

**TENDER DOCUMENT FOR HOUSEKEEPING SERVICE
CONTRACT**

AT

**THE MUNICIPAL CO- OPERATIVE BANK LTD., MUMBAI
MUNICIPAL BANK BHAVAN 245, P.D. MELLO ROAD, FORT,
MUMBAI 400 001**

TELEPHONE NO. 022 -22616911-22616912

E-mail: mcbank@mcbmumbai.com

Website: www.municipalbankmumbai.com

THE MUNICIPAL CO OPERATIVE BANK LTD., MUMBAI

TENDER NOTICE FOR PROVIDING HOUSE KEEPING SERVICES

The Municipal Co Operative Bank Ltd., Mumbai, Municipal Bank Bhavan, 245 P.D. Mello Road, Fort, Mumbai 400 001 invites sealed tenders under two bid systems from eligible firms/companies for providing housekeeping services for its office located at the above mentioned address.

The Sealed bidding document (Technical Bid, Financial Bid & along with EMD duly filled and signed) should be addressed to the General manager (I/C), The Municipal Co. Operative Bank Ltd., Mumbai, Municipal Bank Bhavan, 245, P. D. Mello Road, Fort, Mumbai 400 001 on or before 20/04/2018 upto 3.00 PM. Tender received after stipulated time and date shall be rejected summarily.

Cost of Tender Document	Rs. 500/- (Rupees five hundred only) (inclusive of GST) (Non-refundable) by DD only Drawn in favour of The Municipal Co- operative Bank Ltd., Mumbai
Earnest Money Deposit: :	Rs. 10000/- by Only DD in favour of The Municipal Co - operative Bank Ltd., Mumbai
Issuance of Tender Document:	From 13/04/2018 to 20/04/2018 (Between 11.00 AM to 05.00 PM)
Last Date for submission of Tender:	20/04/2018 upto 03.00 PM

The tender document may also be downloaded from our web site www.municipalbankmumbai.com. The bidder who had downloaded the tender document should submit separate DD for the application fee of Rs.500/- and this should be attached with the fee for EMD in the Technical bid of tender document; else tender document for the bid will not be accepted.

The Municipal Co-Operative Bank Ltd., Mumbai reserves the right to accept / reject any of the Tender(s) without assigning any reason whatsoever and shall be final and binding

Sd/-

General Manager (I/C)

TECHNICAL BID SUBMISSION FORM

Dated

Letter of Bid

(To be printed on Bidder's letterhead)

To,
General Manager (I/C),
Municipal bank Bhavan,
245, P D Mello Road, Fort,
MUMBAI 400 001

Ref: Invitation for Bid In respect of Tender Notice dated-----

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents. We offer to execute in conformity with the Bidding Documents for "Housekeeping Service Contract" to "The General manager (I/C), Municipal bank Bhavan, 245, P. D. Mello Road, Fort, MUMBAI 400 001"
2. Our bid shall be valid for a period of 120 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
3. If our bid is accepted, we commit to submit a performance security of Rs. 15000/-in accordance with the Bidding Documents.
4. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
5. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that the Bank is not bound to accept highest ranked bid / lowest bid or any other bid that the Bank may receive.

Yours sincerely,

Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding company)

Full Name and Designation

Date :

Place:

Stamp:

CONTACT DETAILS FORM

General Details of Bidder

1. Name of the Company
2. Name and Designation of Authorized Signatory
3. Communication Address
4. Phone No. / Mobile No.
5. Fax
6. F-Mail ID.
7. GST. REGN. NO.
8. PAN NO.

Particular Details of the Bidders Representative'

1. Name of the Contact Person
2. Designation
3. Phone No.
4. Mobile No.
5. E-Mail ID.

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and period of extension, if any
3. I/We give the rights to the Bank to forfeit the Earnest Money/Performance Security Deposit by me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide the housekeeping services as per the provisions in the tender document/contract agreement.

Signature of the Authorized Signatory

Date:

Place:

Designation: (Office seal of the Bidder)

GENERAL CONDITIONS

1. For the Bidding / Tender Document Purposes, shall be referred to as 'Bank' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
6. The sealed bidding documents should be delivered in the Head Office of this office on or before the stipulated date and time. The technical bid and the financial bid must be sealed in separate envelopes super-scribing "Technical Bid" and "Financial Bid" and both these two envelopes must be placed in a third envelope super-scribing "Tender for Housekeeping Contract Service". This third envelope should be sealed and delivered to the "The General manager (I/C),Municipal bank Bhavan,245, P D Mello Road, Fort, MUMBAI 400 001"
2. The tender document may also be downloaded from our web site www.municipalbankmumbai.com. The bidder who had downloaded the tender document should submit separate DD for the application fee of Rs.500/- along with the tender document; else tender document for the bid will not be accepted.
3. While all efforts have been taken to avoid errors in the drafting of the tender document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
4. Each page of the Tender documents must be stamped and signed by the person or authorized persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Bank. NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.
5. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.
6. The parties to the Bid shall be the 'Bidders' (to whom the work has been awarded) and the Municipal Co Operative bank Ltd., Mumbai
7. For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post to "The Municipal Co Operative bank Ltd., Mumbai"
8. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

9. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or back out after quoting the rates, the EMD will be forfeited.
10. Validity of the Bids: The quoted bids shall have the validity for a period of 120 days from the date of opening of the tenders
11. Right of Acceptance: The Bank reserves all rights to reject any or all tenders without assigning any reason.
12. Communication of Acceptance – Successful bidder shall give acceptance within 10 days from the date of receipt of the work order, failing which, the work order issued stands cancelled and the EMD will be forfeited. Further, the successful bidder shall pay an amount of Rs. 15000/- (Rs. Fifteen thousand only) towards Security deposit which bear no interest.
13. Corrigendum/Amendment to the tender will be effected if required
14. The tenderer shall bear all cost associated with preparation and submission of tender form.
15. The bidder shall submit the tender form legibly in English and attach copies wherever required.
16. After opening of Technical bid and verifying the EMD amount, the technical bids shall be evaluated later on to ensure that, the bidders meets the eligibility criteria as specified in the tender document.
17. The successful bidder shall enter in to contract and the authorized signatory shall execute and sign the contract agreement in accordance with the article agreement and general conditions and provisions contained in the tender document before commencement of service.

Date:

Place:

(Name and Signature of Tenderer with stamp of the firm)

MINIMUM ELIGIBILITY CRITERIA

1. The following shall be the minimum eligibility criteria for fulfilling the Technical evaluation. The Financial evaluation shall be carried out only in respect of those bidders whose bid meets the Technical criterion. (A Proof in support of the following criterion by the Bidder shall be submitted).
2. Bid Security (EMD): EMD for Rs.10000/- is to be submitted along with the tender document only in the form of Demand Draft drawn in favour of "The Municipal Co Operative bank Ltd., Mumbai" Payable at Mumbai
3. The agency shall be a Limited Company or a Private Limited Company registered under the companies Act 1956/partnership firm or a proprietorship. For proof, self-attested/attested copy of Certificates of Incorporation / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice. The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall have valid GST Registration.
4. The agency shall be registered with Employees Provident Fund Organization and Employees State Insurance Corporation. Attested copies of relevant document in this regard should be attached in the tender document.
5. The agency should have minimum three years' experience in providing housekeeping services consecutively in the Government departments / Public sectors (Central or State) / Private limited company at the time of submitting the tender. Attested copy of relevant document in this regard should also be attached in the tender document
6. Income Tax Return of the company/firm /proprietor for the past three years should be enclosed.

Date:

Place:

(Name and Signature of Tenderer with stamp of the firm)

TECHNICAL BID DOCUMENT

Mandatory details to be provided with seal & signature else tender will be rejected summarily.

Sl. No.	Particulars	***
1	Name of the Tenderer/Firm, Office Address, Telephone No., Fax No., Mobile No., E-mail (Please attach registration certificate of Firm)	Copies shall be enclosed
2	EPF Registration No. Document of Monthly Return submitted for the last two months	Copies shall be enclosed
3	ESI Registration No., if applicable	Copies shall be enclosed
4	Present Employers certificate	Copies shall be enclosed
5	Experience certificate from existing employer/past employer Experience certificate should be enclosed for Three years.	Copies shall be enclosed
6	Income Tax Return for the Past three years	Copies shall be enclosed
7	GST Return	Copies shall be enclosed
8	DD for Rs.10000/- in favour of :The Municipal Co-operative bank Ltd., Mumbai:	

Date:

Place:

(Name and Signature of Tenderer with stamp of the firm)

FINANCIAL BID DOCUMENT

The agency willing to provide housekeeping services shall undertake the works quantified & rate quoted should be as per minimum wages act.

Sl. No	Description	Rate Supervisor per month (Rs)	Rate per housekeeper per month (Rs.)	No of housekeeper	TOTAL AMOUNT (Rs)
1	Basic				
2	D.A.				
3	H.R.A.				
4	P.F.				
5	E.S.I.C.				
6	Bonus				
7	Leave wages 21 days				
8	Cleaning material/uniform charges				
9	Service/administrative charges				
	TOTAL				
	Taxes				
	GRAND TOTAL			X 3	

A)	Total for supervisor per month	Rs.
B)	Total for 3 housekeeper per month	Rs.
	GRAND TOTAL (A) + (B)	Rs.

List of cleaning Material to be used :

- | | |
|--|----------------------------------|
| 1. Floor cleaner (Sunny phenyl/Cleanall) | 8. Liquid Soap (Dettol/Lifebuoy) |
| 2. Toilet Cleaner (Lizol or equivalent phenyl) | 9. Vacuum cleaner If necessary |
| 3. Naphthalene Balls | 10. Wet Mop & Dry Mop |
| 4. Sanitary cleaner | 11. Fragrance (Odonil/Airwik) |
| 5. Room freshner | 12. Duster (Table glass floor) |
| 6. Glass cleaner | 13. Toilet tissue roll |
| 7. Soft broom/Hard broom | |

Date:

Place:

(Name and Signature of Tenderer with stamp of the firm)

QUANTIFIED WORK FOR HOUSEKEEPING

The purpose of housekeeping is that the whole office premises of The Municipal Co Operative Bank Ltd., Mumbai must look neat and clean every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

General Information

Area of the Building – Approx. 9706 sq.ft

Office working hours – 08 AM to 08 PM

Work to be done daily:

1. Brooming, Sweeping of floors
2. Dusting and cleaning of office furniture, Table top office equipment's, tables, paper trays and other installations.
3. Toilets, Wash basins and Canteen area etc. should be cleaned twice a day and disinfected with necessary disinfectant.
4. If required, additional cleaning should be taken up as per the directions given by the Bureau.
5. Replenishment of soap, naphthalene balls/air purifiers [As and when required].
6. Emptying of dustbins.

Work to be done once in two weeks:

1. Dusting of files, cleaning of side racks and office furniture items
2. Partition glass should be cleaned with cleansing liquid.

Work to be done once a month:

1. Dusting and cleaning of doors and window panes.
2. Vacuum cleaning of venetian blinds and carpets etc.
3. Cob-web removal, Dusting of ceilings fans, tube lights, fixtures, furniture items, sliding windows specifically steel Amirah's.

In addition to above, in case of emergency, cleaning should be done at call on unforeseen events like breakage, spillage and special occasions.

Note: Interested agency shall visit our office between 11 AM to 05.30 PM on all working days except Saturdays, Sunday and holidays and shall take note the office open area, carpet area, toilets etc. to be cleaned.

Date:

(Name and Signature of Tenderer

Place:

with stamp of the firm)

GENERAL CONDITION OF CONTRACT

1. The purpose of housekeeping is that the whole office premises of The MUNICIPAL Co- operative Bank Ltd., Mumbai must look neat and clean every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.
2. All the cleaning personnel to be provided for undertaking the housekeeping services in shall be provided with required uniform and cleaning equipment's, material and should maintain decent behavior.
3. All the cleaning personnel provided for the housekeeping services shall be governed by Govt. of India Ordinance Minimum Wages Act/Govt. of Maharashtra Minimum Wages Act whichever is applicable to the employee, EPF and ESI and all statutory recovery & remittance shall be taken care by the Contractor.
4. The contractor shall possess contract labour license as per applicable State Laws & also should possess the registration/certificates/license/permits as required under relevant statutes.
5. All the cleaning personnel to be provided for housekeeping services are bound to work all the days except Government holidays and Sundays and they should reach the office premises well in advance to start cleaning work. The working hours of housekeeping is 8 AM to 8 PM.
6. The contractor shall liable to pay, the monthly wages on or before 07th of succeeding month to his deployed housekeeping personnel in accordance to applicable minimum wages Act.
7. The contractor shall strictly observe and adhere the following from their deployed housekeeping personnel:
 - Are always smartly turned out and vigilant
 - Are punctual and arrive at least 30 minutes before start of their duty time.
 - Take charges of their duties properly and thoroughly.
 - Perform their duties with honesty and sincerity.
 - Read and understand their post and site instructions and follow the same.
 - Extend respect to all Officers and Staff of the office of the Bank
 - Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
 - Will not gossip or chit chat while on duty.
 - Will never sleep while on duty post.
 - Will not read newspaper or magazine while on duty.
 - Will immediately report to the Estate Dept. Officer any untoward incident/ misconduct or misbehavior.
 - Do not entertain visitors.
 - Shall not smoke in the office premises.
 - No lunatic, disable or spastic personnel shall be employed by the contractor.
 - The personnel shall maintain a good hygiene standard, he should be free from any skin, chronic diseases.
 - The personnel shall bear a good character with a clean police record. He shall not bear any criminal history.
8. It is the sole responsibility of the deployed housekeeping personnel to execute the assigned work perfectly and neatly. If any damages are caused to Banks assets while discharging the duty, amount will be deducted from the contractor's monthly payment.

9. The contractor shall follow the instruction of Bank from time to time in discharging the duty every day.
10. The Bank shall have the rights to remove any deployed housekeeping personnel from the duty who is considered to be undesirable.
11. The contractor shall exercise adequate supervision to reasonably ensure proper performance of housekeeping work in accordance to the schedule of work.
12. The contractor shall issue identity card/identity documents of the employees who are deployed to execute the work.
13. All necessary reports and other information shall be supplied immediately by the contractor as and when required by the Bank and at regular meeting will be held with Bank
14. The contractor shall not employ any person of age below 18 years and above the age of 58 years and they should be sound in health in carrying out the duty and should not have infected diseases.
15. The contractor shall not subcontract the assigned work to any other agencies.
16. The Bank shall comply with and fulfill the recommendations (if any), if deemed necessary by the Bank, made in writing by the Contractor in connection with the performance of the services. The Bank shall notify the contractor of any dishonest, wrongful or negligent acts or omissions of the contractor's employees or agents in connection with the assigned services as soon as possible after the Bank becomes aware of them.
17. The contractor shall raise the invoice/Bill before 07th of the succeeding month for the payment.
18. All the payments to the contractor by the Bank shall be made through NEFT/RTGS/DD only with applicable TDS in accordance with the Govt. of India guidelines from time to time.
19. Administrative Service charge (Bid Value) claimed for providing housekeeping contract shall not be raised at any cost during the contract period for any reason.
20. All the cleaning items and consumables shall be provided by the contractor as per the requirement
21. On expiry of the contract, such portion of the said Performance Security Deposit may be considered by the Bank sufficient to recover any incorrect or excess payments made on the bills to the firm, shall be retained until the final bill is settled.
22. In case If any accident caused to the housekeeping personnel during the work period, it is the sole responsibility of the agency to meet any expenditure in this regard.

23. The contract shall be for a period of one year (01-06-2018 to 31-05-2019) from the date of awarding of contract.
24. The contractor shall execute the assigned work as per the schedule and if the same have not been executed up to the expected level, warning notice shall be issued in this regard. If the situation continues still, penalty will be imposed to the contractor.
25. The contractor shall have to provide the housekeeper/supervisor as per the terms & shall have to provide substitute in their absence period. Bank will recover amount for absenteeism of workers from contractor's bill on daily basis, further if the cleanliness is not found upto the satisfaction, a penalty of Rs. 500/- per instant will be imposed on the contractor.
26. The contract may be terminated by the Bank by giving notice in writing to the Contractor, if in case of serious negligence or serious breach of any of the terms and conditions of the contract by the contractor, and the Bank is of the opinion that any further continuance of the contract is not in the interest of the Bank, then the Bank shall have the right to terminate the contract without assigning any reason thereof, or without giving any notice, and any amount payable by the Bank as well as the performance security is liable to be forfeited.

Date:

Place:

(Name and Signature of Tenderer with stamp of the firm)