



INDIAN INSTITUTE OF BANKING & FINANCE  
CORPORATE OFFICE

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Kohinoor City, Kiroh Road, Kurla (W), Mumbai - 400 070  
Tel No. 022- 68507057/25039604 E-mail:admin@iibf.org.in

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Ref: IIBF/CO/ADMIN/RFP\_HK/2019

Date: 9.8.2019

## **REQUEST FOR PROPOSAL**

### **INVITING APPLICATION FROM HOUSEKEEPING SERVICE PROVIDERS FOR PROVIDING HOUSEKEEPING SERVICES AT IIBF OFFICE PREMISES.**

#### **Section I INTRODUCTION**

Indian Institute of Banking & Finance (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.

#### **Section II PURPOSE**

Indian Institute of Banking & Finance (hereinafter referred as IIBF) is seeking proposals from qualified Housekeeping Service Providers for maintenance and cleaning of office premises at its offices at Kohinoor City, Kurla, and at Maker Tower, Cuffee Parade and office residential flat at Cuffe parade.

This document is a Request for Proposal (RFP) for the services described below and does not obligate IIBF to accept responses from eligible Housekeeping Service Providers. The RFP establishes minimum requirements a Housekeeping Service Provider must meet in order to be eligible for consideration as well as information to be included in the Housekeeping Service Provider’s bid response. The bidders desirous of taking up the project for providing 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 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 Housekeeping Service Provider will be made based on IIBF’s evaluation and determination of the relative ability of Housekeeping Service Provider to deliver quality service in a cost – effective manner.

#### **Section III ELIGIBILITY CRETERIA**

1. The bidder must be a Firm/ Proprietary/ Company registered under Companies Act, with a minimum experience of 05 years in the field of Housekeeping & facility management.

2. The bidder must have handled minimum one annual contract in Housekeeping in Mumbai having value of not less than Rs. 12 Lacs (Rs. Twelve Lakh only), excluding Taxes.
3. The bidder should have a minimum average annual turnover of Rs. 25 Lakh for the previous three years (as on 31-03-2019). Documentary evidence must be furnished against each of the above criteria. All documents must be signed by the authorized signatory of the bidder.

#### **Section IV SCOPE OF SERVICES**

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Housekeeping Service Provider shall provide uniformed Housekeeping service personnel in IIBF office premises eight hours a day on all working days. The Housekeeping personnel will provide a variety of services as detailed below.

##### **Before office hours**

- Sweeping, wet and dry mopping of the floors of the entire premises, which includes glazed ceramic tiles and granites.
- Dusting of Computer Monitors, CPU, Key Board, Mouse, Printers, fax ,Xerox machine and other office equipment
- Dusting the Furniture
- Removing the Cobwebs
- Collecting the wastes, emptying the garbage bins/waste paper baskets and arrange to cart them to dump at allotted place.
- Daily cleaning of furniture, sofa, chairs etc. with soft brush.
- Cleaning of Kitchen area, plats/glass and store room.
- Cleaning and disinfecting the telephones with Dettol on weekly basis.
- All tables and chairs to be dusted and cleaned
- All common toilets, washbasins and urinals to be scrubbed and disinfected.
- All dustbins to be cleared wiped and lined with plastic bags.
- Lobby area to be cleaned.
- Schedule and time chart of activity will be recorded.

##### **During office hours (at regular intervals)**

- Collecting all waste papers and trash
- Dry mopping of the premises at regular intervals
- Wet mopping the premises at regular intervals
- Cleaning of all glass doors / mirrors regular intervals
- Cleaning of the entrances and corridors
- Changing of napkins, tissues and toilet rolls

Cleaning would also include cleaning of Institute's residence flat at Cuffe Parade once in a week.

All the above mentioned scope of works is indicative and not exhaustive. IIBF reserves the right to add/delete any work under the scope of work. Housekeeping Service Provider shall

provide in all 6 Housekeeping personnel and one supervisor at Institute's Corporate Office at Kurla and one Housekeeping personnel at Maker Tower office, Cuffee Parade (8 hours duty)

## **Section V SUBMISSION OF PROPOSALS**

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The bidder must include information with respect to following items in the proposal, as the same would be pursued by IIBF as a matter of selection criteria:

1. Housekeeping Service Provider (Company) History and Organization
2. Management Approach
3. Personnel Selection Process
4. Cost Proposal and Invoicing
5. Compliance with law like Employee Provident Fund and ESIC etc.
6. References

### **1. Company History and Organization**

Provide a brief company history, mission statement and organizational summary. Explain ownership (Private or Public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project. Indicate by position or title the person who will have the overall responsibility for IIBF account. Indicate also the support staff available to IIBF by function. Bidder must supply Organization Chart depicting the structure of the local servicing office. (Annexure – “A”)

### **2. Personnel Selection Process**

Describe how recruitment and selection of Housekeeping personnel is accomplished. All personnel intended to be provided under this RFP must be thoroughly trained, experienced and qualified to perform the work to which they are assigned. Bidder shall have a documented employment process which shall include application, interview, and background check phases. A written description of the Bidder's employment process and qualifications is to be included in the response.

### **3. Cost Proposal and invoicing**

Provide billing rates for Housekeeping personnel as per attached pro-forma (annexure “B”).

### **4. Employee Provident Fund and ESIC**

Describe in detail all benefits offered to employees viz. health care insurance, life insurance, holiday pay, vacations and any other benefits offered. Cite specific plans offered and employees cost sharing arrangements (payroll deduction) which must inter alia include the following:

- \* Employees Provident Fund
- \* ESIC
- \* Medical/health/ Life Insurance (indicate amount provided at no cost to employee and any optional coverage available).
- \* Any other benefit required to be extended as per law.

## **5. References**

Provide at least two references whose facilities are comparable in size, profile and Housekeeping service to IIBF. Include that company name, address, contact person and contact number.

IIBF is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. All of the Housekeeping Service Providers must be duly licensed to provide Housekeeping service.

Responses to this RFP should reach latest by 3.00 p.m. on 3/9/2019. Late submittals will not be considered. All proposals are to be submitted in sealed cover and addressed to the Dy. Director (Admin).

The Dy. Director (Admin.)  
Indian Institute of Banking & Finance  
2<sup>nd</sup> Floor, Tower 1, Commercial II,  
Kohinoor City, Kirol Road  
Kurla (W), Mumbai - 400 070  
Tel. 022- 68507057/25039604

Any questions regarding this RFP should be addressed to The Dy. Director (Admin).

## **TERMS AND CONDITIONS**

1. The term of this contract shall be for three years unless terminated by either party with thirty (30) days prior written notice with reasons for termination. The contract may be renewed for further two years on satisfactory of performance of the service provider on completion of each year at the same terms and conditions at the discretion of IIBF.
2. Housekeeping 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 Housekeeping Service Provider's rules and regulations, as well as any other policy established by the contracting parties.
3. Housekeeping Service Provider is responsible for the daily personal appearance of Housekeeping personnel.
4. Housekeeping Service Provider shall respond as necessary to accommodate additional duty hours as may be requested by IIBF.
5. The Housekeeping Service Provider should use good quality materials for housekeeping work and the Institute will reimburse the cost of such materials on production of bill
6. Housekeeping Service Provider shall have to submit monthly bill on the 25<sup>th</sup> of every month and any less/ extra duties actually performed will be adjusted in the subsequent month invoice. IIBF's payment will be released to the Housekeeping Service Provider on or before 5<sup>th</sup> of every month. Housekeeping Service Provider must ensure to submit

previous month's PF challan copy with individual Housekeeping Personnel name, copy of ESIC, Service Tax paid receipt and copy of bank challan cum receipt, Copy of Wage register and Attendance sheet for the previous month along with the monthly bill. No payments will be made by CASH. All payments will be made through net banking or by a/c payee Cheque only subject to submission of required documents. TDS as applicable will be deducted from the monthly invoice.

7. IIBF will consider paying the increased / revised rate of wages only after receipt of notification issued by State Govt. in its Gazette. In such case the service provider will undertake to submit to the Institute the required documents.
8. Service Contract will be governed by the Laws of India and the Courts of Mumbai shall have exclusive jurisdiction.
9. If deemed necessary 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.
10. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFP will have to be submitted. Bidders satisfying eligibility criteria and agree to comply with all terms and conditions specified in this document will be evaluated.
11. The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder and purchaser must be written in English.
12. Bid shall remain valid for 90 days from date of submission mentioned at Bid Details.
13. 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.
14. Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them.
15. Any bid received by IIBF after target date and time prescribed in the RFP will be rejected and /or returned unopened to the bidder at his risk and responsibility.
16. IIBF, at its discretion waive any minor non conformity or irregularity in a bid which does not constitute a material deviation.
17. The Contractor should ensure to comply with all the provisions of Labour Act / State / Central Govt. agreed procedures. The Contractor 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.
18. The Contractor should obtain necessary labour license from statutory authorities for deploying man power. All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship

between the personnel engaged by the Contractor and the IIBF. That the Contractor will not sub-contract or permit any other person to perform any of the work or services agreed to without prior permission from IIBF. The Contractor shall ensure the availability of a reliever for weekly off and a substitute is provided if a person is absent. The Contractor should arrange for replacing his workmen to give weekly off to his workmen as per the labour rules. The contractor should submit documents relating to EPF, ESIC, salary paid, etc. to the respective statutory bodies along with the next month bill to IIBF for scrutiny.

19. The Bidders should ensure while quoting the price that the prices quoted are inclusive of minimum wages (Central/ State Govt.), EPF, ESIC, Bonus, lump sum payment towards the cost such as Insurance, personal protective equipment, uniform, all taxes, duties & statutory levies such as GST etc.
20. IIBF will notify successful bidder (L1) in writing by letter in duplicate or e-mail that its bid has been accepted. The Selected bidder has to return the duplicate copy 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 a contract with IIBF, within 8 days of the award of the tender or within such extended period as may be decided by IIBF along with the letter of acceptance.
22. IIBF shall have the right to cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of at least one month, without assigning any reason.
23. The Contractor shall ensure to get the Police verification for all the manpower deployed by them and the contractor should ensure that the manpower deputed should bear good moral character.
24. All Contractor personnel should sign in the Register for arrival and departure at the site and the registers should be made available to IIBF for verification.
25. This tender document shall be the basis for the Maintenance Contract to be entered into with the house keeping service provider.
26. Successful tenderer 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 tenderer shall submit all the documents as specified in this tender duly signed and stamped on each page as a token of acceptance.
27. The vendor 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.
28. The Vendor is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours on the part of its personnel.

29. The Vendor will treat as confidential 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. The vendor should submit declaration as per Annexure - "C" agreeing to enter into non-discloser agreement.

The bid should be submitted on bidder's letter head mentioning as per **Annexure – "D"**

**DISCLAIMER:**

This RFP is neither an agreement nor an offer and is only an invitation by IIBF to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. IIBF makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IIBF may in its absolute discretion and without being under any obligation to do so, update, amend or supplement the information in this RFP. IIBF reserves the right to accept or reject any Bid/ offer received in part or in full, and to cancel the bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for IIBF's action. IIBF reserves the right to reject any Bid on Housekeeping and / or other considerations without assigning any reason. IIBF reserves the right to cancel the entire Bidding / procurement process at any stage without as-signing any reason whatsoever.

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## Indian Institute of Banking & Finance

### RFP for providing Housekeeping Services at IIBF, Mumbai

#### 1. Organisational Profile

Name of the Organisation	
Registered Office address with Telephone No. / Mobile No. / E mail	
Name, Designation & Contacts details of the Head of the Organisation	
Year of Establishment of the firm	
Core Business of the Organisation	
Address of the local office in Mumbai, if any	
Name, Designation and Contact details of the Person to whom all communication is to be addressed.	
Structure of the organization: (applicants to indicate as appropriate) Proprietary/Partnership firm/, Private / Public Limited Company / Joint Venture / Other (please specify)	
Years of experience in the relevant field	
PAN No.	
GST No.	
Income Tax Returns for the last three financial Years (2015-16,2016-17 & 2017-18)	
Any other information considered necessary but not included above	

#### 2. Turnover of last three years (Rs.in Lakhs). Copy of Audited balance sheet to be attached

Details of annual financial turnover (gross)	2015-16	2016-17	2017-18



**3. Details of the housekeeping contracts handled during the past 3 years. Relevant papers to be attached.**

Sr No.	Name of the contract	Name & Address of the client	Duration & Cost of the contract	Any other relevant information

**4. References**

Sr No	Name of the Company	Nature of Contracts & Duration	Contact person's name, designation

Place:

Date:

Signature

Name and Address of the authorised person of Bidder with Seal

<b>Commercial Bid</b>		
<b>Particulars</b>	<b>House Keeping Staff</b>	<b>Supervisor</b>
Basic Wages		
Dearness Allowance / Special Allowance		
House Rent Allowance		
Conveyance Allowance		
Washing Allowance		
Others		
<b>Total (A)</b>		
Statutory Obligations:		
Provident Fund		
PF Admin Charges		
ESIC		
Gratuity		
Leave		
Paid Holidays		
Bonus		
Administration		
Uniform		
<b>Total (B)</b>		
Others (Pl specify)		
Total Wages (A + B)		
Agency Charges		
<b>GROSS TOTAL (RS.)</b>		
Plus:		
GST		
<b>TOTAL INVOICE AMOUNT (RS.)</b>		

**COMPANY SEAL WITH SIGNATURE & DATE**

To be submitted on firm letterhead

**Annexure -C**

**DECLARATION**

I, ----- Son /Daughter of Shri -----  
----- Proprietor/ Partner/ Director/ Authorised Signatory of M/s. -----  
----- am competent to sign this declaration and execute this RFP  
document.

I have carefully read and understood all the terms and conditions of the RFP and hereby convey my acceptance of the same.

- i. The information/ documents furnished along with the RFP are true and genuine to the best of my knowledge and belief.
- ii. I/ we/ am are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my/ our RFP at any stage besides liabilities towards prosecution under appropriate law.
- iii. I/ we/ am agree to enter into a Non-Disclosure Agreement with respect to the proposed RFP for providing Housekeeping services at Indian Institute of Banking & Finance, Mumbai and also ensure full confidentiality in this regard.

Signature of the Authorised Person

Date: -----

Full Name -----

Place -----

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Company Seal: -----

To,  
Deputy Director (Admin),  
Indian Institute of Banking & Finance,  
Kohinoor City, Commercial II, Tower 1,  
Kirod Road, Kurla West, Mumbai – 400 070.

Dear Sir,

Sub: Submission of Request for Proposal (RFP) for providing Housekeeping Services at IIBF

With reference to your notification 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)

Annexures:

1. Annexure – A – Company Profile
2. Annexure – B - Commercial Bid
3. Annexure – C - Declaration