

E - Tender for Annual Maintenance Contract for Housekeeping and Maintenance Services at Stockholding offices (Navi – Mumbai and Mumbai) and premises



RFP No. SHCIL/CPT/RFP/19-20/001

Date: 30th, January, 2020

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Document Control Sheet

Name of the company	Stockholding Corporation of India Ltd.	
RFP Reference No.	SHCIL/CPT/RFP/19-20/001	
Date of Issue:	30 th January, 2020	
Last date for submission of Pre-Bid Queries	11 th February, 2020 EOD	
Pre Bid Meeting	12 th February, 2020	
Last Date and time for submission of Bids (Technical and Financial)	Date:	24 th February, 2020 (Online)
	Time:	03:00 PM
Cost of Bid Document	INR	5,000/- (Non Refundable)
Earnest Money Deposit (EMD)	INR	1,00,000/- (Re Fundable)
Schedule for Opening of Technical Bids	Date:	24 th February, 2020 (Online)
	Time:	03:30 PM
Schedule for Opening of Commercial Bids	Date & Time will be intimated to the shortlisted Bidders	
Place of Pre-bid meeting/ Opening of Bids / address for Communication & Contact Person	Stockholding Corporation of India SHCIL House, Plot No, P-51, TTC Industrial Area, MIDC, Mahape, Navi Mumbai-400710	
	Viraj Prabhu M: +91 8879625737 Viraj.prabhu@stockholding.com Anand Shankar M: +91 8356095049 Anand.shankar@stockholding.com	Raj Kumar Kachroo M: +91 9987776198 Raj.kachroo@stockholding.com

Note:

1. This tender document is the property of Stockholding (SHCIL) & is not transferable.
2. This bid document has 35 pages.
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.

Disclaimer

The information contained in this Request for Proposal ("RFP / Bid Document") or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stockholding Corporation of India Limited ("SHCIL"), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is neither an offer nor an invitation by STOCKHOLDING to any parties other than the applicants who are qualified to submit the bids ("Bidders"). The purpose of this RFP is to provide the Bidder(s) with information to assist them in formulation of their proposals ("Bids"). This RFP does not claim to contain all the information each Bidder may require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. STOCKHOLDING makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. STOCKHOLDING may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The information contained in the RFP document is selective and is subject to update, expansion, revision and amendment. STOCKHOLDING does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein, which may become apparent. STOCKHOLDING reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available / accessible to all recipients by STOCKHOLDING.

STOCKHOLDING reserves the right to reject any or all the expression of interest / proposals / Bids received in response to this RFP at any stage without assigning any reason whatsoever. The decision of STOCKHOLDING shall be final, conclusive and binding on all the parties.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit STOCKHOLDING's website for any changes / development in relation to this RFP.

1. Background

Stockholding was incorporated as a Public Limited Company in 1986. It has been jointly promoted by leading Banks and Financial Institutions. Stockholding is a subsidiary of IFCI Limited. The equity capital of Stockholding is presently held by LIC, GIC, IFCI Ltd., SU-UTI, NIA, NIC, UIC, and TOICL, all leaders in their respective fields of business. Stockholding began by offering custodial and post trading services, adding depository services and other services to its portfolio over a period of time. Stockholding has established itself in India as a one-stop solution provider in the Financial Services domain.

2. Purpose of RFP

Stock Holding Corporation of India Limited invites quotations in the prescribed formats for Annual Maintenance Contract for Housekeeping Services for Stockholding Offices and Premises (Mumbai Location Only) for a period of THREE years i.e. from **Period of Contract April, 2020 to March, 2023** (3 years) from reputed vendors based in Mumbai, Navi Mumbai & Thane. Fresh work order will be issued every year subject to review of performance and work satisfaction. Stockholding reserves the right to terminate the contract by giving One months' notice.

The successful bidder shall be responsible for proving Housekeeping Services at StockHolding Offices and StockHolding Flats and Building in Mumbai/ Navi Mumbai/Thane for a period of three years as per the scope of work and services defined in point no. 18 on page no. 11 of this RFP/Bid Document.

Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the RFP document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect will be at the Bidder's own risk and may result in rejection of the Bid and for which STOCKHOLDING shall not be held responsible. Any decision taken by STOCKHOLDING as to completeness of the Bid or rejection of any / all Bid(s) shall be final, conclusive and binding upon the Bidder(s) and shall not be question / challenged by the Bidder(s).

3. Cost of Bid

The Bidder shall bear all costs and expenses associated with the preparation and submission of its Bid and STOCKHOLDING shall in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process including cancellation or abandonment or annulment of the bidding process.

4. Cost of e – Tender / RFP / Bid Document

Cost of RFP / Bid document is INR 5,000/- (Rupees Five Thousand Only). The prospective Bidder is required to pay the prescribed amount in the form of Demand Draft or pay order in favor of "Stockholding Corporation of India Limited", payable at Mumbai. Since the Bid/RFP Documents are downloaded from the Internet (STOCKHOLDING website or e-procurement portal); the prescribed amount towards the cost of Bid Document should be paid along with the submission of the Bid response. Bids without the payment of amount towards the cost of Bid Document shall be rejected. The Demand Draft (DD) should be submitted at Mahape on or before last date for submission of BIDs.

The Cost of RFP / Bid document is non-refundable.

5. Earnest Money Deposit (EMD)

The Bidder shall furnish, as part of its Bid Security of INR 1,00,000/- (Rupees One Lakh only) by way of demand draft or pay order from any scheduled commercial bank drawn in favor of "Stockholding Corporation of India Limited", payable at Mumbai. The Bid Security shall be furnished in Indian Rupees (INR). The Demand Draft (DD) should be submitted at Mahape on or before last date for submission of BIDs.

Rejection of Bid: Any submitted bid not accompanied by EMD as mentioned above, shall be summarily rejected by STOCKHOLDING, without any further correspondence.

The Bid Security shall not bear any interest.

The Bid Security shall be forfeited:

1. if a Bidder withdraws his bid during the bid validity period; or
2. if a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
3. if the Successful Bidder fails to sign the contract and or furnish performance security and other guarantee(s)/security in the form and manner to the satisfaction of STOCKHOLDING, as mentioned in the Bid Documents; or
4. in the event of any evasion, avoidance, refusal or delay on the part of the Successful Bidder to sign and execute the order/ purchase order/ service order or any document, as may be required by STOCKHOLDING in case the Bid is accepted. Any decision in this regard by STOCKHOLDING shall be final, conclusive and binding on the Bidder.

The EMD and Tender fees to be submitted at the Address mentioned in control sheet, ON or Before Last day of submission of BID/application.

6. DISCHARGE OF BID SECURITY

1. STOCKHOLDING shall promptly request the Successful Bidder to provide performance security / performance guarantee. EMD of such Bidder shall be discharged on signing of the Contract and upon furnishing the performance guarantee / security to the satisfaction of SHCHIL.
2. The EMD of all unsuccessful Bidder(s) shall be discharged / returned as promptly as possible as but not later than 90 (ninety) days after the expiry of the period of Bid Validity Period.

7. Period of validity

1. Bids should be valid for 120 (One Twenty) days from the last date of submission. A Bid valid for a shorter period may be rejected by STOCKHOLDING as non-responsive. Any decision in this regard by STOCKHOLDING shall be final, conclusive and binding on the Bidder.
2. In exceptional circumstances, STOCKHOLDING may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The validity of Bid Security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request will not be permitted to modify its Bid. Any decision in this regard by STOCKHOLDING shall be final, conclusive and binding on the Bidder.

8. AMENDMENT OF BID DOCUMENT/RFP DOCUMENT

1. STOCKHOLDING reserves the right in its sole discretion of inclusion of any addendum to this entire Bid process. The Bidders shall not claim as a right for requiring STOCKHOLDING to do the aforesaid.

2. At any time before the deadline for submission of Bids / offers, STOCKHOLDING may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify this RFP / Bid Document and all such modifications shall be binding on them.
3. All prospective Bidders who have received this RFP shall be notified about the amendment in writing vide e-mail or fax or post, and all such amendments shall be binding on them.
4. If required in order to allow prospective Bidders reasonable time in which they need to take the amendment into account in preparing their Bids, STOCKHOLDING at its sole discretion reserves the rights to extend the deadline for the submission of Bids. In no circumstance, the deadline for submission of Bids shall be extended beyond a period of 7 days. However, no request from the Bidder, shall be binding on STOCKHOLDING for the same. STOCKHOLDING's decision in this regard shall be final, conclusive and binding on all the Bidders.
5. Any attempt by the Bidders to visit or meet Top management officials of the STOCKHOLDING in connection with or incidental to the Bid process, shall be construed by the STOCKHOLDING as an unlawful attempt by the prospective Bidder, to influence the RFP/ Bid process and may invite disqualification from bidding. Only one authorized representative of each bidder would be permitted to visit for submitting the RFP Document/ or when called by the STOCKHOLDING.

9. STOCKHOLDING'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

STOCKHOLDING reserves the right to accept / reject any bid and to annul the Bid process at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for STOCKHOLDING's action. Any decision in this regard by STOCKHOLDING shall be final, conclusive and binding on the Bidder.

10.ACCEPTANCE OF BID

Prior to the expiration of the period of Bid validity, STOCKHOLDING will notify the successful Bidder in writing, that its bid has been accepted

11.EXECUTION OF DOCUMENTS

1. After STOCKHOLDING notifies the Successful Bidder that its bid has been accepted; the Bidder should sign the Contract and complete the execution of all other documents within 15 business days of the acceptance of LOI / PO.
2. The signing of Contract should be accompanied by the submission of Performance Bank Guarantee, or any other legal Document etc. also the successful bidder will have to execute an Integrity pact with the Corporation. The format of the same is available on the website of the Corporation.
3. Payment of stamp duty would be as per laws applicable in the State of Maharashtra.
4. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. STOCKHOLDING shall not be responsible or liable for reimbursing / compensating these costs and expenses.
5. The incidental expenses of execution of the Contract as well as the conditions stipulated in the contract shall be strictly adhered to and any breach / violation thereof shall entail termination of the Contract without prejudice to the other right of STOCKHOLDING including but not limited to the right to levy / impose and recover penalties as specified in this RFP or Contract.

12. PERFORMANCE BANK GUARANTEE

1. The value of the Performance Bank Guarantee will be 2% of the total annual contract value.
2. The successful Bidder shall furnish the Performance Bank Guarantee within 15 business days of the receipt of acceptance of the LOI / Purchase Order / Contract by the Bank.
3. The bidder shall submit a fresh Bank guarantee at the time of annual renewal of the contract. Every bank guarantee shall be valid for a period of 12 months (excluding a claim period of three months) from the date of acceptance of the Contract / LOI / Purchase Order issued for each year.
4. The Performance Bank Guarantee (PBG) should be issued by a scheduled commercial bank and directly forwarded to STOCKHOLDING.
5. The performance Bank Guarantee for a respective year will be discharged by STOCKHOLDING and returned to the successful Bidder after 180 days from the completion of each year of service respectively from the date mentioned in acceptance certificate.
6. The proceeds of the performance security shall be payable to STOCKHOLDING as compensation for any loss or damage resulting from the Vendor's failure to complete its obligations under and in accordance with the Contract.
7. Failure of the successful Bidder to comply with the requirement of the performance bank guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event STOCKHOLDING may award the Contract to the next best evaluated Bidder or call for new Bids. Any decision in this regard by STOCKHOLDING shall be final, conclusive and binding on the Bidder.

13. TERMINATION OF CONTRACT

1. STOCKHOLDING reserves the right to terminate the contract without any compensation by giving the Bidder 30 day's prior notice & the Bank Guarantee will be invoked forthwith, if the performance of the Bidder is found to be unsatisfactory or not meeting Service Level Requirement at any point of time. Any decision in this regard of STOCKHOLDING shall be final, conclusive & binding on the Bidder.
2. The agreement may be terminated by either-side by giving one-month notice on infringement of any terms & conditions of the agreement or failure to perform any obligation under the agreement or inability of any of the parties to continue with the performance of the agreement. However, it would be the responsibility of each party to assist the other party in orderly termination of the agreement.
3. The bidder agrees that in the event of termination of this agreement, the bidder shall continue to provide services in the same manner for the notice period. The bidder agrees to co-operate with STOCKHOLDING for the smooth transfer of the subject matter of this agreement to any other party appointed for the purpose by STOCKHOLDING.
4. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the STOCKHOLDING shall reserve the right to take any steps as are necessary, to ensure the business continuity.
5. Termination for Insolvency: The STOCKHOLDING may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the STOCKHOLDING.

6. Termination for Default: The STOCKHOLDING, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.

14. Dispute Resolution

1. The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with this Contract in the following manner:
 - 1.1. The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within ten (10) days of receipt of the notice.
 - 1.2. The matter will be referred for negotiation between Authorized Representative from Stockholding and Vendor/Contractor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 30 days.
2. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30 days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint 1 arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
3. The Bidder shall not be entitled to suspend the provision of the Services or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Services in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
4. The provision under this section survives the contract.

15. ADHERENCE TO SAFETY PROCEDURES, RULES REGULATIONS AND RESTRICTION

1. Bidder shall comply with the provision of all laws including labor and industrial laws, rules, regulations and notifications issued there under from time to time. All safety and labor and industrial laws enforced by statutory agencies and by STOCKHOLDING shall be applicable in the performance of this Contract and Bidder shall abide by these laws. The Vendor/Contractor shall keep Stockholding indemnified for any loss, damage, claims, costs, charges, expenses, etc. arising out of and/or suffered on account of actions, litigations, proceedings, suits, arising out of breach of the above laws.
2. Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions.
3. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
4. Bidder shall also adhere to all requirement/regulations of the STOCKHOLDING during the execution of the work.

16. GOVERNING LAW

This Contract shall be governed in accordance with the laws of India. These provisions shall survive the Contract.

17. JURISDICTION OF COURTS

The courts of India at Mumbai have exclusive jurisdiction to determine any proceeding in relation to this Contract. These provisions shall survive the Contract.

18. Scope of Work

1. Purpose

Stock Holding Corporation of India Limited invites quotations in the prescribed formats for Annual Maintenance Contract for Housekeeping Services for Stockholding Offices and Premises (Mumbai Location Only) for a period of THREE years i.e. from **Period of Contract April, 2020 to March, 2023** (3 years) from reputed vendors based in Mumbai, Navi Mumbai & Thane. Fresh work order will be issued every year subject to review of performance and work satisfaction. Stockholding reserves the right to terminate the contract by Giving One months' notice

The successful bidder shall be responsible for proving Complete Housekeeping Services along with material for an initial period of three years as per the scope of work and services defined in next point

2. Scope of work

The Scope of work would involve,

Housekeeping services will be comprehensive in nature relating to all areas within the premises

a. CENTRE POINT - PAREL

Cleaning Services to be provided on daily basis:

1. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, windows, corridors, lifts and lobbies. Cleaning activity shall start in the morning at **7.00 AM** so as to complete all the dusting/ cleaning/ moping work before 9.30 AM
2. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage etc. with dry/wet cloth, feather brush and duster and if required with cleaning spray.
3. Cleaning / mopping of common area, pantry, reception area and passages on a continuous basis.
4. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. if required necessary repairs to be carried out. (Janitor to be assigned for full day for all the toilets)
5. Cleaning and refilling of water jugs in all Seniors Officers' cabins.
6. Shifting / adjustments of furniture and other items etc., within the premises.
7. Cleaning of entire office floor space, glasses, service shafts, toilets, IT rooms etc.
8. Spray air fresheners in all cabins, toilets and corridors at least twice a day.
9. Cleaning and polishing of metal fittings/items as and when required.
10. Wash and Iron dirty linens/towels on daily basis and as and when required.
11. Re-stock toiletries (Liquid hand soap, toilet paper, air freshener, and Sanitary cubes hand towels (M-fold/C-fold) and Naphthalene balls) in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day time.
12. Cleaning of Planters.
13. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.

14. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
15. To help in collection and dispatch of various parcels, inventories etc.
16. Any other Housekeeping /maintenance services required by the employees of StockHolding.
17. For providing and usage of cleaning materials please refer to pt. - Cleaning materials (Annexure enclosed).
18. Upkeep and maintenance of the pantry area to operate the necessary equipment's such as fridges, Microwave Oven, Water coolers, Water Dispensers, Tea Vending Machine etc. (Electrician to be assigned separately).
19. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.
20. The Bidder has to supply all the necessary consumable items, equipment, tools, tackles and vacuum cleaners of approved make including supplying labour, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of the Admin. Dept.
21. **ONE supervisor to be appointed / assigned at Centre point.**

b. SHCIL House – Mahape (Navi Mumbai)

Administration Building and Premises

Cleaning Services to be provided on daily basis:

1. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, windows, corridors, lifts and lobbies. Cleaning activity shall start in the morning at **7.00 AM** so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.
2. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage etc. with dry/wet cloth, feather brush and duster and if required with cleaning spray.
3. Cleaning / mopping of Atriums, common area, pantry, seating area and reception area and passages on continuous basis.
4. Cleaning and refilling of water jugs in all Seniors Officers' cabins.
5. Shifting / adjustments of furniture and other items etc., within the premises.
6. Cleaning of entire office floor space, glasses, service shafts, toilets, meeting rooms, etc.
7. Spray air fresheners in all cabins, toilets and corridors at least twice a day.
8. Wash and iron dirty linens/towels on daily basis and as and when required.
9. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day.
10. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. if required necessary repairs to be carried out. (Janitors to be assigned for full day for all the toilets).
11. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
12. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
13. Cleaning of Planters and maintaining of Garden area inside and outside office Premises.
14. Grills and roof up to ceiling height, glass walls, cabin glass partitions etc.

15. Cleaning of compound area at Mahape. Disposal of any material in the compound area of STOCKHOLDING House premises (IN and Out) or as guided by the Admin. Department should be carried out.
16. Glass Façade and ACP cleaning of Training building, Administration building, Auditorium building and both atriums inside and outside at least 6 times in year or as and when required. (Tools, Scaffolding and Tackles to be arranged by Successful Bidder)
17. Atrium roofs small and big once in a week or as and when required.
18. Cleaning of Overhead and underground water tanks at least twice in a year and as and when required.
19. To check and clean drainage system for choking or overflowing at least once a month and as and when required.
20. To clean four fountain areas including Atrium once a week and as and when required.
21. To clean the Side periphery including Roads, D.G. Room, Pump Room, Electrical Room, etc. on daily basis.
22. To clean all the Terraces on weekly basis.
23. Cleaning of Elevators with cleaning spray at least twice a day and as and when required.
24. Cleaning and mopping of Atrium area on continuous basis.
25. Any other miscellaneous work related to housekeeping/ maintenance to be undertaken.
26. To help in collection and dispatch of various parcels, inventories etc.
27. Any other housekeeping/ maintenance services required by the employees of StockHolding.
28. For providing and usage of cleaning materials please refer 'Cleaning materials' (Annexure enclosed)
29. **Three Supervisors to coordinate and oversee the work should be assigned at any given Time.**

Training Building

Cleaning Services to be provided on daily basis:

First Floor:-

1. Cleaning and dusting of all furniture including entire desk space of all training rooms, meeting rooms, and cabins before office hours.
2. Dusting of cupboards, telephone and other equipment. The equipment should be first cleaned with dry cloth and then if required with cleaning spray.
3. Arranging class rooms, tables or chair as required.
4. Cleaning / mopping of common area, seating area and reception area and passages on a continuous basis.
5. To provide and spray air fresheners in all the class rooms, cabins, toilets and corridors at least twice a day.
6. Cleaning and polishing of metal fittings/items as and when required.
7. To clean the carpet of four nos. class rooms by shampoo on bi- monthly basis.
8. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day.
9. Deep cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors.(Note : No Acid to be used)
10. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
11. To fill water bottles in the class rooms. However water bottles will be provided by the corporation.
12. Cleaning of Planters.
13. Shifting / adjustments of furniture and other items etc. within the premises
14. Checking availability of equipment and same are in working condition in training building. (Note : To submit escalation of matrix)

15. Any other housekeeping / maintenance services required by the employees of StockHolding.

Residential rooms on Second Floor:-

1. At the time of Occupancy the beds are to be arranged on daily basis.
2. Changing of bed sheet, pillow cover and duvet covers on a two day basis and as when required by the Corporation.
3. At all times all the vacant rooms shall be kept in ready occupancy condition. The rooms vacated should be kept ready for occupation within reasonable time frame after vacation.
4. To wash and iron dirty linens, towels, bed sheet, pillow covers, duvet covers pantry table cloth, napkins, table mat etc. on daily basis and as and when required of all the 24 rooms and pantry. (Washing activity is to be carried outside premises in a Laundry, this arrangement is to be made by Successful bidder, no additional charge will be provided). Washing/Ironing of clothes of the training participants to be carried out by the vendor at reasonable rates but the payment thereof to be collected by the vendor from the participants directly without involving StockHolding.
5. To wash curtains of the rooms once a month. (Washing activity is to be carried outside premises in a Laundry)
6. For providing and usage of cleaning materials please refer to Cleaning materials and in addition to it to provide mosquito repellent in all residential rooms.
7. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day time.
8. Deep cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors. (Note : No Acid to be used)
9. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
10. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
11. To provide paper Laundry bags in each room.
12. To fill and arrange water bottles in the residential rooms and class rooms. However water bottles will be provided by the corporation.
13. To clean flask, glasses, dirty cup saucers used by the participants especially bed tea.
14. Cleaning of bathrooms in the residential rooms with cleaners whenever any training programmers are held at Mahape.
15. To check and clean drainage system for choking or overflowing at least once a month and as and when required.
16. Round the clock housekeeping services with a supervisor in each shift.
17. To help in collection and dispatch of various parcels, inventories etc.
18. Any other housekeeping / maintenance services required by the employees of StockHolding.
19. Housekeeping personnel will be required to be present 24 x 7
20. To provide in the Training rooms (24nos) bathing soaps, shampoo sachet, tea, coffee, milk and sugar sachet 02 in each room and two numbers of roses in the flower vase as and when required. The consumables will be paid by StockHolding at actual.
21. Providing other consumables like toothbrushes, toothpaste, conditioners, moisturizer, hair oil, comb, powder etc. These consumables will be provided by the vendor to the participants at actuals.
22. Cleaning of Planters.
23. Any other miscellaneous work related to housekeeping to be undertaken.
24. Checking of Solar Water System and Water availability in the building.
25. Maintenance of geysers.

Pantry at Ground Floor:-

1. Cleaning and dusting all the furniture and fixtures in 3 Pantries at Ground Floor.
2. Cleaning tables during and after meal hours.
3. Cleaning wash basins, Water dispensers, filling water bottles etc.
4. Cleaning and mopping floors and side glass panels, spraying fresheners.
5. Any other miscellaneous work related to housekeeping / maintenance to be undertaken.

Auditorium:**Cleaning Services to be provided on daily basis:**

1. Cleaning and dusting of all furniture, carpet of entire auditorium daily.
2. Deep cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors.
3. Cleaning and polishing of metal fittings/items as and when required.
4. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
5. Dusting of all equipment present in the auditorium.
6. Air freshener dispenser to be checked during any programmes and the timer may be setup between 5 to 10 min.
7. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day time.
8. Cleaning / mopping of common areas on a continuous basis including atrium.
9. Shifting / adjustments of furniture and other items etc. within the premises.
10. Cleaning of Grills and roof up to ceiling height, glass walls, partitions
11. To provide water bottles in the auditorium during any programmes, However water bottles will be provided by the corporation.
12. Any other miscellaneous work related to housekeeping to be undertaken.
13. Shampoo carpet on bi-monthly basis.
14. Cleaning of Planters.
15. Checking availability of equipment and same are in working condition in Auditorium
16. For providing and usage of cleaning materials please refer "Cleaning materials"

c. Mumbai Branches of StockHolding**Cleaning Services to be provided on daily basis:**

1. Cleaning and dusting of furniture of entire desk space of all cabins and cubicles before office hours
2. Dusting of cupboards, telephone equipment. The equipment should be first cleaned with dry cloth and then if required with cleaning spray.
3. Cleaning / mopping of common area, pantry, sitting area and reception area and passages on a continuous basis.
4. Cleaning and refilling of water jugs in all Seniors Officers' cabins.
5. Shifting / adjustments of furniture and other items etc. within the premises
6. Cleaning of entire office foot space, glasses, service shafts, toilets, IT rooms etc.
7. To spray air fresheners in all cabins, toilets and corridors at least twice a day.
8. Cleaning and polishing of metal fittings/items as and when required.
9. To wash and iron dirty linens/towels on daily basis and as and when required.
10. For providing and usage of cleaning materials please refer to "Cleaning materials"

11. Re-stock toiletries in toilets after daily check-ups in the mornings, afternoons and on call basis during day time.
12. Acid cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors
13. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
14. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
15. To help in collection and dispatch of various parcels, inventories etc.
16. Any other services required by the employees of StockHolding.
17. Cleaning of Planters.
18. Any other miscellaneous work related to housekeeping to be undertaken.

d. StockHolding Flats at Tilak Nagar, Cuffe Parade, Karmakshetra

Cleaning Services to be provided on daily basis:

1. Cleaning and dusting, all flats on daily basis.
2. Shifting / adjustments of all furniture and other items etc., within the premises.
3. Cleaning of entire rooms, glasses, service shafts, toilets, passage area, common area, compound area. Etc.
4. To spray air fresheners in all rooms, toilets and corridors at least twice a day.
5. To wash and iron dirty linens/towels as and when required.
6. Cleaning and polishing of metal fittings/items as and when required.
7. Re-stock toiletries in toilets on hourly basis including cleaning also daily check-ups in the mornings, afternoons and on call basis during day time.
8. Cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors.
9. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste / garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
10. Round the clock housekeeping services.
11. Cleaning of entire terrace on weekly basis.
12. Effective machine cleaning for rainy moss.
13. Cleaning of Planters.
14. Any other miscellaneous work related to housekeeping to be undertaken.
15. Cleaning and polishing of metal fittings/items as and when required.
16. To provide good quality naphthalene ball and housekeeping material
17. Window cleaning and sliding grills to be cleaned
18. Cleaning of Planters.
19. Shifting of furniture and other items etc., within the premises as and when required.
20. For providing and usage of cleaning materials please refer to "Cleaning materials"

Gardening:

1. To maintain garden area Internal and External i.e. cutting, trimming, watering, and putting adequate manure etc. However, plantation if required will be provided by the corporation.
2. The contractor should ensure that in the course of their activities, they should not disturb the landscape, gardens, plants, tree, shrubs, etc.
3. All the tools and equipment like scissors, grass cutting machine etc. have to be provided by the vendor.
4. To maintain the potted plant including containers on daily basis.

19. Procedure for Submission of Application for Technical Bid and Financial Bid (Online)

1. Technical and Financial Bid to be submitted Online on or before Last date for Submission of Bids.
2. The Bids/documents are to be submitted Online at <https://stockholding.auctiontiger.net>
3. Technical and other non-commercial queries (not impacting price) can be routed to the respective e-mail id indicated in the e-tender document.
4. Online bids submission related queries could be addressed to M/s. e-Procurement Technologies Ltd. personnel indicated in the document.
5. M/s. e-Procurement Technologies Ltd. responsibility is limited to technical assistance of bid event. Finalization of bidding process and selection of Bidder would be directly between Bidders and StockHolding.
6. The Bids submitted by telegram/Fax/Email shall not be considered and is liable to be rejected. No correspondence will be entertained in this matter.
7. No other documents or new terms and conditions are to be uploaded in Bids.
8. The Bidder is requested to submit its application prior to last date and time of submission to avoid any inability due to telephone line glitch, internet response issues, software or hardware hands will not be the responsibility of M/s. e-Procurement Technologies Ltd or of StockHolding. However, M/s. e-Procurement Technologies Ltd. shall make every effort to ensure availability of technology resources to enable submission of application.
9. All uploaded documents copies needs to be attested.
10. StockHolding will consider only such applications that satisfy the eligibility criteria.
11. The Bidder need to have Minimum Requirement for submission of tender:
 - a. Computer / Laptop with internet connection
 - b. Operating system – Window XP Service Pack -3 / VISTA / WINDOWS 7
 - c. Digital Certificate – Class II or III, Signing + Encryption and it should be organizational certificate
12. The Bidder shall submit that Technical Bid through online on website <https://stockholding.auctiontiger.net>. For any issues / clarifications, the Bidder may contact
 - a. Jaymeet Rathod & Sujith | Implement & Support
 - b. E-Procurement Technologies Limited
 - c. Email: jaymeet.rathod@eptl.in / sujith@eptl.in
 - d. Phone: +91 798 136 829|40|57|35|63|31|53|43|52|20|
 - e. 908 100 0427|990 440 7997
13. The bidders are required to upload all the documents in Portable Document Format (.pdf).
14. Upon the successful and timely submission of bids, the portal will give a successful bid submission message and a bid summary will be displayed with the bid no. and the date and time of submission of the bid with all relevant details.
15. The auction tiger's server time shall be the time stamp for the submission of the bids on the system and the said time stamp shall be final. The bidders are advised not to wait till the last minute or last few seconds to enter their bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
16. The bidder shall submit that Financial Bid (as per Point No. 23 on page no. 26) through online on website <https://stockholding.auctiontiger.net>.
17. The Financial Bids once made, cannot be cancelled and withdrawn, however, can be modified till the last date and timing of submission of tender and the bidder shall be bound by the same.
18. The bidder shall quote rates for all the variables mentioned in the Financial Bid.

19. The bidder is required to check the prices / amount carefully before uploading financial Bid.
20. The prices quoted in the Financial Bid should be inclusive of all charges except applicable taxes.
21. The Financial Bid shall be unconditional and any conditional/incomplete Financial Bids shall not be accepted.
22. Upon the successful and timely submission of bids, the portal will give a successful bid submission message which will be displayed with date and time.

EVALUATION OF TECHNICAL BID

The authorized representatives of STOCKHOLDING will open the Pre-qualification/Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time. They must bring proper authorization from their firm/ agency at the time of opening of the bids failing which they will not be allowed to participate in the opening of process.

The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

The bidder must produce the original documents towards the eligibility/qualifying criteria on the date of opening of tender for verification. Besides this STOCKHOLDING reserve the right to verify the document so submitted from those Institutes/organizations who have issued such certificates.

OPENING OF COMMERCIAL BID

The commercial bids of only those firms, who are found qualified on evaluation of the technical bids, shall be opened on a later date with intimation only to the Qualified bidders. In case the date of tender is declared to be a Holiday by the Central/State Govt. or Local administration, then it will be opened on the next working day. However, opening/closing time of tender will remain the same.

20. Terms and Conditions

PERIOD OF CONTRACT / TERMINATION

1. Stock Holding Corporation of India Limited invites quotations in the prescribed formats for Annual Maintenance Contract for Housekeeping Services for Stockholding Offices and Premises (Mumbai Location Only) for a period of THREE years i.e. from **Period of Contract April, 2020 to March, 2023** (3 years) from reputed vendors based in Mumbai, Navi Mumbai & Thane. Fresh work order will be issued every year subject to review of performance and work satisfaction. Stockholding reserves the right to terminate the contract by Giving One months' notice.

ASSIGNMENT

1. The Contractor shall not assign or transfer the contract to any another agency, or enter into sub-contracts for the said contract. The contractor shall abide by all the rules and regulations laid down by StockHolding authorities from time to time.
2. Services as mentioned in the SCHEDULE OF WORKS / SCOPE OF WORK will be organized in consultation with the authorities of StockHolding.

LABOUR LICENCE

1. The Contractor must possess valid labor license to take up the work on contractual basis under Contract Labor (Regulation & Abolition) Act 1970. The labor license should be produced within a month from the date of work order failing which the contract will be terminated without any notice.
2. The contractor shall obtain at his own cost any license or permission or any sort whatsoever (namely labor license, ESIC, PFs, GST and Income Tax etc.).
3. The contractor shall comply with the provision of all Labor Laws, which are applicable to the contractor or its employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation. The contractor will furnish proof of compliance of all labor laws, including obtaining license, filing of monthly/quarterly and annual returns and other statutory requirement within 15 days from the due date and furnish calculations and proof of payments made to all Government/Statutory Authorities under EPF, ESIC etc. Within 10 days of the statutory time limits allowed under the respective acts and all other statutory rules as amended from time to time.
4. The contractor shall keep StockHolding indemnified from all liabilities arising out of any payment made by StockHolding to government (Central/State, Semi Government) Statutory Authority or any payment made under any statute/notification of the Government (Central/State) or any other entity. Statutory authorities in respect of his employees or in respect any claims made by the contractors' employees against StockHolding.
5. The contractor shall be responsible for maintenance of proper records as required under the provision of various labor laws/Statutory Acts applicable to the contractor and contract employees such as attendance register, overtime register, advance register, register of deduction for damage and loss, register of fines, accident register etc. And produce them for inspection as and when demanded by StockHolding or any appropriate labor authorities.
6. The contractor should provide a declaration for accidental insurance coverage for their workers.

POWER OF ATTORNEY - Sole Proprietary firms

1. When the Vendor' representative signing the tender is not the sole proprietor himself, the necessary power of attorney authorizing the person to act on behalf of the Vendor organization should be attached along with the tender documents.

CHARACTER VERIFICATION AND ANTECEDENTS

1. The contractor shall verify the character / antecedents of each and every workmen deployed by the contractor. The contractor shall provide a declaration to StockHolding to that effect. In event of happening of untoward incident on account of any of the employee / representative of the contractor, it will be the sole responsibility of the contractor.

PERSONNEL DEPLOYED BY THE CONTRACTOR

1. StockHolding has the right to advise the contractor to replace any of the personnel engaged by him who are found unsuitable; the contractor shall immediately replace such personnel.
2. The personnel deployed by the contractor should not suffer from any infectious disease and should be able-bodied persons.
3. The contractor shall ensure that none of its personnel report for duty in drunken state or consume drugs, prohibited substances, smoke, etc. while on duty.
4. The contractor would ensure safety against insects and snakes, dogs and electrocution to all personnel and ensure their cleanliness and upkeep.
5. The contractor or his personnel shall not any time do, cause or permit any nuisance at the site/do anything which shall cause unnecessary disturbance or inconvenience to the occupants/visitors at sight or near the site of work.
6. The contractor shall be responsible for all acts done by the personnel engaged by him and for maintenance of proper discipline by his personnel at the premises of StockHolding. Any act of indiscipline/misconduct/theft/pilferage on the part of any personnel engaged by the contractor resulting any loss to Stockholding in kind or cash will be viewed seriously and StockHolding have the right to levy damages or fine from the contractors or even terminate the contract forthwith.
7. The contract is for providing housekeeping and maintenance service and not for supply of contract labor. The workers employed by the contractors for providing the services shall be employee of Contractor and not of StockHolding.
8. The personnel engaged by the contractor shall not have any employee – employer relationship with StockHolding and they shall not have any claim whatsoever for employment in StockHolding now or a future date.
9. The contractor shall remove his material and personnel peacefully on expiry of contract or on termination of the contract.
10. The contractors shall maintain a log book under the Supervisor's care in which daily attendance of the staff shall be marked.
11. The logbook maintained by the Supervisor of the Contractors shall be shown daily to StockHolding representative at 10.00 AM and at any other time on demand.
12. The contractors shall ensure that the Supervisor supervises all the jobs and attends to complaints personally; Supervisor shall take care of any complaints regarding unsatisfactory jobs and shall, in addition, attend to any other job assigned by the authorized representative of the StockHolding. If any of the contractors' employee is found absent, the contractor shall immediately provide replacement.

UNIFORM

1. The personnel deployed by the contractor in our premises against this contract will always appear in proper uniform, neat and tidy from the day the contract commences. The contractor should issue to their workmen at least 2 sets of uniforms (which includes 2 sets of full pant and shirt, one pair of good quality shoes, belt, gloves etc.). The uniform should have a logo of the contractors firm.

WEEKLY OFF / PAID HOLIDAY

1. For all the workmen deployed in our premises, the contractor will give 1 day's paid Weekly off (at present on Sunday) for every 6 continuous working days. In addition, Additional holidays as per various Acts in vogue shall be considered as paid holiday for workmen deployed in StockHolding premises during the contractual period. However, it will be ensured by the contractor, to provide uninterrupted services on all working days during the period of contract.

LIABILITY

1. Loss of damage to any material / property either through theft or otherwise due to negligence of contractor's workmen shall be recoverable / made good by him at his own cost. StockHolding in this regard shall have the right to require him to pay the cost for such missing / damaged material / property and he shall make good without any demur or objection on receipt of a written demand from StockHolding or by StockHolding may have the right to deduct the amount from the bills.
2. The contractor shall be responsible for and pay the expenses for providing medical treatment / compensation to their workmen who may suffer any bodily injury / loss of life during the course of their business while carrying out their contractual obligations, as a result of any accident, within the StockHolding premises. StockHolding will not in any case be responsible to entertain any claim thereto.

TERMINATION DUE TO BREACH OF CONTRACT'S TERMS AND CONDITIONS

1. Not- withstanding anything to the contrary herein contained, StockHolding shall be at liberty to terminate this contract forthwith upon or at any time, a breach or default of any of the terms, conditions or stipulations contained herein is committed by the contractors and / or by the workmen of the contractor deployed in StockHolding premises.

COMPENSATION FOR DELAY

1. Compensation for delay @ Rs 2500/- per day can be imposed on the contractor for not carrying out the assigned services as per the contract. In addition on such days, StockHolding reserves the rights to carry out these jobs by any other agency at the risk and cost of the contractor.
2. In the event of the compensation for delay exceeding 10% of the contract value, StockHolding reserves the right to cancel the contract. In such an event, no damages or compensation, whatsoever, will be payable to the contractor.

TYPOGRAPHICAL OR CLERICAL ERRORS

1. StockHolding interpretations regarding partially committed errors in particulars or typographical or clerical errors shall be final and binding on all applicants.

SUBMISSION OF RELEVANT DOCUMENTS

1. Contractor must submit copies of all relevant documents like P.F., ESIS, Labor License, GST Registration Certificate, Income Tax clearance certificate etc., along with the application form.
2. The Contractor will make payment to the workmen deployed by them in StockHolding premises against this contract as per the latest guidelines of the Labor Commissioner's Office. StockHolding will not be responsible for non-payment of their salaries or any compensation in this regard. As per the statutory requirement, the contractor will also make all the payments like the employer's contribution of E.S.I.C. P.F., Minimum payable Bonus, 21 days leave per annum, gratuity (if applicable), etc.
3. As and when the rate of Wages as applicable are revised, corresponding increase in the payment of Applicable Wages and other items will be made by the Contractor to their workmen without any additional burden on StockHolding.
4. The Vendor, whose tender is finally accepted & approved, will have to execute the Contract documents with StockHolding or as may be decided by StockHolding from time to time.

PAYMENTS

1. Monthly payment will be made upon raising the bill on completion of the service. No advance will be made under any circumstances. The contractor shall have to produce quarterly compliance certificate.
2. The contractor shall permit StockHolding to hold or deduct the amount from bill for non-performance or part performance or failure to discharge obligations under this contract.
3. GST, if any shall be reimbursed by StockHolding on submission of proof of payments along with monthly bills.
4. The contractor shall not subcontract the work unless permitted specifically permitted by StockHolding in writing.
5. The contractor shall execute the documents related to this contract on stamp paper as per proforma prescribed by StockHolding.
6. The vendor should have proper presence in terms of conducting housekeeping services in locations indicated in the enclosed list and should be able to undertake the services for all existing and new locations (as per future requirement) of StockHolding for which the bid is submitted.

CONTRACTOR'S SIGNATURE AND SEAL

21. Eligibility Criteria

1. The contracting agency/firm/company should be based at Mumbai/ Navi Mumbai / Thane having its office in Mumbai/Navi Mumbai/ Thane.
2. Bidder should have experience of providing manpower for housekeeping services for at least 3 (THREE) projects each costing not less than 20 lakhs (annually) to any Central Govt. / State Govt./ Public Sector Undertaking (PSU)/ BFSI sector / educational institution / reputed private firms in India as on date of submission of bid.
3. The Bidders should have a minimum turnover of INR 60 Lakhs with positive net worth in each of the last 3 financial years as per the audited financial statement. [CA Certificate to be submitted].
4. The Contractor should have enough trained/experienced manpower to carry out housekeeping services. List of Manpower or any proof to be submitted
5. Bidders must submit an undertaking for providing Monthly Wages/ Salary to be paid to the Manpower (not less than the minimum wages) including provision of mobile phones, uniform (two pairs), shoes (2 pairs). They must enclose the breakup of the wages.
6. The Bidder shall produce a self-declaration that there are - (a) no vigilance and / or court cases pending against it (b) no inquiry or investigation pending against it from any statutory regulatory and / or investigation agency and (c) The Bidder has not been blacklisted by any public sector organization in last 3-years. (Page 28 of this document)
7. The bidder must submit at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked during last three years. (in case STOCKHOLDING, Performance certificate from issued by STOCKHOLDING should be provided).
8. The contractor should have valid registration with all statutory authorities such as Registrar of companies/Firms, Central/State Labor departments, ESI, EPF, GST, PAN Etc.
9. The contractor should have proper compliances such as PF, HRA, ESIC, Bonus, etc.
10. The contractor should provide StockHolding the client's list and the contact number of the clients and should have clean track record and should not have involvement in any illegal activities or fraud.
11. The contractor should be in the business from last 05 years
12. The Contractor should submit documentary evidence in support of fulfilling eligibility criteria mentioned above including performance certificate from clients.

22.Documents to be submitted

Sr. No.	Documents to be Submitted		Submitted
1	2 DDs (EMD and BID Document Fee)		Submission at Mahape
2	Unconditional Acceptance of Terms and Conditions of RFP		Upload
3	Bidders Profile		Upload
4	Authorization for signing of RFP Document and or POA/BR.		Upload
5	The Bidder should have GST Registration		Upload
6	Signed copy of the RFP and any Addenda/ Corrigenda		Upload
7	Undertaking for Point no. 6 in Eligibility Criteria		Upload
9	Customer Satisfactory Performance Reports		Upload
Sr. No.	Parameter/Eligibility Criteria	Documents to be Submitted	Compliance
1	The contracting agency/firm/company should be based at Mumbai/ Navi Mumbai / Thane having its office in Mumbai/Navi Mumbai/ Thane.	Certificate of Incorporation/Registration	Upload
2	Bidder should have experience of providing manpower for housekeeping services for at least 3 (THREE) projects each costing not less than 20 lakhs (annually) to any Central Govt. / State Govt./ Public Sector Undertaking (PSU)/ BFSI sector / educational institution / reputed private firms in India as on date of submission of bid.	Copy of Purchase Order/Letter of Intent	Upload
3	The Bidders should have a minimum turnover of INR 60 Lakhs with positive net worth in each of the last 3 financial years as per the audited financial statement	2016-17 (Turnover)	Upload CA Certificate
		2017-18 (Turnover)	
		2018-19 (Turnover)	
		2016-17 (Profit)	
		2017-18 (Profit)	
		2018-19 (Profit)	
4	The Contractor should have enough trained/experienced manpower to carry out housekeeping services.	List of Manpower to be uploaded on Letter Head	Upload
5	Bidders must submit an undertaking for providing Monthly Wages/ Salary to be paid to the Manpower (not less than the minimum wages) including provision of mobile phones, uniform (two pairs), shoes (2 pairs). They must enclose the breakup of the wages	Declaration on Letter head to be submitted	Upload

6	The contractor should have valid registration with all statutory authorities such as Registrar of companies/Firms, Central/State Labour departments, ESI, EPF, GST, PAN Etc.	Certificates to be uploaded	Upload
7	The contractor should have proper compliances such as PF, HRA, ESIC, Bonus, etc.	Certificates to be uploaded	Upload
8	The contractor should be in the business from last 05 years	CA certificate to be upload	Upload

23.Commercial Bid / Financial Bid

Sr. No.	Providing Housekeeping Services at following location per month	Amount (in INR Excluding Taxes)
1	CENTRE POINT - PAREL	
2	SHCIL House - Mahape (Navi Mumbai)	
3	Mumbai Branches of StockHolding	
4	StockHolding Flats at Tilak Nagar, Cuffe Parade, Karmakshetra	
	Total (Per Month)	
	2nd Year (5% on total)	
	3rd Year (5% on 2nd year)	

Note:

1. The lowest bidder will be based on the Total price per Month.
2. The total price is exclusive of Taxes, taxes will be paid at actuals.
3. Annual Maintenance Contract for Housekeeping Services for Stockholding Offices and Premises (Mumbai Location Only) for a period of THREE years i.e. from **Period of Contract April, 2020 to March, 2023** (3 years).
4. Fresh work order will be issued every year subject to review of performance and work satisfaction.
5. For every year 5% increase will be given to the contractor.
6. Stockholding reserves the right to terminate the contract by giving One months' notice.

24. Annexure and Forms

1. Bidders Profile (on letter head)

Date:

Sr. No.	Parameters	Details
1	Name and address of Firm	
2	PAN No. copy	
3	Copy of registration certificate regarding GST	
4	Registered Office Address of the Bidder	
5	Correspondence address at Mumbai with contact person/s name/s, telephone number, mobile number etc.	
6	Contact person/s name/s, telephone number, mobile number etc. for the purpose of this RFP if different from the authorized signatory.	
7	Name and designation of the person authorized to sign the Bid / proposal and all other documents incidental to the RFP.	

Signature:

Name of the Authorized Person:
(Authorized for this RFP)

Designation:

Company Seal:

2. FORMAT OF PRE – BID QUERIES

To be submitted in excel file format only

To be sent to the email: shcil.cpt@stockholding.com, viraj.prabhu@stockholding.com,
anand.shankar@stockholding.com

Subject line of email: “e – Tender for AMC for Housekeeping Services for STOCKHOLDING offices and Premises
(Mumbai) - “(bidder name)”

Bidder Name: Contact Person: Contact no / email id:				
Sr. No.	RFP Ref Pg. No.	Clause No.	Existing Clause Details	Clarification Sought
1				
2				
3				
.....				

Name of the Authorized Person:

Designation:

3. Self-Declaration

(Undertaking to be submitted on Bidder Company's Letter Head)

To,

STOCKHOLDING

RFP for AMC for Housekeeping Services for Stockholding offices and Premises

RFP no. _____

We, [•] (name and designation) on behalf of [•] having its registered office at [•] have submitted a Bid proposal to STOCKHOLDING for [•] in response to the Request for Proposal (RFP) dated issued [•] by STOCKHOLDING.

We are duly authorized persons to submit this undertaking.

We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to the aforesaid RFP.

We do not have any business relationship with STOCKHOLDING including its directors and officers which may result in any conflict of interest between us and STOCKHOLDING. We shall on occurrence of any such event immediately inform the concerned authorities of the same.

We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.

We have provided with all necessary information and details as required by STOCKHOLDING and shall provide with such additional information's may be required by STOCKHOLDING from time to time.

Neither we nor any of our employee/director has been barred from providing the Services nor are we in negative list/blacklisted by any Organizations, statutory or regulatory or investigative agencies in India or abroad in the last 5 years.

There are no vigilance and / or court cases pending against us/company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation agency.

All the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and are aware that we would be liable to any punitive action in case of furnishing of false information / documents.

We also undertake that; we were/are never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to STOCKHOLDING.

It is further certified that we have not modified or deleted any text/matter in this RFP. Dated this _____ day of _____ 2020.

Signature:

(Company Seal)

In the capacity of Duly authorized to sign bids for and on behalf of.

4. GENERAL INFORMATION

Area wise Details and Addresses of Locations

Stockholding's Offices

Sr. No.	Location	Address	Area in Sq. Ft.
1	Mahape	StockHolding House, Plot no. P-51, T.T.C Industrial Area, MIDC, Mahape, Navi Mumbai- 400 710	5,13,640
2	Mahape - Auditorium		
3	Mahape - Training Centre		
4	Centre Point, Parel	301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai	13,150

Mahape – SHCIL House

Sr. No.	PRTICULAR	AREA (SQ.FT.)
1	ADMIN BUILDING	
a	BASEMENT -1	4879
b	BASEMENT -2	4879
c	BASEMENT -3	4879
d	BASEMENT -4 (FOURE BAY)	88404
e	BASEMENT BALCONY	6845
f	GROUND FLOOR	30714
g	FIRST FLOOR	39154
h	SECOND FLOOR	39154
i	TERRECE	39154
2	TRAINING BUILDING	
a	GROUND FLOOR	10086
b	FIRST FLOOR	10086
c	SECOND FLOOR	10086
d	TERRECE	10086
3	COMMON AREA	
a	CENTRAL CHOWK	4115
b	BIG ATRIUM	16327
d	FIRE STAIR CASE ABOVE BUILDING WITH TERRACE	1172
f	L.T. ROOM/H.T. ROOM/D.G. ROOM	5134
g	PUMP ROOM	445
h	FOOD COURT AREA	1577
4	AUDITORIUM	
a	GROUND FLOOR	3280
b	DRIVER ROOM GROUND & MEZANAN FLOOR	966
c	FIRST FLOOR	2877

d	TERRECE	3905
5	TOTAL ROAD AREA (SITE)	55000
8	GARDEN AREA	
a	IN SIDE PREMISES AREA	14800
b	OUT SIDE PREMISES AREA	12000
6	OUT SIDE AREA (ELEVATION) FACAD	
a	ADMIN BUILD 4 SIDE STRUCTHURAL ELEVATION	40516
b	TRAIN BUILD 2 SIDE STRUCTHURAL ELEVATION	10479
c	CENTRAL CHOWK ROOF	4115
d	BIG ATRIUM ROOF	16327
e	MAIN ENT CANOPY	1700
f	CENTRAL CHOWK 4 SIDE GLASS & ACP ELEVATION	6722
g	AUDITORIUM ELEVATION 3 SIDE	7453
h	FOUNTAIN WALL ELEVATION	2184
i	MAIN ATRIUM GLASS GLAZING ELEVATION	4140
	TOTAL	513640

Mumbai Branches

Sr. no.	Location	Address	Area in Sq. Ft.
1	Andheri	Shop No. 4, Parisian Apartments, V.P Road, Off. S.V. Road, Andheri - West,	700
2	Borivali	Shop no. 10, Madhumilan CHSL, S.V. Road, Borivali (W)	550
3	Chembur	1st floor, Basveshwar Philosophical and Cultural Society, Basveshwar Bhavan, D.K. Sandhu Marg, Chembur, Mumbai - 400 071	325
4	Dadar	Room No 2, G-2 , Ground Floor, Trisandhya -B , Chs Dadasaheb Phalke Road, Dadar-East Mumbai	700
5	Ghatkopar	Shop no. 2 &3, Vishwanagar CHSL., Junction of R.B. Mehta Rd. & Hingwala Lane, Ghatkopar (E), Mumbai - 400 077	675
6	Goregoan	G2, Ground Floor, Unique Tower, Gaiwadi Indust. Estate, Off S.V. Rd, Goregaon(W), Mumbai – 62	590
7	Kharghar	Shop No-3,Shree Ambika Heritage Plot No-1,,Sec-1,Opp. Kharghar Railway Station, Kharghar, NAVI MUMBAI	510
8	Mahalaxmi	Gr. Floor, Rewa Apartment, Near Bank Of India, Bhulabhai Desai Rd., Mahalaxmi, Mumbai - 400 026	325
9	Mulund	Ground floor, Koteswar Bhavan, off R.H.B. Road, Near Maharaja Textiles, Opp. Shamrao Vithal Marg, Mulund (W).	310 + 100
10	Thane	Shop No 5, Ground Floor, Laxmi Niwas, CHS, Vishnu Nagar, Naupada, Thane-(W), Mumbai - 400602	336
11	Vashi	Block no 2, Ground Floor, Type C-1, Building no 12 Sector - 2, Near Abhyudaya Bank, Opp. Shanti Centre Vashi, Navi Mumbai.	425
12	Vileparle	1st floor, Shyamkamal, 'A' wing, Tejpal Road, Vile Parle (E), Mumbai-400 057	740
13	Kalyan	GalaNo110, 1 st flr, Chandulal Joshi Complex "Vasant Vihar", opp.: Railway Station, Kalyan (W).	520
14	Nariman Point	Raheja Chambers,Ground Floor, StockHolding' Free Press Journal Marg, Nariman point.	775
15	Vikhroli	25 gr flr., Hazaribagh, Station road, Vikhroli(w) Mumbai - 83.	480
16	Dombivali	Office No.6 1st Floor, Shree Suyas CHS, Near Madhuban Talkies, Ursekarwadi, Dombivali (E) – 421 201.	450
17	Fort	12/14 UTI Building, Bank Street, Cross lane, Near Old Custom House, Fort, Mumbai 400023	7000
18	Parel	Shop No - 8 Bayside Arcade, Opposite Bharatmata Cinema Parel, Mumbai - 400012	200
19	Vasai	Shop No.113, 1 st Floor, North Lanes Business Centre, Vartak College Road, Next to Railway Station, Vasai (West), District - Palghar.	620

RESIDENTIAL FLATS

Sr. No.	Location	Address	Area in sq.ft
1	Sion - Matunga (E),	Flat no - 21,23, 37, 47, 163,165, 167, 177	8 No. - Area 961 sq. ft.
		C -I & II, Karmakshetra,	
		Seva Samiti Nagar,	
		Sion - Matunga (E),Mumbai - 400 037.	
2	Chembur	Building no 166, Tilak Nagar,	18 Flats -Area 512 sq. ft.
		Chembur - 400 089.	
3	Colaba	Flat at 34, 3rd Floor,	1 Flat
		Persepolis, Cuffe Parade - Colaba	Area 1141.75 sq ft.

1. The contractor shall provide housekeeping services on all days.
2. The contractor shall deploy trained workers (men and women) and supervisor/s on all days. The numbers of workers and supervisor deployed must be sufficient and commensurate with the quantum of work and the time within which the work has to be completed. The manpower being deployed for this work should have necessary experience and relevant knowledge of all housekeeping services and should be staff/employee of the vendor. Substantial supervisors will have to be deployed as specified by the corporation from time to time. 24/7 Attendant to be posted at Karmashetra flats.
3. The contractor is advised to visit all locations and thoroughly understand the nature and scope of work and be familiar with the site conditions before quoting.
4. The contractor shall maintain one register at Mahape, Centre Point, Western side, one at Central and Harbor side and StockHolding may advise the contractor for increase of manpower, if so desired, to complete the work within the schedule.
5. To provide a plumber, electrician, carpenter, Mason on full time basis at Mahape and send to various locations if required to be send to any and to all the locations as and when required. However, the material will be supplied by StockHolding.
6. To submit escalation of matrix.

5. Cleaning Equipment's and Tools

The contractor shall ensure availability of following tools / equipment in the StockHolding:

1. Vacuum Cleaner including all accessories.
2. Floor grinding / buffing machine including all accessories (Brush) as and when needed.
3. The contractor shall use these equipment's carefully with all safety measures and keep them in good working conditions.
4. Any other equipment with prior approval / knowledge of StockHolding.

CLEANING MATERIALS

1. To provide / keep sufficient stock of state of the art cleaning / scrubbing material, machines, etc.
2. To provide good quality dusters, Mops, brushes, pans, detergents, washing powder, brooms, sponges, buckets, garbage sacks, polish, phenyl, toilet disinfectants, etc.
3. To provide good quality liquid hand wash along with dispensers, toilet fresheners, toilet rolls, hand towels, tissue paper, naphthalene balls etc. in all toilets and refilled as and when required.
4. To provide good quality air-fresheners
5. In the toilets Freshener dispensers will be provided and the timer may be set up between 5-10 minutes.
6. The cost of cleaning material and cleaning equipment shall be borne by the contractors.
7. If the materials are not of desired quality, the contractors are required to replace the same on the instructions of the corporation. Decision of the Corporation in this matter shall be final and binding on the contractor.

LIST OF APPROVED CLEANING MATERIALS (This list is only indicative):

- | | |
|---------------------------|---|
| 1. Dusters: | Taski or equivalent approved make. |
| 2. Mops: | Taski, Mira Clean or equivalent approved make. |
| 3. Pans: | Taski, Nilkamal or equivalent approved make. |
| 4. Brushes: | ISI mark or equivalent approved make. |
| 5. Washing Powder: | Ariel, Surf Excel or equivalent approved make, |
| 6. Brooms: | ISI mark or equivalent approved make, |
| 7. Sponges: | Scotch Brite or equivalent approved make. |
| 8. Buckets: | Nilkamal or equivalent approved make, |
| 9. Garbage Sacks: | ISI mark or equivalent approved make, |
| 10. Polish: | Asian, ICI or equivalent approved make, |
| 11. Cleaning Chemicals: | Taski, Johnson, Diversey or equivalent make. |
| 12. Phenyl: | Taski or equivalent approved make. |
| 13. Toilet disinfectants: | Taski or equivalent approved make, |
| 14. Toilet fresheners: | Taski, Johnson, Diversey or equivalent approved make, |
| 15. Toilet Rolls: | Kimberly Clark, Jackson or equivalent approved make, |
| 16. Tissue Papers: | Kimberly Clark, Jackson or equivalent approved make, |
| 17. Naphthalene Sticks: | Odonil or equivalent approved make. |