



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

BANK OF BARODA

TENDER FOR PREMISES AND FACILITY MANAGEMENT SERVICES

AT NUGGET GUEST HOUSE INCLUDING MEDICAL GUEST HOUSE



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

PART I (TECHNICAL BID, Envelope-1)

Tender For Premises And Facility Management Services At Nugget Guest House Including Medical Guest House located at Nugget Building, Opp. Samna Press, Near Parle Bus depot, Nagu Sayajiwadi, New Prbhadevi Road, Mumbai – 400 025.

Bank of Baroda invites tender for above mentioned work to engage facility management agency for manning and maintaining various services by engaging manpower as per the requirement mentioned in the tender documents.

Tender form has to be downloaded from the Bank's website www.bankofbaroda.com (tender section). Application form available on website alone needs to be used. Tender forms will be available on the bank's website from **10/07/2019** till **31/07/2019** up to **2:30 p.m.**

Sealed tender shall be submitted in three separate envelopes consisting of the following:

1. Cover 1: Part – I, Technical Bid including prequalification documents.
2. Cover 2 : Earnest Money Deposit (EMD)
3. Cover 3 : Part – II, Price Bid

Cover 1: Part – I, Technical Bid shall contain following documents

1. Technical bid accepting terms and conditions of the tender
2. Pre qualification documents
 - i. Specified in Annexure A
 - ii. Proforma showing detail for having executed minimum

Contractors desirous to apply for said work shall fulfill the following:

Minimum pre-qualifying/short listing criterion:

1. They should have completed similar jobs* in last seven years (as on 31.07.2019) as per the following criteria (Proforma enclosed) :
 - a) **One** similar completed work costing not less than **₹ 21.25 Lacs**
OR
 - b) **Two** similar completed works, each costing not less than **₹ 13.28 Lacs**
OR
 - c) **Three** similar completed works, each costing not less than **₹ 10.62 lacs**

(*Similar work means Facility Management Services at Office/Buildings)



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

2. Average annual financial turnover of the firm during last 3 years, ending 31st March, 2019 should be at least ₹ **8.00 Lacs** (supported with Audited Balance Sheets).

Cover 2 : Shall contain interest free **Earnest Money Deposit (EMD)** amounting to ₹ **26,000/-** (Rupees Twenty Six Thousand only) in the form of Demand Draft/Bankers Cheque in favour of Bank of Baroda payable at Mumbai.

Cover 3: Part – II - Price Bid shall contain following documents.

BOQ with rates without any condition duly signed and sealed by the bidder in all pages. Conditional offers shall be summarily rejected.

The bidder shall clearly write on **Cover - 1: “Technical Bid - Cover 1 – For Premises And Facility Management Services At Nugget Guest House Including Medical Guest House located at Nugget Building, Opp. Samna Press, Near Parle Bus depot, Nagu Sayajiwadi, New Prbhadevi Road, Mumbai – 400 025”**.

On cover – 2: **“Cover 2 - Technical Bid - Cover 1 – For Premises And Facility Management Services At Nugget Guest House Including Medical Guest House located at Nugget Building, Opp. Samna Press, Near Parle Bus depot, Nagu Sayajiwadi, New Prbhadevi Road, Mumbai – 400 025”**.

The bidder shall clearly write on Cover – 3 - **“Price Bid for Technical Bid - Cover 1 – For Premises And Facility Management Services At Nugget Guest House Including Medical Guest House located at Nugget Building, Opp. Samna Press, Near Parle Bus depot, Nagu Sayajiwadi, New Prbhadevi Road, Mumbai – 400 025”**.

Price Bid should contain BOQ with rates without any condition and sign & seal of the bidder at all pages.

The interest free Earnest Money Deposit (EMD) amounting to ₹ 26,000/- should be provided through Demand Draft/Bankers Cheque in favour of Bank of Baroda payable at Mumbai. The tender not accompanied with earnest money will be summarily rejected and their tender will not be opened.

Three items (i) Technical Bid, Cover-1 (ii) Earnest Money Deposit (EMD) instrument, Cover-2 and (iii) Price Bid, Cover-3 should be placed in another **single cover** and superscribed as **“Technical Bid - Cover 1 – For Premises And Facility Management Services At Nugget Guest House Including Medical Guest House located at Nugget Building, Opp. Samna Press, Near Parle Bus depot, Nagu**



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

Sayajiwadi, New Prbhadevi Road, Mumbai – 400 025” should reach at the following address on or before 31.07.2019 @ 14.30 hrs:

**The General Manager & Head
(FM, COA, DMS & Security)
Baroda Corporate Centre, 1st Floor
C – 26, G - Block,
Bandra Kurla Complex,
Bandra (East), Mumbai 400 051**

Validity of offer shall be 120 days from the last date of submission of Price Bid.

The Bank does not bind itself to accept the lowest or any tender and reserves the right to accept or reject any or all tenders either in whole or in part, without assigning any reasons whatsoever.

No conditions will be entertained. Conditional offers shall be summarily rejected. Disputes, if any, will be subject to Mumbai jurisdiction only.

Tender documents downloaded from Bank’s website shall only be accepted.

In case of any clarification you may please contact following officials:

Mr. Narendra Hansdah, Sr. Manager (Civil) – 022-66985118
Mr. Vishal Borkar, Manager (Electrical) – 022-66985779
Email Id – em.bcc@bankofbaroda.com

All the pages of tender documents are to be stamped and signed by the tenderer.

Last date of submission of tender is 31/07/2019 up to 14:30 hrs. The applications received will be opened on same day i.e. 31.07.2019 @ 15.00 hrs. The authorized representatives of the bidders may attend the same.

Date of opening of Price Bid Part-II shall be informed separately.

Bidders are advised to visit the site and get themselves fully acquainted with the general and local site conditions.

Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.

Seal & Signature of Tenderer

Brief description of the job to be executed by the agency.



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

A) HOUSE KEEPING

1. Daily Cleaning

- Sweeping and damp moping of ceramic/ mosaic tiles, lobby of the floors, staircase, lift (outside & common area of building).
- Cleaning of mirrors, table tops, glass doors, glass windows, ceiling etc. (internal and external) of guest house & Medical Guest House.
- Emptying all waste paper baskets, ashtrays from the guest house and washing or wiping them clean.
- Collection and deposition of waste from waste paper basket from both the Guest House and disposing outside.
- Segregation of dry and wet garbage and dumping them in the collection centre locally available
- Thorough cleaning and sanitization of toilets, bathrooms, kitchen etc. of guest house.
- Continuous replenishment of toiletries of guest house.
- Keeping all surfaces free of grime, soap mud and smudges of guest house.

2. Weekly cleaning

- Deep cleaning of flooring, lobbies of the floor.
- Cleaning and sanitizing paper bins at each floors.
- Cleaning and sanitizing of all washroom dustbins at guest house.
- Thorough cleaning of all walls and doors of toilets at guest house.
- Dusting and wiping of all light fixtures at both the guest house.
- Polishing/cleaning of metal surfaces at both the guest house.
- Vacuuming of all rugs, carpets and blinds of guest house and club house.

3. Manpower

- 1 House keeper to be deployed at the premises for cleaning entrance area , yard , security cabin , boundary wall etc. for carrying out above jobs to the satisfaction of the bank.
- Workers should be provided with uniform separate for every worker.
- Should be engaged in two shifts starting from 8 am to 4pm
- All the plants & garden, flower bed and other landscape work shall be properly maintained.
- One electrician and one plumber will visit for ½ day (i.e. minimum 4 hours in a day) shall be present and will operate pump and common lights and will attend the complaints of the occupants.
- Guest House & Club House cleaning of floors, wall, windows, toilets complete in all respects.



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

- Vermiculture (every 3 months): There is system of wet garbage management wherein 2 pits are provided in the complex. Wet garbage shall be processed through the pits and converted into compost which shall be utilized as manure for the building garden. The dry garbage shall be collected in separate bags / container and shall be dumped in the pits / trolleys provided by the MCGM.

4. Consumables to be used (Procured by contractor and replenished as per requirement in Guest House): Bidders are requested to visit the site and ensure the requirements of owner/users before quoting the price.

- Tissue rolls, toilet rolls
- Hand wash liquid soap & small bath soap for occupants.
- Other approved toiletries and liquid cleaners
- Room fresheners
- Please note that penalty of 5% (on total monthly payment) will be charged if proper cleaning, maintenance of premises is not maintained or required good quality of material is not used.
- Brooms.

B) CARETAKER

1. Services

- Receive guests, enter details in the register and allot rooms as directed by the Bank
- Change bed sheets, pillow covers in regular intervals, get it cleaned and store the same in safe custody
- Prepare Tea/ coffee/ Breakfast and serve as per the request of guests.
- Maintain records pertaining to occupants /time in and time out etc.
- Guest Houses cleaning of floors, wall, windows, toilets complete in all respect.

Special Conditions:

Insurance:

The Contractor shall indemnify and keep the Bank it's servants or agents indemnified against claims, actions or proceedings bought or instituted against the Bank, it's servants or agents by any of contractor's employees or any other third party in connection with relating to or arising out of the performance of the services under the Agreement. The third party insurance shall cover:

(a)	Personal Injury	-	Rs. 1.00 lac
(b)	Property Damage	-	Rs. 1.00 lac



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

Compliance with all statutory requirements:

The Contractor shall comply with all statutory requirements prescribed by the local as well as central government authorities from time to time and submit a monthly report along with all the required proof of compliance to the Bank along with the monthly invoices. The contractor shall produce all the relevant statutory documents, licenses and approvals for inspection by the Bank and the government authorities. Bidder shall assist the Bank for preparing necessary registers/ records that needs to be maintained by the Bank and timely submission of the same to the Labour Office or any other authority.

Occupational Health and Safety:

With regards to occupational health and safety, the contractor shall adhere to the following:

- Comply with applicable local regulatory requirements. ESIC compliance by the contractor for their employee is must.
- Comply with applicable Banks requirements specified in the contract and appendices.
- Correct all health and safety non-compliances in a timely manner and where there is an immediate danger to health or life, to stop work immediately.
- Be liable for liabilities arising due to non-compliance of contractor employees, agents or sub-contractors with applicable requirements.

Compliance with Minimum Wages Act.

Contractor has to pay monthly remuneration/payment/salary to all staffs/workers deployed by them at site necessarily as per applicable minimum wages act (Central). As an evidence of salary paid, contractor have to submit Salary Slips/ Copies of salary receipt register, ESIC challan , Insurance Policy and PF challan, etc. to the Bank.

Discrepancies in Services:

Bank may deduct/recover amount from contractor's monthly bill in case of any discrepancies observed in supplying/proving of materials or labour/manning/services so as to arrange the same by the Bank through any other agency at risk and cost of contractor.



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

Penalty/Liquidity Damage:

This contract will be executed for **three years** subject to renewal (annually) on successful completion contract as per tender condition each year.

In case of any deficiency in services observed by the Bank during the contract period, Bank may give necessary instruction to the contractor to improve the services (or to correct the deficiencies observed). In case, deficiency continues/unattended for reasonable/long period, Bank may deduct as a penalty from monthly bill @ **1%** of bill amount per week of deficiency period maximum up to 5% of bill amount.

Performance Bank Guarantee:

Contractor have to submit a Performance Guarantee for amount Rs. 1 lacs to the Bank in the form of irrevocable Bank Guarantee issued from a scheduled Bank (other than Bank of Baroda) within -14- days of issue of work order which should be valid for three years from the date of issue of work order.

Indemnity:

a). The Contractor or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents

b). The Contractor shall indemnify and keep the Bank, it's directors, officers, employees or agents indemnified and saved harmless against claims, costs, expenses (including attorney's fees), damages, actions or proceedings bought or instituted against the Bank, it's directors, officers, employees or agents by any of contractor's employees or any other third person or authority in connection with relating to or arising out of the performance of the services under this Agreement.

c). If for any reason, the Bank is obliged by virtue of the provisions of the Workmen's Compensation Act, 1923 or Contract Labour (Regulation and Abolition) Act, 1970 or Employees Provident Fund and Miscellaneous Provisions Act, 1952, any statutory modification or re-enactment thereof or law relating to performance of the services by the contractors to pay compensation to workmen employed by the Contractor in execution of work or providing services, the Bank shall be entitled to recover from the Contractor the amount of compensation so paid and special damages for any prosecution launched and/or penalty or punishment imposed.



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

Security Deposit:

A deposit of amount equivalent to 2% of the contract value as security deposit has to be paid within -10- days of award of contract by way of Banker's Cheque / Demand Draft / Bank Guarantee favouring Bank of Baroda, Mumbai. The same shall remain valid till the period of contract including authorized extensions, if any.

Bidders are advised to visit the site and ensure the requirements of owner/users before quoting the price.

Signature and Seal of the Agency



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

ANNEXURE A
PART I – TECHNICAL BID (Cover 1)

Mandatory information required for Prequalification of the bidder

Important:

1. Please type or handwrite in capital letters.
2. Attach copies of the supporting documents.
3. Please use addition sheets if required.

1	a) Name of the applicant / organization b) Address of the Registered Office c) Address of office at Mumbai. (With Phone Nos, Fax Nos & Email ID & Contact Person)	
2	Year of establishment	
3	Type of the organization (Whether sole proprietorship, Partnership, Private Ltd. or Ltd. Co. etc.) (Enclose certified copies of documents as evidence)	
4	Name & qualification of the Proprietor / Partners / Directors of the Organization / Firm a) b) c) Enclose certified copies of document as evidence	
5	Details of registration – Whether Partnership firm, Company, etc. Name of Registering Authority, Date and Registration number. Enclose certified copies of document as evidence	
6	Whether registered with Government / Semi – Government / Municipal Authorities of any other Public Organization and if so, in which class and since when? (Enclose certified copies of document as evidence)	
7	a. No. of years of experience in the field and details of work in any other field. b. Whether ISO certified, furnish the details.	
8	Area of business activities other than construction, if any, and place of business.	
9	Registration of firm under Shop & Establishment Act 1948	



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

10	<u>Address of Mumbai office through which the proposed work of the Bank will be handled and the Name & Designation of officer-in-charge.</u>	
11	(a) Yearly turnover of the organization during last 3 years (year wise) (Avg. turnover of last 3 years should not be less than ₹ 8.00 Lacs) and furnish audited balance sheet and Profit & Loss A/c (Audited) for the last –3- years. (b) Average turnover in 2016 – 2017 2017 – 2018 2018 – 2019	
12	Name & Address of Bankers (Solvency certificate from a Bank to be enclosed for indicating satisfactory financial capacity of the organization)	1. 2. 3.
13	Enclose copy of latest income tax clearance certificate.	
14	PAN No.	
15	GST No.	
16	Detailed description and value of works done (Proforma-1) and works on hand (Proforma-2)	
17	Empanelment with other Companies/PSUs	
18	Other infrastructural information to be used/ referred for this project (Proforma-4) List of available plants, machineries equipment's etc.	
19	Furnish the names of –3- responsible persons along with their designation, address, Tel.No. etc., for whose organization, you have completed the above mentioned jobs and who will be in a position to certify about the performance of your organization.	1. 2. 3.



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

20	Whether any Civil Suit / litigation arisen in contracts executed / being executed during the last 10 years. If yes, please furnish the name of the project, employer, Nature of work, Contract value, work order and brief details of litigation. Give name of court, place, and status of pending litigation.	Attach a separate sheet if required.
21	Information relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation was disposed off during the last ten years by an arbitrator. If so, the details of such litigation are required to be submitted.	
22	Have you been ever disqualified or levied penalty by the bank in past for non-fulfillment of the contractual obligations. If yes, please provide details.	
23	Have you in past carried out any works for Bank of Baroda or its subsidiaries? If yes, give details.	

NOTE: Attach extra sheets with Sr. No if the space found less.

(Please enclose this information in PART I (Technical Bid) of the Bid. Bid of agencies who are not furnishing above information will be summarily rejected).

Signature and seal of the tenderer



Bank of Baroda,
Estate Management Department,
Baroda Corporate Centre,
BKC, Bandra East, Mumbai

PART II (PRICE BID, in sealed Envelope no.-2)

For providing Premises and Facility Management Services at Nugget Guest House including medical Guest House, for the period of -36- months:

SI No	Description	Quantity	Rate (₹) (Monthly)	Amount (₹)
1	House keeper	0.5		
2	Care taker (one person in two shifts a day)	2		
3	Consumable/ Waste Disposal	L.S.		
4	Total amount (monthly)	-	-	
a	Total amount (1 st year)	-	-	
b	Total amount (2 nd year)	-	-	
c	Total amount (3 rd year)	-	-	
8	Gross total amount (-36- months or -3- years)	-	-	
In Words ()				

(GST shall be paid as extra as applicable)

Note: Quantities mentioned above are tentative and may vary as per actual requirement.

Seal & Signature of Tenderer

(Selection of bidder shall be done on the basis of total amount quoted.)