

**E-TENDER
FOR
FACILITY MANAGEMENT AT HEAD OFFICE, MUMBAI & NEW DELHI
OFFICE, DELHI**

Tender Reference No: EXIM/RFP/2020-21/28

**Export-Import Bank of India
Center One Building, 21st Floor
World Trade Centre Complex, Cuffe Parade,
Mumbai – 400005**

Phone : 022-22172839

**Email: shikha.s@eximbankindia.in
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kiran@eximbankindia.in**

SCHEDULE OF EVENTS

Tender Documents for	Facility Management at Head Office, Mumbai And New Delhi Office, Delhi
Tender Document Cost (Payable by DD in favor of Export Import Bank of India)	`20,000/- (Rupees Twenty Thousand Only) (Non-refundable) (Demand Draft (DD) in favour of "Export-Import Bank of India" payable at Mumbai
Last Date for acceptance of Tender Document fee	November 06, 2020
EMD Amount (Payable by DD in favor of Export Import Bank of India)	`200,000/- (Rupees Two Lakh Only)
Date of Online Notice	November 17, 2020, 14:00 Hrs.
Document Downloading Start Date	November 17, 2020, 14:00 Hrs.
Document Downloading End Date	December 09, 2020 14:00 Hrs.
Tender Clarification and Pre-Bid Meeting Date	November 25, 2020. (Location: Exim Bank, Head Office, Mumbai. All queries will be answered during pre-bid meeting only)
Last Date and Time for Submission of bid	December 09, 2020 14:00 Hrs.
Date and Time Technical Bids	December 10, 2020 16:00 Hrs. Authorized representatives of Bidders may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of Bidders representatives.
Opening of Indicative Price Bids	Indicative price bid of technically qualified bidders only will be opened on a subsequent date.
Contact Details of the issuing department	Name: Mr. Kiran Patil Designation: AGM – Administration Export-Import Bank of India, Mumbai Contact Number :022 22172841 Email : kiran@eximbankindia.in cc: shikha.s@eximbankindia.in;
Address of communication	Export-Import Bank of India, Center One Building, 21 st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai - 400 005
Place of Receipt of Tender	https://eximbankindiatenders.procuretiger.com

Note: Commercial bids will be opened online only. E-Tendering is the simulation of the manual tendering process on the internet i.e. the eligible Bidders / Service Providers can log on to the internet site specified using a unique username and password and place their Technical & Commercial bids. The eligible Bidders will be trained by M/s e-Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature / electronic key / password at the date and time specified. The bids placed by the

Bidders 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 and encrypted in nature.

MINIMUM REQUIREMENT FOR E-TENDER PARTICIPATION:

- i. Computer / Laptop with internet connection
- ii. Operating system – Windows 7/ Windows 10
- iii. Digital certificate - Class II or III, signing + Encryption, and it should be organisational certificate only
- iv. 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
801 – Wall Street – II Opposite Orient Club
near Gujarat College, Ellis Bridge, Ahmedabad – 380006 Gujarat
India Phone: +91 (79) 68136820/29/31/35/40/43/52/53/57/59/63
Fax: +91 (79) 40230847

MANDATORY INFORMATION REQUIRED FOR PRE-QUALIFICATION OF THE BIDDER:

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.

Sr. No.	Particulars	Details
1. Name of the Firm		
2. Name of the Proprietor, Partners/Directors		
a. Name 1 (Mobile No.)		
b. Name 2 (Mobile No.)		
3. Office Telephone Nos.		
a.		
b.		
c.		
4. Head Office Address		
5. Email Address		
6. Year of Establishment		
7. Registration No. and Date of Registration		
8. Status of the firm (Proprietor/Partnership/Co. etc.)		
9. Name of Banks		
a.		
b.		
10. PAN Card No.		
11. GSTNo.		

Seal and Signature of the document to be uploaded on the E-Tender/Bid portal.

Date:

Place:

Note:

INFORMATION FOR BIDDERS:

1. Bids shall be submitted online only at website:

<https://eximbankindiaTender/Bids.procuretiger.com/EPROC/>

2. The Bidders can enroll themselves on the website: <https://eximbankindiaTender/Bids.procuretiger.com/>. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the Company's name is a prerequisite for registration and participating in the bid submission activities through this web site.

3. The Bidders should have Digital Signature Certificate (DSC) for filling up the Bids. The person signing the bid documents should be authorized for submitting the on line e-Tender/Bid.

4. Please go through the Tender/Bid advertisement and the bid document carefully to understand the documents required to be submitted as part of the bid.

5. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the bid document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

6. Please Make sure all format asked as per Sr No 4 and 5 of Tender/Bid document are properly uploaded online Website for E-Procurement <https://eximbankindiaTender/Bids.procuretiger.com/>

7. This Invitation for Bids is open to all Service Providers. Any person signing the Tender/Bid shall submit documentary evidence that his signature on the Tender/Bid, submitted by him, is legally binding upon himself, his firm. If it is detected that the person so signing the Tender/Bid has no authority to do so, the General Manager, Exim Bank may, without prejudice to other civil and criminal remedies, not consider the Tender/Bid and hold the signatory liable for all costs and damages. Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation of Bids. The bidder or his agent must have an office in India. That the Bidder will assume total responsibility for the fault-free operation of equipment, application software, if any, and maintenance during the warranty period and provide necessary maintenance services after end of warranty period if required. Bidders who meet the criteria given above are subject to be disqualified, if they have made untrue or false representation in the forms, statements and attachments submitted in proof of the qualification requirements or have a record of poor performance, not properly completing the contract, inordinate delays in completion or financial failure, etc.

8. Bidders must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before Bidding. The Bidder shall seek clarifications up to October 24, 2020, 12.30 Hrs, if required, prior to submitting the bid. No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the bid document.

QUOTATION BID NOTICE:

1. Export-Import Bank of India (EXIM Bank) , a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids from eligible bidders for “Facility Management Service Provider for Export-Import Bank of India”.

2. The mode of Tender/Bidding is through e-Tender/Biding. E-Tender/Biding is the process by which the physical Tender/Biding activity is carried out using internet and associated technologies in a faster and secure environment.

3. Vendor registration can be done online by opening Website:
<https://eximbankindiaTender/Bids.procuretiger.com>

4. Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.

5. Tender/Bid document will be allowed for download from above web site after successful vendor registration (hard copies of the Tender/Bid document will not be provided) and submission of Tender/Bid document cost.

6. Contact information for e-tender/bid process:
e-Procurement Technologies Limited B-704-705,
Wall Street - II, Opp. Orient Club, Nr. Gujarat College,
Ellis Bridge, Ahmedabad - 380006,
Gujarat (India)
Phone Nos. : 079- 68136820/29/31/35/40/43/52/53/57/59/63
E-mail : support@auctiontiger.net

7. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for. Also the Bank can annul the e-Tender/Bidding process at any point without assigning any reasons.

1. DEFINITIONS:

In this connection, the following terms shall be interpreted as indicated below:

- i. **“The Bank”** ‘means the Export-Import Bank of India (including Regional Offices).
- ii. **“Bidder”** means an eligible entity/firm submitting the Bid in response to this E-Tender.
- iii. **“Bid”** means the written reply or submission of response to this E-Tender.
- iv. **“The Contract”** means the agreement entered into between the Bank and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **“Total Contract Price/Project Cost”** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- vi. **“Service Provider”** is the successful Bidder found eligible as per eligibility criteria set out in this E-Tender, whose technical Bid has been accepted and who has emerged as L1 (lowest in reverse auction)

Bidder as per the selection criteria set out in the E-Tender and to whom notification of award has been given by the Bank.

- vii. **“Services”** means all services, scope of work and deliverables to be provided by a Bidder as described in the E-Tender and include provision of technical assistance, and other obligation of Service Provider covered under this E-Tender.

2. EARNEST MONEY DEPOSIT (EMD):

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

- i. ₹100,000/-(Rupees One Lakh Only) in the form of Demand Draft drawn on any Nationalized /Schedule bank in favour of “Export Import Bank of India” Payable at Mumbai.
- ii. EMD will not carry any interest.
- iii. EMD will be refunded to the unsuccessful bidders after finalization of the bid and EMD of successful bidder shall be returned after execution of Contract Agreement. (The DD of the unsuccessful bidder shall be returned as it is and no DD making/cancellation charges will be paid by the Bank)
- iv. The Earnest Money Deposit submitted by the bidder may be forfeited if,
 - a. Successful bidder fails to execute an Agreement within specified time as per intimation/request of the EXIM BANK,
 - b. Successful Bidder withdraws his tender or backs out after acceptance,
 - c. Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document,
 - d. Bidder violates any of the terms and conditions of the tender,
 - e. Bidder revises any of the items quoted during the validity period,
 - f. Bidder is found to have indulged in fraudulent practices in the bid submission process.

3. CONDITIONS FOR MICRO AND SMALL ENTERPRISES (MSEs):

1. As per Public Procurement policy (PPP) for Micro & Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification dated 23.03.2012 by Ministry of Micro, Small and Medium Enterprises of Govt. of India, MSEs must be registered with any of the following in order to avail the benefits / preference available vide Public Procurement Policy MSEs Order, 2012. a) District Industries Centers (DIC) b) Khadi and Village Industries Commission (KVIC) c) Khadi and Village Industries Board d) Coir Board e) National Small Industries Corporation (NSIC) f) Directorate of Handicraft and Handloom g) Any other body specified by Ministry of MSME (MoMSME) h) Udyog Aadhaar Acknowledgment/Udyog Aadhaar Memorandum issued by MoMSME.

2. MSEs participating for bidding process must submit valid & authorised copy of certificate of registration with any one of the above agencies. In case of bidders submitting DIC registration certificate shall attach original notarised copy of the DIC certificate. The MSE's Bidder to note and ensure that nature of services and goods/items manufactured mentioned in MSE's certificate matches with the nature of the services and goods /items to be supplied as per Tender/Bid.

3. The registration certificate issued from any one of the above agencies must be valid as on Bid closing date of the Tender/Bid. Bidder shall ensure validity of registration certificate in case bid closing date is extended.

4. The MSEs who have applied for registration or renewal of registration with any of the above agencies/bodies, but have not obtained the valid certificate as on close date of the Tender/Bid, are not eligible for exemption/preference.

5. The MSEs registered with above mentioned agencies /bodies are exempted from payment of Earnest Money Deposit (EMD) & Tender/Bid fees.

6. Relaxation of Norms for Micro & Small Enterprises (MSEs):

a. Pre-qualification criteria with respect to Prior Turnover and Prior experience may be relaxed for Micro & Small Enterprises as per GOI guidelines subject to meeting of quality and technical specifications.

b. However, there may be circumstances like procurement of items/services related to public safety, health, critical security operations and equipment, etc., wherein EXIM Bank reserves the right to not consider relaxation of Prior Turnover and Prior Experience for Micro and Small Enterprises as per GOI guidelines.

4. GENERAL CONDITIONS:

The Bidder is required to give confirmation of their acceptance of the General Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

i. Law: The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

ii. Effective Date of the Contract: The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

iii. Standard Arbitration Clause: All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof, should be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to this contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator. Within sixty (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties. The sole Arbitrator shall have its seat in Mumbai or such other place in India as may be mutually agreed to between the parties. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the sole arbitrator. The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

(Note - In the event of the parties deciding to refer the dispute/s for adjudication to an Arbitral Tribunal then one arbitrator each will be appointed by each party and the case will be referred to the Indian Council of Arbitration (ICADR) for nomination of the third arbitrator. The fees of the arbitrator appointed by the parties

shall be borne by each party and the fees of the third arbitrator, if appointed, shall be equally shared by the buyer and seller).

iv. Penalty for use of Undue influence: The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Export-Import Bank of India. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

v. Non-disclosure of Contract documents: Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

vi. Liquidated Damages: In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc. as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

vii. Termination of Contract: The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:

- (a) The Seller is declared bankrupt or becomes insolvent.
- (b) The Buyer has noticed that the Seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (c) With mutual agreement
- (d) As per decision of the Arbitration Tribunal.

viii. Notices: Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail or email, addressed to the last known address of the party to whom it is sent.

ix. Patents and other Industrial Property Rights: The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

x. Amendments: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

xi. Validity: Bids submitted by bidders shall remain valid for acceptance for a period up to 90 days from the date of opening of Bid/Tender/Bid. The bidders shall not be entitled during the period of validity, without the consent in writing of EXIM Bank to revoke or cancel their bid or to vary the bid given or any terms thereof.

5. INTRODUCTION

The Export-Import Bank of India (EXIM Bank) is the premier export finance institution of the country that seeks to build value by integrating foreign trade and investment with the economic rise of India. The Bank has guided by expertise at the Board level, by senior policy makers, expert bankers, leading players in industry and international trade as well as professionals in exports, imports or financing. With offices spread across India and in select locations of the world, the bank aspires to boost the businesses of industries and SMEs. Established by the Government of India, we commenced operations in 1982 under the Export- Import Bank of India Act, 1981 as a purveyor of export credit, mirroring global Export Credit Agencies. With our rich pedigree, today we serve as a growth engine for industries and SMEs through a wide range of products and services. This includes import of technology and export product development, export production, export marketing, pre-shipment and post-shipment and overseas investment. In a rapidly shifting financial landscape, we are a catalyst and key player in the promotion of cross border trade and investment. By instilling a powerful culture of innovation and foresight, we help India maximize its potential, meet, and exceed its vision.

6. BACKGROUND AND PURPOSE OF THE TENDER:

The Bank has Head office at World Trade Centre, Cuffe Parade, Mumbai, around 60,000 plus sq ft (6 floors) and other office at Nariman Point around 10,000 sq ft (1 floor). Additionally, the Bank have a residential building at Walkeshwar, 24 + 20 Flats at Grant Road in two different apartments, 4 + 5 flats at Worli and Prabhadevi respectively, 26 flats at Bandra, around 25 flats at Andheri, 40 flats at Juhu and other 20 flats at various locations in Andheri, Malad, Borivali and 15 flats at Chembur.

New Delhi Office is located at 7th Floor, Tower 1, Office Block, Kidwai Nagar (East), New Delhi . The total super built up area of entire 7th floor is 34,608 sq. ft. which includes plate A, B and C. NDO has other office at Ground Floor, Statesman House, 148 Barakhamba Road, New Delhi, which covers an area of 11,075 sq. feet on Basement, Ground Floor & upper ground floor. Additionally, the Bank have a residential building(6 flats) at plot no C29 & C 30, Jungpura Extension, 14 Flats in Tower 9, Type IV at East Kidwai Nagar, 30 flats in Tower no 6,7,8 &22 at Common Wealth Games Village, Near Akshardham Temple.

At present, the facility management part at all the locations mentioned above, is handled by the Administration Group of the Exim Bank. Administration group appoints various local vendors to manage the activities such as Security, Housekeeping, Maintenance etc. decentralized approach makes it difficult to monitor and maintain the properties owned / leased by the Bank.

To facilitate better management, upkeep and periodic maintenance of the infrastructure, Exim Bank aims to outsource the facility management to a suitable firm/company. Eventually, the Bank intends have a centralized

system (preferably equipped with automation software / APP) managed by a single entity and report the Administration Group of the Bank.

7. SCOPE OF THE WORK:

Export-Import Bank of India (Exim Bank) is inviting bid to engage the Facility Management Services for its infrastructure and set up at Head Office, and Residential complexes. Based on experience same will be extended to the Bank's New Delhi Office, Regional Offices and Residential Premises in India.

i. Description of Services:

a. Services required at Head Office (HO):

The Services can be broadly categorized as Electrical Maintenance, Telephone System, Air-conditioning System, Housekeeping, Fire Services, Fire Alarm, Security, Manpower for Data Entry, Stationary, Plumbing, CCTV management, Cleaning, polishing, masonry, and Carpentry etc. Exim Bank intends to outsource these activities to a Service Provider, specialized in providing such services (and not limited to) at Head Office, Mumbai.

(i) **Electrical Maintenance** – it includes maintenance of electrical lines, UPS, Inverters, Sound System, Air Purifiers, procurement of electrical products such as bulbs, Tube Lights (traditional & LED), insulated wire, copper wire for ACs, switch boards, sockets, holders, etc., on all the floors of the Exim Bank. A monthly report is to be submitted for all the electrical works and procurement of electrical goods done at HO.

(ii) **Telephone Facility (Office)** - maintenance of telephone lines, EPABX system, PRI lines and procurement of telephone sets. It is being upgraded to IP-PBX based system.

(iii) **Airconditioning System** - regular maintenance and cleanup of air filters, cleaning of evaporator coils, maintenance of condenser coil, cleaning of coil fins, unclogging on rear drain etc.

(iv) **Housekeeping** – carpet cleaning and shampooing, provisioning of mineral water at tea points, dusting of furniture and common areas, cleaning of washrooms & toilets, cleaning and upkeep of curtains at conference rooms and pest control.

(V) **Fire Service** – upkeep and maintenance of fire hose, ABC type extinguishers and CO2 extinguishers.

(vi) **Fire Alarm** - upkeep and maintenance of sprinklers, fire sensors, smoke detectors and control panel.

(vii) **Physical Security** – positioning and management of 23 security personnel to guard infrastructure at HO.

(viii) **Manpower for data entry** – appointing and managing 18 data entry personnel for operational needs at HO.

(ix) **Plumbing** – upkeep and maintenance of pipes, taps, bathroom fittings at HO.

(x) **CCTV functioning** – upkeep and maintenance of CCTV cameras installed in the premises at HO.

(xi) **Access Control functioning** - upkeep and maintenance of door access control in the office premise at HO.

(xii) **Carpentry** - maintenance and repair of wooden furniture/fittings at HO.

Any other related services at New Delhi Office and Regional Offices (ROs).

b. Services required at Residential Complexes:

(i) **Housekeeping & deep cleaning**- dusting of house, furniture, washrooms & toilets, upkeep of curtains, pest control at residential complexes.

(ii) **Water purifiers** - upkeep and maintenance of water purifiers installed at residential complexes.

(iii) **Fire Fighting System** – upkeep and maintenance of fire hose, ABC type extinguishers and CO2 extinguishers.

(iv) **Air Conditioning System** – regular maintenance and cleanup of air filters, cleaning of evaporator coils, maintenance of condenser coil, cleaning of coil fins, unclogging on rear drain etc.

(v) **Physical Security (at walkeshwar)** – positioning and management of 8 security personnel to guard infrastructure at residential complexes.

(vi) **Electrical** – maintenance and repair of electrical fittings at residential complexes.

(vii) **Elevators** – upkeep and maintenance of elevators at residential complexes.

(viii) **Carpentry** – maintenance and repair of wooden furniture/fittings at residential complexes.

(ix) **Plumbing** - maintenance and repair of pipes, taps, bathroom fittings at residential complexes.

(x) **Cook and caretaker** - preparation of food & beverages and general upkeep of property at visiting officers' flats (VOFs).

Service Provider should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor. Service Provider support staff should be well trained to effectively handle his work-related queries raised employees of the Bank. Service provider will furnish following reports

- Number of calls received, closed, pending – Daily
- Escalation reports – Weekly
- Categorized Call reports – Monthly
- Call Analysis - Quarterly

8. ELIGIBILITY CRITERIA

i. Bid is open to all Bidders who meet the eligibility criteria. The Bidder has to submit the necessary documents substantiating eligibility criteria as mentioned in this document.

ii. Documentary evidence must be furnished against each criteria. All documents must be signed by the authorized signatory of the Bidder.

Note: Please be informed that the vendor/ bidder who wish to participate in the e-tender must necessarily fit in all the eligibility criteria requirements. Non-compliance of even one of the requirements will result in rejection of the bid(s). Hence, bidders are requested to upload all the relevant documents mentioned in the eligibility criteria to avoid the rejection of the bid(s). The documents have to be submitted in PDF format only.

Sr. No.	Eligibility Criteria	Supporting Documents to be Uploaded	Compliance (Yes/No)
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i.	The bidder should have a minimum 10 years of experience in facility management services at office and residential premises.	Work completion certificate / Work Experience Certificate from Organisations.	
ii.	The bidder should have satisfactorily executed facility management services at office and residential premises in the last 7 years of value more than or equal to one of the following: a. 3 works of `40 lac each OR b. 2 works of `50 lac each OR c. 1 work of `90 lac	Work completion certificate received from the employer with amount, designation, contact details of the organization mentioned over it.	
iii.	The Bidder shall execute E-Tendering Process Compliance Statement and Undertaking letter as per Annexure – I & Annexure II respectively.	Upload seal and signed copy of Annexures.	
iv.	The Bidder must have a yearly turnover of ` 4 crore in the last three financial years FY 2016-17, 2017-18 and 2018-19.	CA certificate and audited balance sheet along with IT return proof for the last 3 financial years shall be uploaded.	
v.	Integrity Pact Agreement (IPA) to be executed as per Annexure - III .	Download the IPA (attached as Annexure) and sign on Rs.500 stamp paper. Scanned copy to be uploaded on the E-Tender/Bid portal. Original document to be sent to Exim Bank , Head Office, Mumbai on or before the due date mentioned in this document.	
vi.	The Bidder must have pan India presence.	Address proof which has been registered under shops and establishment Act.	
vii.	Labour law and all statutory compliance	Self-declaration of Labour law and statutory compliance statements on letter head with sign from authorized signatory and stamp to be submitted.	
viii.	The Bidder should not have been blacklisted by any Government department /PSU/PSE or banks.	Upload Self-declaration in company letter head signed by CEO/MD/Authorised Person of the Company.	
ix.	Online submission of signed copy of Bid form as per Annexure IV .	Upload digitally signed (signed by CEO / MD / Authorised Person of the Company) copy of these documents on company letter head.	

9. BILL OF QUANTITIES:

ITEM	Description	Quantity
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FM Manager / Supervisor	Single point of contact for the Exim Bank. This person will be responsible for managing the entire services.	1
Team for the required services at various locations	Service Provider will decide the team composition and team of technicians based on scope of work	Service provider will decide
Necessary equipment / tools /software/ APP etc	Service provider will decide the requirement based on scope of work	Service provider will decide
AMC management (if any)		

10. TECHNICAL EVALUATION:

The objective of the evaluation process is to evaluate the bids to select an effective and best fit solution in a fair and transparent manner and the Bank would be guided by this in carrying out the evaluation of bids. The decision of the Bank shall be considered final. For the purpose of the evaluation and selection of Bidder for the Facility Management project, a two-staged evaluation process will be followed. If a Bidder does not meet the eligibility criteria, the Bidder will be disqualified. **For the Bidders who satisfy the eligibility criteria, the 'Technical Bids' will be opened on the date mentioned in the schedule of events and subsequently evaluated. In order to be shortlisted for opening of Commercial bid, it is mandatory for a bidder to score a minimum cut- off marks which is 70 marks in Technical evaluation. The Bidder scoring the highest technical score will be ranked as T1. Bidders who do not achieve the cut-off score will be disqualified from the bidding process and their commercial bids will not be opened.** For any clarification with respect to the tender document, the Bidder may send an email to the email ID mentioned in document before the date specified therein and/or during the pre-bid meeting. It may be noted that all queries, clarifications, questions, relating to this document, technical or otherwise, should be in writing only and should be to the designated email id as stated earlier. Written requests for clarification submitted to the Bank by the specified date and time will be explained by the Bank or its representative in the pre-bid meeting. The Bank may call for any clarifications / additional particulars required, if any, on the eligibility criteria/technical / commercial bids submitted. The Bidder has to submit the clarifications / additional particulars in writing within two working days. The Bidder's offer may be disqualified, if the clarifications / additional particulars sought are not submitted within the specified date and time. The Bank reserves the right to call for presentation/s, product walkthroughs, on the features of the solution offered etc., from the Bidders based on the technical bids submitted by them. The bidders should be ready to make a presentation on the Technical Bid at a one-day email notice. The Bank also reserves the right to conduct Reference Sites at the Bidder's client sites. Based upon the final technical scoring, short listing would be made of the eligible Bidders for final commercial bidding.

While the technical score carries a weight of 80 percent, the commercial score carries a weight of 20 percent. The Techno-Commercial scores (80:20) will be arrived at for each shortlisted Bidder and the Bidder with the highest score will be declared as the successful Bidder.

Technical Evaluation Parameters:

The overall score for evaluating the Bidder would be 100 marks, out of which 80 marks is for the Technical evaluation and 20 marks is for Commercial bid:

Technical Evaluation	Commercial Bid	Overall Score
80	20	100

Technical Evaluation Parameters: Functional Requirements, Project Management Walkthrough, Past Experiences and References etc

Sr No.	Parameters	Total Marks out of 100
1	Experiences, Resources and capacity of the organisation	30
2	Client feedback	20
3	Presentation to internal committee	30
4	Project planning, Implementation methodology, contingencies, and post implementation support.	30
Total		100

11. FINANCIAL PRICE BID:

The financial price bid needs to contain the information listed hereunder in a sealed envelope bearing the identification—“Financial Price Bid for Facility Management Services in Exim Bank at Head Office, Mumbai”.

Name of the Bidder:

Table 1: For Head Office and Residential Premises at Mumbai

Sr. No.	Type of services	Quantity / No of Resources	Cost in Rs.			Total cost (Rs.)
			1 st Yr	2 nd Yr	3 rd Yr	
1.	Electrical Maintenance					
2.	Telephone System					
3.	AirConditioning System					
4.	Housekeeping					
5.	Fire Services					
6.	Fire Alarm					
7.	Security					
8.	Manpower for Data Entry					
9	Plumbing					
10	CCTV functioning					
11	Carpentry					
12	Cook and Caretaker					
	Grand Total		yyy			

Table 2: For New Delhi Office (NDO) and Residential Premises at Delhi

Sr. No.	Type of services	Quantity / No of Resources	Cost in Rs.			Total cost (Rs.)
			1 st Yr	2 nd Yr	3 rd Yr	
1.	Electrical Maintenance					
2.	Telephone System					
3.	AirConditioning System					
4.	Housekeeping					
5.	Fire Services					
6.	Fire Alarm					
7.	Security					
8.	Manpower for Data Entry					
9.	Plumbing					
10.	CCTV functioning					
11.	Carpentry					
12.	Cook and Caretaker					
Grand Total			yyy			

Breakup of Taxes and Duties:

Table 3: For Head Office and Residential Premises at Mumbai

Total cost of the bid (Grand Total of table 1 + Grand Total of table 3) = Rs. _____.

Sr. No.	Name of activity/Services	Tax 1	Tax 2	Tax 3
		Mention Name of Tax		
		GST%		
1.	Electrical Maintenance			
2.	Telephone System			
3.	AirConditioning System			
4.	Housekeeping			
5.	Fire Services			
6.	Fire Alarm			
7.	Security			
8.	Manpower for Data Entry			
9.	Plumbing			
10.	CCTV functioning			
11.	Carpentry			
12.	Cook and Caretaker			
Grand Total				

Table 4: For New Delhi Office (NDO) and Residential Premises at Delhi

Total cost of the bid (Grand Total of table 2 + Grand Total of table 4) = Rs. _____.

Sr. No.	Name of activity/Services	Tax 1	Tax 2	Tax 3
		Mention Name of Tax		
		GST%		
1.	Electrical Maintenance			
2.	Telephone System			
3.	AirConditioning System			
4.	Housekeeping			
5.	Fire Services			
6.	Fire Alarm			
7.	Security			
8.	Manpower for Data Entry			
9.	Plumbing			
10.	CCTV functioning			
11.	Carpentry			
12.	Cook and Caretaker			
Grand Total				

Consolidated Financial Bid

Particulars	Cost	Remark
Total Cost for HO & Residential Premises, Mumbai (Table 1+3)		
Total Cost for NDO & Residential Premises, Delhi (Table 2+4)		Optional. The Bank may start the services at NDO and Residential Premises, Delhi after 3 to 6 months
Total		

For Quality and Cost based Evaluation (QCBS), the following formula will be used for the evaluation of the bids. The scores will be calculated as:

C low - The lowest commercial bid. C - Commercial quote of the bidder.

$$\text{Commercial Score (CS)} = \frac{C_{\text{low}} \times 20}{C}$$

$$\text{Technical Score (TS)} = T \times 0.8$$

$$\text{Final Score} = \text{CS} + \text{TS}$$

T - The marks obtained by the bidder as per the technical evaluation.

The bidder achieving the highest overall score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations for awarding the contract. The Bank's decision to adhere to evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained. The Bank also reserves the right to re-issue / re-commence / cancel the Bid/ Annul the Bid process. Any decision in this regard by the Bank shall be final, conclusive and binding on the all Bidders.

E-TENDERING PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed as accepted by you for participation in the bid event (Tender Ref: EXIM/RFP/2020-21/28)

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 the EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s E-Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to glitch in telephone lines, 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.
4. M/s E-Procurement Technologies Ltd. does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM Bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. The EXIM Bank reserves the right to extend or reschedule or annul the e-tender process.
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: -

Annexure II

UNDERTAKING FROM THE BIDDER

To,
Mr. Uday Shinde,
General Manager,
Export- Import Bank of India,
21st Floor, Centre One, World Trade Centre,
Cuffe Parade,
Mumbai 400005

Dear Sirs,

Ref: Facility Management at Head Office, Mumbai

Ref. No: EXIM/RFP/2020-21/28

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 Sales Tax, Works Contract Tax, Excise Tax, Octroi, LBT, VAT, GST, Duties, 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 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:

Date:

Name:

Designation:

Seal:

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 “Facility Management at Head Office, Mumbai”. 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).

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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

- (3) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (4) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (5) 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;

<p>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</p>	<p>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</p>
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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)

BID FORM

Shri Uday Shinde, General Manager
Export- Import Bank of India
21st Floor, Centre One, World Trade Centre. Cuffe Parade, Mumbai 400 005

Dear Sirs,

Subject: Facility Management at Head Office, Mumbai for Export-Import Bank of India Ref. No: **EXIM/RFP/2020-21/28.**

I/we further agree to execute and complete the work within the time frame stipulated in the Tender/Bid 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, Service tax, Duties, 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/Bid or bound to assign any reasons for rejecting our Tender/Bid. We unconditionally agree Exim Bank's preconditions as stipulated in the Tender/Bid documents and empanelment process.

I/We agree that in case of my/our failure to execute work 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: