

**National Bank for Financing Infrastructure and Development (NaBFID)**

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नेबफिड)

(संसद के अधिनियम के माध्यम से स्थापित एक अखिल भारतीय विकास वित्तीय संस्था)

(An All-India Development Financial Institution established through an act of Parliament)

"द कैपिटल बिल्डिंग" बांद्रा-कुर्ला कॉम्प्लेक्स, मुंबई में लगभग 21000 वर्ग फुट वाले नेबफिड के परिसर के लिए सुविधा प्रबंधन सेवाएं प्रदान करने के लिए प्रस्ताव के लिए अनुरोध

**REQUEST FOR PROPOSAL FOR ONBOARDING FACILITY MANAGEMENT SERVICE PROVIDER FOR NABFID'S OFFICE PREMISES ADMEASURING 21000 SQ FT APPROX IN "THE CAPITAL BUILDING" BANDRA-KURLA COMPLEX, MUMBAI**

**Reference No. NaBFID/Admin/RFP/13 dated 11/08/2023.**

जारी करने वाला कार्यालय और पता:

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नेबफिड)

सिडबी, स्वावलंबन भवन,

सी 11, जी ब्लॉक, बांद्रा-कुर्ला कॉम्प्लेक्स,

बांद्रा पूर्व, मुंबई - 400051

Issuing Office and Address:

National Bank for Financing Infrastructure and Development (NaBFID)

7<sup>th</sup> Floor, SIDBI Building

Swavalamban Bhavan,

Plot No. C-11, G-Block,

Bandra-Kurla Complex, Bandra (East)

Mumbai – 400051

प्रश्नों के लिए, कृपया संपर्क करें: प्रशासन विभाग– 022-69479508; ईमेल आईडी: rfp@nabfid.org

For queries, please contact: - Admin Department– 022-69479508; Email id: rfp@nabfid.org

भरे हुए आवेदन की प्राप्ति की अंतिम तिथि और समय

**25 अगस्त 2023 को 1500 बजे तक**

**Last date and time for receipt of filled in application.**

**25 August 2023 upto 1500 hrs.**

### Schedule of Events

	<b>Particulars</b>	<b>Remarks</b>
1	Coordinates for correspondence	Email ID: <a href="mailto:rfp@nabfid.org">rfp@nabfid.org</a> Address: NaBFID, 7 <sup>th</sup> Floor, Swavalamban Bhavan, C-11, G-Block, Bandra-Kurla Complex, Bandra (East), Mumbai – 400051
2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from 1. <a href="https://nabfid.org/tenders">NaBFID</a> website: <a href="https://nabfid.org/tenders">https://nabfid.org/tenders</a> 2. SIDBI Website: <a href="https://www.sidbi.in/en/tenders">https://www.sidbi.in/en/tenders</a> 3. GEMs Portal
3	Last date for requesting clarification.	Up to 17,00 hrs on 16.08.2023 All communications regarding points / queries requiring clarifications shall be given by email to <a href="mailto:rfp@nabfid.org">rfp@nabfid.org</a>
4	Clarifications to queries raised will be provided by NaBFID.	On 18.08.2023
5	Last date and time for Bid submission	Up to 15.00 hrs on 25.08.2023
6	Address for submission of Bids	GeM portal only, Bids documents may additionally be submitted at : <a href="mailto:rfp@nabfid.org">rfp@nabfid.org</a> , (However, in case of discrepancy in documents enclosed on GeM portal with the documents received through email, the documents enclosed on GeM portal will prevail.)
7	Date and Time of opening of Technical Bids	16.00 hrs on 25.08.2023 Authorized representatives of Bidders may be present during the opening of the technical Bids. However, technical Bids would be opened even in

		the absence of any or all the Bidder representatives.
8	Date and Time of opening of Commercial Bids	Will be advised to bidders qualifying the eligibility criteria and Technical criteria.
9.	Tender Fee	Nil
10.	EMD	1,00,000/- (Scan copy of Bank Draft/ Banker's Cheque of above amount be uploaded on GeM. However, demand draft/banker's cheque/pay order in original be submitted at our official address mentioned in this RFP before Bid opening date)
11.	Performance Security Deposit	The successful bidder by the Institution shall be bound to deposit a sum equivalent to 10% of accepted "Total Contract Value" as interest free Security Deposit (SD) OR Bank Guarantee (BG) issued by any Nationalized / Scheduled Commercial Bank favoring " <b>National Bank for Infrastructure Financing &amp; Development</b> " payable at Mumbai. The Bank Guarantee (BG) must be in Bank's approved format as per Appendix-J'.
12.	Selection procedure	After qualifying the eligibility criteria, the bidder will be determined as a successful bidder based on QCBS (Quality and Cost Based Selection) method. In this method, the Bidder will be evaluated based on their Technical Criteria (as mentioned in Appendix- C) & Commercial Price Bid (as per Appendix- D) jointly. Minimum Technically qualifying score is 60 out of total marks of 100. Weightage for Technical Bid & Commercial Bid will be in the ratio of 30:70. The Bidders gets the highest marks cumulatively in Technical & Commercial Bid will be declared as successful Bidder. i.  Formula for QCBS scoring:-  $S = (T/T\text{-High} \times 30) + (C\text{-Low}/C \times 70)$  Where: S = Score of the Bidder T = Technical score of the Bidder

		<p>T-High = Highest Technical score among the Bidders  C = Quote as provided by the Firm  C-Low = Lowest Quote of C among the Firms</p> <p>The Bidder securing the highest score becomes the successful Bidder.</p>
13.	Validity for Offer/ Bid	180 calendar days from the last date of submission of the tender or as may be extended.
14.	Date of Commencement of Work	As mentioned in Letter of Award (LoA)/ Purchase Order (PO). (Likely date for commencement of work will be 2nd week of Sept 2023).
15.	Independent External Monitor (IEM) appointed by the CVC.	<p>1) Shri Jayant Dasgupta (Retired IAS)  <u><a href="mailto:dasgupta.jayant@gmail.com">dasgupta.jayant@gmail.com</a></u></p> <p>2) Shri Umakant Lal (Retired IPS)  <u><a href="mailto:umakantlal@yahoo.co.in">umakantlal@yahoo.co.in</a></u></p> <p>(In case of any grievance/ dispute, the representative of the Bidder (s) signing Integrity Pact, will first approach to IEMs for redressal before going to the court of law for resolution.)</p>

1. NaBFID reserves the right to change dates & time without assigning any reasons thereof. Intimation of the same shall be notified on the Bank's website.
2. This bid document is not transferable.
3. If a holiday is declared on the dates mentioned above, the bids shall be received / opened on the next working day at the same time specified above and at the same venue unless communicated otherwise.
4. In case of discrepancy in values in the financial amounts as visible on financial bid comparison screen of GeM portal and documents uploaded on the portal, the amount visible on financial bid comparison screen of GeM portal will be considered as final.
5. In case of discrepancy in documents uploaded on GeM portal with the documents received through email, the documents uploaded on GeM portal will prevail.  
EMD of unsuccessful bidders will be returned within 30 days after declaration of successful Bidder.

**Part – I**

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**IMPORTANT DATES**

Sr. No.		Date	Time
1	Date of Issue of Tender (NaBFID /Admn / RFP/ 13)	11.08.2023	
2	Pre-Bid Query Last Date (email to be sent at rfp@nabfid.org)	16.08.2023	17.00 hrs
4	Consolidated Reply to all queries	18.08.2023	
6	Last Date of Submission of Bids	25.08.2023	15.00 hrs
7	Opening of Tender	25.08.2023	16.00 hrs

## 1. Invitation to BID

- a) **National Bank for Financing Infrastructure and Development** (herein after referred to as “NaBFID”), has its Head Quarters in Mumbai. This Request for Proposal (“RFP”) has been issued by NaBFID for.
- b) NaBFID proposes to invite Bids from eligible Bidders as per details/scope of work mentioned in **Appendix-E** of this RFP document for procurement of the services of Facilitator agencies / companies for providing Integrated Facility Management Services for its Office at THE CAPITAL situated in Bandra-Kurla Complex (BKC), Mumbai.
- c) Interested bidders are advised to go through the entire RFP before submission of bids to avoid any chance of elimination. The eligible bidder desirous of taking up the project for providing of proposed services for the Institution are invited to submit their technical and commercial 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 Bank’s discretion. The RFP seeks proposals from bidders who have the necessary experience, capability, and expertise to provide the Bank the proposed services adhering to the Bank’s requirements outlined in this RFP.
- d) There should not be any deviation or assumption in terms and conditions as have been stipulated in this tender document. Conditional tenders shall be summarily rejected. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid. For purposes of this clauses, a responsive Bid is one, which conforms to all the terms and conditions of the tender in toto, without any deviation or assumption.
- e) Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Appendix-B** of this RFP and willing to provide the service as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.
- f) Address for submission of Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.
- g) This RFP document shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- h) Please note that all the information desired need to be provided. Incomplete information may lead to non-consideration of the proposal.



- i) The information provided by the bidders in response to this tender document will become the property of NaBFID and will not be returned. The Bank reserves the right to amend, rescind or reissue this Tender and all amendments will be advised to the bidders and such amendments will be binding on them.

## 2. **Disclaimer**

- a) The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of NaBFID, is subject to the terms and conditions set out in this RFP.
- b) This RFP is not an offer by NaBFID, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract/Agreement is signed and executed by duly authorized official(s) of NaBFID with the selected Bidder.
- c) The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid 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 contained in this RFP and where necessary obtain independent advice/clarifications. NaBFID may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- d) NaBFID, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- e) NaBFID also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- f) The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- g) The Institution (NaBFID) reserves the right to reject any application cum tender without assigning any reason thereof and to restrict the list of bidders to any number as deemed suitable, if too many applications/tenders are received satisfying the basic pre-qualification criteria. The Institution also has the right to reject all the applications and to go in for re-advertisement without assigning any reason thereof.

### 3. Definitions

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

- a) “NaBFID” means the National Bank for Financing Infrastructure and Development as incorporated under the National Bank for Financing Infrastructure and Development (NaBFID) Act, 2021. NaBFID , in some places referred to as “Institution” in this RFP.
- b) “Bidder” means an eligible entity/firm, submitting the Bid in response to this RFP.
- c) “Bid” means the written reply or submission of response to this RFP.
- d) FMS” means Facility Management Services and in some places referred to as “Service Provider”
- e) “The Contract” means the agreement entered into between NaBFID and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- f) “Selected Bidder/Vendor/Service Provider” is the successful Bidder found eligible as per eligibility criteria set out in this RFP.
- g) “Services” means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of Bidder covered under this RFP.
- h) “Purchase Order (PO) or Letter of Award (LoA)” means an official document issued by NaBFID to the selected bidder awarding the contract to the Selected Bidder.
- i) “Total Contract Price/Total Project Cost/TCO” means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- j) “Eligibility Bid” means a bid document to identify Bidders who meet the minimum criteria set out by NaBFID to become eligible.
- k) “Eligibility Criteria” means the criteria listed in Appendix – B which a Bidder has to fulfill.
- l) “Eligibility Claim” means the claim against the criteria listed in Appendix – B submitted by the Bidder to become eligible for technical Bid.
- m) “Bank Guarantee or BG” means performance security by the Vendor.

- n) “Scheduled Commercial Bank” means all banks are included in the second schedule to the Reserve Bank of India Act, 1934.
- o) “Manpower Services” means all services, scope of work and deliverables to be provided by the Bidder as described in the RFP.

#### **4. Scope of Work**

As given in **Appendix – E** of the RFP

#### **5. Eligibility & Technical Criteria**

- a) Bid is open to all Bidders who meet the Eligibility Criteria given in Appendix-B and qualify technical criteria as given in Appendix-C of this document respectively. The Bidder must submit the documents substantiating Eligibility Criteria as mentioned in this RFP document.
- b) A Bidder is not permitted to submit more than one Bid.

#### **6. Cost of Bid Procurement**

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by NaBFID or any other costs incurred in connection with or relating to their Bid. NaBFID shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

#### **7. Clarification and Amendments on RFP / Pre-Bid Meeting:**

- a) A bidder requiring any clarification on RFP may notify NaBFID in writing strictly as per the format given in Appendix-K by email within the date/time mentioned in the Schedule of Events.
- b) The queries received (without identifying source of query) and response of NaBFID thereof will be posted on NaBFID’s website or conveyed to the Bidders via email or any other medium as may be deemed fit by NaBFID.

- c) NaBFID reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. NaBFID, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check NaBFID's website regularly till the date of submission of Bid document specified in the Schedule of Events/email and ensure that clarifications/amendments issued by NaBFID, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by NaBFID will be binding on the participating Bidders. NaBFID will not take any responsibility for any such omissions by the Bidder. NaBFID, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.
- d) No request for change in legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- e) Queries received after the scheduled date and time will not be responded to/acted upon.

**8. Contents of Bid Document:**

- a) The Bidder must thoroughly study/analyze and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- b) Misrepresentation by the Bidder or failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. NaBFID has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- c) The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and NaBFID and supporting documents and printed literature shall be submitted in English.
- d) The information provided by the Bidders in response to this RFP will become the property of NaBFID and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

**9. BID Preparation & Submission:**

- a) Documents mentioned below are to be uploaded on GeM portal only. The same documents duly signed by the authorized signatory may additionally be sent on rfp@nabfid.org.
- b) The bidders are advised to upload required documents on GeM portal before the end date and time of submission of bid as mentioned in the RFP. All the required documents should be signed / stamped by the authorized person(s) before uploading on GeM portal.
- c) Technical Bid not accompanied by any one or more documents mentioned in this RFP shall be summarily rejected and the price bid of such bidder will not be opened.
- d) The Bid should constitute the Eligibility Criteria and Technical Criteria along with the supporting documents highlighted in Appendix- B and Appendix- C.
- e) The Commercial Bid should be uploaded separately.

**Technical Bid:** The Eligibility Criteria (as per Appendix- B) and Technical Criteria (as per Appendix- C) containing the response to requirements for the “scope of work” is to be submitted through GeM Portal keeping into consideration the following:

- a) Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.
- b) Bid covering letter/Bid form as mentioned in **Appendix-A** on Bidder’s letter head.
- c) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Appendix-B** and Technical Criteria as mentioned in **Appendix-C**
- d)
- e) Bidder’s details as per **Appendix-D** on Bidder’s letter head.
- f) A copy of board resolution along with copy of power of attorney (POA or minutes of the partner’s or authority letter wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.
- g) Copy of registration certificate issued by competent authority as mentioned in Sr No 1 of Eligibility Criteria under Appendix-B

**10. Deadline for Submission of Bids:**

- a) Bids must be submitted through GeM Portal only. Additionally, they may be sent through email at rfp@nabfid.org. by the date and time mentioned in the “Schedule of Events”.
- b) In case NaBFID extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of NaBFID and Bidders will remain the same.
- c) Any Bid received after the deadline for submission of Bids prescribed, will be rejected.

**11. Modification and Withdrawal of Bids:**

- a) The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received by NaBFID, prior to the deadline prescribed for submission of Bids.
- b) No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- c) No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in appropriate action as per the terms of this RFP.

**12. Period of Bid Validity:**

- a) Bid shall remain valid for a duration of 180 calendar days from the last date of submission of the tender or as may be extended.
- b) In exceptional circumstances, NaBFID may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse or not respond to the request. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.

**13. Bid Integrity:**

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the Contract without prejudice to other actions that NaBFID may take. All the submissions, including any accompanying documents, will become property of NaBFID. The Bidders shall be deemed to license, and grant all rights to NaBFID, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

**14. Evaluation Methodology:**

Technical Bids received within the prescribed date and time will be opened in the presence of the authorized representatives of the firms/Company bidding who choose to attend the opening of the offer on the date and time specified in this RFP document. The Authorized representative of the firm present for the opening should have photo identification and shall sign in the register of attendance. The representative must submit an authority letter duly signed by the Firm, authorizing him to represent and attend the bid opening on behalf of the firm.

After qualifying the eligibility criteria, the bidder will be determined as a successful bidder based on QCBS (Quality and Cost Based Selection) method. In this method, the Bidder will

be evaluated based on their Technical Bid & Commercial Bid jointly. Minimum Technically qualifying score is 60 out of total marks of 100. Weightage for Technical Bid & Commercial Bid will be in the ratio of 30:70. The Bidders gets the highest marks cumulatively in Technical & Commercial Bid will be declared as successful Bidder. i.

**Formula for QCBS scoring: -**

$$S = (T/T\text{-High} \times 30) + (C\text{-Low}/C \times 70)$$

Where:

S = Score of the Bidder

T = Technical score of the Bidder

T-High = Highest Technical score among the Bidders

C = Quote as provided by the Firm

C-Low = Lowest Quote of C among the Firms

The Bidder securing the highest score becomes the successful Bidder.

**15. Contacting NaBFID:**

- a) No Bidder shall contact NaBFID on any matter relating to its Bid, from the time of opening of Technical Bid to the time the award of the contract to the successful bidder.
- b) Any effort by a Bidder to influence NaBFID in its decisions on Bid evaluation, bid comparison, or contract award may result in the rejection of the Bid.

**16. Award Criteria and Award of Contract:**

- a) NaBFID will notify the successful Bidder in writing through letter or email that its Bid has been accepted. The selected Bidder has to return the duplicate copy of the same to NaBFID within 7 working days, duly accepted, stamped and signed by authorized signatory in token of acceptance.
- b) Copy of board resolution and power of attorney (POA or minutes of the partner's or authority letter wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter.
- c) Till execution of a formal contract, the RFP, along with NaBFID's notification of award of the contract and Service Provider's acceptance thereof, would be binding contractual obligation between NaBFID and the successful Bidder.

- d) NaBFID reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract. The contract / SLA shall be executed within 21 days of acceptance LoA/ PO.
- e) Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award.
- f) The selected Vendor would need to execute, a service level agreement (SLA) / Memorandum of Understanding (MOU as the case may be which will include all the services and terms and conditions of the services to be extended as detailed in the RFP, and as may be prescribed or recommended by NaBFID. The cost and expenditure of the same needs to be borne by the vendor.
- g) EMD of unsuccessful bidders will be refunded within 30 days after issuance of Letter of Award/ Purchase Order to the successful bidder.
- h) EMD of successful bidder will be replaced with the security deposit. The successful bidder has to submit 10% security deposit immediately after issuance of LoA/PO.

**17. Powers to vary or omit works:**

- a) No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the Contract shall be made by the successful Bidder except as directed in writing by NaBFID. NaBFID shall have full powers, subject to the provision herein after contained, from time to time during the execution of the Contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the Contract, he shall notify NaBFID thereof in writing with reasons for holding such opinion and NaBFID (if required) shall instruct the successful Bidder to make such other modified variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If NaBFID confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the Total Contract Price as the case may be. *The determination as to increase or decrease in cost occasioned by any variation shall be done by NaBFID and any such determination shall be binding on the successful Bidder.*



- b) In any case in which the successful Bidder has received instructions from NaBFID as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidder, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.
- c) If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in Total Contract Price, before the finally selected Bidder proceeds with the change.

**18. Contract Amendment:**

No variation in or modification of the terms of the Contract shall be made, except by written amendment, mutually agreed and signed by the parties.

**19. NaBFID's right to accept any bid and to reject any or all Bids:**

NaBFID reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in point no 16 (Award Criteria and Award of Contract), without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for NaBFID's action.

**20. Penalties:**

Service Provider shall maintain proper Record Register indicating reasons for not attending to any particular complaint within time schedule, failing which appropriate compensation shall be recoverable. The expected period of completion of the various items of work and the amount of deduction beyond that period for pending complaints will be as under: -

- a) Every major and Serious Complaint = 5% of the monthly management fees to be deducted
  - i) Any staff found smoking or drinking/ indulged in bad activity in the premises
  - ii) Misbehavior of the staff with NaBFID's staff and other persons like clients/ visitors.
  - iii) Improper maintenance and defacement of property.
  - iv) Service provider and his employees staying at NaBFID's premises after closing hours (except Security Guard, as mentioned in the scope of the work).
  - v) Any other act which may cause harm to the staff of NaBFID or its associates/ partners.
- b) For every 3 medium level complaints = 5% of the monthly management fees to be deducted

- i) Any activity not adhered to from the weekly or monthly schedule as per the timeline committed.
- ii) Not following safety and security norms as may be indicated by authorized representative of Institution.
- iii) Any staff of service provider found without uniform ID card and found creating nuisance on duty.
  
- iv) Supervisor staff should be available daily at the site at least during the working hours of the Institution. He should maintain a register and confirm in writing in the said register that work has been done upto satisfaction. In case, the register is found incomplete the Institution will impose penalty.
  
- c) For every 10 minor level complaints = 5% of the monthly management fees to be deducted
  - i) Not cleaning workstations, washrooms, dusting of workstations.

Both Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently.

Penalty and Liquidated Damages is not applicable for reasons attributable to the Force Majeure. However, it is the responsibility of the “Service Provider” to prove that the delay is attributable to the Force Majeure. The Service Provider shall submit the proof that the delay is attributed to the Force Majeure along with the bills requesting payment.

- The Service provider shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Institution has to take corrective actions to ensure functionality of its property, the Institution reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

## **21. Right to Verification:**

NaBFID reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder’s facility, if necessary, to establish to its satisfaction about the Bidder’s capacity/capabilities to perform the job. The Bidder to extend all necessary assistance in this regard, failing which NaBFID reserves the right to reject the Bid.

## **22. Right to Audit:**

The institution shall have right to conduct audits by its internal/ external auditors or by agents appointed to act on its behalf . In this case Service Provider furnishes all relevant information, records/data to such auditors and/or inspecting officials.

Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by NaBFID or in the certification submitted by the auditors, the Service

Provider shall correct/resolve the same at the earliest and /or within timelines stipulated by NaBFID and shall provide all necessary documents related to resolution thereof.

**23. Sub-Contracting the work:**

The service provider shall not directly or indirectly sub-contract the work to the other party without prior written permission of the Institution. However, it may be required to depute specialized agencies for a particular work, prior approval of which may be sought from the Institution before appointing. It shall be entirely service provider's responsibility to pay such agencies in time without any implication on the work.

**24. Tenure of contract:**

The period of the contract will be 3 years commencing from the date of the contract (SLA & any other document, if any).. However, the Institution reserves the right to review and terminate the same even before completion of the said period by giving one month's notice. However, the service provider has to undertake to continue to discharge his duties and obligations until the Institution engages a new services provider.

**25. Confidentiality:**

In terms of Confidentiality obligation, NaBFID reserves its right to recall all NaBFID's materials including confidential information, if stored in Service Provider system or environment, at any time during the term of the Contract or immediately upon expiry or termination of Contract. Service Provider shall ensure complete removal of such material or data from its system or environment (including backup media) to the satisfaction of NaBFID.

**26. Delay in Service Provider's Performance:**

- a) If at any time during performance of the Contract, Service Provider should encounter conditions impeding timely delivery of the Services, Service Provider shall promptly notify NaBFID in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of Service Provider's notice, NaBFID shall evaluate the situation and may, at its discretion, extend Service Providers' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- b) Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages and/or termination of Contract (as laid down elsewhere in this RFP document).

**27. Service Provider's Obligation:**

- a) Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract/RFP. It will also ensure that any change in its constitution, ownership or any material incident having a bearing on its performance obligation towards NaBFID will be immediately brought to the notice of NaBFID along with an action plan to cure deficiencies, if any, arising therefrom.
- b) Service Provider is obliged to work closely with NaBFID's staff, act within its own authority and abide by directives issued by NaBFID from time to time and complete implementation activities.
- c) Service Provider will abide by the job safety measures prevalent in India and will free NaBFID from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold NaBFID responsible or obligated.
- d) Service Provider is responsible for activities of its personnel and will hold itself responsible for any misdemeanors.
- e) Service Provider shall treat as confidential all data and information about NaBFID, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of NaBFID.
- f) Without NaBFID's prior written permission, Service Provider shall not store or share NaBFID's materials including confidential information outside the NaBFID's periphery.
- g) Service Provider agrees that it shall communicate to NaBFID well in advance along with detail plan of action, if any changes in Service Provider's environment / infrastructure is of the nature that may have direct or indirect impact on the Services provided under the Contract or operations of its Services.
- h) Service Provider shall ensure confidentiality, integrity, and availability of NaBFID's information at all times.
- i) The service provider shall be solely and independently responsible for ensuring compliance by himself and associates with all the legal obligations related to the Labour Laws and Regulations. Service provider is himself responsible for ascertaining various law and regulations applicable in delivery of Services. However, an indicative, without being comprehensive list is as under:

- a) Apprentices Act, 1961
- b) Child Labour Act, 1986
- c) Contractor Labour (Regulation and Abolition) Act, 1970
- d) Employees' Pension Scheme, 1995
- e) Employees' State Insurance Act, 1948
- f) Enforcement of Employment of Manual Scavengers and construction of Dry Latrines (Prohibitions) Act, 1993
- g) Equal Remuneration Act, 1976
- h) Factories Act, 1948
- i) Industrial Disputes Act, 1947
- j) Industrial Employment (Standing Orders) Act, 1946
- k) Maternity Benefit Act, 1961
- l) Minimum Wages Act, 1948
- m) Payment of Bonus Act, 1965
- n) Payment of Gratuity Act, 1972
- o) Payment of Wages Act, 1936
- p) Provisions of Employees Provident Fund and Miscellaneous Provisions Act, 1952
- q) Safai Karamcharis Act, 1993
- r) Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
- s) The Workman's Compensation Act, 1923
- t) Trade Unions Act, 1926 .
- u) Any other relevant act.

**28. Liquidated Damages:**

If the Service Provider fails to deliver and/or perform any or all the Services within the stipulated time schedule as specified in this RFP/Contract and other issues (on account of short supply, SLA (Service Level Agreement) deviations and Liquidated Damages for delay in supply etc), NaBFID may, without prejudice to its other remedies under the RFP/Contract, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof. The maximum amount that may be levied by way of penalty shall not exceed 10% of the Total Project Cost. Once the maximum deduction is reached, NaBFID may consider termination of the Agreement.

**29. Conflict of Interest:**

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, NaBFID shall be entitled to forfeit and appropriate the EMD/ Security Deposit (as may be highlighted in the RFP), as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by NaBFID.

### **30. Code of Integrity and Debarment / Banning:**

The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained herein, NaBFID shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding process.

Bidders are obliged under this clause to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of Contract. Failure to do so would amount to violation of this code of integrity.

Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.

For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

- **“corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
- **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;
- **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a Contract;
- **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more Bidders, with or without the knowledge of NaBFID, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;
- **“Obstructive practice”** means materially impede NaBFID’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited

practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding NaBFID's rights of audit or access to information;

### **Debarment/Banning**

Empanelment/participation of Bidders and their eligibility to participate in NaBFID's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts/RFP. Following grades of debarment from empanelment/participation in NaBFID's procurement process shall be considered against delinquent Vendors/Bidders:

### **31. Termination for Default:**

- a) NaBFID may, without prejudice to any other remedy for breach of Contract, written notice of not less than 30 (thirty) days, terminate the Contract in whole or in part:
  - i. If the Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Contract, or any extension thereof granted by NaBFID.
  - ii. If the Service Provider fails to perform any other obligation(s) under the RFP/Contract.
  - iii. Violations of any terms and conditions stipulated in the RFP.
  - iv. On happening of any termination event mentioned in the RFP/Contract.

In the event of failure of the Service Provider to render the Services or in the event of termination of Contract or expiry of term or otherwise, without prejudice to any other right, NaBFID at its sole discretion may make alternate arrangement for getting the Services contracted with another Service Provider. In such case, NaBFID shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by NaBFID, at no extra cost to NaBFID, for ensuring smooth switch over and continuity of services, provided where transition services are required by NaBFID or New Service Provider beyond the term of this Contract, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Contract. If existing Service Provider is in breach of this obligation, they shall be liable for paying a penalty of 10% of the Total Project Cost on demand to NaBFID, which may be settled from the payment of invoices or Security Deposit.

**32. Termination for Insolvency:**

NaBFID may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to NaBFID.

**33. Force Majeure:**

- a) Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- b) For the purposes of this clause, 'Force Majeure' means extraordinary events or circumstances beyond human control such as an act of God (like a natural calamity) or events such as wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- c) If a Force Majeure situation arises, Service Provider shall promptly notify NaBFID in writing of such condition and the cause thereof. Unless otherwise directed by NaBFID in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d) If the Force Majeure situation continues beyond continuous period of 30 (thirty) days, either party shall have the right to terminate the Contract by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Contract as a result of an event of Force Majeure. However, the Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Contract.



**34. Disputes / Arbitration (Applicable only in case of successful bidders)**

All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including dispute concerning interpretation) or in discharge of any obligation arising out of the Contract shall be settled amicably. If however, the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any party notifying the other regarding the disputes, either party (NABFID or Service Provider), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

Service Provider shall continue to work under the Contract during the arbitration proceedings unless otherwise directed by NaBFID or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in Hindi or English.

**35. Governing Language:**

The governing language shall be Hindi or English.

**36. Taxes and Duties:**

- a) Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the commercial price bid by Service Provider shall include all such taxes in the quoted price.
- b) Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the commercial price Bid by the Bidder shall include all such taxes in the contract price.
- c) All expenses, stamp duty and other charges/ expenses in connection with the execution of the Contract as a result of this RFP process shall be borne by Service Provider. The Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

**37. Payment for Service provided:**

The service provider will be paid on monthly basis for services during the preceding month for which he shall submit the bill for the agreed amount latest by 5<sup>th</sup> of the following month and it will be settled by the Institution within 10 working days after deducting TDS, other applicable taxes, retention money (if any) etc.

**38. Notices:**

Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by email and confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date, whichever is later.

**39. GENERAL CONDITIONS:**

1. The Service Provider will carry out the cleaning and other connected operations at Daily/weekly/monthly frequencies as enumerated in Scope of work" by using high standard cleaning materials of approved quality and make.
2. If any Bidder desires to visit the premises before submitting the Bid, he may inform us on our email rfp@nabfid.org.
3. **Third Party Damages** - The Service Provider shall be responsible for all injury / damage to persons, building, building structure, equipments, furniture & fixtures, property etc. and shall compensate/rectify it at its own cost.
4. **Insurance Cover** - The contractor is required to obtain the third-party insurance for each incident as follows: -

(A) Personal injury - Rs.2.00 lacs

The service provider shall also be required to obtain Group Personal Accident Insurance Policy of at least Rs. 5 Lac per employee and covering all the staff during the contract period deployed at the site.

**5. Compliant with all Statutory Requirements –**

- a) The service provider shall be responsible for assigning duties to personnel deployed, Code on wages, 2019, ESI, Provident Fund, Bonus, Group Linked Insurance Scheme etc. as per relevant laws of the land and the compensation Act or any other benefits to the staff employed by the service provider. NaBFID shall not be responsible for non-payment of any of the amounts to the staff of the Service provider on account of Statutory Provisions applicable.

- b) The service provider shall comply with all the statutory requirements as may be applicable now and as amended from time to time which includes compliance with the Employees State Insurance Act 1948, Employees Provident Fund Act 1952, Payment of Gratuity Act & Code on wages, 2019, and as per notification. The Institution will conduct Periodical inspection to ensure compliance of various statutory requirement. As and when it is required by the Law enforcement authority they should produce all relevant documents for Inspection & Audit Purpose. **Any variation in the minimum wages including any revision in the dearness allowances payable from time to time as announced by the Government shall be absorbed in the quote rates by the service provider. The service provider shall maintain register/records as required under the aforesaid statutes and produce the same as and when required to do so by the Institution.**
- c) The Service Provider shall comply with all applicable laws, ordinance, rules and regulations in respect of this contract and the employment of the workers by the agency shall pay its own cost all the charges in connection therewith.
- d) The Service Provider shall be governed by the provisions of the Contract Labour (Regulation and Abolition) Act 1970 and shall obtain the Contract Labour License as required from the Commissioner's Office within 15 days from the date of issue of work order.
- e) The Service Provider shall renew the Contract Labour License from time to time and inform the officer concerned i.e. Administration Department of the NaBFID accordingly. In the event of the service provider not securing the Contract Labour License 15 days from the date of issue of work order or in the event of the service provider not renewing the license, it shall be open to the NaBFID to 'terminate the agreement forthwith, without being required to give any advance notice of such termination. The Service Provider shall also be responsible for payment of a penalty, if any imposed in this regard by the Labour Authorities.
- 6. Cleaning during working days** –Cleaning work should **commence at 8.00 A.M** and it should be **completed by 09.00 AM** on working days or otherwise instructed. After cleaning / moping etc. work is completed, the site should be neat and tidy. No cleaning material should be left in and around the floor.
- 7. Keeping of cleaning material/brooms etc.** - The material required for keeping cleaning material should be kept in stores provided by the NaBFID. The material in any case should not lie on the floor/ room/ toilets/ or electrical panel switchboards on each floor or otherwise strict action will be initiated.
- 8. Quality of work** - All work shall be carried out in a professional manner to the entire satisfaction of the Institution. If at any point of time, it is observed that the service provider is not progressing the work with due diligence, care and lagging much behind the schedule and/or services provided are not satisfactory, NaBFID reserves the right to terminate contract with 30 days' notice.

**9. Supervision** - Supervisor staff should be available daily at the site at least during the working hours of the Institution and shall be responsible for the entire work in the premises as per the scope of work. He should maintain a register and confirm in writing in the said register that work has been done upto satisfaction. The register will be checked by the officials of the Institution and if the register is found incomplete the Institution may impose suitable penalty on the service provider, as it may deem fit. He will be responsible for the conduct of his workers to receive and act on such instructions issued by the Institution. He should be provided with a cell phone and should be accessible to Institution for 24 hours. Supervisor staff should monitor the logbook maintained by the housekeeping staffs for every toilet/ office space on hourly basis or as mentioned in the scope of work.

**10.Safety** - The service provider shall carry out the entire work in a workman like manner having full regard for the safety of the men working at the site. All safe practices shall be strictly adhered to by the workman of the service provider like wearing gloves when handling sharp objects and reinforcement etc. The service provider shall protect sides of opening in floor slabs, edges of slab, stair, stairwells etc. with barricade, warning signs/lights and educate all workman regarding following Safe working practices. He shall provide first aid boxes at site. In spite of following all safety measure, in case of any unfortunate accident, the service provider shall indemnify the employer against any expenses or claims towards treatment or Compensation.

**11.Manpower/Staff –**

a) The service provider shall always employ a minimum strength of experienced staff at the site. Necessary training should be given to them before posting the staff at site. He shall also comply with the provisions of all labour legislations in force which interalia includes payment to its staff as per code on wages, 2019. Receipt of any complaint on this ground shall be viewed seriously. No additional payment will be made if service provider keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactory as per contract provision.

b) The workers shall wear colour code uniforms along with company ID, shirt, shoes, cap, gloves, safety shoes and safety belt where ever it is required for male and suit/saris, aprons, cap, safety gloves etc. for lady staff. Any indecent behaviour / suspicious activities of the Staff employed shall be viewed seriously and suitable action or penalty shall be levied on the Service provider. The service provider has to submit the list of workers with photo ID, education qualification, address proof etc. before deputing them and also submit police verification report of all the staff members deputed at NaBFID.

c) The service provider shall be solely responsible for the credentials/acts of his staff workers, if any of the service provider's staff found misbehaving with employees

of the Institution, other staff of Service Provider, visitor or any person, the service provider shall terminate the services of such persons immediately.

- d) The service provider is required to submit daily labour report duly signed by the officer.
- e) The service provider is required to make timely payment to his staff including various statutory authorities. The Institution reserves a right to check the same.
- f) All persons engaged by the service provider for carrying out the work would be deemed to be service provider's employees for all purpose and he shall make regular and full payment to his employees. No liability / responsibility whatsoever on account of persons engaged by the service provider is attributable to the Institution.
- g) 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, Code on wages, 2019 and such other legislation.
- h) The Institution shall not be responsible for injury or loss of life occurring during the performance of duties in the premises to any personnel deployed by the service provider. Any compensation or expenditure towards treatment for such injury or loss of life shall be borne by the service provider. Service provider indemnifies the Institution on this respect.
- i) The service provider and his personnel shall co-operate with the security agencies deployed in the campus and shall be thoroughly checked every time they leave the premises by the security personnel at the main gate.
- k) The service provider shall not engage any person who is below 18 years of age. The employees should be available to carry out work as NaBFID guidelines including Lunch break of half an hour and Institution holidays as and when required.
- l) The staff of Service Provider shall be liable for security search during the course of work and at the time of leaving the premises.
- m) All employees should be provided Identity Card by the service provider.

**12. Emergency Work** - It shall be Service Provider's responsibility to attend to emergency works in time.

**13. Rates, Taxes and Duties** All the rates furnished in the RFP shall be inclusive of all labour and material (wherever applicable) including all duties, royalties, etc. GST will be paid separately:

### **Cost of Replacement –**

- Service Provider shall follow the prescribed formats / procedures for receiving complaints, receiving the work slips duly sanctioned and preparation of bills etc., as stipulated by the Institution from time to time.
- The cost of replacement, wherever applicable, shall be paid for only on sanctioned work slips issued by the Institution to the Service Provider. If any replacement is done without proper sanction, the same will not be considered for payment.

14. The Institution further reserve right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services/inefficient services, non-adherence to agreed quality of material or services have been received or notified by the Institution without assigning any reason whatsoever and no claim will be entertained in this regard.

15. In case the service provider fails to fulfill his obligations for any day or any number of days to the satisfaction of the Institution for any reason whatsoever, he shall pay by way of compensation of liquidated damages as quantified by the Institution for the entire number of such days and the Institution shall without prejudice to their Rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable to the Service Provider.

**16. Indemnity:** The Service Provider shall keep Institution indemnified against claims, if any of the workmen and all costs and expenses as may be incurred by Institution in connection with any claim that may be made by any workmen of service provider. The Service Provider shall also execute an indemnity bond in favour of the Institution in the approved format in this regard.

17. The Institution shall have right to conduct audits by its internal/external auditors or by agents appointed to act on its behalf and the copies of the audit report will be furnished to the Institution from time to time.

18. The Service Provider will disclose forthwith instances of security breaches, if any to the Institution.

19. The Service Provider will preserve the documents and data in accordance with the legal/regulatory obligation of the Institution in this regard.

20. Legal issues, if any, will strictly be under the jurisdiction of courts in MUMBAI only.

21. Other penalty clauses: NaBFID reserves the right to terminate and to impose the penalty on service provider per offence/mistake/misconduct.

- (i) Any service provider found in drunken condition/ indulged in bad conduct.
- (ii) Improper maintenance and defacement of property.

- (iii) Misbehaviour with NaBFID' s staff and security personnel.
- (iv) Not following safety and security norms as may be indicated by authorized representative of Institution.
- (v) Any staff of service provider found without uniform ID card and found creating nuisance on duty.
- (vi) Staff of service provider in the premises without police verification. Non-submission of police verification by service provider within specific period conveyed by Institution, the competent authority directs the service provider to remove the staff from service immediate effect.
- (vii) Non- compliance of clauses in RFP document and agreement executed between the service provider and Institution.
- (viii) Service provider and his employees staying at NaBFID' s premises after closing hours.
- (ix) In addition to the above, if there is repeated penalties imposed more than twice to the service provider, an explanation will be sought from him and the same shall be replied within 7 days from the date of issuance. On non-satisfaction of reply, the Competent Authority of the NaBFID will terminate the contract. Once the amount under the clause is debited, the service provider shall reimburse the security deposit to the extent of the debited amount within 15 days thereof failing which it shall be treated as breach of agreement and action shall be taken accordingly.

**22. Disputes & Differences:** Decision of the Institution regarding performance of contract, levy of compensation for delay and payments for contract work of extra work done shall be final and binding on the Service Provider. Decision of the Institution will be final and binding on any matter connected with the work. However, any dispute in the matter shall be decided after mutual discussion based on the terms and conditions of the contract. However, if the matter cannot be solved then the same shall be referred to the respected, qualified person in the field agreed to both parties, however, this is pre-course to any legal action in this regard.

**BID FORM (TECHNICAL BID)**

[On Company's letter head]  
(To be included in Technical Bid)

Date: \_\_\_\_\_

To:  
< Address of tendering office >

Dear Sir,

**Ref: RFP No. Ref: NaBFID /Admin/RFP/13 dated 11/08/2023**

~~~~~

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by NaBFID and we offer to provide vendor support for providing Facility Management Services as detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the details as mentioned in the RFP.

While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of NaBFID, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the Contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.



- We undertake that we will not resort to canvassing with any official of NaBFID, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of Bidder from further bidding process.
- It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, NaBFID will have right to disqualify us from the RFP without prejudice to any other rights available to NaBFID.
- We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by NaBFID.
- We agree to abide by all the RFP terms and conditions, and the guidelines quoted therein for the orders awarded by NaBFID up to the period prescribed in the RFP, which shall remain binding upon us.
- In case of declaration as successful Service Provider on completion of the bidding process, we undertake to complete the formalities as specified in this RFP.
- Till execution of a formal contract, the RFP, along with NaBFID's notification of award by way of issuance of Purchase Order/ Letter of Award and our acceptance thereof, would be binding contractual obligation on NaBFID and us.
- We understand that you are not bound to accept any Bid you may receive, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.
- We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, have

been registered with competent authority. We certify that we fulfil all the requirements in this regard and are eligible to participate in this RFP.

- If our Bid is accepted, we undertake to enter and execute at our cost, when called upon by NaBFID to do so, a contract/ service level agreement (SLA) / Memorandum of Understanding (MOU) in the prescribed form and we shall be solely responsible for the due performance of the Contract.
- Accordingly, we undertake that (a) we shall not withdraw or modify our Bid during the period of Bid validity; (b) we have not made any statement or enclosed any form which may turn out to be false/ incorrect at any time prior to signing of Contract; (c) if we are awarded the Contract, we shall accept Purchase Order and/or sign the Contract with NaBFID, within the specified time period in the RFP. (d) In case we do not comply with any of the above points, NaBFID has the right to forfeit the EMD.
- We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by NaBFID in the RFP document.

Dated this ..... day of ..... 2023

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

\_\_\_\_\_  
**Seal of the company.**

**Appendix-B**

**Bidder's Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting Eligibility Criteria, the same would be rejected:

| <b>S. No.</b> | <b>Eligibility Criteria</b>                                                                                                                                                                                                                                                                                                                                                       | <b>Compliance<br/>(Yes/No)</b> | <b>Documents to be submitted</b>                                                                                                                                                                                                                                                                           |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1             | The Bidder must be an Indian Company/ LLP /Partnership firm registered under the applicable Act in India.                                                                                                                                                                                                                                                                         |                                | Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed. Documentary proof to be attached).                                                                                              |
| 2             | The bidder must have at least <b>five</b> years' experience (ending month of 31 March 2023) of providing similar type of services (at least one work of minimum of 20,000 sq. ft. carpet area and more than 150 employees) to Central /State Government/ PSUs/ Commercial Banks/ Reputed Organizations.<br><br>For Start ups at least <b>three</b> years' experience is required. |                                | Services rendered with list along with work order/ Purchase order/ Letter of Award, shall be furnished.                                                                                                                                                                                                    |
| 3             | The service provider should be duly registered under Shops & Establishments Act.                                                                                                                                                                                                                                                                                                  |                                | Certificate to be enclosed                                                                                                                                                                                                                                                                                 |
| 4             | Should have completed/ ongoing during the last 5 years ending not later than 31/03/2023:<br>Three Similar works (Single work order) each one having "Annual Contract Value" not less than ₹32.00 Lakh.<br><br>OR<br>Two Similar works (Single work order) each one having "Annual                                                                                                 |                                | Copy of the work order / work completion certificates issued by the principal Employers specifying following information relating to the works carried out during the period of last 5 year ending not later than 31/03/2023:<br><br>1. Scope of work.<br>2. Contract value.<br>3. Period of the contract. |

|   |                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                      |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------|
|   | <p>Contract Value” not less than ₹40.00 Lakh.</p> <p style="text-align: center;">OR</p> <p>One Similar work (Single work order) having “Annual Contract Value” not less than ₹48.00 Lakh.</p> <p>Central /State Government/ PSUs/ Commercial Banks/ Reputed Organizations</p>                                                                                                        |  | 4. Satisfactory Report                                                               |
| 5 | <p>Should have a minimum average annual turnover of ₹75.00 Lakh during last three years, ending 31st March 2023 for House Keeping &amp; Facility Management Services.</p> <p>For start-ups / MSEs, the Bidder must have an average annual turnover of minimum Rs. 50 lakhs during last three years, ending 31st March 2023 for House Keeping &amp; Facility Management Services.</p> |  | CA certified statements along with profit and loss statement for corresponding years |
| 6 | <p>Should have a solvency of ₹60.00 Lakh certified by a Scheduled Commercial Bank.</p> <p>For start-ups / MSEs, the Bidder Should have a solvency of ₹30.00 Lakh certified by a Scheduled Commercial Bank.</p>                                                                                                                                                                       |  | The Solvency Certificate should not have been obtained earlier than 31/03/2023.      |
| 7 | <p>Should have applicable and valid registrations with statutory authorities, viz. Income Tax, Goods &amp; Service Tax, Labour License under section 12(1) of the Contract Labour regulation and Abolition) Act, 1970., Employees Provident Fund Organization (EPF), Employees State Insurance (ESI) Corporation, PAN etc.</p>                                                       |  | Certified copies of supporting documents to be attached.                             |
| 8 | <p>Should have constituted a Sexual Harassment Committee under the Sexual Harassment of Women at</p>                                                                                                                                                                                                                                                                                 |  | Suitable declaration to this effect to be submitted on the Letter Head of the bidder |

|    |                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                               |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------|
|    | Workplace (Prevention, Prohibition and Redressal) Act, 2013.                                                                                                                                                                                                                                                                                                                  |  | duly signed by the Authorised Signatory only                                                                                  |
| 9  | Should have office at Mumbai for last 5 years.<br><br>For Start ups it would be 3 years.                                                                                                                                                                                                                                                                                      |  | Address Proof of the office premises.                                                                                         |
| 10 | Should not be under debarment / blacklist period for breach of contract / fraud / corrupt practices by any Scheduled Commercial Bank / Public Sector Undertaking / any regulatory body or regulator of any other Country / State or Central Government or their agencies / departments on the date of submission of bid for this RFP and anytime during the last three years. |  | Suitable declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorised Signatory. |

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of Eligibility Criteria, should be highlighted. Copies of Work orders & Completion Certificates (self-attested) issued from the respective Organizations to be submitted related to the similar works executed during the relative period stated above.

**Eligibility criteria mentioned at S. No 2,5, 6 and 9 in the table above are relaxed for Startups (as mentioned above) subject to their meeting of quality and technical specifications. Bidder to note the following:**

- Start-up company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT) (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical Bid.
- If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

**Name & Signature of authorized signatory**  
**Seal of Company**

**Appendix-C**

**Technical Criteria**

| S. No. | Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Score as per Eligible                                                                                                                                                                                                                                                                                                                                                                                                    | Scores (100)           |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 1      | The bidder must have at least <b>five</b> years' experience (ending month of 31 March 2023) of providing similar type of services (at least one work of minimum of 20,000 sq. ft. carpet area and more than 150 employees) to Central /State Government/ PSUs/ Commercial Banks/ Reputed Organizations.                                                                                                                                                                                                                | i) > 15 years' Experience<br>ii) > 10 years to 15 years' Experience<br>iii) > 5 upto 10 years' Experience                                                                                                                                                                                                                                                                                                                | 20<br>10<br>5          |
| 2      | Should have completed/ ongoing during the last 5 years ending not later than 31/03/2023:<br>Three Similar works (Single work order) each one having "Annual Contract Value" not less than ₹20.00 Lakh.<br>OR<br>Two Similar works (Single work order) each one having "Annual Contract Value" not less than ₹25.00 Lakh.<br>OR<br>One Similar work (Single work order) having "Annual Contract Value" not less than ₹48.00 Lakh.<br><br>Central /State Government/ PSUs/<br>Commercial Banks/ Reputed<br>Organizations | i) Completed > 3 Similar works of 40 Lakhs<br>OR > 6 similar works of Rs 25 Lakhs<br>OR > 9 Similar works of Rs 20 Lakhs<br><br>ii) Completed > 2 to 3 Similar works of 40 Lakhs.<br>OR > 4 to 6 similar works of Rs 25 Lakhs OR<br>> 6 to 9 Similar works of Rs 20 Lakhs<br><br>iii) Completed >= 1 to 2 Similar works of 40 Lakhs OR > 2 to 4 similar works of Rs 25 Lakhs<br>OR > 3 to 6 Similar works of Rs 20 Lakhs | 30<br><br>20<br><br>10 |
| 3      | Should have One Similar work (Single work order) under execution / awarded "Annual Contract Value" not less than ₹25.00 Lakh within one year.<br>Central /State Government/ PSUs/<br>Commercial Banks/ Reputed<br>Organizations                                                                                                                                                                                                                                                                                        | i) > 5 Similar works (Single work order) under execution / awarded "Annual Contract Value" not less than ₹25.00 Lakh within one year.<br><br>ii) > 3 upto 5 Similar work (Single work order) under execution / awarded "Annual Contract Value" not less than ₹25.00 Lakh within one year.                                                                                                                                | 30<br><br>20           |

|                                                                                                      |                                                  |                                                                                                                                               |               |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------|
|                                                                                                      |                                                  | iii) ≥ 1 upto 3 Similar work (Single work order) under execution / awarded “Annual Contract Value” not less than ₹25.00 Lakh within one year. | 10            |
| 4                                                                                                    | Should have at least 50 FACILITATORS on payroll. | i) > 250 facilitators<br>ii) > 150 upto 250 facilitators<br>iii) ≥ 50 upto 150 facilitators                                                   | 20<br>10<br>5 |
| <b>TOTAL</b>                                                                                         |                                                  |                                                                                                                                               | <b>100</b>    |
| <b>Minimum qualifying score</b>                                                                      |                                                  |                                                                                                                                               | <b>60</b>     |
| Note:- Suitable supporting documents to be provided in confirmation of the above technical criteria. |                                                  |                                                                                                                                               |               |

**Appendix-D**

**Bidder Details**

Details of the Bidder

| S. No. | Particulars                                                                                                                                                                                                                                | Details                                                                                          |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 1.     | Name of the Organisation                                                                                                                                                                                                                   |                                                                                                  |
| 2.     | Full Postal Address of the Organisation                                                                                                                                                                                                    |                                                                                                  |
| 3.     | Full Postal Address of the Office in Mumbai                                                                                                                                                                                                |                                                                                                  |
| 4.     | Names of Directors / Partners / Associates                                                                                                                                                                                                 |                                                                                                  |
| 5.     | Particulars of the Contact Person of the Bidder<br>1.1. Name<br>1.2. Address<br>1.3. Mobile Number<br>1.4. Email Address                                                                                                                   |                                                                                                  |
| 6.     | Date of Incorporation and/or commencement of business                                                                                                                                                                                      |                                                                                                  |
| 7.     | Details of Certificate of incorporation<br><i>(Enclose certified copies of documents as an evidence)</i>                                                                                                                                   |                                                                                                  |
| 8.     | Brief description of the Bidder including details of its main line of business                                                                                                                                                             |                                                                                                  |
| 9.     | Company website URL                                                                                                                                                                                                                        |                                                                                                  |
| 10.    | Registration with Govt. Authorities<br>(i) Income Tax (Pan) No.<br>(ii) GSTIN Number<br>(iii) EPF Registration No.<br>(iv) ESI Registration No.<br>(v) Labour License No.<br><i>(Enclose certified copies of documents as an evidence)</i> |                                                                                                  |
| 11.    | Solvency Certificate Details<br>(i) Amount<br>(ii) Bank's Name<br>(iii) Date of Issuance<br><i>(Enclose certified copies of documents as an evidence)</i>                                                                                  | ₹ _____<br>Bank: _____<br>XX/XXX/2023                                                            |
| 12.    | Annual Turnover<br><i>(Enclose certified copies of documents as an evidence)</i>                                                                                                                                                           | 2018-19: ₹ _____<br>2019-20: ₹ _____<br>2020-21: ₹ _____<br>2021-22: ₹ _____<br>2022-23: ₹ _____ |
| 13.    | Details of Similar works <b>completed/ ongoing</b> during the last 5 years in Central /State Government/ PSUs/ Commercial Banks/ Reputed Organizations                                                                                     | Please fill up enclosed Appendix- 'E'                                                            |



|     |                                                                                                                                                                                                                                                 |                                   |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
|     | <i>(Enclose copies of Work Orders / Satisfactory Completion Certificates)</i>                                                                                                                                                                   |                                   |
| 14. | Details of Similar works <b>under execution</b> / awarded in Central /State Government/ PSUs/ Commercial Banks/ Reputed Organizations within <b>1 year</b> .<br><i>(Enclose copies of LOI / Work Order / Agreement)</i>                         | Please fill up enclosed Appedix-F |
| 15. | Number of facilitators on payroll<br><i>(Enclose supporting documents – EPF / ESIC Challans / etc.)</i>                                                                                                                                         | Please fill up Appendix – ‘G’     |
| 16. | Whether Sexual Harassment Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013<br><i>(Enclose certified copies of documents as evidence)</i>                                           | Yes / No                          |
| 17. | Whether any penalty imposed by Law Enforcing Agencies such as Labour Department, Sale Tax, GST, etc.                                                                                                                                            | Yes / No                          |
| 18. | Whether the bidder has been barred from participating in any bidding process or kept in cooling period / under suspension by any client, during the last 3 years, ended on 31/03/2023?<br>If yes, please provide details thereof, with reasons. | Yes / No                          |

**Name & Signature of authorized signatory**

**Seal of Company**

**Scope of Work**

**Project Objective**

NaBFID wishes to procure the services of facilitator agencies / companies for providing Integrated Facility Management Services for its Office at 1503, 15<sup>th</sup> Floor, The Capital, Bandra-Kurla Complex (BKC), Mumbai. The Institution requests proposals from renowned and experienced specialized Service provider for undertaking the above assignment.

**Project Scope:**

A description of the envisaged scope is enumerated in sub-paras below. However, NaBFID reserves its right to change the project/ assignment scope considering the size and variety of the requirements and the changing business conditions.

**Detailed Scope of Work:**

The bidders are required to provide all the following services:

- ❖ **Housekeeping Services (office area & washroom).**
- ❖ **Plumbing, Carpentry and Electrical**
- ❖ **Security including Fire & Safety**
- ❖ **Gardening Services**
- ❖ **Pest Control services.**
- ❖ **General Services**

The brief details of scopes of services are mentioned below:

**A) Housekeeping Services (office area & washroom).**

**Overview of Cleaning: -**

Institution requires the provision of a professional Cleaning Service which shall include but not limited to:

- Routine cleaning of the internal and external areas to meet the required service standard.
- A responsive service to maintain the full use of the facilities and the safety and well-being of all users.
- A periodic and deep clean service.
- FMS (Facility Management Service) Provider shall also provide additional housekeeping services as and when required by the Institution.

- FMS Provider shall bring in its own equipment for cleaning and shall be responsible for maintaining these equipments at all time. All costs for purchase /repair /spares /maintenance etc for these equipments will be borne by FMS Provider.
- FMS Provider shall be responsible for the safekeeping of these equipments at the Institution site and shall not take out these equipments any time during the term of contract other than for repairs. In case such repairs take more than a week, FMS Provider shall arrange to provide alternate equipment to the Institution.

1.1 The FMS Provider is encouraged to take a holistic view of the office premises and to adopt a proactive approach to the delivery of these Services. As such, they are required to report immediately any defects, deterioration, or damage to Institution's property as soon as they become aware of such defects in the course of their duties under this Contract.

1.2 In particular the Cleaning Service shall include but not be limited to

- Dusting / polishing of all furniture, sills etc
- Polishing / vacuum cleaning / cleaning of floors
- Cleaning of all toilets and shower / changing rooms (where applicable)
- Replenishing of soap, towels, toilet rolls, fragrance sheets etc.
- General cleaning of staff kitchens and tea points
- Cleaning walls, ceilings, internal glass surfaces
- Cleaning of internal windows.
- The clearing of gutters/roofs to remove debris (where applicable);
- The removal of graffiti and other stains to the internal / external of Premises (where applicable);
- Cleaning/litter picking of external areas.
- Shampooing of carpet and chairs.
- Only Johnson Diversy or Green building/USGBC council approved cleaning chemicals must be used as per Institution guidelines.

## **2. Routine Cleaning**

The FMS Provider is required to provide a high-quality service within the scope of the Specification. The FMS Provider will undertake all tasks normally associated with routine office cleaning, to ensure that the offices, toilets, meeting areas, public areas and all other Institution working areas, furniture and floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

2.1 Dusting / polishing of all furniture, sills.

- All chairs and soft furnishings must be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry

with no evidence of residual cleaning agents. In addition, they must be free from finger marks and smears.

- All telephones should be free from dust and smears.
- Light fittings must be free from dust.
- All blinds and curtains should be free of stains, marks, and dust.
- All signage, including emergency signage should be clean, dry and free of stains, marks and dust.
- Bins must be empty, clean and dry inside and out, bin-liners replaced wherever necessary and placed in their original locations. Liners should be used in all containers.

## **2.2 Vacuum cleaning / cleaning of floors**

- All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. The dressing must be complete and intact without evidence of powdering, discoloration or build up. Chewing gum and other sticky substances shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover. Special care shall be utilized to ensure that all methods formulated agents and tools are not injurious to the surfaces being cleaned and redressed.
- All carpets, carpet tiles, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- The pile in the main traffic areas must be evenly brushed and opened against the flow of incoming traffic.
- Care is to be exercised when staff is still on the premises. Wet floors should be sign-posted. Trailing cables and open sockets should be made safe.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.

## **2.3 Cleaning of all toilets**

- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours.
- All furniture and fittings must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. All sanitary ware, including showers, shower heads, sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.

- All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height. Walls, doors and cubicle partitions shall be washed by a disinfectant solution regularly.
- Mirrors must be clean and free from smears.
- Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- All toilets should be kept fully stocked with supplies and should be made available at all times.
- Towel holders/ dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.
- Bins must be emptied, cleaned and dried inside and out, bin-liners replaced wherever necessary and placed in their original locations. Liners must be used at all times.
- Institution expects a holistic washroom supplies service. The Vendor shall provide options on the consolidation of existing and proposed washroom products.

#### **2.4 Walls, Ceilings, Doors, and Window**

- All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height.
- All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
- Treads and risers are to be treated the same as floors.
- Walls and high-level surfaces and fittings must be free from dust, cobwebs and marks to full height.

#### **2.5 Kitchenette Areas, Cafeteria and Vending Area**

- The floor, walls, ceilings, doors, Window Frames should be clean as per the specifications for other areas.
- The cleaning should be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours.
- Areas behind, below and around vending machines shall be included in all cleaning ongoing requirements.

#### **2.6 External Areas**

- Institution requires the provision of a professionally managed cleaning service to the external areas of the buildings.

- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the business day.
- Entrances, service areas, paving, paths, and the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace them in their original locations.
- All areas protected by security, screening, netting, protective cages etc shall have the protection removed temporarily to remove graffiti, debris, dirt dust, weeds and litter. The protection must be replaced to the original standard prior to invasion.

### **3. Periodic cleaning**

In addition to the above, the FMS Provider is required to carry out any periodic or deep cleaning activities not included in the routine cleaning activities to achieve the service standards. This can include, but is not limited to, deep cleaning and periodic cleaning activities of the communal and public areas and deep cleaning activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.

Special cleaning instructions need to be followed for below mentioned area:

#### **3.1 Telephone sanitizing Service**

The FMS Provider shall sanitize telephone equipment using a suitable method to prevent cross-contamination from one handset

#### **3.2 Server Room, Communication Room and Hub Rooms**

- Cleaning will be scheduled by arrangement with the person responsible for giving access to that particular area.
- All safety protocols as stipulated by NaBFID to be followed.
- These areas must be free from dust, static electricity and be left clinically clean. There must be no evidence of dust, run marks, removable stains, finger marks or cobwebs on any surface.
- under no circumstances, no computer or computer related equipment be disturbed in any way other than the cleaning actions.
- The FMS Provider must ensure that only the appropriate cleaner's power sockets are used for cleaning equipment, not those specifically dedicated for computer use. If in doubt the cleaners should consult with the Institution.
- Mats and carpets must be free from dust, debris and stains. Their attendant mat wells must be free from grit, dust and debris and must be left clean and dry.
- Hard floor areas must be entirely free from dust and left clean and dry.

- Where possible items of furniture that are removable are not to be cleaned within the area. They are to be removed dirty, cleaned outside the area and returned in a clean anti-static state.
- All non-computer equipment and furniture must be suction cleaned free from dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted.
- The use of water for cleaning in these areas is prohibited.

#### **4. Reactive Cleaning**

- A reactive service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables, and monitoring the cleanliness of the sanitary facilities.
- Remove spills and treat to minimize damage to floor coverings and reduce the risk of staining. Use only approved specialist materials within the indicated timescales for the removal and treatment of spills.

#### **5. Safety Guidelines**

- The FMS Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to FMS Providers as well as sub-contractors deployed by them at the site.
- All FMS Provider workmen should be provided with a uniform by the FMS Provider and shall work within the Institution premises in their prescribed uniform.
- The FMS Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by Institution personnel beforehand.
- The FMS Provider shall provide prior information to the Institution's representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- The FMS Provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- The FMS Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site.
- All workmen of the FMS Provider have valid identifications cards verified by the Institution Security Department & shall display at all times during duty hours.

Frequency of doing Housekeeping Services (Office Area & Washroom):- From 8.00 am to 8.00 pm (In two Shifts).

|                  | <b>Parameters</b>                                                                                                                                       | <b>Frequency</b>        | <b>Remarks</b>                                |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------------------------|
| General cleaning | Toilets                                                                                                                                                 | Daily                   | On hourly basis                               |
|                  | Cleaning pantry and cafeteria                                                                                                                           | Daily                   | As & when required                            |
|                  | Floor and Carpet                                                                                                                                        | Daily                   | As & when required                            |
|                  | Service Area                                                                                                                                            | Daily                   | As & when required                            |
|                  | Cleaning of workstation                                                                                                                                 | Daily                   | As & when required                            |
|                  | Clearing of dustbins from workstations                                                                                                                  | Daily                   | Twice a day                                   |
|                  | Garbage Disposal                                                                                                                                        | Daily                   | Twice a day                                   |
| Refilling        | Housekeeping supplies like toilet rolls, soap etc.                                                                                                      | Daily(hourly)Need Basis | Refilling will be done as per need basis also |
| Micro Cleaning   | Deep cleaning of toilets, pantry, floor and carpet, service area, building surrounding area, workstations, chairs,office equipment, glass surfaces etc. | Weekly                  | Weekend or Holiday                            |
|                  | Carpet Vacuuming, heavy industrial type vacuum cleaner would be used to ensure adequate cleaning                                                        | Weekly                  | Weekend or Holiday                            |
|                  | Light fixtures and AC grille's                                                                                                                          | Weekly                  | Weekend or Holiday                            |
|                  | AHU, DG rooms (except Equipment )                                                                                                                       | Weekly                  | Weekend or Holiday                            |
|                  | Lighting fixtures                                                                                                                                       | Weekly                  | Weekend or Holiday                            |
|                  | Peripheral walls and grills                                                                                                                             | Weekly                  | Weekend or Holiday                            |
|                  | Electrical and plumbing fittings                                                                                                                        | Weekly                  | Weekend or Holiday                            |
|                  | Secured areas like Hub room, server room, transport room, mail room, stores etc                                                                         | Weekly                  | Weekend or Holiday                            |
|                  | Wall paneling , wood work and metal area                                                                                                                | Weekly                  | Weekend or Holiday                            |
|                  | Cleaning of office equipments such as PC's , printers, fax machines, Photocopiers, TV, etc                                                              | Weekly                  | Weekend or Holiday                            |
|                  | Building structures like columns, beams etc                                                                                                             | Weekly                  | Weekend or Holiday                            |
|                  | Workstations, cabinets, other furniture such as tables and chairs                                                                                       | Weekly                  | Weekend or Holiday                            |



|        |                                                                  |            |                          |
|--------|------------------------------------------------------------------|------------|--------------------------|
|        | Cleaning of notice boards, paintings, firefighting equipment etc | Weekly     | Weekend or Holiday       |
| Others | Washing of low height walls and windows                          | Weekly     | Weekend or Holiday       |
|        | Cleaning of linen such as sheets                                 | Weekly     | Weekend or Holiday       |
|        | Cleaning of Venetian blinds                                      | Weekly     | Weekend or Holiday       |
|        | Sanitizing of telephone equipments                               | Monthly    |                          |
|        | Wet wipe of glass and wallpaper                                  | Weekly     |                          |
|        | Carpet and chairs shampoo,                                       | Need Basis | At least once in quarter |
|        | Internal Glass Façade cleaning,                                  | Need Basis | At least once in month   |
|        | Deep cleaning of Marble surface                                  | Need Basis | At least once in month   |

**Office Boy:-** (From 8.00 am to 8.00 pm., (In two Shifts, as decided by NaBFID))

- He will do the cleaning of Table , chair, sofa etc of office area.
- He will attend to the pantry requirements of all NaBFID staff.
- He will assist in filing.
- Movements of official documents.
- He will pour water in the plants daily in the morning.
- **Any other work allotted/assigned by Admin department of NaBFID.**

## **B) Plumbing, Carpentry and Electrical**

### **Plumbing Services:**

Providing skilled plumber with all required tools and equipment As & when required

| <b>S. No.</b> | <b>Nature of Services</b>                                                                                                                                                                                     | <b>Frequency</b>    |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1             | Maintaining complaint Log Register, for the repair / replacement works carried out.                                                                                                                           | As & when required. |
| 2             | Removing choke-ups in all the plumbing installation inside the bathrooms, toilets & kitchen/pantry and common areas, plumbing ducts, sewer lines, supply lines etc.                                           | As & when required. |
| 3             | Repairs of plumbing & sanitary fittings like flushing systems CI/PVC/Ceramic etc., including removal of siphons, bells, float valves, provision of cotter pin, plunger washers, nut and bolts for siphon, 'S' | As & when required  |

| S. No.       | Nature of Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Frequency           |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|              | hooks, Ballcock etc. including removal and re-fixing with new accessories of appropriate sizes and making it in working condition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                     |
| 4            | Cementing of joints of various drainage lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors, and dados, including re-fixing the same with white cement and matching pigment.                                                                                                                                                                                                                                                                                                                                                                                                                                         | As & when required  |
| 5            | Checking and monitoring of all installation and to attend any defect immediately. Major work to be informed to the Admin Department.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | As & when required. |
|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |
| <b>Note:</b> | Cost of Hardware, Consumable Items/Spare Parts for Plumbing & Sanitary maintenance & repair jobs viz. Washers, Nipples, Waste Pipe for Urinal / Washbasin, Nahani Trap jali, CP Gratings, Check nuts, Teflon Tape, Rawlplug, PVC Connection, Spindle for all types and makes of CP Taps and Mixtures, M-Seal, CI/GI/CPVC pipe clamps, GI/CPVC plumbing specials viz. Tee, Elbow, Sockets, Nipples, Plug, Bend, screws, etc. complete will be under the scope of the services and no extra payment will be made to the vendor. However, cost of high valued items required for the services will be paid extra as per actual ( pre-approved by NaBFID)<br>(All spares to be used shall be of standard brand). |                     |

### **Carpentry Maintenance Services:**

Providing skilled carpenter with all required tools and equipment as & when required basis to carry out the work as directed by the Bank.

| S. No. | Nature of Services                                                                                                                        | Frequency          |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1      | Maintaining complaint Log Register, for the repair / replacement works carried out.                                                       | As & when required |
| 2      | Servicing and repairing all types of doors, windows, racks, ventilators, pelmets / curtain rods, etc.                                     | As & when required |
| 3      | Servicing and repairing all types of wardrobes, cupboards, storages, Modular cabinets kitchen (if provided by the Institution).           | As & when required |
| 4      | Removing and re-fixing the loose hardware items with necessary screws as required at site etc. complete. without claiming any extra cost. | As & when required |

| S. No.       | Nature of Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Frequency          |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 5            | Replacement of worn-out wooden beading, any wooden members, and any damaged hardware fitting. Replacement of broken glass panes of door and window shutters & frames.                                                                                                                                                                                                                                                                                                                                                                          | As & when required |
| 6            | Replacement of damaged latch lock, mortice lock, cylindrical lock, wardrobe lock, drawer lock, all type of handles, hinges, tower bolts, door stopper etc.                                                                                                                                                                                                                                                                                                                                                                                     | As & when required |
| <b>Note:</b> | Cost of Hardware, Consumable Items/Spare Parts for Carpentry maintenance & repairs viz handles, tower bolts, all types of hinges , door stopper, door magnet stopper, plastic buffers, ss drawer handles, screws, nuts & bolts, fasteners, raw plugs, clamps etc. complete will be under the scope of the services and no extra payment will be made to the vendor. However, cost of high valued items required for the services will be paid extra as per actual ( pre-approved by NaBFID) (All spares to be used shall be of standard brand) |                    |

**Electrical maintenance services:**

| S. No. | Nature of Services                                                                                                                                                                                                                                                                                    | Frequency          |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1      | Providing licensed electrician all working days. License issued by State licensing authority / PWD to be provided before commencement of work.                                                                                                                                                        | Daily              |
| 2      | Operation and maintenance and regular up-keep of lighting and allied electrical works, inside the office premises.                                                                                                                                                                                    | Daily              |
| 3      | Maintaining Maintenance Log Register, as per format in, for the repair / replacement works carried out.                                                                                                                                                                                               | Daily              |
| 4      | Changing of fused tubes and other items as per instructions of NaBFID .                                                                                                                                                                                                                               | As & when required |
| 5      | Cleaning of mains, distribution boxes of each floor and checking up of all the electrical connections to all the gadgets.                                                                                                                                                                             | Weekly             |
| 6      | Liaising with Utility service provider and govt. authorities (such as MCGM, BEST, Adani Energy, Tata Power , Airtel, Tata Tele Services, Reliance Jio etc.) for necessary approval, correction of bills, restoration of supply etc. in case of power failures/routine maintenance/shut down of power. | As & when required |
| 7      | Replacing bulbs, tube lights etc. wherever / whenever required.                                                                                                                                                                                                                                       | As & when required |
| 8      | To clean and lubricate fans, exhaust fans, wherever / whenever required                                                                                                                                                                                                                               | As & when required |

| S. No.       | Nature of Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Frequency          |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 9            | Operation and maintenance of Capacitor Banks to maintain the Power Factor above 0.95.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | As & when required |
| <b>Note:</b> | Cost of Consumable Items/Spare Parts for Minor Electrical maintenance & repairs viz PVC insulation tape, screws, rawplug, Small Clamps, Connectors, 5/15 Amps Switches & Sockets of same model & make as existing power supply for LED downlights, Electronic Choke/driver for Tube Light fittings, Tube Starter, CFL/LED Lamps, Doorbell, etc. (Replacement to be with similar items/spares as existing or advanced version of items only) complete will be under the scope of the services and no extra payment will be made to the vendor. However, cost of high valued items required for the services will be paid extra as per actual (pre-approved by NaBFID)<br>(All spares to be used shall be of standard brand) |                    |

### C) Security including Fire & Safety

Secures premises and personnel, monitoring surveillance equipment, and access points. security breaches, incidents, and other alarming behaviour. Completes reports by recording observations, information, occurrences, and surveillance activities.

| S. No. | Nature of Services                                                                                                                                                                           | Frequency |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1      | Secures premises and personnel by patrolling property, monitoring surveillance equipment, and access points.                                                                                 | Daily     |
| 2      | Check the ID Cards of all officials except MD & DMDs provided by NaBFID. Further, he will also provide the visitors Cards to all the visitors before entering in the working area of NaBFID. | Daily     |
| 3      | It is the responsibility of the Security personnel to maintain the recording of CCTV cameras and also monitor regularly                                                                      | Daily     |
| 4      | They also have to maintain all fire & safety measures all the time like always intact the fire extinguishers alive and get the sprinkler & fire alarms in workable condition                 | Daily     |
| 5      | Security checking as per the resources provided by the NaBFID.                                                                                                                               | Daily     |
| 6      | Make liaison with the security, fire & safety personnel of “ The Capital” building so that it can be ensured that all the guidelines on the above points are followed meticulously.          | Daily     |

**D) Gardening Services:** - (on a regular interval at least on weekly basis or as when required)

- Skilled Gardener has to carry out Gardening/ Horticulture and other related work.
- He shall carry out skilled activities such as spreading of manure/soil wherever required, cultivation, maintenance of plants etc.
- Gardeners should have experience of kitchen gardening and knowledge of cultivation process.
- Managing regular removal & disposal of garden waste/ fallen leaves, flower pots etc.
- Estimates work-hour requirements to plant, cultivate, or harvest, and prepares work schedule.

**E) Pest Control services.**

Providing pest control measures/services in the Institution's office premises on a regular interval at least on monthly basis or as when required.

- Bidder shall provide a dedicated Pest Control person.
- He should be aware of pest control treatment methods and chemicals used for pest control. He shall ensure for timely and effective pest control treatments.
- Provide & spraying of suitable pest control treatment at all passages, under false flooring, Pantry & kitchen area etc.
- Provide strong pesticides in all gutters Gully Chambers drains, manholes to eradicate insects and cockroaches.
- Pesticides used shall be Public health insecticides / Household Chemicals. Chemicals banned by Central Insecticide Board should not be used for any treatment at any cost.
- Following pesticides shall be used for various treatments -
  - a) General pest control - Beta Cyflurthrin 2.45 % SC of M/s. Bayer Environmental services or NaBFID approved eqv.
  - b) Mosquito repellent - Deltamethrin 2.5 % Flow of M/s. Bayer Environmental services or NaBFID approved eqv.
  - c) Termite treatment- Imidacloprid 30.5 % SC of M/s. Bayer Environmental services or NaBFID approved eqv.
  - d) Fogging treatment- KingFog of M/s. Bayer Environmental services or NaBFID approved eqv.
  - e) Gel treatment- M/s. Bayer Environmental services or NaBFID approved eqv.
  - f) Rodent control- Bromelain of M/s. Bayer or NaBFID approved eqv.In case above chemicals are not available in the market or are found to be in-effective, bidder shall submit list of equivalent chemicals and get it approved by NaBFID before using them.
- Spray strong pesticide in all the gutters, gully chambers covered drains, to kill and control insects and cockroaches.
- No payment will be done if the pest control service is in-effective.
- Special care must be taken to prevent environment becoming harmful to human beings to due to use of toxic insecticide. The chemicals used must afford a low toxicity for human

and livestock. All actual operation must be carried out in a blocked out controlled manner so as to avoid being injurious to human health, DDT and other chlorinated products must not be used.

- In case the treatment given in the specific premises / areas including Fogging, gutter trenches is not found effective you will be required to redo the treatment free of charge.
- Service provider shall require to supply all materials, equipments, transport, labour, supervision etc. required for the job.
- Important safety point: Suitable Gas mask, hand gloves, goggles and shoes is to be provided by the service provider for the persons on job and medical check up and health records has to be maintained.

- **Rodent Treatment**

- For Rodent treatment, the openings around service conduits such as water, electricity, air conditioning, drain pipes and vents should all be sealed. Service Provider shall ensure that pipelines on the outside of buildings are fitted with metal guards.

a) Perimeter of the Property:- place Tamper-Resistant bait stations every 70-90 Feet along the Perimeter of the Property. Use Granules inside the Bait Trays and Place in the Bait Stations. Choose the Correct active to reduce the risk of secondary Poisoning to non-Target animals.

b) Exterior Baiting:- Tamper resistant bait stations or traps should be placed every 30-50 Feet depending on the severity of the Infestation. Place bait or traps around all entry Points

c) Interior Baiting: - Bait Stations placement depends on the type of infestation you are dealing with:

- Mice: Space placements at 8 to 12 Foot intervals depending on the severity of the infestation.
- Rats: Space placements at 15 to 30 Foot Intervals depending on the severity of the infestation.

## **G) General Services**

- Co-ordinate with AMC vendors for scheduled maintenance of all equipment
- Shredders maintenance
- Photocopier /Printer/ Multi-function machines maintenance
- Track all annual maintenance service contracts and ensure timely renewals.
- Maintain and regularly update the preventive maintenance plan.
- Manage inventory of all required spares & consumables for FMS.
- Ensure all planned repair and maintenance works are carried out timely.
- Ensure all routine operations of equipment and systems are carried out timely.
- Ensure adequate supervision of all operations & maintenance activities.
- Ensure adequate manpower available to carry out all the services mentioned in the RFP.

- Help desk to be maintained and operational for at least 10 hours a day, **Monday to Friday**.
- Ensure all works are carried out as per Safety guidelines laid down by the Institution.

#### **Overall Guidelines**

- The FMS Provider shall develop Business Continuity Plan for the premises in agreement and coordination with the Institution team within three (3) months of signing of the agreement.
- The FMS Provider operate the facility in line with occupancy so that energy efficiency is achieved.
- Need to propose Institution team for new products, Technology, which may lead to efficient operations of facility.
- Need to keep track of Specific energy consumptions of all major utilities.
- Provide multi-skilled and trained staff
- Carpet shampooing needs to be done on need basis.
- The staff should be trained on all the services mentioned in the RFP
- The staff should have good communication skills, should preferably speak / write in English
- There should be minimum staff on-site at all times (staffing levels should not compromise on service delivery)
- The staff should be dressed in standard uniform.
- There should be adequate off-site backup, trained, to ensure 100% service delivery.
- All sub-contractors / vendors working under the FMS Provider, should complete the due diligence formalities as specified by Institution.
- The FMS Provider shall ensure that all statutory compliances (PF, ESIC, Minimum wages, contract labour act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. NaBFID reserves the right to terminate the agreement in case there is any flouting of the law.
- The FMS Provider shall co-ordinate the procurement of all materials pertaining to housekeeping except the material covered under the scope of AMCs. The material will be paid separately at agreed rates.
- FMS Provider will provide and manage all safety equipments and shall be responsible for the safety of his staff/ personnel deputed at the said premises.
- The Service Provider shall maintain updated all statutory records at our premises regarding duty schedules, attendance and leave, salary disbursement etc. pertaining to the personnel deployed by him in the said premises.

**Appendix-F**

**SIMILAR WORKS COMPLETED/ONGOING DURING THE LAST 5 YEARS**

Details of Similar works **completed/ ongoing** during the last 5 years in Scheduled Banks, Central & State Govt. Departments / Organizations, Public Sector Undertakings, Multinational National Companies and/or Public (listed) Limited Company (

| S. No. | Name of the work executed with the address | Name and address of the owner / client | Value of work executed in ` (Rs in Lakhs) | Starting date of Contract | End date of contract | Remarks, if any for variation / delay |
|--------|--------------------------------------------|----------------------------------------|-------------------------------------------|---------------------------|----------------------|---------------------------------------|
| 1      |                                            |                                        |                                           |                           |                      |                                       |
| 2      |                                            |                                        |                                           |                           |                      |                                       |
| 3      |                                            |                                        |                                           |                           |                      |                                       |
| 4      |                                            |                                        |                                           |                           |                      |                                       |
| 5      |                                            |                                        |                                           |                           |                      |                                       |

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



**SIMILAR WORKS UNDER EXECUTION / AWARDED**

Details of Similar works **under execution** / awarded in Scheduled Banks, Central & State Govt. Departments / Organizations, Public Sector Undertakings, Multinational National Companies and / or Public (listed) Limited Company within **1 Year**.

| S. No. | Name of the work with address | Name and address of the owner / client | Value of work in (Rs Lakhs) | Date of award | Contract duration | Remarks, if any for variation / delay |
|--------|-------------------------------|----------------------------------------|-----------------------------|---------------|-------------------|---------------------------------------|
| 1      |                               |                                        |                             |               |                   |                                       |
| 2      |                               |                                        |                             |               |                   |                                       |
| 3      |                               |                                        |                             |               |                   |                                       |
| 4      |                               |                                        |                             |               |                   |                                       |
| 5      |                               |                                        |                             |               |                   |                                       |

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

**NUMBER OF FACILITATORS ON PAYROLL**

| Unskilled | Semi-Skilled | Skilled | Highly Skilled | Total No of Employees |
|-----------|--------------|---------|----------------|-----------------------|
|           |              |         |                |                       |

**COMMERCIAL PRICE BID**

The Bidders are advised to note and ensure compliance of the following while quoting their rates:

-

The rate quoted by the bidder under Sl. No A, B & D shall remain fixed for 3 years from the date of contract and shall cover and include wages to the facilitator, supervisors, equipment deployed, service provider's profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central Government Minimum Wages Act but excluding Goods & Service Tax (GST).

|                       |                                                                                          | (Amount in Rs.)                                                                                                                                                                                                                                              |
|-----------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>Sl. No.</u></b> | <b><u>Description</u></b>                                                                |                                                                                                                                                                                                                                                              |
| A                     | Management/ Supervision/ Profits, etc. - <b>PLEASE QUOTE IN RUPEES / MONTH</b>           | Rs...../-<br>(Details as per Item K of Annexure- i, constant for three years)                                                                                                                                                                                |
| B                     | AMCs for Plumber, Carpenter, Gardener, Pest Control (details given in Scope of the work) | Rs...../-<br>(Lump sum amount for all AMC to be quoted by Service provider for <b>three year</b> )                                                                                                                                                           |
| C                     | Total Annual payment towards manpower and AMC [(A *36)+ B = C]                           | Rs...../-                                                                                                                                                                                                                                                    |
| D                     | Commission on cost of consumable items/spare parts and related purchases in Percentage   | .....%<br>(For the purpose of Bid comparison, the estimated purchase per annum to be assumed as Rs 5,00,000/- but the payment will be based on actual consumption against the bills with prior approval of NaBFID. This % shall be constant for three years) |

Signature of Authorised Signatory along with Seal

Note: -All the above-mentioned payment including Management/ Supervision/ Profits will be made/routed through the selected FMS agency.

**Note :**

1. If bidder quotes nil charges or consideration on towards Management/ Supervision/ Profits, etc. margin, the bid shall be treated as unresponsive and will not be considered.
2. The minimum wages rates should be as per the Minimum Wage applicable from April 01, 2023. Wages will be revised from time to time as may be decided by Central Chief Labour Commissioner. Management/ Supervision/ Profits, etc. charges will accordingly get revised.
3. The Commission on cost of consumable items/spare parts and related purchases in Percentage quoted above shall cover all transportation and installation expenses by bidder.
3. GST will be paid additional on the quoted amount as per extant guidelines/ applicable rates.
4. Payment shall be made monthly on submission of bill of completed activities/ work along with necessary supporting documents as indicated in tender.
5. Conveyance will be paid separately for performing outside duties, if any, as may be decided by the Institution.
6. The Service provider to ensure that salary of all the staff employed by the agency at NaBFID site should be directly credited in their respective account.
7. The Service provider shall be solely responsible for protection of his men and material as well as the material handed over by the Bank.
8. The Service provider to ensure that Salary of all the employees engaged by them in NaBFID should be credited before 10th of every month.
9. The Service provider cannot sub-contract any part work without prior permission of the Institution.
10. The Service provider is responsible for making timely payment to his employees / sub contractor. 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.
11. In case of failure, the Institution reserves the right to cancel a part contract or complete contract and award to suitable agency at the risk and cost of the agency.
12. The Service provider should submit a Monthly bill for payment along with enclosures as a proof of having made the payment.
13. 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.
14. The payment shall be based on the actual deployment of manpower and materials (supported by invoices/ delivery challan/ verification of items, etc. or as decided by the Bank).
15. **NaBFID, reserve the right to increase / decrease the number of resources as per their requirement on the fixed rate**

Annexure- iMANPOWER

|   | <u>Description</u>                                                                                                                         | <u>Unskilled</u> | <u>Semi Skilled</u>                                                                  | <u>Skilled</u> | <u>Highly Skilled</u> |
|---|--------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------|----------------|-----------------------|
| A | Minimum Wages per day (MW/day) (applicable from April 01, 2023) - as per notification reference F.No. 1/ s(3)i 2023-LS-II dated 03.04.2023 | 736.00           | 816.00                                                                               | 897.00         | 973.00                |
| B | No. of days assumed - as per notification reference F.No. 1/ s(3)i 2023-LS-II dated 03.04.2023                                             | 26.00            | 26.00                                                                                | 26.00          | 26.00                 |
| C | Minimum Wages per month (MW) {Basic + DA} - A x B                                                                                          | 19,136.00        | 21,216.00                                                                            | 23,322.00      | 25,298.00             |
| D | EPF @ 13% (12% +1%) on Rs.15,000/-                                                                                                         | 1,950.00         | 1,950.00                                                                             | 1,950.00       | 1,950.00              |
| E | ESIC @ 3.25% on Minimum Wages - 3.25% x C                                                                                                  | 621.92           | 689.52                                                                               | 757.97         | 822.19                |
| F | Bonus @ 8.33% on {item C or Rs.7,000/-, whichever is higher}                                                                               | 1,594.03         | 1,767.29                                                                             | 1,942.72       | 2,107.32              |
| G | Total monthly payment for each Manpower (i) - C + D + E + F                                                                                | 23,301.95        | 25,622.81                                                                            | 27,972.69      | 30,177.51             |
| H | Minimum No. of Manpower (ii) - as per bid requirement                                                                                      | 4                | 5                                                                                    | 4              | 1                     |
| I | Monthly payment for each category of Manpower (i) X (ii) = (iii)                                                                           | 93,207.80        | 1,28,114.06                                                                          | 1,11,890.75    | 30,177.51             |
| J | Total monthly payment                                                                                                                      | 3,63,390         | Note: This amount shall be amended based on revisions made by GOI to A, B, D, E or F |                |                       |
| K | Management/ Supervision/ Profits, etc. (to be quoted in amount monthly ) (iv) - <b>PLEASE QUOTE IN RUPEES / MONTH</b>                      |                  | Note: This bid amount shall be constant for 3 years from date of contract            |                |                       |
| L | Total monthly - J + K                                                                                                                      |                  |                                                                                      |                |                       |
| M | Total Yearly payment (L X 12) = (vi)                                                                                                       |                  |                                                                                      |                |                       |

|                                                 | <b>Total No of Manpower (Minimum)</b> |
|-------------------------------------------------|---------------------------------------|
| <b>Housekeeping</b>                             |                                       |
| Sweeper (2 male + 2 Female)                     | 4                                     |
| Office Boy                                      | 5                                     |
| Security executive (Three shifts of 8 hrs each) | 3                                     |
| <b>Electrician (Skilled Category)</b>           | 1                                     |

|                                                                                                                                                                                                    |    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| with Govt. recognized technical course (ITI or equivalent) in electrical trade with minimum 3 years' relevant experience and possess valid wireman license issued by PWD to work as an Electrician |    |
| <b>Supervisor</b><br>3 years of relevant experience Supervision of Housekeeping works and FACILITATOR Handling.                                                                                    | 1  |
| <b>Total</b>                                                                                                                                                                                       | 14 |

**Note :**

1. The above requirement of manpower (minimum) is based on the present scope of work and Institution reserves the right to increase / decrease man power/resources as may be deemed fit based on future requirement / change in scope of work as per the above minimum wages rate.
2. Bonus @ 8.33% on Minimum Wages may be recovered if the Service provider will not pay staff on monthly/ yearly basis.
3. Wherever the duty hours of the respective Employee/Workman/Technician etc. mentioned above is exceeding 8 hours, it will be sole responsibility of the Service Provider to ensure relief arrangements and to quote their rates accordingly.
4. The contractor must provide Uniform (displaying contractor's name), shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.
5. All the expenses towards maintenance of the equipment will have to be borne by the contractor.
6. In case of periodical maintenance works, timely completion of each activity / work is necessary, without compromising quality. Wherever warranted, maintenance work to be undertaken on weekend/ holidays.
7. The contractor must provide Uniform (displaying contractor's name), shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.
8. Managers/Supervisors should visit complete office area from time to time to ensure that each toilet etc. remain clean and ready for use round the clock.
9. All the consumables should be of specified make or equivalent brand of ISI mark as approved by the Bank.
10. Shifts/ timings etc will be as per NaBFID's requirements, including lunch/recess time and subject to changes, in case of need.
11. Service provider to ensure that leave gap arrangement will be taken care for smooth functioning.

**FORMAT OF 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 ..... (Indicate name of the FMS 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..... (hereinafter referred to as "the Bank") hereby  
(Indicate the name of the Bank)

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 contractor 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 contractor 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 or till Authorized Officer on behalf of the Employer certifies in writing that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor 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 contractor or for any forbearance, act or omission on the part of the Employer or any indulgence by the Employer to the said contractor 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 contractor.

8. We, the bank lastly undertake 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. ....../-( Rupees .....only) 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 contained herein :-

a. Our liability under this Bank Guarantee shall not exceed Rs (Rupees .....Only).

b. This Bank Guarantee shall be valid up to .....

a) We are liable to pay the Guarantee amount or any part thereof under this Bank Guarantee only and 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 favour 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

..... (indicate the name of bank)

**Appendix-K**

**Pre-Bid Query Format**  
**(To be provide strictly in Excel format)**

| <b>Vendor Name</b> | <b>Sl. No</b> | <b>RFP Page No</b> | <b>RFP Clause No.</b> | <b>Existing Clause</b> | <b>Query/Suggestions</b> |
|--------------------|---------------|--------------------|-----------------------|------------------------|--------------------------|
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |
|                    |               |                    |                       |                        |                          |

**Format for Submission of Client References**

**To whosoever it may concern**

| <b>Particulars</b>                         | <b>Details</b> |
|--------------------------------------------|----------------|
|                                            |                |
| <b>Client Information</b>                  |                |
| Client Name                                |                |
| Client address                             |                |
| Name of the contact person and designation |                |
| Phone number of the contact person         |                |
| Email address of the contact person        |                |
| <b>Project Details</b>                     |                |
| Brief Details of Engagement                |                |
| Current Status (In-Progress / Completed)   |                |
| Date of Commencement                       |                |
| Date of Completion                         |                |

Testimonials from the organizations mentioned above may be provide.

**Name & Signature of authorized signatory**

**Seal of Company**