

**E – TENDER**

**FOR**

**Contract for providing Housekeeping and Security Services  
at Office Premises & Bank's VOF of  
Export-Import Bank of India**

**Tender Reference No: EXIM/RFP/2020-21/011**

**Export - Import Bank of India  
Overseas Towers – 4<sup>th</sup> & 5<sup>th</sup> Floors  
No. 756L, Anna Salai, Chennai – 600 002  
Ph. 044-28522830, Fax: 080 28522832  
E-Mail: [eximchro@eximbankindia.in](mailto:eximchro@eximbankindia.in)**

**CONTRACT FOR PROVIDING HOUSEKEEPING AND SECURITY SERVICES FOR OFFICE PREMISES & BANK'S VISITING OFFICER'S FLAT [VOF] OF EXPORT-IMPORT BANK OF INDIA, CHENNAI**

<b>EMD AMOUNT (to be refundable after one year from the date of contract)</b>	Rs. 1,00,000.00
<b>DATE OF ONLINE NOTICE</b>	28/08/2020 13:00 Hrs.
<b>DOCUMENT DOWNLOADING : START DATE AND TIME</b>	28/08/2020 13:00 Hrs.
<b>DOCUMENT DOWNLOADING: END DATE AND TIME:</b>	17/09/2020 16:00 Hrs.
<b>LAST DATE AND TIME FOR: SUBMISSION (21 days from the date of issue)</b>	17/09/2020 17:00 Hrs.
<b>OPENING OF TENDER: (TECHNICAL BID)</b>	18/09/2020 11:00 Hrs.
<b>SITE INSPECTION:</b>	31/08/2020 to 10/09/2020

**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 **September 17, 2020.**

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

**CONTRACT PERIOD:** 36 MONTHS (3 YEARS)

**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 username & password and place their Technical & Financial 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 for e-tender participation:**

- 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 only.**
- 4. Vendor registration can be done online by opening Website:  
<https://eximbankindiantenders.procuretiger.com> Click on “New Bidder Registration” link,  
create User Id and Password and attach your Digital certificate**

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## 1. QUOTATION BID NOTICE

The Quotation bid is invited for Services Contract for **“Providing Housekeeping Services (manpower for housekeeping, pantry, office assistance and technical services) and Security Services (security guards)”** for Export – Import Bank of India’s office premises at Overseas Towers – 4<sup>th</sup> & 5<sup>th</sup> Floor, No. 756L, Anna Salai, Chennai – 600 002 and Bank’s Visiting Officers Flat (VOF) at No. 35, Venkatesan Street, T. Nagar, Chennai – 600 017.

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.

**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)-68136820/29/31/35/40/43/52/53/57/59/63**

**Fax: +91 (79) 40230847**

## CONTACT INFORMATION FOR TENDER ENQUIRIES at Exim Bank.

Mr. Madusuthan. J DGM & Regional Head Export Import Bank of India Overseas Towers – 4 <sup>th</sup> & 5 <sup>th</sup> Floors, No. 756L, Anna Salai, Chennai – 600002 044-28522830/31/32 E-Mail: <a href="mailto:eximchro@eximbankindia.in">eximchro@eximbankindia.in</a>	Ms. Sasikala Paulraj, Sr. Administrative Manager Export Import Bank of India Overseas Towers – 4 <sup>th</sup> & 5 <sup>th</sup> Floors, No. 756L, Anna Salai, Chennai – 600002 044-28522830/31/32; E-Mail: <a href="mailto:sasikala@eximbankindia.in">sasikala@eximbankindia.in</a>	Ms. B. Sreedevi, Administrative Manager Export Import Bank of India Overseas Towers – 4 <sup>th</sup> & 5 <sup>th</sup> Floors, No. 756L, Anna Salai, Chennai – 600002 044-28522836; 2830 E-Mail: <a href="mailto:sreedevi@eximbankindia.in">sreedevi@eximbankindia.in</a>
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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 contact person of EXIM Bank and Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the Quotation bid Notice.
2. 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 the EXIM Bank. However M/s e Procurement Technologies Ltd. shall make every effort to ensure availability of technology resources to enable continuous bidding.
3. M/s e Procurement Technologies Ltd does has no responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM Bank.
4. EXIM BANK does not bind itself to accept the lowest e-tender and EXIM BANK reserves itself the authority to reject any or all of the e-tenders. All e-tenders in whom any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel the e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

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

Date:

Organization:

Name:

Designation:

Seal

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

### 3. MANDATORY INFORMATION

Sr.No.	Particulars	Details
1.*	Name of the Company	
2.*	Name of the Proprietor, Partners/Directors	
3.	Office Telephone Nos. & Mobile Nos.	
4.*	Address	
5.	Email Address	
6.*	Year of Establishment	
7.	Registration No. / Date of registration	
8.	Status of firm. (Proprietor/Partnership/Co. etc.)	
9.	Name of Bankers	
10.*	PAN Card No.	
11.*	GST No.	
12.*	EMD 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.

Date:

Place:

**Seal and Signature of the Bidder/s not required since the document is digitally signed.**

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

### **4. TENDER FORM**



Mr. Madusuthan. J

Deputy General Manager & Regional Head

Export Import Bank of India

Overseas Towers – 4<sup>th</sup> & 5<sup>th</sup> Floors,

No. 756L, Anna Salai, Chennai – 600 002

Dear Sir,

Ref: **“Providing Housekeeping Services (manpower for housekeeping, pantry, office assistance and technical services) and Security Services (security guards)”**

Having examined the e-tender details, term and conditions, prepared by you, I/we hereby offer to execute the above works at the respective rates, which I/we have quoted for the items in the schedule of quantities as per your terms and conditions mentioned in the e-tender.

I/we herewith deposit **₹1,00,000/- (Rupees One Lakh Only)** by demand Draft or Banker's Cheque drawn in favour of **Export-Import Bank of India** as Earnest Money Deposit (EMD) for the execution of the works at my/our tendered rate together with any variations should the contract be awarded to me/us.

In the event of this e-tender being accepted, I/we agree to enter into and execute the necessary contract required by you. I/we do hereby bind myself/ourselves to forfeit the aforesaid deposit **₹ 1,00,000/- (Rupees One Lakh Only)** in the event of our refusing or delay in signing the Contract Agreement. I/we agree not to employ Subcontractors without the prior approval of the EXIM Bank.

I/We agree to pay all applicable taxes prevailing and be levied from time to time on such items for which the same are leviable.

I/we understand that you are not bound to accept the lowest e-tender or bound to assign any reasons for rejecting our tender. We unconditionally agree to Exim Bank's preconditions as stipulated in the tender documents.

I/we agree that in case of my/our failure to execute work in accordance with the scope of work provided, Exim Bank reserve the right to terminate my contract and forfeit the Earnest Money Deposit paid by me in addition to recovery of all dues to the Exim Bank from the payment receivable by me. Further, I may also be barred from tendering in future for Exim Bank Contracts.

I/we enclose the demand draft/banker's cheque for ₹ 1,00,000/- towards **Earnest Money Deposit**. I/We agree to keep our e-tender open for 90 days from the date of opening.

Yours truly,

**NAME:**

**ORGANISATION:**

**DESIGNATION:**

**PLACE & DATE:**

## **5. SCOPE OF WORK**

### **5.1. Scope of the work for “Providing Housekeeping Services (manpower for housekeeping, pantry, office assistance and technical services)”**

#### **i. Housekeeping:**

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, artificial plants etc. at Export-Import Bank of India's Regional Office located at Overseas Towers – 4<sup>th</sup> & 5<sup>th</sup> Floors, No. 756L, Anna Salai, Chennai – 600 002 admeasuring around 12,000 sq. ft. including 8 washrooms. Cleaning material will be provided by Exim Bank.

#### **ii. Pantry Services:**

Taking care of pantry services, viz. preparation of coffee/tea for guests / officers. Coordinating with caterer for timely arrival of lunch and arranging lunch for Bank's officials; Ensure adequate stock of lounge items; Procurement of lounge and maintenance items from super markets as per directions given be Administrative staffs; Procurement of lunch from hotels, if in case the caterer doesn't supply food on a particular day. Proper upkeep and maintenance of pantry area; ensure proper cleaning and maintenance of crockeries after every use. Deep Cleaning of office / pantry to be undertaken on Saturdays.

#### **iii. Technical Services:**

To ensure proper working of AC plants, other electrical fittings / circuits; attend to electrical/ plumbing / technical problems at office, VOF and Bank's Flats. Supervise renovation activities of Bank's flats as and when such works are undertaken. Assist during Bank's Seminars. Assist in office works during absence of office assistant. Undertake hand delivery of letters/documents to clients/advocate offices as per instructions from staff; take care of dispatch of covers through post/courier etc.

#### **iv. Office Assistant Services:**

To assist officers in photocopying, filing, faxing etc.; dispatch of covers thru' post / courier; Proper naming / arranging of files in compactors; arranging newspapers / books in library; hand delivery of letters to clients / advocate offices etc. as per instructions from staff; assist in retrieving files during audits; assist in seminar related works viz. preparation of folders, dispatch of invitations etc.; visit to banks for deposit/give NEFT advise letters/cash withdrawals etc.

**5.2 Housekeeping and pantry services at Bank's VOF at No. 35, Venkatesan Street, T. Nagar, Chennai – 600 035.**

- (i) Manpower to be available on all days from 9.30 to 5.30 p.m. (to be flexible on timings during guests' stay based on their requirement)
- (ii) Generally, he can take off on Sunday. However, based on guests' requirement, if he has to attend to duty on Sunday, he can take off on an alternate week day.
- (iii) To ensure upkeep and maintenance of VOF - dusting, sweeping, mopping, cleaning of furniture, cleaning of washrooms, cleaning pantry etc. to be done on daily basis. Area outside the VOF, i.e. Car parking and corridor/pavement area up to our compound wall, also to be cleaned once in two/three days and to be kept clean and tidy.
- (iv) Deep cleaning (cleaning of fans, tube lights, lampshades, window grills etc.) to be undertaken every week (Saturday)
- (v) Procure lounge items, other essentials as advised by us, before guests' arrival arrange pantry; bed Sheets, towels etc. for guests; assist Guests in making breakfast and if required procure lunch/dinner from nearby hotels for the guests.
- (vi) To clean pantry; bedrooms and other places after guests' check-out; wash the bedsheets; towels, pillow covers etc. after every use by the guest and neatly iron and keep them ready for next time use.
- (vii) To check sump and overhead water levels on daily basis and keep Exim Administrative staff informed for booking of water tankers. To book private tankers as and when required. To keep contacts of few private tankers in the area.
- (viii) To check all plumbing and electrical fittings at VOF for its proper functioning and in case of any problem to inform Exim office and arrange for technicians to resolve the issues.
- (ix) As the guests visiting the VOF will be Bank's staff/higher officials from HO/other regions; Bank's retired staff and Bank's auditors and sometimes even GoI officials, the manpower provided should be decent, should be polite and extend good courtesies to guests'.

**5.3 Scope of Work for “Providing Security Services (security guards) at Office Premises and at VOF”**

- (i) The contractor shall provide Security service by providing Security Guards at Bank’s office premises at Anna Salai and Residential Premises at T. Nagar according to the requirement intimated to the contractor in writing or otherwise by various authorized officer(s) of the EXIM BANK from time to time. The tenderers must get themselves fully acquainted with the location of office before submission of tender at Export-Import Bank of India, Overseas Towers – 4<sup>th</sup> Floor, No. 756L, Anna Salai, Chennai – 600 002
- (ii) The contractor shall ensure safety of properties, personnel (incl. vehicles at Residential Premises) of the EXIM BANK by deploying Security guards round the clock (24hrs) in **three shifts of eight hours** at Export-Import Bank of India, Overseas Towers-4<sup>th</sup> Floor, No. 756L, Anna Salai, Chennai – 600002 and Residential Premises at No. 35, Venkatesan Street, T. Nagar, Chennai – 600017.

## 6. Eligibility Criteria:

- (i) The Contractor should be Chennai based and could be a sole proprietary concern, partnership firm or a company and should be registered with Registrar of Firms/ Companies, wherever applicable.
- (ii) The Contractor should have experience of at least 5 years in providing housekeeping and security services to well established organizations like All India Financial Institutions, Public Sector Banks / undertakings & Large Pvt. Sector Companies. Suitable experience certificate should be submitted along with offer. Details of similar work executed in the last 5 years may be provided (Annexure-I)
- (iii) The Contractor should have satisfactorily executed minimum of four-yearly contracts of similar nature, each costing not less than Rs. 25,00,000/- 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)
- (iv) The contractor should have a professional reputation and the quality of works executed by the contractor should be of acceptable standard.
- (v) The Contractor will be required to offer a minimum of 5 weeks' credit limit.
- (vi) The Contractor / its principal officers / employees to be deployed should have Clearance certificate from Police Department (PCC) to the effect that no criminal investigations / records are pending against it/him in the past.
- (vii) The Contractor should have had an annual Turn-over not less than Rs. 2 Crores in the last three Financial Years viz. 2017-18, 2018-19, 2019-20.
- (viii) The Contractor should fulfill all the statutory requirements like GST Registration, PAN Card, PF & ESIC account and license by competent authorities.
- (ix) It will be the duty of the Contractor to handle the various gadgets and fixtures available in the Bank premises. Cost of breakage shall be borne by the contractor.

All the above criteria will be considered during evaluation of tender documents and will be tabulated in a marking system.

- (x) The Tenderers **must** have the **Digital Signature** for submissions and for

- (xi) The tender will be opened at **1100 hrs. on September 18, 2020** at the above office of Export-Import Bank of India, Mumbai in the presence of tenderers, who choose to be present there at. In case **September 18, 2020** will be Holiday, tender will be opened on next working day at the same time.
- (xii) The discretion of Bank will be final and binding to all in respect of finalizing parameters on which tenders will be analyzed. The proposal will be evaluated on eligibility criteria as mentioned in the tender documents.
- (xiii) The Bank reserves the right to reject any or all the tenders. Canvassing in any form will disqualify the tenderer.

## 7. INSTRUCTIONS TO TENDERERS

1. The instruction to be followed for submitting the e-tender are set out below:-

**(A) Information about Tenderer:** The tenderer must furnish full, precise and accurate details in respects of information asked for in Appendix-I.

**(B) Signing of Tenders:-** Person or persons signing the e-tender shall state in what capacity he is or they are signing the e-tender e.g. as sole proprietor to a firm or a Secretary /Manager/Managing Director, etc. of a limited company.

**(C) Documents required to be attached with the technical bid:**

Self-attested copies of the following documents one are to be annexed: -

Document-I - Valid license for running of Housekeeping and Security service and requisite registration. Certificate under various statutory provision of Labor R&A Act. Employees Provident Fund, ESIC etc.

Document-II -Work experience certificate and work presently in hand including details of Establishments where the firm has provided the Housekeeping and Security services in the past 3 years, including nos. of housekeeping/security staffs supplied to each unit and the value of contract along with documentary proof. (three years data is mandatory. However details for additional years is to be provided to gain more scoring in technical valuation)

Document-III - Latest police verification certificate in respect of personnel of the contractor.

Document-IV - Attested copies of Power of Attorney, if relied upon.

Document-V - Income Tax Pan No. of Firm.

Document-VI - Attested copies of partnership deed/copy of Memorandum and articles of association, as the case may be.

Document-VII - Property details of the partners/Firms/establishment.

Document-VIII - Name and address of all partners/Directors/proprietors as the case may be.

Document-IX - ESIC/EPF registration Nos.

Document-X - Name of Bankers, Copies of the IT Returns for the last three years.

Document-XI - All other Document mentioned in e-Tender document along with its annexures, schedules.

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Document-XII - GST number and registration number of firm.



Document-XIII - The firm should have the registration with or applied for PASARA (Private Security Regulation Act) (Copy to be enclosed)

Document-XIV - The Annual turnover of the firm should not be less than Rs. 2 crores in the last three financial years. Documentary evidence to be enclosed. **The tendered should submit CA Certificate for last three years' Annual Turnover.**

**It is the duty of the bidding contractor to submit other relevant documents (if any), apart from the above list, to support the Technical Valuation Evaluation Criteria**

**(D) Submission of e-Tenders:**

- (a) E-Tender which do not comply with this instruction shall be summarily rejected.
- (b) All credentials, documents and copies of certificate/information called for would be submitted with the e-tender format.
- (c) Necessary clarification if any required by EXIM BANK shall be furnished by e-mail within the time given by EXIM BANK for the same. EXIM BANK is at liberty to verify any or all documents Submitted by the tenderer, even by referring to third parties.
- (d) It should be clearly understood by the tenderer that no further opportunity shall be given to them to modify or withdraw any stipulation at any stages of the contract.
- (e) The e-tender form shall be filled clearly, neatly and accurately. Any alteration, erases or over-writing will render the e-tender invalid. Alteration neatly carried out and attested over the full signature of tenderer, however, is permitted.

**(E) OPENING OF TENDER**

The e-tender will be opened in the Head office of Exim-Bank's located at Centre One Building, Floor 21, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 at the time and on the date indicated in the Quotation Bid Notice. The tenderer will be at liberty to be present either in person or through an authorized representative at the time of opening of the tenders. The price bid of only those tenderers whose technical bids are found to be acceptable will be opened.

**(F) CORRUPT PRACTICES:**

Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer of EXIM BANK shall (in addition to any criminal liability which the tenderer may incur) debar his tender from being considered, canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.

**(G) INTERVIEW AND ACCEPTANCE OF E-TENDER**

The tenderer should be prepared to proceed to EXIM BANK and without any obligation, if called upon to do so, for an interview by an officer authorized to act on behalf of EXIM BANK at their own expenses. EXIM BANK reserves the right to reject any or all the e-tenders without assigning any reason and does not bind them to accept the lowest or any e-tender. The successful tenderer will be advised about the acceptance of his e-tender by a letter/e-mail.

**(H) SIGNING OF CONTRACT:**

The successful Bidder may be required to execute a non-disclosure agreement (NDA) with Exim Bank within 20 days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Bidder to sign the agreement in the above-stipulated period, the EXIM Bank may cancel the Contract.

## 8. Tender Opening and evaluation

### Opening of Technical Bid

- a) All the offers received will be screened and shortlisted based on the requirement specified and the details submitted by the bidder. All such shortlisted offers will be further evaluated on the qualitative aspects in various parameters as detailed in Technical Bid Evaluation Scoring Sheet. The technical score will be assigned based on above details. The bidders who will score 70 marks and above, on the scale of 100, will only be shortlisted for final consideration. 70% weightage will be given to technical parameter and 30% for financial bid for final scoring. After techno commercial evaluation, whoever secures highest marks will be considered as the successful bidder. The Bank, if needed, will negotiate with the successful bidder.
- b) For reference, the scoring on evaluation of Technical and Price Bids are as follows:

**Technical Scoring:** 70% weightage is considered in the below formula for final scoring.

$$TS = M \times 0.7$$

Where 'TS' is Technical Score and 'M' is Marks obtained on technical parameters.

**Price Bid Scoring:** the Lowest Bidder (L1) will get a maximum score of 30 and marks will be proportionately awarded to other bidder as per the following formula:

$$FS = 30 - \left[ \frac{Q - L}{L} \times 30 \right]$$

Where 'FS' is Total Financial Score, 'Q' is Price Quoted by subsequent bidder (i.e. L2, L3 etc.) and 'L' is the Lowest Quoted Price by a L1 bidder.

**Final Scoring:**

$$S = TS + FS$$

Where 'S' is Final Score, 'TS' is Technical Score and 'FS' is Financial Score.

On the basis of techno commercial evaluation whoever secures highest marks will be considered as the successful bidder.

**Opening of Price Bid**

The Bank will inform all the Technically Qualified Bidders the time, date and venue fixed for the opening of the Price Bid. In the event of the specified date of opening being declared a holiday for the Bank, the Price Bid will be opened at the appointed time and location on the next working day. The date & time will be intimated to qualified bidders.

The Bank has decided to set a benchmark rate for the particular tender to @4% (including service charges) on the fixed salary per month. Any bids placed below the benchmark rate shall be considered null and void and, be subject to rejection. The bidder has to place the financial bids in the incremental value of 0.1% only (for eg: 4, 4.1, 4.2.....).

In case the above criteria fails in resolving the tie, then the bidder with the highest experience in Security / Housekeeping services will be given preference.

## 7. Technical Bid Evaluation Criteria

Following are the details of Technical Weightage for e-Tender of Housekeeping and Security Service. (Documentary evidence to be necessarily attached along with tender documents)

Sr.No	Criteria Description	Maximum Weightage
1	<b>Experience</b> The contractor should have a minimum of 5 years experience in the similar field (year of operation includes 2019-20). However weightage is given as per the No. of years of Experience, as given below: <i>5-10 years – 10 marks</i> <i>11-15 years – 15 marks</i> <i>More than 15 years – 20 marks</i>	20
3	<b>Volume of Business</b> The contractor should have executed a minimum of 4 yearly contracts of similar nature, each costing not less than Rs. 25 lacs per annum. However weightage is given for more No. of such contracts executed, as given below: <i>Up to 5 contracts – 10 marks</i> <i>6- 10 contracts – 15 marks</i> <i>More than 10 contracts – 20 marks</i>	20
4	<b>Manpower Engaged</b> The contractor should be handling/deploying at least 100 employees under its purview, in the last 3 years. However added weightage, is given for contractors who have engaged more number of employees, as given below: <i>Up to 100 employees – 10 marks</i> <i>101-300 employees – 15 marks</i> <i>More than 300 employees – 20 marks</i>	20
5	<b>Clientele Base – Segments Covered</b> The contractor should have necessarily supported BFSI segment. However added weightage is given for additional segments covered viz., Government, IT/ITES, Manufacturing, Hospitality, Warehousing/Retail, Residential, Healthcare, Education, Airports/Highways etc. <i>Up to 3 segments incl. BFSI – 6 marks</i> <i>(for each additional segment covered, 2 marks will be awarded; 7*2 = 14 marks)</i>	20
<b>Total Weightage</b>		<b>100</b>
<b>Minimum Weightage required</b>		<b>70</b>

10. Constant Fields for Price Bid (as per statutory requirement)

## Rate Per Person

### Constant Fields for Price Bid (as per statutory requirement)

### Rate Per Person

PARTICULARS		Security	Technical Assistant	Housekeeping/Pantry Assistants	Office Assistant
Basic		16,562.00 (637*26)	18018.00 (693*26)	15054.00 (579*26)	15054.00
DA		3,302.00 (127 x 26)	3588.00 (138*26)	3016.00 (116*26)	3016.00
HRA		820.00	5373.00	1768.00	737.00
Gross Salary		20,684.00	26979.00	19838.00	18807.00
Off Salary		2,757.87	-	-	-
Pay		23,441.87	26979.00	19838.00	18807.00
PF on Gross Salary except HRA	13.00%	2,582.32	2808.78	2349.10	2349.10
ESI on Pay	3.25%	761.86	500	644.74	611.23
Leave with Wages - 12 days		689.47	-	-	-
Uniform		150.00	150.00	150.00	150.00
Bonus on Basic & DA	8.33%	1,654.67	1799.78	1505.23	1505.23
Sub-total		29,280.19	32237.56	24487.07	23422.56
Service charges	___%				
Total					
<b>Rounded of Amount</b>					
<b>Employee's Salary break up</b>					
Pay/Gross Salary		23,441.87	26979	19838.00	18807.00
PF on Gross Salary except HRA	12%	2,383.68	2592.72	2168.40	2168.40
ESI on Gross Salary	0.75%	175.81	-	148.79	141.05
Total deduction		2,559.49	2592.72	2317.19	2309.45
<b>Net Salary</b>		<b>20,882.37</b>	<b>24386.28</b>	<b>17520.82</b>	<b>16497.55</b>

The above Basic wage is as per current/present government (Central Administration) notification dated September 23, 2019 and is subject to change/revised from time to time as per future government notifications. The Contractor should ensure that he abides by the Govt. norms w.r.t to the Age and Educational Qualifications of the manpower provided.

Note: Bidder should quote per person management fee. The Bank has decided to set a benchmark rate for the particular tender to @4% (including service charges) on the fixed salary per month. Any bids placed below the benchmark rate shall be considered null and void and, be subject to rejection. The bidder has to place the financial bids in the incremental value of 0.1% only (for eg: 4, 4.1, 4.2.....).

**PRICE BID**

To,  
Mr. Madusuthan. J,  
Deputy General Manager & Regional Head  
Export-Import Bank of India,  
Overseas Towers – 4<sup>th</sup> & 5<sup>th</sup> Floor  
No. 756L, Anna Salai  
Chennai – 600 002

Dear Sir,

1. I/We, submit the e-tender price bid for appointment as Service Contractor for providing Housekeeping and Security Services at EXIM BANK office and VOF.
2. I/We have thoroughly examined and understood instruction of e-tenders, terms & conditions of contract given in the invitation to e-tender and those contained in the general conditions of contract and agree to abide by them.
3. I/We hereby offer to provide Housekeeping staff and Security guards at the following percentage of service charge on the basic minimum wages notified by the Central Govt. as the case may be, applicable at the time of award of the contract for the entire tenure of the contract. I/We undertake that I/We are not entitled to claim any enhancement of rates on any account during the tenure of the contract except revision of minimum wages.

Note: Bidder should quote per person management fee.

(Min. wages as per Central Govt. w.e.f. 23.09.2019)	No. of workers Required	Per Person (Amt. in Rs.)	Total (Amt. in Rs.)
Security Guards at Office - unskilled	3	29280.19	87840.57
Security Guards at VOF - unskilled	3	29280.19	87840.57
Technician – Highly Skilled	1	32237.56	32237.56
Housekeeping cum Pantry Assistants – Semiskilled /unskilled (two for office; one for VOF)	3	24487.07	73461.21
Office Assistant – Semiskilled	1	23422.56	23422.56
<b>Total Gross Salary / Total Manpower (A)</b>	<b>11</b>		<b>3,04,802.47</b>
<b>Service Charges (B)***</b>	<b>@ ____%</b>		<b>_____</b>
<b>Total Outgo : (A+B)</b>			

\*\*\* NOT TO BE LESS THAN THE BENCHMARK RATE OF 4%



4. Any rates quoted in any other manner will be summarily rejected. In case the minimum wages is revised upward, the contractor is not entitled for revision of his service charges.

a. I/We undertake to take responsibility of statutory liabilities such as minimum wages, EPF & ESI, Bonus etc. and will charge Exim Bank as per actual contribution made to concerned authorities against documentary proof and no service charge, overhead will be payable by Exim Bank on these contributions.

b. The total amount of wages shall be calculated on the basis of number of days for which a person has actually worked on the basis of wages of Housekeeping and Security staffs accepted by EXIM BANK.

I/We agree to keep the offer open for acceptance up to 03 months.

5. I/We shall be bound by the communication of acceptance of the offer dispatched within the time and I/We also agree that if the date up to which the offer would remain open be declared a holiday for EXIM BANK, the offer will remain open for acceptance till the next working day.

6. I/We do hereby declare that the entries made in the tender and schedules attached with Technical Bid are true and also that we shall be bound by the act of my/our duly constituted attorney, Shri \_\_\_\_\_ whose signature is appended hereto in the space as specified for the purpose and of any other person who in future may be appointed by me/us in his stead to carry on the business of the concern whether any intimation of such change is given to EXIM BANK or not

Yours faithfully,

(\_\_\_\_\_)

Signature of Tenderer  
(Capacity in which signing)

## **11. FINAL EVALUATION CRITERIA**

### **I. DEFINITION:**

- (a) The terms 'Contract' shall mean and include the invitation to e-tender incorporating also the instruction to tenderer, the e-tender, schedules, acceptance of e-tender and such general and special conditions as may be added to it.
- (b) The terms "EXIM BANK" wherever occurs shall mean Export-Import Bank of India.
- (c) The terms "Contractor" shall mean and include the person or person, firm or company with whom the contract has been placed including their heirs, executors, administrators, successors and their permitted assigns, as the case may be.
- (d) The term 'Contract Rates' shall mean the rate of payment accepted by EXIM BANK.
- (e) The term 'Worker' shall mean Housekeeping/Pantry Assistants, Technician, Office Assistant and Security staff.

### **II PARTIES TO THE CONTRACT**

- (a) The parties to the contract are contractors and EXIM BANK, represented by an officer of Exim Bank or any other person authorized to act on behalf of EXIM BANK.
- (b) The person signing the tender or any other document (s) forming part of the tender on behalf of any other person or a firm shall be deemed to warrant that he has authority to bind such other person or the firm, as the case may be in such matter pertaining to the contract, if, on enquiry, it is found that the person concerned has no such authority, EXIM BANK may without prejudice to other civil, criminal remedies, terminate the contract and hold the signatory liable for all cost and damages.
- (c) Contract period – The contract period will be three years from **October 01, 2020 to September 30, 2023.**

### **III CONSTITUTION OF CONTRACTORS**

- a) "The tenders shall be entertained from the parties having all statutory registration with the appropriate authorities". Contractor shall at the time of submission of tender declare whether they are sole proprietary concern or registered Partnership Firm or Private Limited Company incorporated in India or Hindu Undivided Family. The Composition of the partnership, names of Directors of companies and name of the Karta of Hindu Undivided Family shall be indicated. The contractor shall also nominate person in whose hands the active management and control of the work relating to the contract

during the tenure of the contract would lie. The person so nominated shall be deemed to have power of attorney from the contractor (s) in respect of the contractor and whose acts shall be binding on the contractor(s).

b) The contractors shall notify, to EXIM BANK the death/resignation of any of the partner(s)/director(s) immediately on the occurrence of such an event. On receipt of such notice EXIM BANK shall have the right to terminate the contract at its discretion.

#### **IV SUBLETTING**

The contractor(s) shall not transfer or assign the contract or any part thereof without the prior written approval of EXIM BANK, In the event of the contractors contravening this condition EXIM BANK is entitled to terminate the contract.

#### **V RELATIONSHIP WITH THIRD PARTY**

All transaction between the contractor(s) and the third party shall be carried out as between two principals without reference in any event to EXIM BANK. The contractor(s) shall also undertake to make third party fully aware of the position aforesaid.

#### **VI LIABILITY FOR PERSONNEL**

All persons employed by the contractor(s) shall be engaged by them/him as his/their own employees in all respects and the responsibilities/obligation under contract Labour (R&R) Act 1970, the Indian Factory Act, the Workmen Compensation Act, Employees Provident Fund Act, and under Minimum Wages Act and various other statutory enactments shall be that of the contractor. It is the duty of the contractor to provide manpower as per the age and educational qualification specified under the above Acts, under each category.

The contractor shall indemnify EXIM BANK against all the claims whatsoever in respect of the said personnel and Workmen Compensation Act, EPF Act, ESI Act, or any other statutory/Provisions or otherwise in respect of any damage, penalty, compensation, interest, fines payable in consequence of any accident or injury sustained by any worker of the contractor. The contractor shall co-ordinate with ESI authorities to get the family treatment card for Security staffs.

(a) The contractors shall during the period of contract pay not less than minimum wages to the Housekeeping and Security staffs engaged by them on either time rate basis or piece rate basis on the work, throughout the term of the contract. Minimum wages both for the time rate and for the piece rate, work shall mean the rates notified by appropriate authority and prevailing at the time of inviting tenders for the work as amended from time to time. The contractor shall also maintain such records and submit periodical

return, regularly as may be prescribed under the act to the authority prescribed under the Provident Fund Act, 1952 and the scheme and the rules there under.

- (b) The contractor shall also make available such returns/records for inspection by EXIM BANK authorized person. The contractor shall maintain necessary record and registers like wages book and wage slip, etc. register of unpaid wages and register of fines and deductions.

EXIM BANK reserve the right to withhold 20% of the amount from the monthly bills of the contractor for any financial liability under the contract. The amount so deducted will only be refunded/adjusted when contractor produces proof for fulfilling statutory obligations stipulated in different labour Act/rules/instructions/circulars etc. applicable to the Contract.

## **VII. WEEKLY OFF**

The contractor shall be liable to allow paid weekly off etc. to the personnel employed by him as mandated under the appropriate State/Central laws governing their employment under him.

i) The relieving charges will be payable for the Security staffs which are engaged for all the days in a month because the minimum wages is payable for 26 working days where four/five holidays are allowed. For staff engaged for housekeeping service, weekly off is on Sundays. Though Exim Bank doesn't work on Saturdays, the housekeeping staffs are expected to come and undertake deep cleaning activities/maintenance activities like servicing of AC units etc. on Saturdays, under the supervision of Security Guards.

ii) The Agency will be directed to ensure that no staff is required to discharge duty for more than 8 hours.

## **IX. WASHING FACILITY:**

The contractor is liable to provide washing facilities as provided in the contract Labour (Regulation and Abolition) Act and the rules framed there under or any other applicable law.

#### **X. FIRST AID FACILITY:**

The Contractor is liable to provide first Aid Facility as provided in the Contract Labour (Regulation and Abolition) Act and the Rules framed there under or any other applicable law.

#### **XI. PERIOD OF CONTRACT:-**

The contract shall remain in force for all purpose for a period of three year extendable on mutual consent for further period of one or more year on same terms & condition. EXIM BANK reserves right to terminate the contract at any time during its currency by giving thirty day 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.

#### **XII. SUMMARY TERMINATION**

(a) In the event of the contractors having been adjudged insolvent or goes into liquidation or winding up their business or 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.

(b) 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.

(c) The contractor shall be responsible to supply adequate and sufficient staffs under the contract in accordance with the instructions issued by an officer acting on behalf of Exim Bank. If the contractor fails to supply the requisite number of personnel Exim Bank at its entire discretion, without terminating the contract be at liberty to engage other personnel 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.

### **XIII. LIABILITY OF CONTRACTOR(S) FOR LOSSES ETC. SUFFERED BY EXIM BANK**

(a) 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 unworkmanlike performance of any service under his contract or breach of any terms thereof 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)

(b) 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 unworkmenlike 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.

(c) In the event of the default on the part of the contractor(s) in providing staff/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 thousand per day of default.

### **XIV. 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.

### **XV. BOOK EXAMINATION:**

The contractor(s) shall, whenever required produce or cause to produce 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.

#### **XVI. PAYMENT:**

(a) 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 Housekeeping/Technical/Office Assistant Services and Security staffs under highly skilled/skilled/semi-skilled/unskilled category as duly notified by Central Govt. from time to time, as the case may be)

(2) EPF

(3) ESI / Medclaim as applicable

(4) Bonus

(5) Gratuity

(6) Uniform

(7) Leave salary

(8) Such other statutory charges, if any,

(9) GST

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.

(b) 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 respect of the personnel engaged in EXIM BANK.

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

**XVII. 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 Bengaluru shall have exclusive jurisdiction to adjudicate the disputes arising under the contract.

**XVIII. DUTIES AND RESPONSIBILITY OF THE CONTRACTOR(S):**

(a) The contractor(s) 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.

(b) The contractor shall engage competent, adequate staff and personnel 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, their staffs and agents.

(c) The contractors shall strictly abide by Laws, Rules & Regulation.

(d) 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 be 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.

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



(f) If the party fails to comply with statutory/legal requirement, as stipulated in the terms & conditions of the tender within two months 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.

**XIX. ACCEPTANCE OF TERMS & CONDITIONS OF CONTRACT.**

Contractor will Appendix II, where Terms & Conditions for Service contract for providing Housekeeping and Security services for Exim Bank are:

## 12. TERMS & CONDITIONS OF SERVICE CONTRACT FOR PROVIDING HOUSEKEEPING AND SECURITY SERVICES [MANPOWER SUPPLY] AT EXIM BANK'S OFFICE AND VOF.

1. The contractor will provide Security Services arrangement for round the clock (24x7) at Bank's Office Premises at Overseas Towers – 4<sup>th</sup> & 5<sup>th</sup> Floors, No. 756L, Anna Salai, Chennai – 600 002 and Bank's VOF at No. 35, Venkatesan Street, T. Nagar, Chennai – 600 017.

### 2. SHIFT TIMINGS [Security Guards]:

Shift	Time	No. of workers Required at office	No. of workers Required at VOF
1 <sup>st</sup> Shift	6.00 a.m. to 2.00 p.m.	1	1
2 <sup>nd</sup> Shift	2.00 p.m. to 10.00 p.m.	1	1
3 <sup>rd</sup> Shift	10.00 p.m. to 6.00 a.m.	1	1
			<b>Total : 6 Guards</b>

### SHIFT TIMINGS [Housekeeping Staff]:

Manpower	Time	No. of workers Required
Technician	09.00 a.m. to 05.00 p.m.	1
Housekeeping / Pantry Assistants at Office	09.00 a.m. to 05.00 p.m.	2
Housekeeping / Pantry Assistants at VOF	09.30 a.m. to 05.30 p.m.	1
Office Assistant	11:00 a.m. to 07.00 p.m.	1
		<b>Total : 5 Staff</b>

3. The contractor will undertake to provide the unarmed personnel to EXIM BANK, and the contractor will be directly responsible for payment of their salaries not less than the rates of minimum wages notified by the appropriate Authorities from time to time.
4. The contractors shall quote his service charges inclusive of all taxes for providing Housekeeping and Security service.
5. In case the minimum wages are revised upward, the contractor is not entitled for any revision of his service charges.
6. The minimum wages are applicable as notified by Central Govt.
7. EXIM BANK shall have no right/obligation to employ directly or indirectly any personnel introduced by the contractor.
8. In case of any negligence, connivance or direct/indirect involvement of any personnel deployed by the contractors for security and safety of the property of EXIM BANK, or there being occurred any theft, pilferage, misappropriation, bungling of stocks/stores or any other loss EXIM BANK property for whatsoever reason the contractor will be responsible and liable to compensate the losses as evaluated by EXIM BANK or any other authorized officer of EXIM BANK. Decision of EXIM BANK shall be final and binding on the contractor.
9. The contractor shall be responsible for providing uniforms to the staff employed at Exim.
10. If EXIM BANK considers that the replacement of a staff / personnel supplied by the contractor is necessary, this will be done by the contractor on receipt of the written request from EXIM BANK with immediate effect.
11. EXIM BANK will not be responsible in any respect with regard to service conditions, salaries and conduct of the personnel provided by the Contractor.
12. The staff personnel provided by the contractor shall have no lien of claim in any manner on EXIM BANK after their services are no more required by EXIM BANK or during their deployment. In case, the staff/personnel resort to litigation in any court for any reason, the contractor will be solely responsible towards verdict of the court, at its own cost. The contractor is liable for expenses, losses and damages, if any, due to his employees, any claim or suit or any such proceedings against EXIM BANK and EXIM BANK is entitled to deduct the sum from the pending or future bills of the contractor.
13. Only trained and experienced Security Guards personnel will be supplied to EXIM BANK. The contractor shall also provide the nominal roll of the Security Guard personnel along with their photographs to EXIM BANK. The Character/antecedents verification of Security Guard so engaged will be got carried out by the contractor to the satisfactions of EXIM BANK at the cost of the contractor from the concerned police authorities within one month of their engagement and each Security Guard will be provided with an identity card by the security contractor which will be countersigned by the contractor.

14. The Security Guard personnel engaged by the contractor will help to deal with the antisocial elements and will also provide protection to EXIM BANK staff/officers while on duty at EXIM BANK's residential premises.

15. The contractor will pay the wages, advances and any other payments regularly to the Security Guard personnel deployed.

16. Upon termination of the contract, the contractor is liable to remove all his personnel from the premises of EXIM BANK failing which EXIM BANK will be entitled to stop all payments due to the contractor.

17. The security guards to be engaged by the firm must be of sound health and their character and antecedents must be verified and approved by the competent authority, If any of them is not found medically fit including intoxication prior to or during the continuance of the contract then the firm shall not employ or engage them and EXIM BANK shall have right to refuse admission to such employees of the firm into EXIM BANK premises.

18. The contractor shall keep EXIM BANK indemnified from all acts, omission, faults, breaches and, or claim payments loss injury and expenses under which EXIM BANK may be put or involved as a result of failure of firm to fulfill any of its obligation.

19. The contractor shall be wholly responsible for any loss or damage to the properties of EXIM BANK on account of any act or omissions by the contractor or by any of his staff deployed for housekeeping/security purpose except natural calamities.

20. The contractor shall provide to their security guards all the material necessary for security purposes like torch with cell, Gum-boot, sticks, shears, etc. at its own cost.

21. EXIM BANK reserves the right to ask the contractor to remove any staff found to be not discharging his duties satisfactorily or doubtful character and the contractor will immediately remove such person or persons and replace them immediately with suitable persons.

22. Exim Bank shall not provide any residential accommodation in the premises of the EXIM BANK or elsewhere for the personnel deployed by the firm and the contractor will have to make their own arrangement for their residence at their own cost.

23. The contractor at its own cost will provide identity cards to all guards or staff employed by them on duty. The identity cards shall be displayed on his person while on duty.

24. The duty points and rotation of security guards employed by the contractor will be decided by EXIM BANK. The contractor will have to abide by such directions as given by EXIM BANK regarding deployments of security personnel.

25. In case of any pilferage or theft the contractor or his representative shall report the matter immediately to EXIM BANK and shall also take-up the matter with the police for proper investigation and recovery of loss. If such a loss is due to negligence, absenteeism or by dereliction of duty by security personnel deployed by the contractor, the same shall be recovered by EXIM BANK from the contractor.

26. The contract will be terminated in case of any complaint regarding the services of the contractor found unattended after 02 (two) warnings.

27. The duties specific to security guards are as follows: -

- i. Round the clock security of EXIM BANK property, personal machines & instruments, Compactions vehicles etc.
- ii. Switching off the lights, fans etc. in toilets, lobby, rooms after office hours or in residential premises. They shall ensure that no damage is caused to the equipment on account of their mishandling.
- iii. Guidance to visitors for connect in floors.
- iv. Patrolling round the clock at each floor.
- v. Opening of office in the morning and closing in the evening on all working days at all floors.
- vi. Protection of building property/personals from anti socials elements.
- vii. Report to EXIM BANK officers case of any mis-happening.

28. The Contractor shall comply with the provisions of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee within the premises of EXIM BANK, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor shall ensure appropriate action under the said Act in respect to the complaint.

29. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of EXIM BANK shall be taken cognizance of by the Complaints Committee constituted by EXIM BANK.

30. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to EXIM BANK’s employee, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

31. As mentioned elsewhere in this e-tender document, it is clarified here once again that EXIM BANK has no responsibility of enforcing any service condition which the contractor may have with his own employees/ guards/ technical/ housekeeping / pantry staff who may be put on duty to guard EXIM BANK’s office/residential premises as they are having no connection with EXIM BANK. However, for its own information, research and analysis, budget/ administrative measures if EXIM BANK calls for any information from the contractor he shall provide the same within four working days. Also EXIM BANK expects that they will be good employers to their own employees so that EXIM BANK receives no complaints from them about their own service conditions because of the possible embarrassment caused to EXIM BANK’s image.

**Tenderer's**

i) Telegraphic Address: \_\_\_\_\_

\_\_\_\_\_

ii) Telephone No. \_\_\_\_\_

(If available) \_\_\_\_\_

Signature of tenderer

Date: -

Place:-

I. Name and address of the tenderer and e-mail address:

\_\_\_\_\_  
\_\_\_\_\_

## **II COMPOSITON OF TENDERER:**

It should be state whether the tenderer is Hindu Joint Family, Business proprietorship concern or registered partnership firm or a Limited Company. The name and date of birth of all partners/Director, proprietors, Karta of Joint Family should be given. It should be certified that there are no undisclosed partners. In the case of limited companies, the authorized and paid up capital should be stated.

## **III BUSINESS IN WHICH THE TENDERER IS EMPLOYED:**

The nature of business in which the tenderer or partner of the tender's firm are engaged should be stated together with particulars of where Head Office and branches if any, are located along with details of sister concern.

## **IV EXPERIENCE:**

Full particulars should be given if the tenderer has worked as a Security contractor of the Central Govt. State govt. or Public/Private Companies. The period for which the work has been done should be clearly indicated. The tenderers should indicate clearly whether they are working as contractors on behalf of any departments of Central or State Governments or Railway etc. certificates of experience for preceding 3 years to be enclosed.

Please State also whether tender has entered any contract with EXIM BANK earlier (if Yes, give details of the contract)

In case, the firm is blacklisted by any authority of Govt. of India, or any State Government or any Public Sector Undertaking, the details of the same should be provided.

## **VI TENDERERS BANKS:**

The name of the Bank or the Banks and the branches with the tenderer has dealings and who can certify the tenderers financial status should be given.

## INTEGRITY PACT

Between

Export-Import Bank of India (EXIM BANK) hereinafter referred to as **“The Principal”**,

And

..... hereinafter referred to as **“The Bidder/ Contractor”**

### Preamble

The Principal intends to award, under laid down Organizational procedures, contract/s for **“Housekeeping and Security services”**. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the Principles mentioned above.

### **Section 1 - Commitments of the Principal**

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
  - a. No employee of the Principal, personally or through family members, will in connection with the tender for , or the execution of a contract, demand; take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
  - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c. The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive Suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

### **Section 2 - Commitments of the Bidder(s)/ Contractor(s)**

- (1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
  - a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any



advantage of any kind whatsoever during the tender process or during the execution of the contract.

- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/ Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Bidder(S)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

- (2) The Bidder(s)/ Contractor(s) will not instigate third person to commit offences outlined above or be an accessory to such offences.

### **Sanction 3 - Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the bidder(s)/ Contractors(s) from the tender process.

### **Sanction 4 – Compensation for Damages**

- (1) If the principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

### **Section 5 - Previous transgression**

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

#### **Section 6 — Equal treatment of all Bidders / Contractors / Subcontractors**

- (1) In ease of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

#### **Section 7 - Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)**

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

#### **Section 8 - Independent External Monitor**

- (1) The Principal has appointed competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. Names and Addresses of the Monitors are given below;

Shri Debabrata Sarkar Ex-CMD, Union Bank of India Mayfair Boulevard (Narayan Apartment) Flat No.701, Main Avenue Road Santacruz (West) , Mumbai – 400054 Email: dsarkar53@gmail.com Mobile: 08879684000	Shri S K Goel Ex-CMD, IIFCL Villa No.77, Kelisto Town Homes, Jaypee Wish Town, Sector-128 Noida-202303 Email: subodhgoel22@gmail.com Mobile:09650867778
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- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the Managing Director (MD), EXIM BANK.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising later, the IEM shall inform Managing Director (MD), EXIM BANK and recuse himself / herself from that case.
- (5) The Principal will provide to the Monitor enough information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The Monitor will submit a written report to the Managing Director (MD), EXIM BANK within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to the Managing Director (MD), EXIM BANK, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director (MD), EXIM BANK has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

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43 | P(9) The word '**Monitor**' would include both singular and plural.

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Managing Director (MD) of EXIM BANK.

#### Section 10 - Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

\_\_\_\_\_  
(For & On behalf of the Principal)

\_\_\_\_\_  
(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place \_\_\_\_\_

Date \_\_\_\_\_

Witness 1:

(Name & Address)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witness 2:

(Name & Address)

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