



INDIAN INSTITUTE OF BANKING & FINANCE

Professional Development Centre - North Zone
C-5/30 Safdarjung Development Area,
Near SDA LSC Outer Ring Road, Opp IIT,
New Delhi-110016
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REQUEST FOR PROPOSAL (RFP)
FOR
FACILITY MANAGEMENT AND HOUSEKEEPING SERVICES AT
IIBF OFFICE PREMISES AT NEW DELH.

Our Ref. : IIBF/ PDC-NZ/NIA/01/2023-24

Date :

Issued to:

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RFP Reference No.	IIBF/ PDC-NZ/NIA/01/2024-25
Date of commencement of RFP download	30-03-2024
Date of Pre Bid Meeting	08-04-2024
Last Date for RFP Submission	22-04-2024
Last Time for submitting RFP	3.00 pm on 22-04-2024
Date and Time of Opening of Technical cum Eligibility RFP	3.30 pm on 22-04-2024
Place of Physical Bid Submission & Opening of RFP	Professional Development Centre - North Zone (AS ADDRESSED ABOVE)
Contact Person	Sanjay Aggarwal- 7838136460
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Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

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Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

1.ABOUT IIBF:

Indian Institute of Banking & Finance (hereinafter referred as IIBF) is a premier Institute, established by banks and financial institutions in 1928, to provide banking and finance education in the country, with a Mission “to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counselling and continuing professional development programs”. It is registered under Section 26 of Indian Companies Act 1913 and is a company not for profit. The Institute is having its northern zone Professional Development Centre at C-5/30, Safdarjung Dev. Area, Near SDA LSC, Outer Ring Road, Opp. IIT Delhi, New Delhi-110016 for conduct of training, academics and examination related activities.

2.PURPOSE:

IIBF is seeking proposals from experienced and eligible Service Providers to provide Facility Management and Housekeeping services for IIBF at its office premises at C-5/30, Safdarjung Dev. Area, Near SDA LSC, Outer Ring Road, Opp. IIT Delhi, New Delhi-110016. The said office is a ground plus three floors property with a basement. The details of the premises are given in Annexure -C of this document.

This document is only a Request for Proposal (RFP) for the services described in this document and does not obligate IIBF to accept responses from eligible service providers. The RFP establishes minimum requirements a Service Provider must meet in order to be eligible for consideration as well as information to be included in the Service Provider’s bid response. The bidders desirous of taking up the project for providing above said services are invited to submit their proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at IIBF’s discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability and expertise to provide IIBF, Facility Management and Housekeeping services adhering to IIBF’s requirement outlined in this RFP. This RFP is not an offer by IIBF, but an invitation to receive responses from the Bidders. No- contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of IIBF with a selected Bidder. The selection of successful service provider will be made as per IIBF’s evaluation based on RFP criteria and determination of the relative ability of Service provider to deliver quality service in a cost effective manner.

3.SCOPE OF WORK

Service Provider shall provide **uniformed Housekeeping service personnel** in IIBF office on a 24 hour-a-day and 7 days-a-week basis. The nature of jobs to be carried out by the housekeeping personnel and the frequencies are mentioned in Annexure -D

4.MANPOWER / STAFF

The service provider is required to employ experienced staff at the site. The requirement of manpower for providing the services are given in Annexure -E

5.ELIGIBILITY CRITERIA

All bidders who meet the eligibility criteria as given below are eligible to submit a bid. The bidder must submit the supporting documents for the eligibility requirements listed in this RFP. No Bidder shall submit more than one Bid.

- i. The bidder must be a Firm/ Proprietary/ Company registered under Companies Act, with a **minimum experience of 05 years** in the field of Housekeeping Services.
- ii. The Bidder should be having its **office in New Delhi / NCR**
- iii. The Service Provider Company/Firm/Agency should have completed at least **one service contract of value not less than Rs.50 lakhs per annum** related to providing similar services in a single contract in each of last three years (2020-21,2021-22 & 2022-23). The details of service contract may be provided as per Annexure -F
- iv. The bidder should have a **minimum average annual turnover of Rs.75 lakhs during the last three financial years** (2020-21,2021-22 & 2022-23).

Documentary evidence must be furnished against each of the above criteria. All documents must be **signed by the authorized signatory** of the bidder.

6.CLARIFICATION:

Request for clarification should be mailed by the bidder to head-pdcnz@iibf.org.in , iibfnz@iibf.org.in only in the format as given below:

Sr. No.	Document Reference	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark (if any)

7.PRE-BID MEETING:

IIBF will organise pre-bid meeting as per the schedule at its Professional Development Centre, Indian Institute of Banking & Finance, Northern Zone C-5/30, Safdarjung Dev. Area, Outer Ring Road, Opp. IIT Delhi, New Delhi-110016.The purpose of this meeting is to clarify doubts/ issues sent through email and respond to questions on any matter that may be raised at that stage. Prospective bidder may attend the pre-bid meeting with **not more than two representatives**. Those who attend the pre-bid meeting are requested to **carry appropriate letter** from their company or produce any other identification as proof for representing the company concerned. Based on the responses to the clarifications, doubts, queries received by e-mails and queries raised during the pre-bid meeting correction / modification of the RFP document if required will be done and uploaded in the website.

8.BIDDER'S DETAILS.

Bidders should provide the details of their firm per Annexure -B

9.SUBMISSION/OPENING OF BID

The bids shall be submitted in two separate sealed non-window envelopes, one containing Technical Bid (Envelope A) and other Commercial Bid (Envelop B). Both the envelopes to be submitted together in one envelope (Envelop C). The bid should be forwarded along with letter as per Annexure -A. The Technical bid should be submitted as per Annexure- G and the Commercial bid as per Annexure-H. All details with the relevant information / documents / acceptance of all terms & conditions strictly as described in this RFP will have to be submitted. **The Bids sent by email will not be considered.** Incomplete Bids or Bids not confirming to the requirement of RFP are liable to be rejected.

Bids of those firms who do not fulfil the requisite eligibility criteria are liable to be rejected.

Bids are to be addressed to-

The Zonal Head
Professional Development Centre,
Indian Institute of Banking & Finance, Northern Zone
C-5/30, Safdarjung Dev. Area,
Near SDA LSC, Outer Ring Road, Opp. IIT Delhi,
New Delhi-110016.

Sealed quotations will be opened by a Committee in the presence of the bidder on due date and time mentioned in the RFP. Authorized representatives of the bidders duly carrying an authorization letter from the company may attend the bid opening. However, even in the absence of all the bidders, bids shall be opened at the scheduled date, time & venue. Due to any exigency if the date of opening of tender is declared as closed/ a holiday, the bids will be opened on next working day at the same time. Earnest Money Deposit must accompany the tender documents as described the RFP failing which Bid will be rejected.

In the first stage, only Technical Bid of those Bidders who satisfy the eligibility criteria and agree to comply with all terms and conditions specified in this document will be evaluated. Bidders who have scored minimum marks in the technical bid evaluation as per the technical evaluation criteria will be eligible for opening of commercial bid and further RFP process. Further negotiations, if required, will be made only with the lower bidder (L-1) as determined by the committee. The date of opening of Commercial Bids will be intimated after evaluation of Technical bids.

10.EARNEST MONEY DEPOSIT (EMD)

The Technical Bid should be accompanied with an Earnest Money Deposit (EMD) of ₹.1,00,000/- (One Lakh) in the form of Demand Draft/ Pay Order/Banker's cheque/ drawn in favour of the "Indian Institute of Banking & Finance" failing which the tender shall be rejected out rightly.

EMD of successful bidder will be adjusted against the security deposit. The successful bidder has to submit a sum equivalent to 10% of accepted total contract value as security deposit or Bank Guarantee (BG) issued by any Scheduled Commercial Bank favouring "Indian Institute of Banking and Finance" payable at New Delhi immediately after issuance of LoA/ PO . The Bank Guarantee must be in the format as per Annexure -J

EMD of unsuccessful bidders will be returned within 30 days after declaration of successful Bidde

11.BID EVALUATION

Stage 1-Technical Evaluation:

The bid will be evaluated on Techno-Commercial evaluation basis wherein the technical bids will be allotted weightage of 70% while the financial bids will be allotted weightage of 30%. A Committee appointed by the Institute would evaluate the technical and commercial proposal and select the successful bidder. The Technical proposal will be evaluated on the basis of evaluation criteria given in Annexure -I and the Technical evaluation will be for 70 Marks.

The Bidder securing the highest marks will be given a Technical score of 70. The technical score for other bidders will be calculated as under:

$$\frac{\text{Marks of the respective bidder}}{\text{Marks of the Bidder securing the highest marks}} \times 70$$

Example:

Bidder 1, Bidder 2 & Bidder 3 qualified in the Technical bid and their marks are:

Bidder 1 marks - 40

Bidder 2 marks - 50

Bidder 3 marks - 60

Bidder 3 marks are 60, hence, technical score of bidder 3 will be 70

$$\text{Bidder 1} = \frac{40 \text{ (marks of Bidder 1)}}{60 \text{ (marks of Bidder 3)}} \times 70 = 46.66$$

$$\text{Bidder 2} = \frac{50 \text{ (marks of Vendor 2)}}{60 \text{ (marks of Vendor 3)}} \times 70 = 58.33$$

Note: The **top 3 bidders will be considered for commercial evaluation.**

Stage: 2 - Commercial Evaluation

Commercial bid of the top 3 bidders who qualify in technical evaluation will only be opened. The Commercial bid shall be opened only in the event of a minimum of two Technical Bids found suitable. Bidder who offers lowest quote shall be given a commercial score of 30. The commercial score for other bidders will be calculated as under:

$$\frac{\text{Lowest Management fee}}{\text{Management fee of respective bidder}} \times 30$$

Example:

As per our example, price quoted by the qualified bidders are:

Bidder 1 = 5,00,000

Bidder 2 = 4,00,000

Bidder 3 = 7,00,000

Bidder 2 agency charges percentage is the lowest. Hence, the commercial score of bidder 2 will be 30.

$$\text{Bidder 1} = \frac{4,00,000}{5,00,000} \times 30 = 24$$

$$\text{Bidder 3} = \frac{4,00,000}{7,00,000} \times 30 = 17.14$$

Stage 3 - Techno-Commercial Evaluation

Technical and Commercial score will be added to arrive at a Total Score out of a hundred. The proposal securing the highest combined score will be ranked as H1, Second highest as H2, and Third Highest as H3.

Example:

As per the above example, three proposals with combined Technical and Financial evaluations score would be ranked as under:

$$\begin{aligned} \text{Bidder 1} &= 46.66 + 24 &= 70.66 &= \text{H3} \\ \text{Bidder 2} &= 58.33 + 30 &= 88.33 &= \text{H1} \\ \text{Bidder 3} &= 70.00 + 17.14 &= 87.14 &= \text{H2} \end{aligned}$$

Proposal of bidder 2 will be considered as successful bidder. In case the successful bidder, the H1 doesn't accept the offer or accepts the order and doesn't proceed with the project within 1 months' time, the Institute reserves the right to award the contract to the second most responsive bidder i.e. H2 and the offer to the H1 will stand terminated.

12.PERIOD OF BID VALIDITY:

Bid shall remain valid for a duration of **180 calendar days** from the last date of submission of the bid or as may be extended.

13.TENURE OF CONTRACT

The term of this contract shall be for **3 years** commencing from the date of the contract (SLA/ PO) unless terminated by IIBF with thirty (30) days prior written notice for termination. However, the service provider has to undertake to continue to discharge his duties and obligations until IIBF engages a new services provider. The contract may be renewed for further two years, one year each time on satisfactory performance of the service provider on completion of 3 years at the same terms and conditions at the discretion of IIBF.

14.PAYMENT FOR SERVICE PROVIDED:

The service provider will be paid on a **monthly basis** for services rendered during the previous month. He must submit the bill for the agreed amount by the fifth of the following month at the latest. IIBF will settle the bill within 10 working days after deducting TDS, other applicable taxes, retention money (if any), etc. The service provider must ensure to submit previous month's PF challan copy with individual Housekeeping personnel name, copy of ESIC Challan, GST paid receipt and Copy of Wage register and Attendance sheet for the previous month along with the monthly bill.

15.IIBF'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

IIBF reserves the right to accept or reject any proposal, annul the RFP process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s of the grounds for the IIBF's action prior to expiration of the period of RFP validity

16.TERMINATION FOR INSOLVENCY:

If service provider declares bankruptcy, becomes insolvent, or has an application for bankruptcy, insolvency, or winding up filed against it by anybody, IIBF may, at any time, cancel the Contract by giving notice to Service Provider. In this situation, termination will be without pay to the service provider.

17. FORCE MAJEURE:

- i. Despite the terms and conditions in this RFP, neither party will be held responsible for any delays in fulfilling its duties if and to the extent that such delays are caused by an incident of Force Majeure.
- ii. For the purposes of this clause, "Force Majeure" refers to extraordinary events or circumstances that are beyond human control, such as a natural calamity or events like wars, insurrections, revolutions, civil disturbance, riots, terrorist acts, public strikes, bundh, fires, floods, epidemics, quarantine restrictions etc. impeding reasonable performance of service provider but does not include any foreseeable events or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. When a Force Majeure event occurs, the service provider must immediately inform IIBF in writing of the circumstance and its root cause. Service provider must continue to fulfil its obligations under the Contract as far as is practically possible until otherwise directed by IIBF in writing, and it must seek out all viable alternatives to performance that are not hindered by the Force Majeure occurrence.
- iv. Any party has the right to cancel the contract by providing the other party notice if the Force Majeure condition lasts for more than 30 (thirty) days in a row. When the contract is terminated due to an event of Force Majeure, neither party will be held financially responsible for the other. However, the service provider will be eligible for reimbursement for all services actually provided up until the date the Contract ends.

18.DISPUTES / ARBITRATION (APPLICABLE ONLY IN CASE OF SUCCESSFUL BIDDERS)

The service provider and IIBF shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

The party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The matter will be referred for negotiation between IIBF and the service provider. If the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole arbitrator to be appointed by mutual agreement of the service provider and IIBF. The award of the sole arbitrator shall be final and binding on the Parties. The arbitration proceedings shall be governed by Arbitration and Conciliation Act, 1996 as amended from time to time. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

The “Arbitration Notice” should accurately set out the disputes between the Parties along with the intention of the aggrieved Party to refer such disputes to arbitration. All notices by one Party to the other in connection with the arbitration shall be in writing. The arbitrators shall hold their sittings in New Delhi. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive, and binding upon the Parties. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrator.

The bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

19.GENERAL CONDITIONS

General Terms and Conditions

1. All details with the relevant information / documents / acceptance of all terms and conditions as described in this RFP will have to be submitted. Bidders satisfying the eligibility criteria and agree to comply with all terms and conditions of RFP will be evaluated.
2. The bids prepared by the bidder and all correspondence and documents relating to the bids should be in English.
3. Successful bidder and his offer shall be strictly in line with the terms specified herein. No deviation from the terms and conditions specified shall be acceptable. For this purpose, the bidder shall submit all the documents as specified in this tender **duly signed and stamped on each page as a token of acceptance**
4. If deemed necessary, the IIBF may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted.
5. At any time prior to the deadline for submission of bids, IIBF may modify the bidding document by amendment. **Any changes/ corrigendum / addendum will be published in the Institute’s website.** Hence bidders are advised to visit IIBF website regularly.
6. IIBF reserves the right to reject any or all bids and to re-tender the bid without assigning any reason whatsoever at any stage of the tendering process or even after the same is completed. IIBF also reserves the right to change or modify any specifications/ conditions at a later date/ during the process of tendering/validity of contract. IIBF is under no obligation to acquire any or all the services proposed.
7. IIBF may, at its discretion waive any minor non conformity or irregularity in a bid which does not constitute a material deviation
8. Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that IIBF may take.
9. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them.
10. Any bid received after the deadline for submission of bids will be rejected and /or returned unopened to the bidder at his risk and responsibility.

11. The Bidders should ensure while quoting the wages for manpower that the prices quoted are inclusive of minimum wages (as applicable in Delhi / NCR) EPF, ESIC, Bonus, lump sum payment towards the cost such as Insurance, personal protective equipment, uniform, all taxes, duties & statutory levies etc.
12. IIBF will consider paying the increased / revised rate of wages only after receipt of notification issued by appropriate authority in its Gazette. In such case the service provider will undertake to submit to the Institute the required documents.
13. It shall be the responsibility of the service provider to comply with the service conditions of its employees including fixation and payment of their wages. However, in order to keep the IIBF informed, for the purpose of the IIBF statutory responsibilities and liabilities if any, as may be applicable from time to time, the service provider shall intimate the IIBF, the details of wages paid to the workmen. IIBF may verify such payments made in the wage register maintained by the service provider
14. Service Contract will be governed by the Laws of India and the Courts of New Delhi shall have exclusive jurisdiction.
15. Service provider will **purchase the cleaning material as per the specification of IIBF on monthly basis and will get it verified by the officials of IIBF. The cost will be reimbursed on monthly basis**
16. The Service provider will not sub- contract or permit any other person to perform any of the work or services agreed to without prior permission from IIBF.
17. The service Provider should provide additional housekeeping personnel as and when the requirement is submitted by the Institute. The service provider shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent.
18. The service provider will have to submit a certificate from the Chartered Accountant to the effect that firm has complied with provisions of minimum wages act and other government laws as applicable. Failure by the service provider to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by IIBF for each lapse and/or termination of the contract and subsequent disqualification from participation in any future tender IIBF. Besides the above, an **undertaking as follows shall also be furnished:** -"The service provider hereby agrees to undertake that he/she shall abide by and conform to the various provisions in so far as they relate to him as specified in the Contract Labour (R&A) Act, 1970
19. The Service provider has to provide minimum **two sets of First Aid kits** at the site. The service provider has to ensure that all the items in the kit are within the valid usable dates.
20. IIBF will notify successful bidder in writing by letter in duplicate or e-mail that its bid has been accepted. The Selected bidder has to **return the duplicate copy of the work order to IIBF within 2 working days duly accepted, stamped and signed by Authorized Signatory in token of acceptance.**
21. The successful bidder shall be required to enter into an **agreement with the IIBF within 8 days of the award of the tender** or within such extended period as may be decided by the IIBF. This tender document shall be the basis for the agreement to be entered into with the service provider.
22. Service provider should provide a mobile phone & active SIM Card to the Housekeeping personnel deployed at IIBF premises and ensure that the personnel placed at the said premises has round the clock mobile connectivity with sufficient talk time.

23. In the event of emergency or any unusual situation, Housekeeping personnel shall escalate the matter to the Service provider and/or IIBF. Service provider in coordination with IIBF, will initiate necessary steps to redress any irregular and / or emergency situation.
24. Duty list of Housekeeping activities to be displayed at IIBF premises and copy of it to be given to Housekeeping personnel and service provider has to ensure that Housekeeping staff perform their duty as per the duty list. Service provider will also ensure that personnel with lax and neglectful behaviour/ attitude during duty hours must not be retained & shall be replaced/ removed accordingly.
25. The service provider's representatives should visit every week to inspect the sites to examine whether the housekeeping services are delivered as per the service specifications of the IIBF and determining/arriving at any deficiency in services by the service provider. The deficiencies in the service if any should be rectified at the earliest.
26. The service provider is obliged to work closely with IIBF's staff, act within its own authority and abide by directives issued by IIBF from time to time.
27. The service provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours on the part of its personnel.
28. The service provider shall indemnify and shall keep the IIBF indemnified against acts of omission or negligence, dishonesty or misconduct of the personnel engaged at the site of the IIBF shall not be liable to pay for any damages or compensation to such person or to third party.
29. The service provider will treat all data and information about IIBF obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to another party without prior written approval of IIBF.
30. IIBF or its authorised representative/ agency/ auditor will have the right to audit/inspect the books/accounts/balance sheets/ papers of the service provider.
31. That it shall be clearly agreed and understood by the service provider that all the persons provided shall be the employees of the service provider and all disputes between the service provider and its employees shall have no bearing on IIBF. The Institute shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the service provider.
32. The service provider shall not allow or incite his workers to participate in any trade union activities, agitations in the Institute's premises
33. If in the opinion of the IIBF, the service provider does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, IIBF may get the work done through a third party service provider, without any written notice to the service provider, the cost of which shall be recovered from the service provider from the monthly payment and/or the money available with IIBF as performance guarantee.
34. In the event of the IIBF deciding to renew this contract on the same terms as and conditions IIBF will convey the decision to the service provider prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.
35. The service provider shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
36. All damages caused by the service provider or that of the service provider's employees or arising out of its employee's instruction shall be charged to the service provider and recovered from his dues/bills or adjusted against the performance guarantee.

37. In case the service provider withdraws or IIBF, terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new service provider on temporary arrangement till the time of appointing a regular contract through a tender process, will be adjusted against payments to be made.
38. If any property/asset/equipment is damaged during the process of its operation, maintenance, repair due to a cause which is attributable to the service provider, the same shall be made good by the service provider at his own cost, to the satisfaction of IIBF.
39. The Performance Security Deposit will be forfeited if the service provider backs out without the explicit consent of the IIBF
40. If the performance of the service provider is not up to the mark or is not found satisfactory IIBF will either engage another service provider and/or cancel the contract on one months' notice.
41. Manpower / Staff:
 - a) The service provider shall always employ experienced staff at the IIBF site. Necessary training should be given to them before posting the staff at site.
 - b) All the housekeeping workers and supervisors shall be available in the PDC-NZ building premises as per timings given in Annexure--- for each category. Supervisor shall be in-charge for the overall facility management and housekeeping services for the entire office building as mentioned in the RFP
 - c) The workers shall wear uniforms along with company ID, shirt, shoes, cap, gloves, safety shoes and safety belt wherever it is required for male staff and suit/saris, aprons, cap, safety gloves etc. for lady staff.
 - d) The service provider has to submit the list of workers with photo ID, education qualification, address proof etc. before deputing them and also shall ensure to get the Police verification done for all the manpower to be deployed at IIBF and should ensure that the manpower deputed should bear good moral character. Any indecent behaviour / suspicious activities of the personnel employed shall be viewed seriously and suitable action or penalty shall be levied on the service provider.
 - e) The service provider shall be solely responsible for the behaviour of his staff members. If any member of the service provider's staff is found to have misbehaved with IIBF employees / visitors / other members of the service provider's staff, or anyone else, the service provider shall immediately terminate the services of such individuals. The service provider is fully responsible for disciplined behaviour of its workmen.
 - f) The service provider is required to make timely payment to his staff including various statutory authorities. IIBF reserves a right to check the same.
 - g) All personnel provided by the service provider will be on the payrolls of the service provider and there will be no Employee and Employer relationship between the personnel engaged by the service provider and IIBF. The employees/workers of the service provider will have no right with the IIBF or to claim absorption on completion of the above contract.
 - h) The service provider shall be solely responsible for compliance to provisions of various labour and industrial laws and all statutory obligations such as minimum wages as per Central / State Govt. rules, allowances, compensations, EPF, Bonus, gratuity, Insurance, ESIC, etc. relating to workers provided to IIBF. IIBF shall have no liability in this regard. The Service provider should obtain necessary labour license from statutory authorities for deploying the manpower.

- i) The service provider shall give an undertaking that they have necessary license and registrations under the Labour Welfare Legislation and they duly and promptly are complying with the provision pertaining to Employees Provident Fund Act, Employees State Insurance Act, and such other legislation as applicable.
- j) All service provider personnel should sign in the Register for arrival and departure at the site and the registers should be made available to IIBF for verification. The service provider and his staff must cooperate with the security / caretaker personnel deployed on the campus and are subject to a thorough inspection at the main entrance each time they leave the premises.
- k) The supervisor deployed by the service provider shall report to the officer designated by the IIBF and shall follow the instructions in respect of allocation of work on a day to day basis.
- l) The Supervisor engaged by the Service provider will have to monitor all jobs throughout the day and all employees/workers must be at his disposal. The supervisor of the service provider shall report to the officer-in-charge assigned by the IIBF. If the performance of the service provider is not found to be satisfactory, 5% of the bill amount or the equivalent to the service not done whichever is higher, of the month shall be deducted and in case of continued poor performance, contract will be terminated after giving written notice.
- m) The service provider personnel will work on all days including Sundays and also on holidays as per requirement. The employees should carry out work as per IIBF guidelines.
- n) All employees should be provided Identity Card by the service provider. Service provider shall provide appropriate and necessary management and supervision for all its employees and shall be solely responsible for instituting and invoking disciplinary action against employees not in complying with service provider's rules and regulations, as well as any other policy established by the contracting parties.
- o) The service provider's personnel shall not claim any benefit/compensation/absorption/regularization of services from IIBF under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to IIBF
- p) Service provider should not deploy Housekeeping staff with age less than 18 years and greater than 58 years. Housekeeping personnel deployed should be medically & physically fit and should have minimum education qualification as mentioned in Annexure -E for each category of personnel.
- q) IIBF shall not be responsible for injury or loss of life occurring during the performance of duties in the premises of IIBF to any personnel deployed by the service provider. The service provider shall take, at its own cost, insurance policies for adequate amount against death or injury of the Service provider's employees while providing the services at IIBF. Any compensation or expenditure towards treatment for such injury or loss of life shall be borne by the service provider. Service provider shall fully indemnify IIBF for all such cost.
- r) The Service provider should ensure that its personnel while on duty should not be under the influence of any intoxicant at any time. In no case any misbehaviour with any

officials of the Institute will be tolerated. If any such incident comes to notice, the Contract will be liable for termination.

- s) The Service provider shall on the request/instructions of IIBF immediately remove from site any person (s) employed thereon by him, who may in the opinion of IIBF be found unsuitable or incompetent or who may be involved in misconduct. Such discharges shall not be the basis of any claim for compensation or damages against IIBF

COMPANY SEAL WITH SIGNATURE & DATE



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

Forwarding Letter

To,

The Zonal Head
Professional Development Centre (Northern Zone)
Indian Institute of Banking & Finance
C-5/30, Safdarjung Dev. Area,
Near SDA LSC, Outer Ring Road, Opp. IIT Delhi,
New Delhi-110016.

Dear Sir,

Sir,

Sub: Submission Request for Proposal (RFP) for short listing of service provider for providing Facility Management and Housekeeping Services at IIBF, PDC, New Delhi

With reference to your Request for Proposal (RFP) dated --- on the above subject we hereby submit the RFP document and other relevant information.

- i. We hereby certify that all the information supplied in the accompanying Annexures are true and correct.
- ii. We have furnished all information and details as necessary as per the RFP and have no further pertinent information to supply.
- iii. We also authorise the Institute to approach individuals, firms and corporation to verify our competence and general reputation.
- iv. We have carefully perused the RFP terms and conditions and agree to abide by the same in the event of our offer is accepted by IIBF.
- v. We shall abide by the rules & regulations of the Institute in regard to the selection process of the bidder and the final decision.

Thanking you,

Yours faithfully

(Signature of the applicant(s) with office seal)

Encl:



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

Organisational Profile/ Bidder’s Details

S. No.	Particulars	Details
1.	Name of the Firm /Company	
2.	Registered Office address with Telephone No. / Mobile No. / E mail	
3	Year of Establishment of the firm	
4	Structure of the organization: (Proprietary/Partnership firm/, Private / Public Limited Company / Joint Venture / Other (please specify)	
5	Details of Certificate of incorporation (Enclose certified copies of documents as an evidence)	
6	Address of the Office in Delhi	
7	Name, Designation & Contacts details of the Head of the Organization	
8	Names of Directors / Partners / Associates	
9	Name, Designation and Contact details of the Person to whom all communication is to be addressed.	
10	Brief description of the Bidder including details of its main activities	
11	Years of experience in the relevant field	
12	Company website address	
13	Registration with Govt. Authorities (i) Income Tax (Pan) No. (ii) GSTIN Number (iii)EPF Registration No. (iv)ESI Registration No. (v) Labour License No. (Enclose certified copies of documents as an evidence)	
14	Solvency Certificate Details (i) Amount (ii) Bank’s Name (iii) Date of Issuance (Enclose certified copies of documents as an evidence)	₹ _____ Bank: _____ XX/XXX/2024



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

Details of Premises for providing Facility Management & Housekeeping

Name and address of the premises	Indian Institute of Banking & Finance Professional Development Centre – NZ C-5/30, Safdarjung Development Area, Outer Ring Road, Opp. IIT Delhi New Delhi-110016
Phone No & Mail id	011-26532191/94/97 iibfnz@iibf.org.in
Total area of Premises	672.27 Sq. meter
Details of Administrative Block (Gr Floor)	CEO Cabin, Zonal Head Cabin, Workstation Area, 2 Meeting Rooms, 2 Class Rooms, Faculty Room, Dining Room, VC Room 2 Public Toilet, (M and F), Store Room and a dry pantry
Hostel Block	36 rooms including toilets. (1 to 3 floors)
Basement	Comprising Test Centre & Conference Hall including toilets
Service Block	Lounge, front and side passages (Parking area), Roofs/Terraces, Electrical room, nallis, drains etc.



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

Scope of Work

1. House Keeping jobs

S.No.	Description/Nature of Job	Frequency
1	Sweeping, dusting, cleaning and wet mopping of floors, Garden area passages, lawns, basement, Terraces, and other contiguous areas	Periodically on every day
2	The corridor area, staircase and its railings and the lifts shall be cleaned and mopped. The corridors and staircases shall also be cleaned using a scrubber.	Thrice a day.
3	The electrical fittings like tube lights, exhaust fans etc. in the corridor, staircases and lifts	Once in a week
4	The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean	Twice in a week
5	The basement and surroundings of these buildings including car parking, Two wheeler sheds etc. They should be totally free from dead/dropped leaves and litter	Every day and as & when required during the day
6	Dusting and cleaning of all furniture e.g. filing cabinets, almirahs, book racks, side racks etc. and other utility items.	Periodically on every day
7	Vacuum cleaning of floor carpets, electronic items/ equipment's, upholstered furniture, pelmets, windows frames, window glass panes etc.	Twice in a week.
8	Cleaning of hostel room toilets with phenyl/disinfectant	Every day and as & when required during the day
9	Cleaning of Dining area.	Every 2 hours in a day (or as and when required in between)
10	Cleaning and removing of Blockage of drains/Nallis for uninterrupted flow of waste liquids in all drain pipes in the premises and in toilets.	Every day and as and when required during the day
11	Curtain and Blanket and other upholstery	As and when required.
12	Providing branded moisturizer, shampoo, toilet soap, bathing soap, toilet etc. in all rooms	Every day or as and when required to be replenished.
13	Manning of Hostel reception by supervisor along with two housekeeping staff round the clock and attending to all the complaints including maintenance of check-in and check-out registers.	On continuous basis

14	Providing mosquito repellent machine with cake/liquid in all rooms including admin blocks ,library, Dining halls, Reception etc.	Every day
15	Spraying of air-purifiers and room fresheners in all the rooms along with all insect killer spray (including lecture halls, library, Administrative block etc.)	Every day
16	Cleaning of thermos flasks & tumblers, waste paper baskets and garment hangers in the cupboards provided by Institute in all the rooms	Every day
17	Minor day-to-day jobs like stoppage of leakage in taps, choked drain etc. to be attended by Contractor personnel. Major maintenance of electrical and plumbing and attending to masonry job complaints through the agencies nominated/appointed by Institute or by engaging such services from other agencies.	As and when required
18	Disposal of garbage on daily basis and from time to time during the day to an unobjectionable place outside the premises and periodical wet washing of dustbins.	Every day.
19	Room service in hostel including laying and making of beds, serving bed tea in morning and making drinking water available in all hostel rooms.	Every day.
20	Washing of Hand towel, Bath towel, Bed Sheet ,Pillow Cover Table cover, table napkins, etc. used in dining hall, class rooms and hostel rooms and officers' chambers at the office.	Twice a week or change of participant/guest whichever is earliest
21	Making suitable arrangements for meeting/ get-togethers/ parties/ group photo etc. which may entail lifting and movement of furniture etc. from one place to another & additional cleaning work.	As and when required.
22	Cleaning of store rooms , wet cleaning of Doors & Partitions including other furniture & fixtures	Weekly.
23	Vacuum cleaning of electronic gadgets i.e. Computer , AC,TV Stabilizer etc.	Every alternate day.
24	Cleaning of Basement (Wet cleaning), Auditorium, Surface area, Fire exit route.	Once in a week
25	Such other cleaning or housekeeping work as may be entrusted by the competent authority.	As and when required
26	Removing stains from walls/floors of corridors, Toilets and Staircases.	As and when required
27	Removing cobwebs once in a week	Once a week
28	Pest/rodent control exercise once in month or whenever required.	Once a week/ As and when required
29	Cobwebs, honey combs etc. if found or reported anywhere	Should be removed immediately
30	Fumigation, fogging and spray of larvicides to control mosquito and cockroach infestations. Periodical measures shall be undertaken to prevent rodent menace	One in a month
31	Cleaning of pipeline shafts in all parts of the building.	Once a week & as and when required

- a) All rubbish and waste items that get accumulated at the canteen/toilets/corridors/open spaces/lawn and staircases shall be relocated periodically to the dumping points set up by the IIBF/Corporation of New Delhi and there shall be no left-over at the end of the day and it has to be dumped outside the Building complex/campus by lifting those accumulated garbage using its own machinery/equipment's/vehicles by the company/agency/firm. The exterior area of building premises also shall be cleaned every day.
- b) All the toilets shall be cleaned and made fit for use by 8.45 a.m. on all working days. In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously even after the closing time / normal office hours i.e. up to 6.30 p.m. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned four times daily. The workers/ attendants employed for cleaning and supervision of toilets should be adequate in number and cater to the needs of daily cleaning and should have cleaned necessarily by Female Staff only. The service provider shall provide Vacuum Cleaner machine and single disc machine to ensure quick cleaning of the common area of the building. Necessary baskets to carry the cleaning material properly will also be provided by the vendor.
- c) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer of IIBF on the last working day of the previous month and the service provider shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of IIBF
- d) A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.
- e) A performance Report has to be prepared by the Contractor and will be verified by the Officials of IIBF.

2. Sanitary and plumbing jobs:

- a. Maintaining the supply of water.
- b. Daily checking the plumbing, sanitary fixtures, washbasin, flush valves, flush tanks etc. and attending to the repairs required in complete areas. Maintaining these systems in operational condition at all times.
- c. Keeping all the fixtures including sensors, hand driers, soap dispensers including replacement of materials / parts, etc and providing batteries for urinals, WC sensors, soap dispensers etc.
- d. Operation and maintenance of all pump sets including connected piping, valves, tanks and accessories on all days including holidays, Checking and leakage through stuffing box, noises and vibrations.
- e. Periodic maintenance by way of Replenishment of grease, changing of stuffing box packing, checking of alignment of pump, Checking of leaking connections for leakage etc.
- f. Operation of pumps to ensure adequate supply of water to the underground tanks as well as overhead tanks as per demand.
- g. Replacement of damaged valves; and other accessories, fittings, etc. of pump house, water distribution system etc.
- h. All tanks (including fire tank, AC tank) are to be cleaned once in 3 months and Rain water harvesting pits are to be cleaned once in 6 months, without disturbing the system, resealing after

disinfecting the tanks & pits to be done, wherever required and record of the same to be maintained.

- i. Regular inspection of all pipelines and to ensure that there is no leakage and attend to repairs if any including removing and reaffixing of false ceiling, if required, maintain all water supply and sanitary fittings and fixtures so that there is no leakage or chocking.
- j. Replacement of washers, gaskets, damaged valves, fittings, etc. as per IIBF direction.
- k. Carpentry work includes maintenance and repair work of workstations, glazed doors, mirror paneling, aluminum windows, Toilet cubical, raised flooring, fabric paneling, wallpaper, graphic paneling, partitions, any hardware, grid false ceiling, metal false ceiling, pelmets, high gloss laminate paneling, veneer glass, lacquered glass paneling, glass partitions and any other carpentry work directed time to time. All carpentry installations, including doors, windows, trap doors, modular false ceiling, etc. to be checked once a week and report to be submitted to the officer-in-charge on 1st day of every week.

3. Electrical maintenance jobs: (Includes AC Plant Maintenance & Operation+ DG Operation)

- i. All the unwanted lights are switched off after the office hours in office areas as well as passages, corridors and common areas.
- ii. Proper upkeep and maintenance of all electrical installations and equipment in the premises including but not limited to electrical fixtures, tube lights, fans, spot lights, switches and socket, exhaust fans, Distribution Boards, LT/HT Panels, Sub panels etc. Bidder will also monitor and maintain the electrical supply to Central and Split Air conditioners in the premises, and will coordinate with AC vendor in this regard.
- iii. Checking the panel meters, ammeters, indicating lamps etc. regularly to ensure seamless and safe working.
- iv. Checking all starters chokes capacitors and arrange for necessary replacement. Actual cost of replacement materials shall be borne by IIBF.
- v. Maintaining the electric supply to all lighting and power DBs.
- vi. Maintaining the electric supply to all AC units.
- vii. Annual resistance test for the LT cables- LT panels to main switches.
- viii. Co-ordination with pump manufacturers in case of servicing of water pumps.
- ix. Maintaining and tightening of the Panel cables terminations.
- x. Co-ordination of various manufactures of the equipment installed for break down and necessary repairs.
- xi. Maintaining the inventory of electrical consumables.
- xii. Electricians, plumbers and other mechanics will be equipped with their respective tool kits.
- xiii. Qualified Electrician of 8-hour shift will be provided by the agency around the clock in the office premises.

4. DG Set Operation

- (i) Electrician cum DG set operator provided by the bidder will be responsible for upkeep, safe and smooth running the DG sets of the Institute, The Bidder will be reimbursed the actual cost of fuel used in DG set Operations, for which bidder's operator will maintain a record of time of running of DG set and also the consumption/ of oil and diesel and get the same signed by the officer of the IIBF on daily basis. He will also report the faults in DG set if any to IIBF promptly. Bidder will ensure that DGs are started and shut down properly, immediately after the main power outage and retrieval respectively.

- (ii) Record of periodic checks and maintenance will be maintained by the operator. He will report to the designated official on daily basis about the serviceability of the generators.
- (iii) As regards maintenance, replacement of consumable items shall be done as defined in the scope of work. Also, no conveyance / labor charges / transportation charges will be payable for maintenance and replacement works. If bidder does not take up such works, IIBF reserves the right to take up the same through other agency at the risk and cost of bidder.
- (iv) Starting AC Plant and switching off when not in use
- (v) To check the fire control panel on daily basis.
- (vi) The above are only the minimum requirements. Contractor shall however, ensure clean and hygienic environment and look after comforts and needs of the participant at all times.

The jobs are only indicative and not exhaustive. Housekeeping and other maintenance personnel are expected to carry out any other work as required by the Institute. All jobs shall be carried out by skilled / experienced persons who are well versed in such jobs and as per the requirement of IIBF. The service provider shall maintain record of inventory of materials/ items supplied by IIBF and shall make himself available for regular /quarterly inventory inspections of all such material/items, he shall make up for any loss of such items at market rates. This shall also cover any other damages that may be due to his/her employees' negligence.



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

Requirement of Manpower

Sr No	Description of Manpower	Qualification	Number of manpower	Timing	No. of working days per week
1	Supervisor (Housekeeping) (Skilled)	Graduate in any discipline/Housekeeping Management with minimum three years post qualification work experience in Housekeeping	3	Round the clock one for 8 hours	07
2	Pantry boys (Unskilled)	Three years' experience of Housekeeping/Pantry services	2	6.00 to 14.00 14.00 to 22.00	06
3	Cleaning machine operator (Semi skilled)	One years' experience of Housekeeping and cleaning machine operation services	1	7:00 to 16:00	06
4	Safaiwala (Unskilled)	One years' experience of Housekeeping	6	Round the clock two for 8 hours	07
5	Plumber Semi skilled	Three years' experience of plumbing work	1	11:00 to 20:00	06
6	Electrician/DG SET operator (Skilled)	Twelfth pass with ITI or equivalent diploma in electrical with minimum three years post qualification work experience	3	Round the clock one for 8 hours	
7	Carpenter (Skilled)	Need Base- as & when required			

Requirements of persons can be increased or decreased as per the requirement. Wages will be governed by the notification issued by Govt. of NCT, New Delhi subject to changes time to time.

Machines Required for House- keeping.

1. Wet & Dry Vacuum Cleaner (Industrial) (1Pcs.)
2. Single Disc Machine (01 Pcs.)
3. Automatic floor cleaning machine (02 Pcs.)



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

Similar Works Completed/Ongoing During the Last 5 Years

Details of Similar works completed/ ongoing during the last 5 years

Sr No	Name of the work executed and the address	Name and address of the owner / client	Value of work executed in ₹	Starting date of Contract	End date of contract	Remarks, if any for variation / delay
1						
2						
3						
4						

Note: For additional information, please attach the details in separate page as per the above format only.



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

TECHNICAL BID - (To be enclosed in a separate sealed envelope-A)

1	Name of Tendering Company/ Firm/ Agency	
2	Name of proprietor/Director of Company/Firm/Agency	
3	Full Address of the Office situated in Delhi /NCR	
4	Total No. employees in the service providing company/agency/firm (Attach supporting document)	
5	Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)	
6	Details showing minimum average annual turnover of Rs 75 lacs during last 3 years (2020-21,2021-22, 2022-23)	
7	Details of experience in the field of Housekeeping during at least 5 years	
8	Details of service contracts of value not less than Rs.50Lakh per annum related to providing similar services in a single contract during each of last 3 years (2020-21,2021-22, 2022-23)	
9	Details of client along with address, telephone numbers	
10	Certificate of appreciation/satisfactory certificate from the last two major clients	
11	List of Automated electronic machinery for cleaning services/mechanical instruments available with the bidder for the purpose of cleaning along with the copy of Bill of purchase of such equipment	
12	Income declared in I.T. returns for F.Y. 2020-21,2021-22, 2022-23 (Pl enclose copy of IT Returns acknowledgement for the relevant assessment years along with Audit report)	
13	Total Turnover of the business in F.Y. 2020-21,2021-22, 2022-23. Please attach Audited Balance Sheet and profit and Loss statements for F.Y. 2020-21,2021-22, 2022-23 for the relevant assessment years	
14	Submit Affidavit that Bidder is not blacklisted by any agency during last three years	



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

COMMERCIAL BID - (To be enclosed in a separate sealed Envelope-B)

Sr. No	Description	Amount in Rs.	Amount in words
	Total Management fee per month (Supervision/ Profits, etc.)		
	Total monthly payment towards manpower as per Annexure ---		

- a. If bidder quotes nil charges or consideration on towards Management fee (Supervision/ Profits, etc.) the bid shall be treated as unresponsive and will not be considered.
- b. The minimum wages rates should be as per the Minimum Wage applicable in New Delhi / NCR. IIBF will consider paying the increased / revised rate of wages only after receipt of notification issued by appropriate authority in its Gazette.
- c. GST will be paid additional on the quoted amount as per extant guidelines/ applicable rates.
- d. Conveyance will be paid separately for performing outside duties, if any, as may be decided by the Institution.
- e. The service provider to ensure that salary of all the staff employed by the agency at IIBF site should be directly credited in their respective account before 10th of every month. It is the responsibility of the Service provider to submit the proof of payment along with the monthly bills else appropriate penalty will be levied as deemed to be fit.
- f. The service provider shall be solely responsible for protection of his men and material as well as the material handed over by IIBF.
- g. The payment shall be based on the actual deployment of manpower and cost of materials supported by invoices/ delivery challan/ verification of items, etc. or as decided by IIBF. The Service provider must submit Salary slips, PF/ ESIC Statement etc. of all the employees engaged along with the monthly bills else the bill will not be processed
- h. IIBF reserve the right to increase / decrease the number of manpower as per their requirement



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

TECHNICAL BID EVALUATION (MATRIX)

The bidder should submit documentary evidence for all the particulars mentioned.

Technical Bid Evaluation: Part – I

Sr. No	Particulars	Details of Documents submitted	Max. Marks	Marks Obtained
1	Average annual turnover of the Company as per Audited Balance Sheets as on 31 st March 2021,2022 and 2023			
	<i>Above 100 lakhs</i>			
	<i>75 lakhs to 100 lakhs</i>			
2	No. of Employees on payroll in housekeeping, maintenance & facility management contracts as on 31.01.2024			
	<i>Above 200</i>			
	<i>100 to 200</i>			
3	Number of years of experience in housekeeping, maintenance & facility management services (As on 31.01.2024)			
	<i>Above 20 years</i>			
	<i>10 to 20 years</i>			
4	Whether the Bidder had provided services in			
	Govt. /PSU+ Private			
	Govt. / PSU			
	Private			
5	Value of single largest annual contract in the past three years in Housekeeping, Maintenance & Facility Management (As on 31.01.2024)			
	<i>Above 50 lakhs</i>			
	<i>less than 50 lakhs but above 25 lakhs</i>			

Maximum Score for Part – I of Technical Bid Evaluation: 50 marks

Minimum marks required for qualifying in the Part – I (Technical Bid Evaluation): 30 marks

Technical Bid Evaluation Part II (Site Visit) – 20 Marks

Site visit by a Committee consisting Officials from the Institute will visit to one or more sites out of the sites whose reference is given by the bidder. During the site visit, the members will evaluate the work being performed by the contractor at the site and its suitability for the Institute.

Marks will be awarded, on the basis of site inspection/observations of the Institute's officials and records/ facts produced before them. No contention/claim, in this regard, shall be entertained.

Maximum Score for Part – II (Site Visit): 20 marks

Minimum marks required for qualifying in Part – II (Site Visit): 12 marks

The bidder has to obtain minimum qualifying marks in both Part-I & Part-II of Technical Bid Evaluation (Matrix) for the opening of the price bid.



Indian Institute of Banking & Finance

RFP for “Facility Management and Housekeeping Services”

Format for Bank Guarantee

In consideration of the (hereinafter referred to as " Employer ") having offered to accept the terms and conditions of the proposed agreement between the Employer and (name of the HK &FM service provider) (hereinafter referred to as “said Service provider”) for the work
 (Hereinafter referred to as "said agreement") having agreed to production of irrevocable Bank Guarantee for Rs..... (Rupees..... only) as security / guarantee from the said service provider for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We.....(name of the bank) (hereinafter referred to as “the Bank”) hereby undertake to pay to the Employer an amount not exceeding Rs..... (Rupees -----only) on demand by the Employer.
2. We, the Bank do hereby under take to pay to the Employer on demand the amount due and payable under this Guarantee without any demure and merely on demand by the Employer stating that the amount claimed is due from the said service provider. Any such demand made to the Bank shall be conclusive as regard to the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. (Rupees only)
3. We, the bank further undertake to pay to the Employer any money so demanded notwithstanding any dispute raised by the service provider in any suit or proceeding pending before any court or Tribunal relating thereto, and our liability under this guarantee being absolute and unequivocal.
4. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment therein under and the said service provider shall have no claim against us for making such payment.
5. We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Employer under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged and accordingly the guarantee will be discharged.
6. We, the Bank further agree with the Employer that the Employer shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance of the said contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Employer against the said contractor and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our

liability by reason of any such variation, or extension being granted to the said service provider or for any forbearance, act or omission on the part of the Employer or any indulgence by the Employer to the said service provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the said service provider.
8. We, the bank undertakes not to revoke this Guarantee except with the previous consent of the Employer.
9. This guarantee shall be valid up to.....unless extended on demand by Employer.
10. Notwithstanding anything mentioned above, our liabilities against this guarantee is restricted to Rs. /- (Rupeesonly) and unless a claim in writing is lodged with us within nine months of the date of expiry or extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged.
11. Notwithstanding anything mentioned above we are liable to pay the Guarantee amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand on or before All the rights of the beneficiary under the said Guarantee shall be forfeited and Guarantee shall be released and discharged from all liabilities thereafter.

The Bank has under its constitution, power to give this Guarantee in your favor made under our Memorandum and Articles of Association and Mr/Mrs.....who signed it on behalf of the Bank has the authority to do so.

Dated this the day of
for
..... (name of bank)