

2<sup>nd</sup> Floor, Tower 1, Commercial II, Kohinoor City, Kirol Road, Kurla (W), Mumbai – 400070. Tel No. 022- 68507057 E-mail: admin@iibf.org.in

Date: 30/11/2022

Ref: IIBF/CO/ADMIN/RFP\_HK2/2022

# REQUEST FOR PROPOSAL INVITING APPLICATION FROM HOUSEKEEPING SERVICE PROVIDERS FOR PROVIDING HOUSEKEEPING SERVICES AT 11BF OFFICE PREMISES.

#### Section I - Introduction

Indian Institute of Banking & Finance (IIBF) is a premier not-for-profit Institute, established by banks and financial institutions in 1928, to provide banking and finance education in the country, with a Mission "to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counseling and continuing professional development programs". It is registered under Section 26 of the Indian Companies Act 1913 and is a company not for profit.

#### Section II - Purpose

Indian Institute of Banking & Finance (hereinafter referred to as IIBF) is seeking proposals from qualified Housekeeping Service Providers for the maintenance and cleaning of office premises at its offices at Kohinoor City, Kurla, and at Maker Tower, Cuffe Parade, Mumbai.

This document is a Request for Proposal (RFP) for the services described below and does not obligate IIBF to accept responses from eligible Housekeeping Service Providers. The RFP establishes minimum requirements a Housekeeping Service Provider must meet in order to be eligible for consideration as well as information to be included in the Housekeeping Service Provider's bid response. The bidders desirous of taking up the project for providing Services are invited to submit their proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at IIBF's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability and expertise to provide IIBF Housekeeping services adhering to IIBF's requirement outlined in this RFP. This RFP is not an offer by IIBF, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of IIBF with a selected Bidder. The selection of a successful Housekeeping Service Provider will be made based on IIBF's evaluation and determination of the relative ability of Housekeeping Service providers to deliver quality service in a cost-effective manner.

#### Section III - Eligibility Criteria

- 1. The bidder must be a Firm/ Proprietary/ Company registered under the Companies Act, with a minimum experience of 10 years in the field of Housekeeping & facility management.
- 2. The bidder must have handled a minimum of one annual contract in Housekeeping in Mumbai having the value of not less than Rs.25 lakhs (Rs. Twenty five lakhs only) during the last three years, excluding taxes.
- 3. The bidder should have a minimum average annual turnover of Rs. 75 Lakhs for the previous three years (as on 31-03-2022). Documentary evidence must be furnished against each of the above criteria. All documents must be signed by the authorized signatory of the bidder.
- 4. The housekeeping service provider should have office in Mumbai / Navi Mumbai.

#### <u>Section IV - Scope of Services</u>

Housekeeping Service Provider shall provide uniformed Housekeeping service personnel in IIBF office premises eight hours a day on all working days. The Housekeeping personnel will provide a variety of services as detailed below.

#### **Before office hours**

- Sweeping, wet and dry mopping of the floors of the entire premises, which includes glazed ceramic tiles and granites;
- Dusting of Computer Monitors, CPU, Key Board, Mouse ,Printers, fax ,Xerox machine and other office equipments;
- Dusting the Furniture;
- Removing the Cobwebs;
- Collecting the wastes, emptying the garbage bins/waste paper baskets and arrange to cart them to dump at allotted place;
- Daily cleaning of furniture, sofa, chairs etc. with soft brush;
- Cleaning of Kitchen area and store room;
- Cleaning and disinfecting the telephones with dettol on weekly basis;
- All tables and chairs to be dusted and cleaned;
- All common toilets, washbasins and urinals to be scrubbed and disinfected;
- All dustbins to be cleared wiped and lined with plastic bags;
- Lobby area to be cleaned.

#### **During office hours (at regular intervals)**

- Collecting all waste papers and trash
- Dry mopping of the premises at regular intervals
- Wet mopping the premises at regular intervals
- Cleaning of all glass doors / mirrors regular intervals
- Cleaning of the entrances and corridors

- Changing of napkins, tissues and toilet rolls
- All the common toilets, washbasins and urinals to be cleaned after every one hour.
- Any other work assigned by the officials of the Institute.

Cleaning would also include cleaning of Institute's residence flat at Cuffe Parade.

All the above mentioned scope of works is indicative and not exhaustive. IIBF reserves the right to add/delete any work under the scope of work. Housekeeping Service Provider shall provide in all 6 Housekeeping personnel and one supervisor at Institute's Corporate Office at Kurla and one Housekeeping personnel at Maker Tower office, Cuffee Parade (8 hours duty). The Service Provider should provide additional housekeeping personnel as and when the requirement is submitted by the Institute.

#### <u>Section V – Bidding Process</u>

The proposals will be evaluated on a Techno-Commercial basis. The bids shall be submitted in two separate sealed non-window envelopes, one containing Technical Bid and other Commercial Bid, both to be submitted together in one envelope. In the first stage, only Technical Bid will be opened and evaluated. Bidders satisfying eligibility criteria and agree to comply with all terms and conditions specified in this document will be evaluated for technical specifications. The bids that have complied to technical bids shall be qualified for commercial bid opening and further RFP process.

The envelope containing the Commercial offers of only those bidders, who are shortlisted after technical evaluation would be opened. The format for quoting commercial bids is given as Annexure D. The prices should be specified only in Annexure D and must not be specified/mentioned at any other place in the bid document. The rates and/or prices in any form or for any reasons should not be disclosed in Technical or other parts of the bid except in Annexure D.

The bidders should submit their bids only in the formats enclosed in the RFP. If the bidder fails to submit the proposal in the enclosed formats, the bidder will be disqualified from the bidding process.

#### <u>Section VI – Bid Evaluation:</u>

#### **Stage: 1 - Technical Evaluation:**

The bid will be evaluated on Techno-Commercial evaluation basis wherein the technical bids will be allotted weightage of 70% while the financial bids will be allotted weightage of 30%. A Committee appointed by the Institute would evaluate the technical and commercial proposal and select the successful bidder. The Technical proposal will be evaluated on the basis of its meeting the evaluation parameters as given below and the Technical evaluation will be for 70 Marks. The technical evaluation criteria is mentioned in Annexure C.

The Bidder securing the highest marks will be given a Technical score of 70. The technical score for other bidders will be calculated as under:

# Marks of the respective bidder ----- x 70 Marks of the Bidder securing the highest marks

#### Example:

Bidder 1, Bidder 2 & Bidder 3 qualified in the Technical bid and their marks are:

Bidder 1 marks - 40 Bidder 2 marks - 50 Bidder 3 marks - 60

Bidder 3 marks are 60, hence, technical score of bidder 3 will be 70

Note: The top 3 bidders will be considered for commercial evaluation.

#### **Stage: 2 - Commercial Evaluation**

Commercial bid of the top 3 bidders who qualify in technical evaluation will only be opened. The Commercial bid shall be opened only in the event of a minimum of two Technical Bids found suitable. The evaluation process shall consider the percentage of agency charges quoted by the bidder. The agency charges should between 5% to 10 % i.e. not less than 5% and not more than 10%. The bidder proposing the lowest percentage of agency charges shall be given a commercial score of 30. The commercial score for other bidders will be calculated as under:

#### Example:

As per our example, price quoted by the qualified bidders are:

Bidder 1 = 8%Bidder 2 = 6%Bidder 3 = 10%

Bidder 2 agency charges percentage is the lowest. Hence, the commercial score of bidder 2 will be 30.

#### **Stage 3 - Techno-Commercial Evaluation**

Technical and Commercial score will be added to arrive at a Total Score out of a hundred. The proposal securing the highest combined score will be ranked as H1, Second highest as H2, and Third Highest as H3.

Example:

As per the above example, three proposals with combined Technical and Financial evaluations score would be ranked as under:

Bidder 1 = 46.66 + 22.50 = 69.16 = H3 Bidder 2 = 58.33 + 30.00 = 88.33 = H1 Bidder 3 = 60.00 + 18.00 = 78.00 = H2

Proposal of bidder 2 will be considered as successful bidder. In case the successful bidder, the H1 doesn't accept the offer or accepts the order and doesn't proceed with the project within 1 months' time, the Institute reserves the right to award the contract to the second most responsive bidder i.e. H2 and the offer to the H1 will stand terminated.

#### Section VII - Contract Period

The contract period for providing caretaker services will be 2 years. The contract can be extended for further period of 3 years one year at each time depending upon the requirement and performance of the service provider.

#### Section VIII - Submission of Proposals

The bidder must include information with respect to following items in the proposal, as the same would be pursued by IIBF as a matter of selection criteria:

- 1. Company History and Organization
- 2. Management Approach
- 3. Personnel Selection Process
- 4. Cost Proposal and Invoicing
- 5. Compliance with law like Employee Provident Fund and ESIC etc.
- 6. List of Clients

### 1. Company History and Organization

Provide a brief company history, mission statement and organizational summary. Explain ownership (Proprietary / Private / Public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project.

#### 2. Management Approach

Indicate by position or title the person who will have the overall responsibility for IIBF account. Indicate also the support staff available to IIBF by function. Bidder must supply Organization Chart depicting the structure of the local servicing office.

#### 3. Personnel Selection Process

Describe how recruitment and selection of Housekeeping personnel is accomplished. All personnel intended to be provided under this RFP must be thoroughly trained, experienced and qualified to perform the work to which they are assigned. Bidder shall have a documented employment process which shall include application, interview, and background check phases. A written description of the Bidder's employment process and qualifications is to be included in the response.

#### 4. Cost Proposal and invoicing

Provide billing rates for Housekeeping personnel in the enclosed format (Annexure "D").

#### 5. Employee Provident Fund, ESIC, Health care etc.

Describe in detail all benefits offered to employees' viz. health care insurance, life insurance, holiday pay, vacations and any other benefits offered. Cite specific plans offered and employees cost sharing arrangements (payroll deduction) which must inter alia include the following:

- 1. Employees Provident Fund
- 2. ESIC
- 3. Medical/health/ Life Insurance (indicate amount provided at no cost to employee and any optional coverage available).
- 4. Any other benefit required to be extended as per law.

IIBF is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. The Housekeeping Service Providers must be duly licensed to provide Housekeeping service.

Response to the RFP should reach latest by 2.30 p.m. on 14<sup>th</sup> December 2022 in sealed envelopes and marked / super scribed with "RFQ for providing housekeeping services" and addressed to:

The Deputy Director (HR & IR), Indian Institute of Banking & Finance 2nd Floor, Tower 1, Commercial II, Kohinoor City, Kirol Road Kurla (W), Mumbai - 400 070

#### Tel. 022-68507057 / 68507074

Any questions regarding this RFP should be addressed to Deputy Director (HR & IR).

The RFP should be submitted on bidder's letter head as per following format in sealed envelopes:

Annexure A : Forwarding Letter

Annexure B : Company Details

Annexure C: Technical Bid proposal

Annexure D : Commercial Proposal

#### **Terms and Conditions**

- 1. The term of this contract shall be for two years unless terminated by either party with thirty (30) days prior written notice with reasons for termination. The contract may be renewed for further three years on satisfactory of performance of the service provider on completion of each year at the same terms and conditions at the discretion of IIBF.
- 2. Housekeeping Service Provider shall provide appropriate and necessary management and supervision for all its employees and shall be solely responsible for instituting and invoking disciplinary action against employees not in complying with Housekeeping Service Provider's rules and regulations, as well as any other policy established by the contracting parties.
- 3. Housekeeping Service Provider is responsible for the daily personal appearance of Housekeeping personnel.
- 4. Housekeeping Service Provider shall respond as necessary to accommodate additional duty hours as may be requested by IIBF.
- 5. The Housekeeping Service Provider should use good quality materials for housekeeping work and the Institute will reimburse the cost of such materials on production of bill
- 6. Housekeeping Service Provider shall have to submit monthly bill on the 25<sup>th</sup> of every month and any less/ extra duties actually performed will be adjusted in the subsequent month invoice. IIBF's payment will be released to the Housekeeping Service Provider on or before 5<sup>th</sup> of every month. Housekeeping Service Provider must ensure to submit previous month's PF challan copy with individual Housekeeping Personnel name, copy of ESIC Challan, GST paid receipt and copy of bank challan cum receipt, Copy of Wage register and Attendance sheet for the previous month along with the monthly bill. No payments will be made by CASH. All payments will be made through net banking only subject to submission of required documents. TDS as applicable will be deducted from the monthly invoice.

- 7. IIBF will consider paying the increased / revised rate of wages only after receipt of notification issued by State Govt. in its Gazette. In such case the service provider will undertake to submit to the Institute the required documents.
- 8. Service Contract will be governed by the Laws of India and the Courts of Mumbai shall have exclusive jurisdiction.
- 9. If deemed necessary IIBF may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted.
- 10. Client list with contact name, phone numbers and details is to be enclosed along with the tender form
- 11. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFP will have to be submitted. Bidders satisfying eligibility criteria and agree to comply with all terms and conditions specified in this document will be evaluated.
- 12. The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder and purchaser must be written in English.
- 13. Bid shall remain valid for 90 days from date of submission mentioned at Bid Details.
- 14. Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that IIBF may take.
- 15. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them.
- 16. Any bid received by IIBF after the last date and time prescribed in the RFP will be rejected and /or returned unopened to the bidder at his risk and responsibility.
- 17. IIBF, at its discretion waive any minor non conformity or irregularity in a bid which does not constitute a material deviation.
- 18. The Service Provider should ensure to comply with all the provisions of Labour Act / State / Central Govt. agreed procedures. The Service Provider shall be solely responsible for compliance to provisions of various labour and industrial laws and all statutory obligations such as minimum wages as per Central / State Govt. rules, allowances, compensations, EPF, Bonus, gratuity, Insurance, ESIC, etc. relating to workers provided to IIBF. IIBF shall have no liability in this regard.
- 19. The Service Provider should obtain necessary labour license from statutory authorities for deploying man power. All personnel provided by the Service Provider will be on the payrolls of the Service Provider and there will be no Employee and Employer relationship between the personnel engaged by the Service Provider and the IIBF. That the Service Provider will not sub-contract or permit any other person to perform any of

the work or services agreed to without prior permission from IIBF. The Service Provider shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Service Provider should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules. The Service Provider should submit documents relating to EPF, ESIC, salary paid, etc. to the respective statutory bodies along with the next month bill to IIBF for scrutiny.

- 20. The Bidders should ensure while quoting the price that the prices quoted are inclusive of minimum wages (Central/ State Govt.), EPF, ESIC, Bonus, lump sum payment towards the cost such as Insurance, personal protective equipment, uniform, all taxes, duties & statutory levies such as GST etc.
- 21. IIBF will notify successful bidder in writing by letter in duplicate or e-mail that its bid has been accepted. The Selected bidder has to return the duplicate copy to IIBF within 2 working days duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- 22. The successful bidder shall be required to enter into a contract with IIBF, within 8 days of the award of the tender or within such extended period as may be decided by IIBF along with the letter of acceptance.
- 23. IIBF shall have the right to cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of at least one month, without assigning any reason.
- 24. The Service Provider shall ensure to get the Police verification for all the manpower deployed by them and the Service Provider should ensure that the manpower deputed should bear good moral character.
- 25. All housekeeping personnel should sign in the Register for arrival and departure at the site and the registers should be made available to IIBF for verification.
- 26. This tender document shall be the basis for the Maintenance Contract to be entered into with the house keeping service provider.
- 27. Successful bidder and his offer shall be strictly in line with the terms specified herein. No deviation from the terms and conditions specified shall be acceptable. For this purpose, the bidder shall submit all the documents as specified in this tender duly signed and stamped on each page as a token of acceptance.
- 28. The Service Provider is obliged to work closely with IIBF's staff, act within its own authority and abide by directives issued by IIBF from time to time.
- 29. The Service Provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors on the part of its personnel.
- 30. The Service Provider will treat as confidential all data and information about IIBF, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to another party without prior written approval of IIBF.

31. The service provider and IIBF shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

The party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The matter will be referred for negotiation between IIBF and the service provider. If the disputes are not resolved by joint discussions then the matter will be referred for adjudication to a sole arbitrator to be appointed by mutual agreement of the service provider and IIBF. The award of the sole arbitrator shall be final and binding on the Parties. The arbitration proceedings shall be governed by Arbitration and Conciliation Act, 1996 as amended from time to time. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

The "Arbitration Notice" should accurately set out the disputes between the Parties along with the intention of the aggrieved Party to refer such disputes to arbitration. All notices by one Party to the other in connection with the arbitration shall be in writing. The arbitrators shall hold their sittings in Mumbai. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive, and binding upon the Parties. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrator.

The bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

#### **Disclaimer**

This RFP is neither an agreement nor an offer and is only an invitation by IIBF to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. IIBF makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IIBF may in its absolute discretion and without being under any obligation to do so, update, amend or supplement the information in this RFP. IIBF reserves the right to accept or reject any Bid/ offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for IIBF's action. IIBF reserves the right to reject any Bid on Housekeeping and / or other considerations without assigning any reason.

IIBF reserves the right to cancel the entire Bidding / procurement process at any stage without as-signing any reason whatsoever

Annexure - A

#### To be submitted on letterhead

To, Chief Executive Officer Indian Institute of Banking & Finance, Kohinoor City, Commercial II, Tower 1, Kirol Road, Kurla West, Mumbai – 400070.

Dear Sir,

#### Sub: Submission of Request for Proposal (RFP) for providing housekeeping services

With reference to your notification dated --- on the above subject we hereby submit the RFP document and other relevant information.

We hereby certify that all the information supplied in the accompanying Annexures are true and correct. We have furnished all information and details as necessary as per the RFP and have no further pertinent information to supply.

We also authorize the Institute to approach individuals, firms and corporation to verify our competence and general reputation. We have carefully perused the RFP terms and conditions and agree to abide by the same in the event of our offer is accepted by IIBF. We shall abide by the rules & regulations of the Institute in regard to the selection process of the bidder and the final decision.

Thanking you,
Yours faithfully
(Signature of the applicant(s) with office seal)

# **Company Details**

Name of the Organization	
Structure of the organization (applicants to indicate as appropriate):	
Private / Public Limited Company / Other (please specify)	
Registered Office address with Telephone No. / Mobile No. / E-mail	
Name, Designation & Contact details of the Head of the Organization in India	
Year of Establishment of the firm	
Core Business of the Organization	
Address of the local office in Mumbai/ Navi Mumbai	
Name, Designation and Contact details of the Person to	
whom all communication is to be addressed.	
Years of experience in the relevant field	
PAN No.	
GST No.	
Income Tax Returns for the last three financial Years (2019-20,2020-21 & 2021-22)	
Any other information considered necessary but not included above	

Turnover of last three years (in rupees). Copy of Audited balance sheet to be attached

Details of annual			
financial turnover	2019-20	2020-21	2021-22
(gross)			

#### **Annexure C**

# TECHNICAL BID EVALUATION (MATRIX)

#### **Evaluation Information**

The bidder should fill the table below and submit documentary evidence for all the particularsmentioned.

#### TECHNICAL BID EVALUATION: Part - I

Sr.	Particulars	Maxim um Marks	Marks obtained	Details of documents/papers submitted
1	Average annual turnover of the Company as per Audited Balance Sheets as on 31st March 2022,2021 and 2020			
	Above 100 lakhs	10		
	75 lakhs to 100 lakhs	5		
2	No. of Employees on payroll in housekeeping, maintenance & facility management contracts as on 31.10.2022			
	Above 200	10		
	100 to 200	7.5		
	Less than 100	5		
3	Number of years of experience in housekeeping, maintenance & facility management services(As on 31.03.2022)			
	Above 20 years	10		
	10 to 20 years	5		
4	Whether the Bidder had provided services in			
	Govt /PSU+Private	10		
	Govt / PSU	7.50		
	Private	5		
5	Value of single largest annual contract in the past three years in Housekeeping, Maintenance & Facility Management in commercial complexes located at Mumbai/ Navi Mumbai /Thane (As on 30.11.2022)			
	Above 50 lakhs	10		
	Above 50 lakhs but less than 25 lakhs	5		

Maximum Score for Part – I of Technical Bid Evaluation: 50 marks

Minimum marks required for qualifying in the Part – I (Technical Bid Evaluation): 30 marks

#### Part -II

#### Technical Bid Evaluation (Site Visit) – 20 Marks

Site visit by a panel from the Institute to one or more sites out of the sites whose reference is given by the bidder. During the site visit, the members will evaluate the work being performed by the contractor at the site and its suitability for the Institute.

\*Marks will be awarded, on the basis of site inspection/observations of the Institute's officials and records/facts produced before them. No contention/claim, in this regard, shall be entertained.

Maximum Score for Part – II (Site Visit): 20 marks

Minimum marks required for qualifying in Part – II (Site Visit): 12 marks

The bidder has to obtain minimum qualifying marks in both Part-I & Part-II of Technical Bid Evaluation (Matrix) for the opening of the price bid.

# **Commercial Proposal**

COMPANY SEAL WITH SIGNATURE