

Export-Import Bank of India



E - Tender

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

**Export Import Bank of India
Overseas Towers-4th & 5th Floor, 756 L, Anna Salai, Chennai - 600002**

Ph. 91-44-28522830 / 31, Fax- 044- 28522832

E-Mail: eximchro@eximbankindia.in

CONTRACT FOR HOUSEKEEPING SERVICES AND FOR OFFICE PREMISES OF EXPORT-IMPORT BANK OF INDIA

TENDER DOCUMENT COST: '2000.00 (Favoring "Export-Import Bank of India "Only by Demand Draft, Non-Refundable. The last date for submission of tender document is 08/05/2017)

EARNEST MONEY DEPOSIT : '25,000/- (Rupees Twenty Five Thousand Only) – repayable after one year from the date of contract

DATE OF ONLINE NOTICE: 25/04/2017 10:00 Hrs.

DOCUMENT DOWNLOADING:

START DATE AND TIME : 26/04//2017 12:00 Hrs.

DOCUMENT DOWNLOADING:

END DATE AND TIME : 06/05/2017 14:00 Hrs.

LAST DATE AND TIME FOR: 08/05/2017 17:00 Hrs.
SUBMISSION

OPENING OF TENDER: 10/05/2017 15:00 Hrs.
(TECHNICAL BID)

SITE INSPECTION : 28/04/2017 (between 10.00 AM to 5.00 PM)

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

VALIDITY OF OFFER: The offer should remain **valid at least for a period of 6 months** to be reckoned from the last date of submission of offer i.e. from **May 8, 2017**.

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

CONTRACT PERIOD : Three Years (April 2017 to March 2020)

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

Minimum requirement:

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

TENDER NOTICE

Export-Import Bank of India desires to invite tenders from reputed contractors for providing Housekeeping Services for its Regional Office at Overseas Towers – 4th Floor, No. 756L, Anna Salai, **Chennai - 600002**

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 Ltd.

A-801, Wall Street - II,

Opp. Orient Club, Nr. Gujarat College,

Ellis Bridge, Ahmedabad - 380 006,

Gujarat (India)

Phone Nos. : +91-079 41072510/13/14/15/16/17/18/19/20/21

Cell No: 09374519754

Fax No. : +91-79-40230847

E-mail : support@auctiontiger.net

CONTACT INFORMATION FOR TENDER ENQUIRIES

Regional Head: Mr. Ambrish Bhandari
Deputy General Manager
Export Import Bank of India
Overseas Towers – 4th Floor,
756L, Anna Salai, Chennai – 600002
Email:Ambrish@eximbankindia.in

E-Tendering Process Compliance Statement

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

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

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

Date:

Organization:

Name:

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

TENDER FORM

Mr. Ambrish Bhandari
Deputy General Manager & Regional Head
Export Import Bank of India
Overseas Towers – 4th Floor
756L, Anna Salai, Chennai – 600002

Dear Sir,

Ref: Providing House Keeping services for Export-Import Bank of India, Chennai

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

I/We herewith deposit **`25,000/- (Rupees Twenty Five Thousand Only)** by Demand Draft or Banker's Cheque drawn in **favour of Export-Import Bank Of India** as Earnest Money Deposit (EMD) for the execution of the works at my/our tendered rates together with any variations should the contract be awarded to me / us.

In the event of this tender being accepted, I/we agree to enter into and execute the necessary contract required by you. I/We do hereby bind myself/ourselves to forfeit the aforesaid deposit of **`25,000/- (Rupees Twenty Five Thousand Only) in** the event of our refusing or delay in signing the Contract Agreement. I/we further agree to execute and complete the work within the time frame stipulated in the tender documents. I/we agree not to employ Subcontractors without the prior approval of the EXIM Bank.

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

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

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

I/we enclose the demand draft/banker's Cheque for **`25,000/- towards Earnest Money Deposit.**

I/we agree to keep our tender open for 90 days from the date of opening.

Yours truly,

Place & Date:

Contract for Housekeeping Services

For Office Premises of Export-Import Bank of India

1. Scope of the work

1.1. Housekeeping:

1.1.1. Maintenance of office premises including daily sweeping / Cleaning of the office premises, washrooms, furniture and fixtures, blinds, glass walls, railings, pantry and floor tiles/ carpets, artificial plants etc. at Export-Import Bank of India's Regional Office located at Overseas Towers – 4th & 5th Floors, No. 756L, Anna Salai, Chennai – 600 002 admeasuring around 12,000 sq. ft. including 8 washrooms. Cleaning material will be provided by Exim Bank.
Deep Cleaning of office / pantry to be undertaken on Saturdays.

1.2 Pantry Services:

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

1.3 Technical Services:

1.3.1 To ensure proper working of AC plants, other electrical fittings / circuits; attend to electrical / plumbing / technical problems

1.4 Office Assistant Services:

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

1.2. Housekeeping Services (Required Team Size):

Sr.No.	TYPE	NO. OF WORKERS REQUIRED
1	Technician – Highly Skilled	1
2	Housekeeping cum Pantry Assistant - Semiskilled	2
3	Office Assistant - Semiskilled	1
	TOTAL	4

2. Eligibility Criteria:

2.1. The Contractor should be Chennai based and could be a sole proprietary concern, partnership firm or a company and should be registered with Registrar of Firms/ Companies, wherever applicable.

2.2. The Contractor should have experience of at least 5 years in providing housekeeping services to well established organizations like All India Financial Institutions, Public Sector Banks / undertakings & Large Pvt. Sector Companies. Suitable experience certificate should be submitted along with offer. Details of similar work executed during last 5 years may be provided (Annexure – D)

2.3. The Contractor should have satisfactorily executed minimum of Ten yearly contracts of similar nature, each costing not less than ` 12,00,000/- per annum for All India Financial Institutions, Public Sector Banks / undertakings & Large Pvt. Sector Companies during the last 3 years (ending with the last date for receipt of applications)

2.4. The contractor should have a professional reputation and the quality of works executed by the contractor should be of acceptable standard.

2.5. The Contractor will be required to offer a minimum of 5 weeks' credit limit.

2.6. The Contractor / its principal officers / employees to be deployed should have Clearance certificate from Police Department **or submit an affidavit** to the effect that no criminal investigations / records are pending against it/him in the last 5 years.

2.7. The Contractor should have annual Turn-over not less than Rs. One 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. All the above criteria will be considered during evaluation of tender documents and will be tabulated in a marking system.

2.11. The Tenderers **must** have the **Digital Signature** for submissions and for authentications of Technical Bid and subsequently for Commercial Bid documents.

2.12. A sum of ` 2000/- should be deposited as Cost of Tender Documents in shape of Bank draft of any Bank favouring "Export-Import Bank of India" payable at Chennai. Tenderer will only be allowed to download the tender documents after receipt of the Cost of the tender documents. Tenderers will be provided with the **User ID and Password** thereafter. A Sum of Rs. 25,000/- to be paid as EMD, which will be repaid after one year.

2.14. The tenders will be opened at **1500 hrs. on May 10, 2017** at **EXIM BANK, 21st floor, WTC, Mumbai.**

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

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

3. Tender Submission:

3.1. Tender should be submitted in the prescribed format along with attested copies of the documents as stated in the application form. The Bank would consider only such applications that satisfy the eligibility criteria. The last date for submission of completed application form along with the requisite documents is **May 08, 2017 by 1700 hrs.**

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

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

4. Period of contract:

The contract shall remain in force for all purpose for a period of three years 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 currency by giving thirty days notice in writing to the contactor(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, loses, 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 contact.

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

be liable to make good to EXIM BANK all additional charges, expenses, cost of losses that EXIM BANK may incur or suffer thereby. The contractor shall not however, be entitled to any gain, resulting from entrustment of the work to another party.

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

6.1. The contractor(s) shall be liable for all costs, damages, expenses suffered or incurred by EXIM BANK due to the contractor's negligence and the non-workmanship like non-performance of any service under his contract or breach of any terms there of or their failure to carry out the work with a view to avoid incurrence of damages etc. and for all damages or losses occurred to EXIM BANK or in particular to any property or plant belonging to EXIM BANK due to any act whether negligent or otherwise of the contractor(s) themselves or their employees. The contractor(s) shall also be liable for the interest at commercial lending rate on costs/damages/expenses. The decision of EXIM BANK regarding such failure of the contractor(s) and their liability for the losses, etc. suffered by EXIM BANK shall be final and binding on the contractor(s)

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

6.3. In the event of the default on the part of the contractor(s) in providing housekeeping services/and/or their failure to perform any of the services mentioned in this agreement efficiently and to the entire satisfaction of EXIM BANK or any officer acting on his behalf, EXIM BANK shall

without prejudice to other right and remedies, under this agreement have the right to recover by way of compensation from the contractor a sum of rupees one hundred per day of default.

6.4. Set-Off

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

7. Book Examination

The contractor(s) shall, whenever required produce or cause to be produced for examination by Exim Bank. or any other officer authorized by him on his behalf any cost or other accounts book of accounts, vouchers, receipts, letters, memorandums or writings or any copy of or extract from any such document and also furnish information and returns, verified in such manner as may be required by the statutory compliance/payment made to EPF/minimum wages etc. renewed license any or all such documents desired by EXIM BANK.

8. Payment

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

- (1) Minimum wages (Minimum wages & DA as prescribed by Govt. of India, Ministry of Labour & Employment)
- (2) EPF
- (3) ESI
- (4) Bonus
- (5) Uniform cost
- (6) Service tax
- (7) Such other statutory charges, if any

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

The contractor shall abide by all statutory provisions applicable to the contract and make all necessary statutory payments, for which 20% of the amount from the bill shall be withheld.

However, on the production of proof of such statutory payment, Exim Bank may release the same subject to the conditions of the contract.

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

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

9. Law Governing the Contract/Dispute Resolution

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

10. Duties and Responsibilities of the Contractor

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

10.2. The contractor shall engage competent, adequate staff to the satisfaction of the Exim Bank or an officer acting on its behalf. The contractor shall be responsible for the good conduct of their employees and shall compensate EXIM BANK for losses arising from neglect, carelessness, want of skill or misconduct of themselves, their servant or agents or representatives. Exim Bank shall have

the right to ask the dismissal of any employee of contractors who in his opinion is hampering the smooth execution of the work and his decision regarding losses caused by neglect and misconduct etc. of the contractors, staff and agents.

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

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

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

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

Regional Head
EXPORT-IMPORT BANK OF INDIA

Mandatory Information

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

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

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

Date:

Place:

Note:

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

Bid Evaluation Document

Sr.No.	Criteria Description	Weightage
1	The Contractor should be based out of Chennai	20
2	Contractor should have experience of at least 5 years	15
3	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.	10
4	Contractor should have ISO certification	15
5	Contractor should have annual turnover not less than One Crore	20
6	Contractor should have a minimum of 10 reputed companies/organisations/PSUs/Banks in their clientele (in the last 3 yrs)	10
7	Service Tax Registration, PAN Card, PF & ESIC Account	10
Total Weightage		100
Minimum Weightage required		70

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

Constant Fields for Price Bid (as per statutory requirement)

PARTICULARS		Rate Per Person		
		Technician	Pantry cum Housekeeping Assistant	Office Assistant
Basic (26 Days)		18018.00	15,054.00	15,054.00
DA		266.24	222.56	222.56
HRA		3029.00	0.00	0.00
Other Allowance		0.00	0.00	0.00
Gross Salary		21313.24	15276.56	15276.56
PF on Gross Salary except HRA	13.36%	2406.21	2010.40	2010.40
Mediclaime / ESI	4.75%	500.00	725.64	725.64
Uniform		150.00	150.00	150.00
Bonus on Basic & DA	8.33%	1523.08	1272.54	1272.54
GROSS TOTAL (A)		25,892.52	19435.13	19435.13
Net (Take home) Salary				
Gross Salary		21,313.24	15276.56	15276.56
PF on Gross Salary except HRA	12%	2194.11	1833.19	1833.19
ESI on Gross Salary	1.75%	NA	267.34	267.34
Total deduction		2194.11	2100.53	2100.53
Net (Take Home) Salary		19,119.13	13,176.03	13,176.03
Service Charges (% of A)..... B (to be filled-in by the Contractor)				
GRAND TOTAL (A+B)				

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

Note: Re. Overtime charges, as per the Govt. circular, Payment for work done on the day of weekly rest and for work done beyond the normal working hours shall be double the ordinary rate of wages.

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

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