RFP for Housekeeping services
For India Brand Equity Foundation

Request for Proposal [RFP]

Date: 15th January, 2019

India Brand Equity Foundation,
Jawahar Vyapar Bhawan, 20th Floor,
Tolstoy Marg, New Delhi 110001.

[Total Number of Pages including this page of the RFP: 13]
SECTION 1: INSTRUCTIONS TO AGENCIES

1.1 Introduction

1.1.1 India Brand Equity Foundation (IBEF) is a trust established by the Department of Commerce, Ministry of Commerce & Industry, Government of India. IBEF’s primary objective is to promote and create international awareness of the Made in India label in markets overseas and to facilitate dissemination of knowledge of Indian products and services. Towards this objective, IBEF works closely with stakeholders across government and industry to promote Brand India.

1.1.2 IBEF proposes to appoint a Housekeeping services agency.

1.1.3 The agency should be an established Housekeeping services company with proven track record.

1.1.4 Housekeeping service agency will be appointed for a period of one year; the contract will be further renewable for a period of another year depending upon the performance of the agency.

1.1.5 Interested agencies are invited to submit the proposals, which must include the following, as detailed subsequently in this document:
   a. A Technical Proposal and
   b. A Financial Proposal

1.1.6 It may be noted that

   (i) The costs of preparing the proposal are not reimbursable and

   (ii) IBEF is not bound to accept any of the proposals submitted.

1.1.7 The agencies are required to provide professional, objective, and impartial service at all times and hold the IBEF’s interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.

1.1.8 Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of IBEF, or that may be reasonably perceived as having this effect. Failure to disclose such situations by the agency may lead to disqualification of the agency or termination of the contract.

1.1.9 Agencies must observe the highest standards of ethics during the selection and execution of the contract. IBEF may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or
fraudulent practices in competing for, or in executing, the contract.

1.1.10 The family members/ blood relations of employees and/or consultants of IBEF shall not be eligible to participate in the RFP process. Any proposal submitted by them may be summarily rejected. In case, IBEF comes to know of the relationship subsequent of the award of contract, the contract shall be liable to be cancelled. It is clarified that the term consultants of IBEF does not refer to agencies/people, which may have been shortlisted for an assignment/project of IBEF through RFP process.

1.2 Minimum Eligibility Criteria

1.2.1. The following shall be minimum eligibility criteria for selection of the bidders
   a) Registration : The agency must be registered with the income tax and having a valid PAN card in respect of individual/firm as the case may be and also registered under labour law/ rules, EPFO, ESIC. The proof of self-attested copies in support shall be attached with bid document.
   b) Experience: The agency shall have minimum 3 years of experience in the providing housekeeping services for cleaning of office premises, corridors and other common area in the premises and other housekeeping job
   c) Agency should have office in Delhi NCR

1.2.2 Document supporting minimum eligibility criteria
   a) Self-attested copy of registration certificate of agency for providing manpower
   b) Self-attested copy of PAN, TAN card in respect of individual/firm as the case may be
   c) Self-attested copy of Service tax registration
   d) Self-attested copy of P.F. registration certificate
   e) Self-attested copy of E.S.I registration certificate
   f) Proof of filing Electronic challan cum return (ECR)
   g) Complete address of registered office and branch office
   h) Proof of payment of ITR/CA certificate since last 3 years/

1.3 Scope of Work and Deliverables

The scope of project includes providing 2 Office boys, cleaning services and consumables to IBEF.

The RFP is for the housekeeping service and cleaning services (along with consumables) for IBEF. The detailed scope of work is provided in Annexure 1.

1.4 Preparation of Proposals

Agencies are required to submit a Technical proposal and a Financial Proposal as specified below.

(a) Technical proposal

1.4.1 The agencies are expected to provide the Technical Proposal as specified in this RFP Document.

1.4.2 The Technical Proposal shall contain the following:
a) An undertaking on the letterhead of the agency and signed by an authorised signatory, that the agency will undertake the assignment, in accordance with the **Scope of Work** detailed in the RFP document and at the cost submitted by the agency in the financial proposal (**the cost is not to be indicated in the undertaking**). The above undertaking submitted by the agencies would be binding on the agency.

b) Self-attested supporting documents for each Technical bid evaluation criteria (Refer Annexure 2)

c) Undertaking form needs to be filled by the applying agency (Refer Annexure 4)

1.4.3 The Technical Proposal shall not include any financial information.

(b) Financial Proposal

1.4.4 This envelope shall consist of financial format as mentioned in **Annexure 3** they must be signed by the authorized signatory only along-with date.

1.4.5 In preparing the Financial Proposal, agencies are expected to take into account the requirements and conditions outlined in the RFP document.

1.4.6 Letter of Financial Proposal should include:

i Total cost (exclusive of applicable taxes) for the service is for a period of one year.
ii No hidden costs or conditions will be accepted.

1.4.7 Taxes as applicable in India will be paid as per actuals and the same are **not** required to be indicated in the financial bid.

1.4.8 The cost quoted will be firm and fixed for the duration of performance of the contract. At **no point of time** will any deviation from the quoted rate be entertained by IBEF.

1.4.9 The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

1.5 Submission of Proposals

1.5.1 The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.

1.5.2 The Technical Proposal should be placed in a sealed envelope and superscribed “Technical Proposal for Housekeeping Services for IBEF”. The Financial Proposal shall be placed in a separate sealed envelope and superscribed “Financial Proposal for Housekeeping services for IBEF”.

1.5.3 If the Financial Bid is not submitted in a separate sealed envelope duly superscribed as
indicated above, this will constitute grounds for declaring the bid non-responsive.

**Both the sealed envelopes should be put into an outer envelope and sealed.** The outer envelope shall be super scribed “RFP for Housekeeping services for IBEF” with the date of submission. The Bottom Left corner of the outer cover should carry the full name, address, telephone numbers, e-mail ID etc. of the agency submitting the proposal.

1.5.4 The outer envelope containing the sealed Technical and Financial Proposals should be addressed to:

Ms. Sneha Chauhan
Admin Manager
India Brand Equity Foundation
Jawahar Vyapar Bhawan,
20th Floor, Tolstoy Marg,
New Delhi – 110001
India
Email: sneha.chauhan@ibef.org

The proposals will need to be dropped in the **Tender Box** placed at IBEF office.

1.5.5 The proposals must be submitted **on or before 24th January 2020, 5.00 pm**.

1.5.6 No proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals, the same shall be returned un-opened.

**1.6 Opening of Proposals and Selection Process**

1.6.1 The two bid system will be followed; the technical bids will be opened at first instance. It is clarified that prospective bidders scoring 60% and more in the Technical Proposal (please refer to **Annexure 2**) will be deemed to qualify for the second stage of the bid. At the second stage, financial bids of only technically qualifying biding parties will be opened and the L1 bid from the technically qualifying bidder will be accepted (please refer to Annexure 3). Should it be deemed necessary, the technically qualifying agencies may be invited for a presentation of their proposals.

1.6.2 From the time the Technical Proposals are opened to the time the contract is awarded, if any agency wishes to contact IBEF on any matter related to its proposal, it should do so **only in writing to sneha.chauhan@ibef.org**. Any effort by the agency to influence the IBEF in the proposal evaluation or contract award decisions may result in rejection of the proposal of the Agency. **The RFP related communication and updates will be posted on www.IBEF.org.**
1.7 Payment Terms

1. Payments will be made within 15 days of the submission of monthly bills.
2. The successful bidder should ensure payment of wages to his workmen on or before 5th of every succeeding month, irrespective of delay in payment of bill by the IBEF for whatever reason.
3. The successful bidder shall bear all expenses regarding uniforms, preparation of their Identity card, compensations, wages and allowances (DA), PF, ESI, Bonus and Gratuity as applicable relating to security personnel engaged by him and abide by the provisions of various labour legislation including weekly off and working hours. Successful bidder shall submit workers EPF number and proof of submission of EPF, ESI etc as applicable every month for the last month with respect to all employees deployed by him at IBEF, and in case of any difference in the amount for which documentary evidence has not been provided, IBEF has the right to deduct the amount accordingly from the bills. While depositing the applicable ESI and EPF amount in the account of respective worker, it shall be the sole responsibility of the contractor to comply with all the prescribed provisions of Labour Rules/Laws and Act. Further, the Housekeeping agency shall specifically ensure compliance of various Labour Laws/Acts including but not limited to with the following and their re-enactments/amendments/modifications. IBEF reserves its rights to withhold bills, if the contractor fails to produce proof for having remitted ESI/PF dues. The payment for successive months will be released on receipt of the evidence of deposition of ESI/PF in the worker's account for previous month.

The agency should follow the essential norms laid down under below statutory Act.
   a) The payment of wages Act 1936
   b) The Employees Provident Fund Act, 1952
   c) The Factory Act, 1948
   d) The Contract Labour (Regulation) Act, 1970
   e) The Payment of Bonus Act, 1965
   f) The Payment of Gratuity Act, 1972
   g) The Employees State Insurance Act, 1948
   h) The Employment of Children Act, 1938
   i) The Minimum Wages Act, 1948

1.8 Terms and Conditions

1. The successful Bidder shall not sub-contract the Contract to any other party without prior permission of IBEF and any breach of this condition shall result in forfeiture of security deposit and termination of contract without notice.
2. The successful Bidder shall be responsible for providing services round the clock for 24 hours and all days of the week at the office of IBEF.
3. The successful bidder shall ensure that the payment of wages to his workmen deployed for carrying out his contractual obligations shall not be less than the minimum wages prescribed by Government of India from time to time, as applicable
during the contract period.

4. In case IBEF objects in writing to deployment of any individual at its premises the successful bidder shall forthwith replace him. The procedure of deployment as stated, in the foregoing clauses will also be made applicable in case of such replaced personnel. Prior approval of Concerned Officer of IBEF has to be obtained while employing/terminating duties of any staff deployed by the successful bidder.

5. The successful Bidder has to ensure that the workers engaged by him and deputed to carry out the work in the premises of the IBEF are sufficiently experienced. For this purpose, the successful Bidder shall carry out regular visits to ensure that the staffs deputed by him in the IBEF premises carry out their duties as required by the IBEF. Personnel provided by the successful Bidder shall at all time, remain employees of the successful bidder and shall never claim any benefits that may normally be available to the employees of the IBEF and the IBEF shall, in no way, whether in law or at equity, be responsible or liable for their wages, salaries, bonus, gratuity and other allowances and/or any statutory benefits, interests and/or rights.

6. In case of any eventuality or emergency, the security services staff will help in running the water and electric supply and nourishing plantation.

7. The successful bidder shall maintain all registers under provision of various labour & other

8. Laws, submitting regularly returns to the concerned authorities and copy must be marked to Concerned Person of IBEF. The successful bidder shall maintain all records and returns pertaining to the contract at IBEF and these are to be produced by the bidder at the time of Inspection of various authorities and also as and when demanded by the Concerned Dept.

9. All the staffs provided by successful bidder will work in close cooperation and liaison with our concerned officer or with such officers as may be designated by the IBEF in this behalf from time to time and the supervisor shall periodically report all important incidents at IBEF and in case of any incident involving loss or damage to the property of the IBEF the same shall forthwith be reported to the concerned officer of the IBEF.

10. The services provider shall be responsible for any misbehaviour of his own staff and the person who misbehaved shall be terminated from the duty immediately.

11. Duty allocation and roster control shall be the Contractor’s responsibility. Exact working hours will be fixed in consultation with officer-in-charge of IBEF. IBEF reserves the right to advise replacement/change in the manpower deployed by the Contractor, if his service is not found satisfactory.

12. The successful Bidder shall at all times indemnify the IBEF against all claims for compensation under the provisions of any law in respect of the deployed personnel.

13. **UNIFORM AND GROOMING:** Successful bidder has to provide two pairs of uniform and one pair shoes to all staff annually. During duty hours every staff has to wear the uniform and he/she is to maintain proper grooming.
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Disclaimer

1. This RFP document is neither an agreement nor an offer by India Brand Equity Foundation (hereinafter referred to as IBEF) to the prospective applicants or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.

2. IBEF does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for IBEF to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by IBEF in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. Each prospective applicant should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtains independent advice from appropriate sources.

3. IBEF will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the assignment, the information and any other information supplied by or on behalf of IBEF or their employees, any Agency or otherwise arising in any way from the selection process for the assignment. IBEF will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon any statements contained in this RFP.

4. IBEF will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that IBEF is bound to select an applicant or to appoint the selected applicant, as the case may be, for the services and IBEF reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. IBEF also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. IBEF accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. IBEF reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP/amended RFP will be made available on the website of IBEF (www.IBEF.org).
Annexure I

Scope of work (Housekeeping services)

I. Office Boys – 2 Nos

- Provide 2 office boys for housekeeping services
- Ensure safety of office equipment and stores.
- Maintain pantry items in operational state at all times.
- Assist office staff in movement of files/papers, photocopying, etc.
- Ensure replacement in case of absence or leave of deputed office boys.
- Attend the needs of conference room during meetings, conferences etc.
- Ensure water bottles of the staff are filled up regularly with clean drinking water, dustbins are regularly emptied, tables are dusted and surroundings are clean.
- Housekeeping staff are to maintain highest standards of personal hygiene and are to be smartly turned out including haircut, shave etc.
- Delivery of office papers from IBEF office to Department of Commerce and vice versa.

II. Cleaning Services

- Maintain highest standards of cleanliness & hygiene.
- Keep Office premises, pantry, offices, corridors, conference room etc clean at all times.
- Ensure office areas are clean & tidy by 0900 h every day i.e. before the staff arrives for work.
- Ensure that all office spaces are spruced and clean on completion of work and no excess lights/air conditioners are running on completion of work.

III. Supply of Material and Consumables

- Providing consumables/cleaning material items on cost to cost basis as and when required.
• All materials/consumables other related item is to be provided by the Agency have to be of reputed brands or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with IBEF Admin incharge.

• Some cleaning materials to be used are as under. Quality of material used to the satisfaction of the contracted will be ensured by the contractor.

1. Liquid Soap (Dettol/Lifeboy/Lux)
2. Lizol/Domex Floor cleaner
3. Colin or Glass Cleaner
4. Duster Cloth
5. Soft Broom
6. Coconut Broom
7. Harpic
8. Mop Stick/PINZA Mop
9. Air Freshner/Odonil
10. Toilet napkins
11. Garbage Bag Big
12. Garbage Bag Small
13. Toilet Brush with Stand
14. Squeezer
15. Scrub Pad
16. Mugs
17. Dust Pan
18. Toilet Roll
19. Paper Napkins (Soft 2/4 ply)
20. Air Freshener/Spray Refill
21. Mosquito Spray
22. Detergent Cake
23. Detergent Powder
24. Baskets
**Annexure 2**

Technical Bid Evaluation criteria

Qualifying Score – 60% out of 100.

Technical proposal evaluation criteria

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Evaluation Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Manpower on company pay roll (in number and designation)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>121 and above</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>80 no to 120 no</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>40 no-80 no</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Similar work Experience in Number of Years</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10 years and above</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>5 year to 10 years</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>3 years to 5 years</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>Average turnover in last 3 years</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rs 50 lakh and above</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Rs. 30 lakh to 50 lakh</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Upto 30 Lakh</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>At least five client testimonials of similar projects</td>
<td>20</td>
</tr>
<tr>
<td>5</td>
<td>No of projects currently running</td>
<td></td>
</tr>
<tr>
<td></td>
<td>41 and above</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>21 to 40</td>
<td>10</td>
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<tr>
<td></td>
<td>5 to 20</td>
<td>5</td>
</tr>
</tbody>
</table>
**Annexure 3**

**Financial Proposal**

Financial Proposal Evaluation  
- Total cost of project for a period of one year (Taxes are excluded).

Consumables cost will not be part of the financial proposal as it will be on cost to cost basis as and when required. Wages component must include revised minimum wages. Financial quote should be submitted in the below format. Total will be taken into consideration for evaluation purpose.

<table>
<thead>
<tr>
<th>S.no</th>
<th>Description</th>
<th>Amount Per Annum</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Minimum Wages ( 2 office boys)*</td>
<td>As revised on 23rd Oct 2019 by Government of India</td>
</tr>
<tr>
<td>B</td>
<td>Management fees ( if any )</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Any other Statutory Payment (Like PF, Bonus, etc)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
</tr>
</tbody>
</table>

- Minimum wage will change as and when amended under Minimum wages act, 1948.
**Annexure 4**

Format for Undertaking

[Location, Date]
From: [Name of the Firm]

To: India Brand Equity Foundation
20th Floor, Jawahar Vyapar Bhawan
Tolstoy Marg New Delhi - 110001 India

Subject: Undertaking for the RFP for Housekeeping services For India Brand Equity Foundation

Sir,

This has reference to the IBEF RFP dated 15.01.2020 titled ‘RFP for Housekeeping services For India Brand Equity Foundation. In this context, I, as an authorized representative of the company______________________, certify that we have done similar projects for other clients in the past and will be able to provide a capable team for this project who will be able to work as per the set deadlines. Also, we have been in operation for more than three financial years and have never been blacklisted by any Department of the Government of India. We have an office in Delhi.

Thanking you,

Name of the Bidder:
Authorised Signatory ____________________
Company Name:
Seal: