

Maintenance of Visiting Officers Flat (VOF) at Mumbai

Sealed quotations are invited from reputed agencies engaged in the Maintenance / Upkeep of Guest Houses for Maintenance of Visiting Officers Flats (VOFs) of Small Industries Development Bank of India (SIDBI) at Mumbai. The agency should have at least 3 years experience in providing maintenance services to reputed organisations like All India Financial Institutions, Public Sector Banks / Undertakings and Large Private Sector Companies with annual sales turnover of Rs. **5 Crore or more**. **The eligibility criteria and terms and conditions** of the contract are furnished in the **Annexure I and Annexure II respectively**. The same are also available in the office of the undersigned between 9.45 hrs to 17.30 hrs on any working day (except Saturday & Sunday) **from January 31 , 2012 to February 21, 2012**.

The quotations should be submitted in two parts described as under ;

Part I (introduction), containing details of past performance / experience duly supported by copies of orders / bills and / or certificates for Maintenance / Upkeep of Guest Houses from reputed customers and financial performance in last three years.

Part II to be submitted in sealed cover containing the rates (in prescribed Performa) for maintenance of Visiting Officers Flat.

Earnest money deposit (refundable) of Rs. 5,000/- (Rupees Five thousand only) by way of Demand Draft/Pay Order drawn in favour of “Small Industries Development Bank of India”, payable at Mumbai may be submitted along with Part I. *The bid would be rejected in case EMD is not enclosed with Part I.*

The quotations to be submitted should be addressed to

**“The General Manager, Administration Department,
Small Industries Development Bank of India,
MSME Development Centre,
C 11, G Block, Bandra Kurla Complex,
Bandra (E), Mumbai – 400051 ”**

The envelope should be superscribed '**Maintenance / Upkeep of Visiting Officers' Flats'** and should reach him not later than 16.00 hrs. on **February 21, 2012**. The quotations which are not submitted in the prescribed manner will not be accepted.

The Bank reserves the right to accept or reject any or all quotations without assigning any reasons.

The Eligibility Criteria

(1)	The agency should be in existence for at least last three years.
(2)	The agency should have at least 3 years experience in providing maintenance services to reputed organizations like all India Financial Institutions, Public Sector Banks, undertaking and large private sector Organisations, MNCs with annual sales turnover of Rs. 5 Crore or more.
(3)	The agency should be registered with Central and Excise Department for Service Tax.
(4)	The agency should have achieved annual sales turnover of Rs. 10.00 lakh in any of the last three financial years i.e. FY 2009/ FY 2010/2011.
(5)	The agency should be an Income Tax Assessee having filed Income Tax returns for the Assessment Years 2010, 2011 and 2012. In case the agency is exempted from paying income tax, the exemption certificate received from IT Department may be enclosed.
(6)	In case of partnership firm, partnership deed registered with Registrar of Firms may be submitted OR in case the agency is private limited company, the registration certificate with Registrar of Companies should be submitted.

Annexure – II

Terms and Conditions of contract for upkeep and maintenance of VOF

- 1) The contractor would be responsible for maintenance / housekeeping of Visiting Officers' Flats [VOFs] at Meenaxi Apartment, 'B' Wing, Gokuldham, Goregaon, (East), Mumbai- 400063 (Three Flats with seven double bed rooms), Raheja Majestic, Plot No. 161, TPS -III, Manmala Tank Road, Mahim (West), Near Star City Cinema, Mumbai- 400016 and Videocon Towers, Flat No. 106, SIDBI Officers Apartments, 25, Veera Desai Road, Andheri (W), Mumbai – 400053 (One flat with two double bed rooms) or any other location as may be decided by SIDBI.
- 2) The maintenance contract shall be valid for **24 months from** the date of awarding of contract which could be further extended for a period of one year subject to satisfactory performance and mutually agreed terms and conditions. However, notwithstanding anything contained herein, SIDBI [Bank] shall have the right to terminate the agreement / contract at any time without being required to give any reason / notice thereof. Such termination will not give any right to the contractor for claim of any damage or compensation.
- 3) The contractor would be responsible for providing attendants as mentioned below :

Particulars
Raheja Majestic Mahim (Total 6 persons) <ol style="list-style-type: none">1. Supervisor (qualified house keeping professional) - One2. Cook - Two3. Helper (kitchen / service) - Two4. Cook Cum Helper – One
Gokuldham Goregaon (Total 3 persons) <ol style="list-style-type: none">1. Cook – One2. Cook cum Helper - One3. Helper (kitchen / service) - One
Veera Desai (Andheri)- <ol style="list-style-type: none">01. Cook Cum Helper -One

- 4) The contractor shall ensure that the persons engaged by him for the purpose shall have reasonable skills of housekeeping and cooking.

- 5) The contractor shall ensure that the persons engaged by him for the purpose of help shall wear clean dress and follow decent manners.
- 6) The contractor shall be responsible for police verification as well as identity of persons engaged by him.
- 7) The contractor shall issue identity cards to the engaged person and submit a copy to SIDBI for records.
- 8) The infrastructure provided by the Bank at the aforesaid place will be solely under the care and supervision of the contractor and any damage or loss to the property will be entirely the responsibility of the contractor.
- 9) The contractor shall, to the satisfaction of SIDBI, arrange to prepare vegetarian and non-vegetarian food and snacks as also tea, coffee and such other items as Bank may be specifying from time to time, at the cost of the contractor and cater the same as per the requirements of the guests staying in the VOF of Bank.
- 10) The contractor shall charge guests for the food, snacks and other items served to them at the rates approved by Bank from time to time and Bank shall not be responsible for any non-payment / non-recovery for such bills. SIDBI would, however, settle food bills for its official guests. The contractor will be advised about the same in advance.
- 11) The contractor shall provide all groceries, vegetables, oils, and masalas etc., required for preparation of food, rice should be hand picked & the vegetables should be soaked in slated water to ensure that the traces of pesticides are removed and then it should be washed thoroughly, Cooking should be done in reputed brand of refined Sunflower Oil. It should bear the Agmark wherever available and the approval of officer-in-charge should be taken. The food preparation should be done under hygienic conditions & the food should not have excessive oil, spices, chillies and salt.
- 12) The sweets (desserts) etc., provided should be free of silver foil and Special care should be taken in the preparation of chapattis. It should be prepared immediately prior to the mealtime to ensure that it is hot & the curd should be fresh, the Menu will be as decided by the bank. The meal rates will be as prescribed by the Bank from time to time.
- 13) Cleaning agent and the rinsing liquid for the dish washing, scrubbers and other cleaning equipment will be provided by the contractor.
- 14) The contractor shall to the satisfaction of Bank, attend to the following:-

- i. General housekeeping, cleaning and upkeep of the VOF
 - ii. Attending on the guests and looking after their needs incidental to their stay in VOF
 - iii. Rendering other services such as keeping drinking water in the rooms, keeping soaps and towels in the toilet and bathrooms, changing bed spreads, sheets and pillow covers and putting them for wash or laundry.
 - iv. Attending generally to everything which goes with the housekeeping of any guest house.
- 15) The contractor shall maintain a register of visiting guests in the form to be specified by Bank and shall collect the charges from the guests staying in VOF at such rates and in such manner as may be specified by Bank and shall account for and deposit at the office every month.
- 16) The contractor shall provide round-the-clock vigil and shall be responsible for the security of the premises, furniture and all other goods in VOF.
- 17) General House keeping services required for VOF's
- I. Daily Cleaning and dusting of Guest Rooms, dining halls, pantry, lobby, corridors, windows, / door panels, granite counters, etc., toilet cleaning, Cleaning of the toilet seats, urinal pots, wash basins by applying toilet cleaner & scrubbing the same with toilet brush, washing it later on by disinfectant., all the dust be wiped dry with dry duster & wiping of mirrors with glass cleaning agent, Replenishment of soaps or liquid soap in the soap dispensers., Clean mugs should be available in the toilets, wiping of the chairs, tables, A/C grills telephones etc. on daily basis, Vacuum cleaning of the carpeted rooms should be done, Collection of the garbage/waste papers from the guest's rooms and disposing it off in the specified manner.. all toilets should have the toilet freshener (Like Odonil), Toilet rolls, and naphthalene balls must be put in the urinal pots and washbasins.
 - II. Bed sheets & other linen should be changed daily in occupied rooms or upon checkout. Inventory of linen should be maintained. The washed linen should be readily available. The trained staff should do the bed making properly.
 - III. The agency will be required to take utmost care of in-custody items, utensils , equipment which will be handed over to them. If any items, utensils etc. are found lost, it would be recovered from the agency.
 - IV. The electricity charges and repairs in respect of plumbing, electrical connections, etc., will be attended to by SIDBI at its cost. The contractor shall collect / arrange to collect the Electricity Bills pertaining to the VOF and submit the same in the Office of SIDBI.

- V. The Contractor shall pay the gas refill charges & cable charges and seek reimbursement from SIDBI.
- VI. However, the contractor will provide cleaning materials to clean, sweep / maintain VOFs at its own cost.
- VII. The contractor shall take every care to avoid unnecessary consumption of power and gas and misuse of infrastructure.
- VIII. The telephone of SIDBI installed in the VOF shall be under the lock and key of the contractor and the contractor shall ensure that no unauthorized calls are put through the same. The contractor shall maintain a register to record the official call put through the said telephone and shall bear the cost of all unauthorized calls not supported by the entries in the said register. The contractor shall collect / arrange to collect the telephone bills pertaining to the telephones.
- IX. All losses and damages to the property of Bank by the contractor or its employees or agents shall be made good by the contractor on receipt of demand by Bank on that behalf and Bank's decision regarding the quantum of such losses / damages shall be final. Bank shall be entitled to recover such amount by deducting the same from any amount(s) payable by SIDBI to the contractor for rendering the aforesaid services.
- X. The cost of washing / laundering of towels, bedspreads, sheets, pillow cover, etc., in VOF shall be borne by the Bank. However, the contractor shall ensure proper accounting of such articles while giving and taking for the purpose of wash and laundry.
- XI. The Contractor shall provide in-house laundry facility for guests on chargeable basis. The rates for Guest's laundry should be reasonable and prior approval should be taken from Bank for such rates.

18) Maintenance of Pantry

- a) The Pantry should be cleaned thoroughly including the tiles, drainage's and flooring on daily basis, The chopping boards, knives should be cleaned properly on daily basis, the cleaning of the SS ware and the kitchen utensils should be done properly and the Utensils etc. should be kept sparkling clean.
- b) Special cleaning of the equipment and utensils etc., including the pantry area may be done every week or as and when needed/directed by the bank.
- c) Good personal hygiene should be maintained by the staff.

- d) The packed food items like butter, pickles, jams, sauces etc., should not be stored beyond the expiry dates.
- e) Storage of the raw food should be done properly and at the correct temperature.
- f) Separate store should be maintained for the Housekeeping items.
- 19) The persons employed by the contractor for various services as herein above shall remain always employee of the contractor and shall have no claim of whatsoever nature against Bank. The Bank shall in no way be responsible to third parties for any of their acts or deeds.
- 20) The agency should undertake to ensure compliance with the requirements of **Contract Labour Act, 1970, Minimum Wages Act, 1948, EPF, ESI and also abide by all the other statutory requirements necessary in this regards.** SIDBI would neither involve itself in any matters nor be responsible, for any shortcomings arising out the noncompliance of the necessary regulations / laws. The agency indemnifies the bank against all monetary or other benefits to which his personnel are entitled to during the period of employment or in relation to employment under various labour laws such as minimum wages act etc. or such other statutes as applicable from time to time. The bank shall have no privity with the persons deployed by the agency in execution of the contract work.
- 21) Bank shall not, in any way be responsible to any kind of injury or loss of health to the employee of the agency while they are performing their duties in the premises.
- 22) **Following amenities should be provided in all guest rooms**

SI.No	Amenities	SI.No	Amenities
1	Bath Soap	6	Shaving kit
2	Shampoo Pouch	7	News Papers (one ET & one Tol)
3	Shoeshine Stripe	8	Magazines (India Today)
4	Sewing Kit	9	Flower Arrangements
5	Tooth Brush, Toothpaste	10	Fruit Platters
		11	Display meal rates in all rooms as advised by the Bank

- 23) Evaluation of the agency's performance by the Bank and decisions taken thereof shall be final and binding upon the agency. The Bank may terminate the contract at any

time after giving one month's notice particularly in, but not limited to any of the following events

- Fraud committed by the agency
 - Serious default of the contract terms committed by the agency
 - Sub-contracting without authorization from SIDBI
 - Un-satisfactory services
 - Any violation of general terms and conditions.
-

(Part – I)
THE FORMAT FOR TECHNICAL BID
[MAINTENANCE OF VISITING OFFICER FLAT]

FROM;

TO,

The General Manager,
Administration Department
Small Industries Development Bank of India,
MSME Development Centre
C 11, G Block,
Bandra Kurla Complex, Bandra(E),
Mumbai-40051.

SI No.	Particulars	Details to be filled in by the Agency
(1)	Name of the Agency Contact Person	
(2)	Regd. Office/ Business address of the Agency	
(3)	Date of Incorporation / Constitution.	
(4)	PAN No. of the Agency [Attach copy of PAN card]	
(5)	Service Tax Registration No.	
(6)	Whether registered with Registrar of Firm / Companies? [Enclose Partnership Deed / Registration certificate with Registrar of Companies]	
(7)	Whether the agency has 3 years experience in providing maintenance services to reputed organizations like all India Financial Institutions, Public Sector Banks, undertaking and large private	

	sector	
(8)	Whether the agency is in existence for the last three years.	
(9)	Whether registered with Central and Excise Department for Service Tax. (Attach copy of registration)	
(10)	Whether the agency has achieved annual sales turnover of Rs.3.00 lakh in any of the last three FY years i.e. FY 2009/ FY 2010 and FY 2011 (Attach copy of P & L A/c of last three financial years)	
(11)	Whether the agency is an Income Tax Assesses having filed Income Tax returns for the Assessment Years 2010 2011 and 2012 .(Attach copy of Income Tax Returns for all the three assessment Years). In case the agency is exempted from paying income tax, the exemption certificate received from IT Department may be enclosed.	

I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in the **Annexure II**.

I / We also undertake to ensure compliance with the requirements of Contract Labour Act, 1970, EPF, ESI and also abide by all the other statutory requirements necessary in this regard. I / We agree that SIDBI would neither involve itself in any matters nor be responsible for any shortcomings arising out of the noncompliance of the necessary regulations / laws.

Date:

SIGNATURE
Name and Seal of the firm / Company

(The format shall be sent in a separate sealed cover superscribing – “ *Technical Bid for Maintenance of VOF*”)

(Part – II)

The Format for Financial Bid

From,

To,
The General Manager,
Administration Department
MSME Development Centre
Small Industries Development Bank of India,
C 11 , G Block,
Bandra Kurla Complex, Bandra(E),
Mumbai-40051

Dear Sir,

We offer the rates per month for maintenance of VOFs at Mumbai as under :

Particulars	Amount (Rs.)
Raheja Majestic Mahim (Total 6 persons) 5. Supervisor (qualified house keeping professional) - One 6. Cook - Two 7. Helper (kitchen / service) - Two 8. Cook Cum Helper – One	
Gokuldharm Goregaon (Total 3 persons) 4. Cook – One 5. Cook cum Helper - One 6. Helper (kitchen / service) - One	
Veera Desai (Andheri)- 01. Cook Cum Helper -One	
Cost of Consumables, cleaning materials, newspapers, laundry and other arrangements to be made by the agency as mentioned in the terms and conditions.	
Total cost per month	

Additional manpower may be required which shall be paid on actual basis. However, hiring charges for such casual staff may be quoted for

- a) Daily basis -
- b) Monthly basis –

Note :

- (i) The above rates are exclusive of applicable taxes which would be paid at actuals. Any request for change of rates during the tenure of the contract would not be entertained by the Bank.
- (ii) We are aware that all the payments shall be subject to TDS, as applicable, at the time of payment.

I / We agree to undertake the work subject to terms and conditions stipulated in **Annexure II** by the Bank at the rates quoted above.

Date:

SIGNATURE
Name and Seal of firm

(The rates will be offered in separate sealed cover superscribing “Financial Bid for Maintenance of VOF”)