



E – TENDER

FOR

Housekeeping & Manpower Services for Office and residential Premises of Export-Import Bank of India at New Delhi

Tender Reference No: EXIM/RFP/2020-21/19

Export - Import Bank of India

Office Block, Tower 1, 7th. floor,
Adjacent Ring Road, Kidwai Nagar (East),

New Delhi, 110023

Ph. +91-11-24607700, +91-11-61242600

E-Mail: eximndo@eximbankindia.in

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TENDER NOTICE

Export-Import Bank of India, invites sealed tenders in a single bid system, from reputed contractors for providing Housekeeping and Manpower Services for its Office and residential premises at New Delhi.

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

Fax: +91 (79) 40230847

Email id: support@abcprocure.com

CONTACT INFORMATION FOR TENDER ENQUIRIES.

Mr. Ashok Kumar Vartia
Deputy General Manager
Export-Import Bank of India
7th Floor, Office Block 1, Kidwai Nagar (East), Adjacent to Ring Road,
New Delhi-110023
Email id: eximndo@eximbankindia.in

TENDER DOCUMENTS FOR	Providing Housekeeping Services For Export-Import Bank of India at New Delhi.
TENDER DOCUMENT COST(Payable by DD in favor of Export Import Bank of India) or thru RTGS in Exim Bank's following account: Beneficiary: Export-Import Bank of India, Account Number: 007010200016630 IFSC : UTIB0000007	₹ 5000/-
Last Date for acceptance of Tender Document fee	October 09, 2020, 17.00 Hrs.
Earnest Money Deposit (EMD) of Rs 1.70 Lakh has to be submitted through Demand Draft Favoring Export Import Bank of India. EMD amount will not bear any interest.	₹ 1.70 lakh
Place of Submission of DD and IP Agreement original document.	Export - Import Bank of India Office Block, Tower 1, 7th. floor, Adjacent Ring Road, Kidwai Nagar (East), New Delhi, 110023
Last date for acceptance of IP Agreement, Tender Cost and EMD.	October 09, 2020, 17.00 Hrs.
Date of Online Notice	September 18,2020, 16.00 Hrs.
Document Downloading Start Date	September 18,2020, 16.00 Hrs.
Document Downloading End Date	October 09, 2020, 16.00 Hrs.
Last Date and Time For Bid Submission	October 09, 2020, 17.00 Hrs.
Opening of Tender	October 12, 2020, 14.00 Hrs.
Place of Receipt of Tender	https://eximbankindiatenders.procuretiger.com

Note: Download the Integrity Pact Agreement(IPA) (attached as Annexure) and sign on Rs.500 stamp paper. Scanned copy to be uploaded on the E-tender portal. Original document to be sent to Exim Bank, New Delhi Office, New Delhi as per the date and time mentioned in the tender document.

e-Tendering / Electronic Tendering / Web Tendering / Online Tendering is the simulation of the manual tendering process on the internet. i.e., the eligible bidders / tenderers can log on to the internet site specified using a unique user name & password and place their Technical & Price bids. The 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 Export-Import Bank of India (EXIM Bank) officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

VALIDITY OF OFFER: The offer should remain valid for a period of 6 months to be reckoned from the last date of submission of offer.

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

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.

Mandatory Information

Sr. No.	Particulars	Details
1. *	Name of the Company (**Should be Delhi/Delhi-NCR Based)	
2. *	Name of the Proprietor, Partners/Directors	
3.	Office Telephone Nos.	
4. *	Address	
5.	Email Address	
6.	Year of Establishment	
7. *	License issued by competent authority	
8. *	Status of Firm. (Proprietor/Partnership/Co. etc.)	
9.	Name of Bankers	
10. *	PAN Card No.	
11. *	GST No.	
12. *	PF & ESIC Account No.	
13. *	Customer Profile (attach separate sheet)	
14.*	Tender Fee DD Number	
15.*	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 last 5 years.	
16*	Income Tax Returns of past 03 years	
17*	Registration under CLRA	

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.

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 e-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's responsibility is limited to technical assistance of 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.



TENDER FORM

Mr. Ashok Kumar Vartia

Deputy General Manager

Export-Import Bank of India

7th Floor, Office Block 1, Kiwi Nagar (East), Adjacent to Ring Road,
New Delhi-110023

Dear Sir,

Ref: Contract for providing Housekeeping & Manpower Services at the Bank's Office and residential premises in New Delhi.

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I/We agree to pay GST, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are Exclusive of the same.

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

I/We agree that in case of my/our failure to execute work/provide services in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

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

Place:

Name :

Date:

Designation:

Seal :

II Contract Details

1. Scope of the work

1.1. Housekeeping: Maintenance of office premises like Daily Sweeping / cleaning of the premises, washrooms, furniture and fixtures, venetian blinds, window panes, floor tiles/ carpets etc. at Export-Import Bank of India, located at **Office Block, Tower 1, 7th. Floor, Adjacent Ring Road, Kidwai Nagar (East), New Delhi, 110023**. Cleaning material will be provided by the Contractor / Service provider as per the specification given in Annexure - I.

1.2. Manpower Supply:

1.2.1 Supervisor/Office Boys: The Supervisor/Office boys will be responsible for carrying out Xeroxing, Filing, mailing of letters and other related office works.

1.2.2. Cook cum Attendant for VOF (Visiting Officers Flat): Keeping the VOF in good condition and Preparation of eatables as per the requirements of the visiting officers and any other work related to catering.

1.2.3 Driver: The driver should have good communication and driving skills and should be familiar with Delhi routes. He will also be responsible for maintenance of Bank's car. His duty may involve early/late hours, for which he will be compensated as per prevailing rules.

1.2.4. Field Boys: Distribution of mail/publications to Bank's constituents and collection of important and urgent documents. The field boys should be familiar with Delhi routes as also with various Embassies/Ministries/Government offices and should have good communication and driving skills. They should have their own vehicle or to be provided by the contractor to the Field Boys. Petrol charges will be paid on actuals.

1.2.5 Electrician: Should do a routine check-up/maintenance of all electrical Equipment's installed in office and Banks Flats at New Delhi. Material and Conveyance will be paid on actuals by Exim Bank.

1.2.6 Carpenter/Plumber: Should do a routine check-up/Maintenance of all the washrooms in the office premises and as and when required for the residential flats at New Delhi. He should be able to coordinate and do all the jobs related to carpentry/plumbing. Material and conveyance will be paid on actuals by Exim Bank.

2. Eligibility Criteria

2.1. The Contractor should be Delhi/Delhi NCR based and could be a sole proprietary concern, 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 Housekeeping, Maintenance or Manpower supply 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. Provide details of similar work executed during last 5 years may be provided (Annexure – II)

2.3. The Contractor should have satisfactorily executed minimum of two, yearly contracts of similar nature, of different organization, each costing not less than **₹ 20,00,000** 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 services provided 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 in the last 5 years.

2.7. The Contractor should have annual Turn-over not less than **₹ 2** crore.

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-I**. 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 ₹ 5000/- should be deposited as Cost of Tender Documents in shape of Bank draft of any Bank favouring “Export-Import Bank of India” payable at Delhi. 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**.

2.14. The tenders will be opened on **October 12, 2020 at 14.00 Hrs.** in the above office of Export-Import Bank of India. In case **October 12, 2020** is Holiday, tenders will be opened on next working day at the same time.

2.15. 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.

2.16. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof. 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 **09/10/2020 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 work at site.

3.3. Bank reserves the right to terminate the contract with 30 days notice and without any financial implications, if services are not found satisfactory.

3.4. All MSME's are exempted from submission of document Fee as per Govt. Rules on Submission of proof of documents (MSME & NSIC Certificates). However, executing integrity pact agreement and submitting the same in original on or before the due date is compulsory for all the Bidders/vendors who wish to participate in the e-tender.

4. Period of contract:

The contract shall remain in force for all purpose for a period of **three years** subject to review of contract every year, 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 current year by giving 30 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. If the contractor fails to supply the requisite number of staff members, Exim Bank at its 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 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 manpower supply/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 rights 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.

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 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.

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/Sweepers under unskilled category, Field Boys/Drivers under semi-skilled category &

Supervisors/Cook/Electrician/Carpenter Cum Plumber in skilled category as duly notified by Central/National Capital Territory of Delhi. [whichever is high] from time to time, as the case may be)

(2) EPF

(3) ESI

(4) Bonus

(5) Relieving charges

(6) Applicable Taxes

(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 National Capital Territory of Delhi 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 released 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, the same 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.

11. Earnest Money Deposit (EMD):

Bidder should pay specified amount towards Earnest Money deposit as follows:

(a) Rs 1,70,000/- (Rupees One Lakh and Seventy Thousand Only) in the form of Demand Draft drawn on any Nationalized /Schedule bank in favour of "Export Import Bank of India" Payable at Delhi.

(b) EMD will not carry any interest.

(c) EMD will be refunded to the unsuccessful bidders after finalization of the bid and EMD of successful bidder will be retained by the Bank till the completion of the project and same will be released after satisfactory project sign off.

(d) The Earnest Money Deposit submitted by the bidder may be forfeited if,

i) Successful bidder fails to execute an Agreement within specified time as per intimation/request of the EXIM BANK,

ii) Successful Bidder withdraws his tender or backs out after acceptance,

iii) Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document,

iv) Bidder violates any of the terms and conditions of the tender,

v) Bidder revises any of the items quoted during the validity period,

vi) Bidder is found to have indulged in fraudulent practices in the bid submission process.

vii) MSME are exempted from paying any Earnest Money Deposit (EMD) and Tender Document Fees.

12.0 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

13. Service Charge: - Since the present TDS is deducted at the rate of 2% of bill value, quotations of administration charges/service charge less than or equal the TDS would be treated as unresponsive and will not be considered.

Regional Head
New Delhi Office
EXPORT-IMPORT BANK OF INDIA

Technical Bid Evaluation Document

Sr. No.	Criteria Description		Weightage	Documents to be uploaded
1	The Contractor should be Delhi/Delhi NCR based	Delhi NCR	10	Registration Certificate
		Delhi	20	
2	Contractor's experience in similar work.	5-7 years	10	Purchase order/Experience certificate from the organization (Only 3 showing the Maximum Experience)
		7-10 years	15	
		Above 10 years	20	
3	Contractor should have satisfactorily executed minimum of two, yearly contracts of similar nature with different organizations, each costing not less than ₹20,00,000/-	Equal to ₹20-₹40lakh	10	Purchase order/Letter of Intent and Satisfactory work completion certificate (Only 3 contract details showing maximum turnover).
		Between ₹40-₹60 lakh	15	
		Above ₹60 lakh	20	
4	Contractor should have annual turnover not less than ₹2 crore	Between ₹2 to ₹4 crore	10	Audited Balance Sheet or CA Certificate for the Last Three years.
		Between ₹4 crore to ₹7 crore	15	
		Above ₹7 crore	20	
5	Contractor should have minimum of 50 employees on its payroll as on March 31, 2019.	Equal to 50	10	Self-declaration letter on Company's Letter Head with list of employees.
		Between 50 to 100	15	
		Above 100	20	
	Total Weightage		100	
	Minimum Weightage required		70	

Note: All supporting documents have to be provided by the contractors.

Constant Fields

Salaries are defined as per the latest minimum wages circular of Central Government.

	Supervisor (831)	Carpenter/Plumber (764)	Electrician (764)	Office Boy/Caretake r(629)	Sweeper all seven day (629)	Cook (764)
BASIC WAGES	18018.00	16562.00	16562.00	13598.00	13598.00	16562.00
D.A	3588.00	3302.00	3302.00	2756.00	2756.00	3302.00
CONVEYANCE	600.00	1000.00	1000.00	500.00	500.00	250.00
WASHING ALLOWANCE	500.00	500.00	500.00	500.00	500.00	250.00
SUB TOTAL / GROSS SALARY	22706.00	21364.00	21364.00	17354.00	17354.00	20364.00
EPF@12% EM PLOYEE	1800.00	1800.00	1800.00	1800.00	1800.00	1800.00
ESIC @0.75% EMPLOYEE	0.00	157.00	157.00	127.00	127.00	151.00
Net Salary	20906.00	19407.00	19407.00	15427.00	15427.00	18413.00
Employer Contribution						
RELIEVER WEEKLY OFF CHARGES	0.00	0.00	0.00	0.00	2670.00	0.00
PF CHARGES @13.00%	1950.00	1950.00	1950.00	1950.00	1950.00	1950.00
ESIC CHARGES@3.25 %	0.00	679.00	679.00	548.00	548.00	654.00
BONUS @8.33%	1799.78	1654.67	1654.67	1362.29	1362.29	1654.67
UNIFORM ALLOWANCE	557.70	557.70	557.70	458.90	458.90	557.70
EL/SL/CL@2.25P M	1869.75	1719.00	1719.00	1415.25	1415.25	1719.00
TOTAL (Employer Contri)	6177.23	6560.37	6560.37	5734.44	8404.44	6535.37
Total CTC (new)	28883.23	27924.37	27924.37	23088.44	25758.44	26899.37

	Driver(695) MD	Field Boy(695)	Sweeper(6 29)	Other Driver (629)	Sweeper Part Time(629)	Supervisor Part Time (733)
BASIC WAGES	15054.00	15054.00	13598.00	13598.00	8158.80	10810.00
D.A	3016.00	3016.00	2756.00	2756.00	1653.60	1981.20
CONVEYANCE	1000.00	5000.00	500.00	500.00	200.00	300.00
WASHING ALLOWANCE	500.00	500.00	500.00	500.00	0.00	0.00
SUB TOTAL / GROSS SALARY	19570.00	23570.00	17354.00	17354.00	10012.40	13091.20
EPF@12% E MPLOYEE	1800.00	1800.00	1800.00	1800.00	1177.00	1535.00
ESIC @0.75% EMPLOYEE	144.00	0.00	127.00	127.00	76.00	99.00
Net Salary	17626.00	21770.00	15427.00	15427.00	8759.40	11457.20
Employer Contribution						
RELIEVER WEEKLY OFF CHARGES	0.00	0.00	0.00	0.00	0.00	0.00
PF CHARGES @13.00%	1950.00	1950.00	1950.00	1950.00	1276.00	1663.00
ESIC CHARGES@3.25 %	620.00	0.00	548.00	548.00	326.00	426.00
BONUS @8.33%	1505.23	1505.23	1362.29	1362.29	817.37	1065.51
UNIFORM ALLOWANCE	557.70	458.90	458.90	458.90	200.00	300.00
EL/SL/CL@2.25P M	1563.75	1563.75	1415.25	1415.25	849.15	1121.85
TOTAL (Employer Contri)	6196.68	5477.88	5734.44	5734.44	3468.52	4576.36
Total CTC	25766.68	29047.88	23088.44	23088.44	13480.92	17667.56

****All the above fields are in INR (₹)**

Financial Bid

	No. of workers Required	Per Person (₹)	Total (₹)
Supervisor Part Time	1	17,667.56	17,667.56
Supervisor Full Time	2	28,883.23	57,766.46
Electrician	2	27,924.37	55,848.74
Carpenter/Plumber	2	27,924.37	55,848.74
Cook	2	26,899.37	53,798.74
Office Boy	5	23,088.44	115,442.20
VOF caretaker	2	23,088.44	46,176.88
Field Boy	2	29,047.88	58,095.76
Senior Driver	1	25,766.68	25,766.68
Driver	5	23,088.44	115,442.20
Housekeeping Part Time	6	13,480.92	80,885.52
Housekeeping all 07 days for VOF	1	25,758.44	25,758.44
Housekeeping Full Time	4	23,088.44	92,353.76
Cleaning Materials	--	--	
Machinery & Overhead Charges	--	--	
Administrative / Service Charges	--	--	
Gross Total	35.00	310,453.05	800,851.68

The above wages are as per statutory notifications; therefore, bidders are requested to fill only those fields which are left in red colors. The remaining fields are constant for every bidder. **The quote should be exclusive of all taxes on monthly base.**

Signature of Authorized Personnel

Annexure - I

Specification of Cleaning Materials			
Sr.No.	Cleaning Materials	Quality	Brand
1	Bathroom Cleaner cum Sanitizer Concentrate	R1	Tasky
2	Hygienic Hard Surface Cleaner Concentrate	R2	Tasky
3	Glass Cleaner	R3	Tasky
4	Furniture Maintainer	R4	Tasky
5	Air Freshner	R5	Tasky
6	Toilet Bowl Cleaner	R6	Tasky
7	Floor Cleaner Concentrate	R7	Tasky
8	Bathroom Cleaner in Hard Water	R9	Tasky
9	Steel Cleaner	D7	Standard
10	Brasso		Standard
11	Table Duster (Blue & Red Checks)		Standard
12	Floor Duster		Standard
13	Glass Duster 3		Standard
14	Yellow Duster		Standard
15	Dry Mop With Frame		Standard
16	Wet Mop		Standard
17	Dettol/Antiseptic		Standard
18	Dettol Handwash		Standard
19	Easy or Bang		Standard
20	Lizol		Standard
21	Sanicubs		Standard

22	Naphthalene balls		Standard
23	Toilet Brush		Standard
24	Toilet Chock Remover		Standard
25	Toilet Roll		Jacson
26	Scotch Brite		Standard
27	Hits Spray		Standard
28	Spray Can		Standard
29	Odonil		Standard
30	Floor Cleaner Brush (CFR)		Standard
31	Plastic Dust Pan		Standard
32	Plastic Scrubber		Standard
33	Soft Broom		Standard
34	Hard Broom		Standard
35	Bucket (65 Ltr.)		Standard
36	Bucket (13 Ltr.)		Standard
37	Dustbin		Standard
38	Dustbin Bag (Big Size)		Standard
39	Odopic/Vim Powder		Standard
40	Rin Powder		Standard
41	Bleaching Powder		
42	Hand gloves		Standard
43	Cotton Nose Mask		Standard
44	Window Squeeze with Rubber		Standard
45	Floor Wiper		Standard
46	Floor Brush		Standard

47	T. Brush		Standard
48	Carpet Brush		Standard
49	Fedar Brush		Standard
50	Steel Scotch		Standard
51	Room Freshener		Standard
52	Mr. Muscle		Standard
53	Corner Brush		Standard
54	Napkin-Cloth		Standard

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

Sr. No.	Name of the organization with Address	Name & contact details of contact person (for Reference)	Value of the Contract in Rs.	Period of Contract	Date of completion

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 “Providing Housekeeping and Manpower Services for its Office and residential premises at New Delhi”. 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 an any and all payment made, are 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	Shri S K Goel
Ex-CMD, Union Bank of India	Ex-CMD, IIFCL
Mayfair Boulevard (Narayan Apartment)	Villa No.77, Kelisto Town Homes,
Flat No.701, Main Avenue Road	Jaypee Wish Town, Sector-128
Santacruz (West) , Mumbai – 400054	Noida-202303
Email: dsarkar53@gmail.com	Email: subodhgoel22@gmail.com
Mobile: 08879684000	Mobile:09650867778

The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

- (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.
- (9) The word '**Monitor**' would include both singular and plural.

Section 9 - Pact Duration

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)
(Office Seal)

(For & On behalf of Bidder/Contractor)
(Office Seal)

Place _____

Date _____

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)

