

Export-Import Bank of India



E - Tender

**Contract for Housekeeping Services at HYDERABAD Office
For Office Premises & Visiting Officer's flat of Export-Import Bank of India**



Export Import Bank of India

2nd Floor, 6-3-639/640, Golden Edifice, Khairatabad Circle, Hyderabad- 500 004

Ph. 91-40-23307816-21, Fax- 040- 23317843

E-Mail: eximhro@eximbankindia.in

CONTRACT FOR HOUSEKEEPING SERVICES FOR OFFICE PREMISES & VISITING OFFICERS' FLAT OF EXPORT-IMPORT BANK OF INDIA

TENDER DOCUMENT COST: ` 2,500.00 (Favoring "Export-Import Bank of India "Only by Demand Draft, Non-Refundable. The last date for submission of tender document is 18/04/2017)

DATE OF ONLINE NOTICE: 02/05/2017 12:00 Hrs.

DOCUMENT DOWNLOADING:

START DATE AND TIME : 02/05/2017 11:00 Hrs.

DOCUMENT DOWNLOADING:

END DATE AND TIME : 17/05/2017 14:00 Hrs.

LAST DATE AND TIME FOR : 17/05/2017 17:00 Hrs.
SUBMISSION

OPENING OF TENDER : 18/05/2017 15:00 Hrs.
(TECHNICAL BID)

SITE INSPECTION : 05/05/2017 (from 10 a.m to 5p.m)

SYSTEM OF PRICE BID: Price bid will be opened for only technically qualified bidders.

VALIDITY OF OFFER: The offer should remain **valid at least for a period of 6 months** to be reckoned from the last date of submission of offer i.e. from **17th May, 2017**.

PLACE OF RECEIPT OF TENDER: <https://eximbankindiatenders.procuretiger.com>

CONTRACT PERIOD :

eTendering / Electronic Tendering / Web Tendering / Online Tendering is the simulation of the manual tendering process on the internet. i.e., the eligible bidders / tenders can log on to the internet site specified using a unique user name & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature/electronic key / password at the date and time specified. The bids placed by the tenderers are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

Minimum requirement:

- 1. Computer/Laptop with internet connection**
- 2. Operating system – Windows XP Service pack -3 / VISTA/ WINDOWS 7**
- 3. Digital certificate -Class II or III, Signing + Encryption, and it should be organizational certificate.**

TENDER NOTICE

Export-Import Bank of India desires to invite tenders from reputed contractors for providing Housekeeping Services for its Regional Office at Hyderabad.

Vendor registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate. For any clarification kindly contact

CONTACT INFORMATION FOR E-TENDER PROCESS

e-Procurement Technologies Limited
A- 801 – Wall Street - II,
Opposite Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006.
Gujarat State, India

Phone: +91 (79) 40230 813/14/16/18/03

Fax: +91 (79) 40230847

Concern Persons: Mr Dharam, Mr Anuj, Mr Vivek

Email Ids: dharam@abcprocure.com

bhavik.dave@abcprocure.com

anuj@procuretiger.com

vivek.bhirud@abcprocure.com

CONTACT INFORMATION FOR TENDER ENQUIRIES

Regional Head: B.Ramesh Babu

Deputy General Manager

Export Import Bank of India

2nd Floor, 6-3-639/640, Golden Edifice

Khairatabad Circle, Hyderabad- 500 004

Contact Number: 040-23307816 to 21

Fax number: 040-23317843

E-Tendering Process Compliance Statement

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of M/s e Procurement Technologies Ltd or of EXIM Bank. However M/s e Procurement Technologies Ltd. shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s e Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM Bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel an e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I / We have read, understood and agree to abide by the e-tendering process compliance statement.

Date:

Organization:

Name:

Designation: Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

Contract for Housekeeping Services
For Office Premises of Export-Import Bank of India

1. Scope of the work

1.1. Housekeeping:

1.1.1. Maintenance of office premises including daily sweeping / Cleaning of the office premises, washrooms, furniture and fixtures, blinds, glass walls, railings, pantry and floor tiles/ carpets at Export-Import Bank of India's Regional Office located at Golden Edifice Building, 2nd Floor 6-3-639/640, Golden Edifice Khairatabad Circle, Hyderabad- 500 004 admeasuring around 8,000 sq. ft. (super built up) including 5 washrooms. Cleaning material will be provided by the Contractor / Service provider as per the specification given in Annexure - II.

1.1.2. Maintenance of Bank's Visiting Officers Flat (VOF)/ vacant residential flats including daily Sweeping, furniture and fixtures, floor tiles located at Villa Heights Apartment, Brahmanwadi lane, Begumpet, Hyderabad admeasuring 890 sq. ft. (total built up area) including 2 washrooms. Cleaning material will be provided by the contractor/service provider as per specification given in Annexure II.

1.2. Office assistants services supply for house keeping jobs:

1.2.1. Three boys / one lady worker & two boys are required (no supervisor) for maintenance of office premises including Daily Sweeping / Cleaning of the office premises, washrooms, furniture and fixtures, blinds, glass walls, railings, pantry and floor tiles/ carpets at Export-Import Bank of India's Regional Office located at Golden Edifice Building, 2nd Floor 6-3-639/640, Golden Edifice Khairatabad Circle, Hyderabad- 500 004 admeasuring around 8,000 sq. ft. including 5 washrooms, cleaning of Visiting Officers' flat on a regular basis. Apart from the above said, the boys would need to carry out Photocopying, cheque depositing and withdrawals from Banks etc. and other office related works like delivering of distribution of mails/publications to Bank's constituents and collection of important and urgent documents.

2. Eligibility Criteria:

- 2.1. The Contractor should be Hyderabad based and could be a sole proprietary concern or partnership firm or a company and should be registered with Registrar of Firms/ Companies, wherever applicable.
- 2.2. The Contractor should have experience of at least 5 years in providing maintenance and Housekeeping services to well established organizations like All India Financial Institutions, Public Sector Banks / undertakings & Large Pvt. Sector Companies etc. Suitable experience certificate should be submitted along with offer. Details of similar work executed during last 5 years may be provided (Annexure – I)
- 2.3. The Contractor should have satisfactorily executed minimum of two yearly contracts of similar nature, each costing not less than ` 5,00,000/- per annum for All India Financial Institutions, Public Sector Banks / undertakings & Large Pvt. Sector Companies during the last 3 years (ending with the last date for receipt of applications)
- 2.4. The contractor should have a professional reputation and the quality of works executed by the contractor should be of acceptable standard.
- 2.5. The Contractor will be required to offer a minimum of 5 weeks' credit limit.
- 2.6. The Contractor / its principal officers / employees to be deployed should have Clearance certificate from Police Department **or submit an affidavit** to the effect that no criminal investigations / records are pending against it/him/her in the past.
- 2.7. The Contractor should have annual Turn-over not less than ` 15 lakhs.
- 2.8. The Contractor should fulfill all the statutory requirements like Service Tax Registration, PAN Card, PF & ESIC account and license by competent authorities.
- 2.9. It will be the duty of the Contractor to properly clean and handle the various gadgets and fixtures available in the Bank premises. Cost of breakage shall be borne by the contractor.
- 2.10. The contractor will use the best quality / branded Cleaning material as detailed in Annexure-II. Cleaning material to be used will have to be first physically verified and approved by the Bank.
- 2.11. All the above criteria will be considered during evaluation of tender documents and will be tabulated in a marking system.
- 2.12. The Tenderers **must** have the **Digital Signature** for submissions and for authentications of Technical Bid and subsequently for Commercial Bid documents.

2.13. A sum of ` **2500/-** should be deposited as Cost of Tender Documents in shape of Bank draft of any Bank favouring “Export-Import Bank of India” payable at Hyderabad. Tenderer will only be allowed to download the tender documents after receipt of the Cost of the tender documents. Tenderers will be provided with the **User ID and Password** thereafter.

2.14. The tenders will be opened at **1500 hrs. on May 18th, 2017** at Head office of Export-Import Bank of India in the presence of tenderers, who choose to be present there at.

2.15. The discretion of Bank will be final and binding to all in respect of finalising parameters on which tenders will be analysed. The proposal will be evaluated on eligibility criteria as mentioned in the tender documents.

2.16. The Bank reserves the right to reject any or all the tenders. Canvassing in any form will disqualify the tenderer.

3. Tender Submission:

3.1. Tender should be submitted in the prescribed format along with attested copies of the documents as stated in the application form. The Bank would consider only such applications that satisfy the eligibility criteria. The last date for submission of completed application form along with the requisite documents is **May 17th, 2017 by 1700 hrs.**

3.2. In evaluating the quotations submitted by bidders, the price and the ability to meet delivery requirements, quality of works and / or services, dependability shall normally be considered as a major selection criterion. In this connection, Bank may make necessary inquiries from the contractor's employer or inspect the site at work.

3.3. Bank reserves the right to terminate the contract with 7 days notice and without any financial implications, if services are not found satisfactory.

4. Period of contract:

The contract shall remain in force for all purpose for a period of **Three years(3)** subject to review of contract every year as per the Government policy, and can be extendable on mutual consent for a further period of one or more year on same terms & conditions. EXIM BANK reserves the right to terminate the contract at any time during its tenure/contract, by giving Thirty days notice in writing to the contractor(s) at their last known place of residence/business and the contractors shall not be entitled to any compensation by reason of

such termination. EXIM BANK's decision under this clause shall be final, conclusive and binding on the contractors and shall not be called in question.

5. Summary Termination

5.1. In the event of the contractors having been adjudged insolvent or goes into liquidation or winding up their business of making arrangement with their creditors or failing to observe any of the provisions of this contract or any of the terms and conditions governing the contract, EXIM BANK shall be at liberty to terminate the contract forthwith without prejudice to any other rights or remedies under the contract and to get the work done for the unexpired period of the contract at risk and cost of the contractors and to claim from the contractors any resultant loss sustained or cost incurred.

5.2. EXIM BANK shall also have without prejudice to other rights and remedies, the right in the event of breach by the contractors of any of the terms and conditions of the contract to terminate the contract forthwith and to get the work done for the un-expired period of the contract at the risk and cost of the contractors and/or forfeit the security deposit or any part thereof for the sum or sums due for any damages, losses, charges, expenses or costs that may be suffered or incurred by EXIM BANK due to the contractor's negligence in the performance of any of the service under the contract.

5.3. The contractor shall be responsible to supply adequate staff under the contract in accordance with the instructions issued by an officer acting on behalf. If the contractor fails to supply the requisite number of staff members Exim Bank at its entire discretion, without terminating the contract be at liberty to engage other personnel's at the risk and cost of the contractor(s), who shall be liable to make good to EXIM BANK all additional charges, expenses, cost of losses that EXIM BANK may incur or suffer thereby. The contractor shall not however, be entitled to any gain, resulting from entrustment of the work to another party.

6. Liability of Contractor(s) for losses etc. suffered by Exim Bank

6.1. The contractor(s) shall be liable for all costs, damages, expenses suffered or incurred by EXIM BANK due to the contractor's negligence and the un workmanship like performance of any service under his contract or breach of any terms there of or their failure to carry out the work with a view to avoid incurrence of damages etc. and for all damages or losses occurred to EXIM BANK or in particular to any property or plant belonging to EXIM BANK due to any act whether negligent or otherwise of the contractor(s) themselves or their

employees. The contractor(s) shall also be liable for the interest at commercial lending rate on costs/damages/expenses. The decision of EXIM BANK regarding such failure of the contractor(s) and their liability for the losses, etc. suffered by EXIM BANK shall be final and binding on the contractor(s)

6.2. EXIM BANK is entitled to claim for any damages, losses, charges, costs, or expenses suffered or incurred by them due to contractor(s) negligence's and un workmen like performance of services under the contract or breach of any terms thereof and adjust the same from the bills of the contractor directly. The total sum claimed shall be deducted from, any sum then due or which at any time hereafter may become due to the contractor(s) under this or any other contract with EXIM BANK. In the event of the sum which may be due from EXIM BANK, as aforesaid being insufficient, the balance of the total sum claimed and recoverable from the contractor(s). Should this sum also be not sufficient to cover the full amount claimed by EXIM BANK, the contractor shall pay to EXIM BANK on demand the remaining balance of the aforesaid sum claimed. EXIM BANK will be the sole judge determining after taking into consideration all the relevant circumstance, the quantum value of loss and also in regard to the liability of contractor(s) for such loss the amount to be recovered from them.

6.3. In the event of the default on the part of the contractor(s) in providing House keeping services/and/or their failure to perform any of the services mentioned in this agreement efficiently and to the entire satisfaction of EXIM BANK or any officer acting on his behalf, EXIM BANK shall without prejudice to other right and remedies, under this agreement have the right to recover by way of compensation from the contractor a sum of rupees one hundred per day of default.

6.4. Set-Off

Any sum of money due and payable to the contractor(s) under this contract may be appropriated by EXIM BANK and set off against any claim of EXIM BANK for the payment of any sum of money arising out of or under any other contract made by the contractor(s) with EXIM BANK.

7. Book Examination

The contractor(s) shall, whenever required produce or cause to be produced for examination by Exim Bank. or any other officer authorized by him on his behalf any cost or other accounts book of accounts, vouchers, receipts, letters, memorandums or writings or any copy of or

extract from any such document and also furnish information and returns, verified in such manner as may be required by the statutory compliance/payment made to EPF/minimum wages etc. renewed license any or all such documents desired by EXIM BANK.

8. Payment

8.1. Indicative list of statutory payment to be made in respect of personnel employed by the contractor under this contract are as under:

(1) Minimum wages (Minimum wages are applicable for Office Boys under un-skilled category & as duly notified by the state of TELANGANA. [whichever is high] from time to time, as the case may be)

(2) EPF

(3) ESI

(4) Bonus

(5) Uniform cost

(6) Service tax

(7) Such other statutory charges, if any

The above list of statutory payment is only indicative and not exhaustive.

The contractor shall abide by all statutory provisions applicable to the contract and make all necessary statutory payments, for which 20% of the amount from the bill shall be withheld. However, on the production of proof of such statutory payment, Exim Bank may release the same subject to the conditions of the contract.

8.2. Payment will be made by Exim Bank on submission of bills, duly supported by attendance certificates, production of proof of payment of EPF/ESIC and other statutory payments in r/o the personnel engaged in EXIM BANK.

8.3. The contractor should submit all his/their bill by the seventh of following month. Payment of which will be made through RTGS to the bank account of the Contractor only and withholding taxes, if any may be deducted by Exim Bank before making such payment.

9. Law Governing the Contract/Dispute Resolution

The contract will be governed by the Laws of India, for time being in force as amended from time to time. Any disputes arising out of this contract will be settled in the court of competent jurisdiction. The courts in Hyderabad shall have exclusive jurisdiction to adjudicate the disputes arising under the contract.

10. Duties and Responsibilities of the Contractor

10.1. The contractor shall carry out all items of services assigned or entrusted to him/them by or an officer acting on behalf of Exim Bank and shall abide by all instructions issued to him/them from time to time by the said officer. They shall render the services to the satisfaction of the officer acting on behalf of Exim Bank together with ancillary and incidental duties, service and operations as may be indicated by the said officer(s) and are not inconsistent with the terms & conditions of the contract. The contractor shall always be bound to act with responsible delegacy and in a businesslike manner and to use such skill as expected of men of ordinary prudence in the conduct of their activities.

10.2. The contractor shall engage competent, adequate staff to the satisfaction of the Exim Bank or an officer acting on its behalf. The contractor shall be responsible for the good conduct of their employees and shall compensate EXIM BANK for losses arising from neglect, carelessness, want of skill or misconduct of themselves, their servant or agents or representatives. Exim Bank shall have the right to ask the dismissal of any employee of contractors who in his opinion is hampering the smooth execution of the work and his decision regarding losses caused by neglect and misconduct etc. of the contractors, staff and agents.

10.3. The contractors shall strictly abide by Laws, rules & Regulation.

10.4. The contractor shall provide verifiable proof that EPF/ESI has deposited in respect of particular workers, working under the contractor who are working in EXIM BANK along with the EPF/ESI number issued by concerned authorities. A copy of ESI card also is deposited with EXIM BANK within one month period even in case of change of worker, failing which payment will not be released subsequently for the aforesaid period, without prejudice to the other actions.

10.5. Police verification of the staff should be submitted within a period of one month on entering into the contract. In the case of change of any staff member, payment of wages for that staff will be release only after submission of police verification.

10.6. If the party fails to comply with statutory/legal requirement, as stipulated in the terms & conditions of the tender within two month from the award of contract is liable to be terminated with one month's notice and in his place, second lowest/third lowest will be kept as back up immediately to replace the terminated agency.

Regional Head
EXPORT-IMPORT BANK OF INDIA

Mandatory Information

Sr. No.	Particulars	Details
1. *	Name of the Company	
2. *	Name of the Proprietor, Partners/Directors	
3.	Office Telephone Nos.	
4. *	Address	
5.	Email Address	
6.	Year of Establishment	
7. *	Status of Firm. (Proprietor/Partnership/Co. etc.)	
8.	Name of Bankers	
9. *	PAN Card No.	
10. *	Service Tax No.	
11. *	PF & ESIC Account No.	
12. *	Customer Profile (attach separate sheet)	
13.*	Tender Fee DD Number	

I/We confirm that to the best of our knowledge this information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

Date:

Place:

Note:

Please upload scanned copies of the above mentioned documents with sr. nos. marked (*) on it.

Bid Evaluation Document

Sr.No.	Criteria Description	Weightage
1	The Contractor should be Hyderabad based	20
2	Contractor should have experience of at least 5 years to provide House-keeping services to Government Organization/ Agency or Bank.	15
3	Contractor should have satisfactorily executed minimum of two yearly contracts of similar nature, each costing not less than ` 5,00,000/- during the last three years.	15
4	Contractor / its principal officers / employees to be deployed should have Clearance certificate from Police Department or submit an affidavit to the effect that no criminal investigations / records are pending against it/him in the past.	10
5	Contractor should have annual turnover not less than ` 15 lakhs in the last 2 years.	10
6	Service Tax Registration, PAN Card	15
7	PF & ESIC account	15
Total Weightage		100
Minimum Weightage required		70

Contract for Housekeeping Services supply
For Office Premises of Export-Import Bank of India

Constant Fields for PRICE BID (as per statutory requirement)

SR. OPERATIVE	1	(Minimum as per the Govt. GO)	
BASIC		13598	
VDA		50	
OTHER EMOLUMENTS		3500	
GROSS		17148	
EPF (EMPLOYER) CALCULATED ON BASIC + VDA	13.36%	2291	
ESI (EMPLOYER) CALCULATED ON GROSS	4.75%	815	
BONUS CALCULATED ON BASIC+VDA	8.33%	1137	
EARNED LEAVE CALCULATED ON BASIC+VDA	5.75%	785	
GRATUITY CALCULATED ON BASIC	4.81%	0	
UNIFORMS		200	
CO ORDINATION CHARGES	5.00%	0	
TOTAL PER HEAD (A)		22,376	22,376
JR. OPERATIVE	2		
BASIC		13598	
VDA		50	
OTHER EMOLUMENTS		1854	
GROSS		15502	
EPF (EMPLOYER) CALCULATED ON BASIC + VDA	13.36%	2071	
ESI (EMPLOYER) CALCULATED ON GROSS	4.75%	737	
BONUS CALCULATED ON BASIC+VDA	8.33%	1137	
EARNED LEAVE CALCULATED ON BASIC+VDA	5.75%	785	
GRATUITY CALCULATED ON BASIC	4.81%	0	
UNIFORMS		200	
CO ORDINATION CHARGES	5.00%	0	
TOTAL PER HEAD (B)		20,432	20,432
HOUSEKEEPING MAID	3		
BASIC		13598	
VDA		50	
OTHER EMOLUMENTS		1000	
GROSS		14648	
EPF (EMPLOYER) CALCULATED ON BASIC + VDA	13.36%	1957	
ESI (EMPLOYER) CALCULATED ON GROSS	4.75%	696	
BONUS CALCULATED ON BASIC+VDA	8.33%	1137	
EARNED LEAVE CALCULATED ON BASIC+VDA	5.75%	785	
GRATUITY CALCULATED ON BASIC	4.81%	0	
UNIFORMS		200	
CO ORDINATION CHARGES	5.00%	0	
TOTAL PER HEAD (C)		19,423	19,423
Supervisory & Administrative charges may be applicable per month, as per the company norms (D) (Carpenter/Plumber/Electrician will be required as per the requirement on Call basis) -	-		

GRAND TOTAL (A+B+C+D)			
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The above wages are as per statutory notifications; therefore bidders are requested to fill only those fields which **are highlighted**. The remaining fields are constant for every bidder. The quote should be exclusive of all taxes on monthly basis.

The Basic and other components should be as per the AS PER CENTRAL MINIMUM WAGE ACT AS ON 01-04-2017(Un-skilled/Semi Skilled) and as under Area-1 Telangana GO.

Note: Overtime charges, as per the Central Govt. circular dated : 19.01.2017, (issued by Labour Commissioner) Payment for work done on the day of weekly rest and for work done beyond the normal working hours shall be double the ordinary rate of wages.

Signature of Authorised Personnel

Annexure - I

Particulars in respect of similar works executed in the last five years

Sl.No	Name of the work executed with Address	Name & contact details of contact person (for Reference)	Value of the Contract in `	Period of Contract	Date of completion