Evaluation Criteria for Technical Bid:-

(i) Bank shall evaluate the technical bids to determine, whether these qualify the essential eligibility criteria, whether the bidder(s) have submitted all the documents along with Earnest Money have been properly signed & stamped, whether all the documents as mentioned / or required to be submitted with technical bid are submitted and whether bids are completed and generally in order.

(ii) After evaluation of technical bids, a list of the qualifying bidder shall be made. Technically qualified bidder(s) shall be informed for the date, time and place of opening of financial bids and they may depute their representative/s to attend the opening of financial bids on the scheduled date & time.

3. Evaluation Criteria for Financial Bid:-

The financial bid shall be evaluated on the basis of the Service Charge as quoted by the bidder. Further, the Bank also reserves the right to cancel the financial bid of an agency if it is found that the quoted figures are unreasonable or unsustainable for effective discharge of the House Keeping services by the Agency concerned.

SECTION – III

1. SCOPE OF WORK

The selected Agency must ensure standard cleaning and housekeeping services in the designated areas in the premises round the clock with complete mechanized as well as manual cleaning as required looking at the space constraints.

(A) Area wise details of the Buildings

Sl. No.	Name of the Building	Approx Total Area (in sq.m)	No. of Toilets	
			Male	Female
1	17 Parliament street New Delhi G Floor ,open space, lobby and staircase on both side	1120+ 400 (open)	6	3

(B) Cleaning schedule and frequency

INSIDE BUILDINGS

Sl. No.	Activity	Method	Frequency
1	Rooms/Chambers/Hall	Sweeping and Mopping	Once daily
2	Corridor floor cleaning (After morning)	Dry & Wet moping/Vacuuming if required (fully mechanized)	In two hourly Basis
3	Corridor floor cleaning	Scrubbing and drying with Auto Scrubber	Once in a week
4	Staircase Cleaning	Sweeping and Mopping	Once daily
5	Door & door handles cleaning	Wet & Dry wiping	Once daily
6	Drinking water area	Wet & Dry wiping	Once daily
8	Garbage collection and disposal	Manual	Once daily
9	Glass and glass partition cleaning	Wet & Dry wiping	Once daily
10	Fire Extinguishers/hydrants cleaning if any	Wet & Dry wiping	Once daily
11	Any type of furniture	Dusting	Once daily
12	Glasses /Nameplates	Wet & Dry wiping	Weekly
13	Telephone/Computers	Dusting/Vacuuming/Cleaning	Weekly
14	Cob webs & doormats	Removal of cob webs and cleaning of doormats	Weekly
15	Electric Switches	Dry cleaning	Weekly
16	Terrace Cleaning	Wet & Dry Cleaning	-----
17	Waste material disposal	Manual	Daily

Note: All the above operations may be carried out as and when required and on demand.

(C) Cleaning Materials to be used

This Office will provide all the necessary cleaning materials.

(D) Area wise requirement of Cleaning Personnel

Sl. No.	Name of the Building	Approx Total Area	Male Janitor	Male Plumber
1	17 parliament street New Delhi GF	2330 + 400 open	3	1

The requirements of housekeeping manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Bank.

SECTION – IV

GENERAL RULES AND INSTRUCTIONS FOR THE GUIDANCE OF TENDERERS

ALLAHABAD BANK invites tender for Housekeeping Services, at ground floor and entrance lobby of the Bank's Building at 17 Parliament Street New Delhi 110001.

1. Tender documents consisting of two parts, Part-I & Part-II, may be downloaded from Bank's website or can be obtained from Circle General Manager Office 17 Parliament street New Delhi , between the hours from 10 am to 5 pm on Monday to Saturday, except Holidays. The site of the work is also available for inspection as per above timings.
2. Tenders should always be placed in separate sealed covers for Part-I and Part- II and each subscribed in the top with tender for housekeeping written on the envelopes will be received and sealed covers of part-I & part-II shall be opened at the office of the Circle General Manager Office, **New Delhi** as per programme given in NIT. **Tender's are to be dropped in the Tender Box kept at Bank's Office, at 17 Parliament Street New Delhi-01.**
3. The contractors should quote in **figures as well as in words the rate and amount** tendered by them.
4. When the rate quoted by the contractor in figures and in words tallies but the amount is not worked out correctly, the rate quoted by the contractor shall be taken as correct and not the amount.
5. The acceptance of a tender will rest with Allahabad Bank which does not bind itself to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without the assignment of a reason. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
6. The Bank reserves the right to accept the tender in full or in part and the Tenderers shall have no claim for revision of rates or other conditions if his tender is accepted in parts.
7. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the contractor who resort to canvassing will be liable to rejection.
8. All rates shall be quoted on the proper form of the tender alone.
9. On acceptance of the tender, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the Employer shall be communicated to the Employer.
10. The bank does not bind itself to accept the lowest or any tender and reserves to itself the right of accepting the whole or any part of the tender and the Tenderers shall be bound to perform the same at the rate quoted.
11. The contractor shall give a list of his relatives working with the Bank along with their designations and addresses.
12. The tender for works shall remain open for acceptance for period of 90 days from the date of opening of part-I of tenders. If any Tenderers withdraw his tender before the said period, then the bank shall be at liberty to forfeit the Earnest Money paid along with the tender.

13. The tender for the work shall not be witnessed by a contractor or contractors who himself /themselves has /have tendered or who may had / have tendered for the same work. Failure to observe this condition would render tenders of the contractors tendering as well as witnessing the tender liable to summary rejection.
14. The Tenderers is required to submit income tax clearance certificate of the preceding tax assessment year along with Part-I of the tender.

Circle General Manager
Allahabad Bank,
CGMO
New Delhi-01.

SECTION – V

1. SPECIAL CONDITIONS OF CONTRACT

Execution of work : Agency's Responsibilities

- a. The Agency shall ensure best quality work in a planned and time bound manner. Any sub standard material work beyond set out tolerance limits shall be summarily rejected by the Officer-in-Charge.
- b. The work shall be carried out in the manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Officer-in-Charge and nothing extra shall be paid on this account.
- c. The Agency should dispose the garbage from the Bank and dump at dumping site as per local bye laws.
- d. Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the Agency at his own expense. The Agency shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.
- e. The Agency shall execute his work in such manner that no damage is made to the existing structure or any property of the Bank.
- f. All staff/employees deployed on duty at Banks building shall be properly dressed with Uniform. Any failure on this account shall attract penalty.
- g. The Officer-in-Charge nominated by Bank shall be authorized to give instructions to the Agency at the premises of Bank on all matters relating to this work.
- h. The Agency shall appoint Facility Manager /Supervisor(s) as per manpower deployment as per the requirement of the Institute.
- i. The authorized Supervisor of the Agency shall report on all matters concerning the above work to the Officer-in-Charge. The Supervisor deputed by the Agency will act as a liaison officer between the Agency and the bank and will be responsible for the day to day working of the staff deputed by the Agency, their attendance and other relevant jobs.
- j. Bank reserves the right to immediately step in and to carry out a part or whole of the work entrusted under this contract in case of any default or unsatisfactory performance by the Agency without resorting to the formalities of issuing notices, etc., for rescinding the contract and the Agency would have no claim for compensation in such cases.

2. OTHER CONDITIONS

- i. The Agency shall exercise adequate supervision to reasonably ensure proper performance of Mechanized Housekeeping Services in accordance with Schedule of Requirements.
- ii. The Agency shall ensure that trained housekeeping staff is deployed for operating the machineries for cleaning, vacuuming etc. After expiry of the initial period of Contract of one year, if the Contract is renewed for its first term, mutually on the existing terms and conditions, rates etc.,
- iii. The Contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Bank's business or security arrangements (including but not limited to the Assignment instructions,

Schedules and other subsequent Arrangements) and/or business of the Bank. The obligation is not limited to any scope and the Agency shall be held responsible in case of breach of the confidentiality of Bank's information.

- iv. If the Agency receives enquiries from Press/Media/Radio / Television or other bodies / persons, the same shall be referred by the Agency to Bank immediately on receipt of such queries.
- v. The Agency shall not Sub-contract or Sub-let, transfer or assigns the contract or any other part thereof. In the event of the agency contravening this condition, Bank shall be entitled to place the contract elsewhere on the agency's risk and cost and the agency shall be liable for any loss or damage, which the Bank may sustain in consequence or arising out of such replacing of the contract.
- vi. After expiry of the initial period of the Contract of 12 months and of the contract is renewed by the Bank, the Agency shall claim increase in the contract cost only on account of increase in the minimum wages, as and when increased by the Government.
- vii. The Agency shall not employ any person below the age of 18 years. The Manpower so engaged shall be trained for providing services.

3. DISPUTE RESOLUTION

Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Bank.

4. TERMINATION OF CONTRACT:

The Competent Authority of the Bank reserves the right to terminate the contract at any time during the contact period, if found poor performance without assigning any reason thereof.

5. Payment terms:

- Payment will be made on monthly basis after satisfactory performance of contractual responsibility carried out in the previous month based on the bills submitted by the contractor.
- No advances will be paid.
- Applicable Taxes will be deducted at source.

6. PENALTY:

While all contractual obligations will be strictly enforced, deductions will be made for poor services like:

- In case any worker does not report for duty on any day (other than Sunday/National Holiday) then the Department shall deduct the monthly bills of the contractor, an amount not exceeding 150% of the daily wage per day of such absence. Hence it will be in the interest of the Contractor to provide for staff on all days of the month (other than Sunday/National Holiday).
- Your service personnel refusing to do duty assigned in respect of Housekeeping & cleaning.

- The penalty will be levied on the basis of assessment by Bank.

7. The bank reserves the right to accept/ reject any tenders either in whole or in part without assigning any reasons whatsoever.

I have read and understood all the instructions/conditions given above and I have taken into account the above instructions/conditions while quoting the rates.

(Signature & Seal of the Contractor)

Enclosure to Annexure 'I'

PROFORMA FOR TECHNICAL BID

ANNEXURE- I

S.N.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Date of establishment of the agency	
3	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
4	Whether registered with and holding license from all concerned Government Authorities including registration under Contract Labour (Regulation & Abolition) act 1970. (Copies of all certificates of	
5	PAN/TAN Number(copy to be enclosed)	
6	Labour License Number (copy to be enclosed)	
7	GST Registration Number (copy to be enclosed)	
8	EPF Registration Number (copy to be enclosed)	
9	ESI Registration Number (copy to be enclosed)	
10	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If no, a certificate is to attached in this regard.)	
11	Experience in the field (years)	
12	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency.)	
13	Whether a copy of the terms and conditions (Annexure-I), duly signed in as token of acceptance of	
14	Whether agency profile is attached?	
15	List of other clients	

Name and Signature with Seal

PROFORMA FOR FINANCIAL BID

MAN POWER	Skilled/semi skilled/unskilled	Nos.
Plumber	Semi Skilled	1
Sweeper	Unskilled	3

Proforma for submission of rate**ADDITIONAL INFORMATION WITH RESPECT TO PERSONS ENGAGED TO
PERFORM THE SAID WORK**

<u>Minimum wages per month per person (inclusive of all incidentals)</u>	
<u>ESI</u>	
<u>Amount Employer's contribution</u>	
<u>Amount Employee's contribution</u>	
<u>PF</u>	
<u>Amount Employer's contribution</u>	
<u>Amount Employee's contribution</u>	
<u>Service Charge</u>	
<u>GST</u>	
<u>Consolidated pay</u>	

Any other information:

Certified that the above quoted rate complies with minimum wages act and all the statutory provisions & rules as applicable. The above rate is inclusive of Service tax or any other tax payable to Government.

Name and Signature with Seal