



**Proposal for providing Housekeeping, Office Boys and Security services for Corporate office,  
Mumbai/ Regional offices / Branches, PAN India.**

SBI Life Insurance Company Limited is a joint venture between the State Bank of India and BNP Paribas Cardif. It started its operations in 2001, and has a network of 16 regional offices and 790 branches and a work force of over 12000 employees located across the country. SBI Life's corporate office is at Mumbai.

SBI Life solicits proposals from reputed Service Providers/ Agencies **with minimum 5 year of experiences** in providing House Keeping, Office Boys and Security services on PAN India basis.

The contract for the service will be for a period of **36 months from the date of award of the contract subject to satisfactory services and satisfactory review on periodic basis.**

This Pre-Qualification profile Annexed as A, B & C is for short listing of service providers for providing above mentioned services.

This RFP is not an offer by SBI LIFE but an invitation for Bidder response. No contractual obligation of whatsoever nature shall ever arise from the RFP Process unless and until a formal contract is signed and executed by the duly authorised signatories of SBI Life and the Bidder.

Responses submitted after the stipulated date and time will not be entertained.

SBI Life reserves the rights to amend, modify, add, delete, in part or in full any conditions or specifications without assigning any reason during the entire process. The Bidders shall be entirely responsible for their own costs and expenses that are incurred while participating in the RFP, subsequent presentations and contract negotiation process.

The Bidder will not be permitted to submit the bid in a consortium with any other service provider/bidder. Bids submitted by consortium will be summarily rejected.

All the Bids and supporting documentation should be submitted in English.

**Vice President-Management Services**

**RFP Schedule:-**

| Sr | Particulars  | Timeline                  |
|----|--|---------------------------|
| 1  | Application Forms Available on the Company Website | 19/05/2017 to 01/06/2017  |
| 2  | Pre Bid Meeting                                    | 09/06/2017                |
| 3  | Last date & Time of Submission of Tender document  | 14/06/2017 upto 15.00 hrs |

**Proposal Preparation:-**

The Bidders are advised to carefully read and follow the procedures required by this RFP. Any deviation may be cause of rejection of the proposal.

**Proposal Format:-**

The Bidders should submit the proposals (Technical) duly sealed and in the attached format along with a **non refundable Application Fee of Rs 1000/-** by way of draft favoring SBI Life Insurance Co Ltd.. The same should be addressed to, The Vice President –Management Services, and should be deposited in the sealed box at Ground Floor SBI Life Insurance Company Limited, Corporate Office, Natraj, Andheri (East) Mumbai 4000069 on or before 15.00 hrs on 14/06/2017.

The Technical bids will be evaluated and qualifiers based on the technical requirement will be notified for the “**Commercial Bids**” which will be opened on a subsequent date and time.

The technically qualified bidders should submit their Commercial Bids along with **Refundable EMD of Rs 2.00 lacs** by way of DD favoring SBI Life Insurance Co Ltd.

Any offer/ Bids received after the stipulated time of the due date or incomplete in any respect are liable to be rejected.

SBI Life reserves the right to select one or more bidders or reject any/all applications without assigning any reason thereof.

In case of any dispute regarding any of the terms of this document, the decision of the VP [Management Services] of SBI LIFE shall be final and binding on all the parties.

**Vice President-Management Services**

## **Specific Instructions regarding the prequalification bids to determine the suitability of tenderers.**

### **Scope of Work**

The Scope of services covered by this RFP is provided in Annexure-B.

(The existing structure of deployment across offices PAN India shall be provided during the Pre Bid Meeting)

### **The Bidder Should:-**

- a) Be a bonafide house keeping staff provider of sound financial standing and should have adequate number of technically and professionally qualified personnel to manage work efficiently with offices across the country and at Mumbai.
- b) Be currently providing at least 30 workers per shift of 8 hours at one location in a Public Sector/Reputed Private Sector organization
- c) Having valid License from competent authorities to work as manpower supplying agency in different states in India.
- d) Be a limited company with a minimum of 5 years experience in providing HK, OB and security services in any Central Govt's/State Govt's/ Public Sector undertaking or reputed private institutions.
- e) Have at least one client where services of similar nature are rendered with a minimum annual billing of Rs.10 crore or more during the last 3 financial years.
- f) Have a minimum annual turnover of Rs 100 crore at least for the last three financial years.
- g) Have proven record of compliances as per various Acts related to Contract labour and other applicable statutes.
- h) **Be able to provide trained manpower at all locations during the initial deployment. The existing employees of our current vendors should not be deployed at any of our locations unless permitted by the competent authority of SBI Life Ins. Co.**
- i) The Company should have valid ESI, EPF, PAN, TAN, Service Tax numbers.
- j) The services offered under this RFP shall be undertaken by the bidder by directly employing their onroll employees. The bidder must adhere to the schedule specified in the agreement to be executed for performance of obligations failing which penalty on agreed terms will be recovered from succeeding month's bill.

## Operational Competency

**If finally empanelled**, the Bidder should be competent to provide new/ fresh Housekeeping staff and supervisors with adequate experience and training. The provided manpower should be at least Matriculate, have good communication skills and should be able to read and write in English and Hindi. The manpower should be in the age group of 25 to 45 years. The Identity proof, police verification, proof of home/ permanent address and copy of education certificate will be provided for each of the employee in a separate file. The file should be submitted to the Admin/Office head at the place of his deployment. No person will be deployed without submission of copies of PAN Card and Aadhar Card.

- a) The outsourced manpower before deployment should undergo medical fitness test and should submit the report at the time of appointment.
- b) **If finally empanelled**, the Bidder should comply with all the statutory requirements. Non compliance will attract heavy penalty and severance of contract if repeated.
- c) The Bidder Should be in a position to provide additional manpower at short notice, at place of deployment or new locations in the decided geographical area of operation. Inability to provide additional manpower request within a reasonable time frame shall attract penalty.
- d) The Bidder Should be in a position to collect verified attendance from the branches in the region and submit a single invoice within the first five days of the subsequent month. The Bidder Should conduct monthly training of guarding, fire fighting and soft skill functions.

**Technical Bid:-Annexure-A**

The Bidders are requested to submit the Technical bid strictly in the enclosed format along with the supporting documents mentioned below:-

| Sr | Particulars  | Vendor Response |
|----|--|-----------------|
| 1  | Type of Firm ( Pvt / Partnership etc)<br>Proof to be attached  |                 |
| 2  | Certificate of Incorporation<br>Proof to be attached   |                 |
| 3  | Memorandum & Article of Association<br>Copy to be attached   |                 |
| 3  | Quality Certification( ISO)<br>Copy to be attached   |                 |
| 4  | Valid Shop and Establishment<br>Copy to be attached  |                 |
| 5  | Valid Trade License/ Certificate were applicable<br>Copy to be attached  |                 |
| 6  | PAN & TAN allotment No<br>Copy to be attached  |                 |
| 7  | Service Tax Registration Certificate<br>Copy to be attached  |                 |
| 8  | PF Code No allotted by RPFC in the name of the establishment(<br>all copies to be attached if more than one PF code) |                 |
| 9  | ESIC code no( main and sub)allotted by ESIC  |                 |
| 10 | Professional Tax Registration Certificate (where applicable)   |                 |
| 11 | LWF establishment code (where appl, code)  |                 |
| 12 | Total no of staff on payroll<br>Proof to be attached   |                 |
| 13 | Presence across the Company location<br>(details along with address & tel)   |                 |
| 14 | List of current clients  |                 |
| 15 | Profile of top 3 clients, billing more than 50 lacs per month<br>( along with reference & contact details)           |                 |
| 16 | Has your Company been issued a notice / fine/ penalty/<br>interest/etc in the last 2 years<br>( furnish details)     |                 |
| 17 | Annual Turnover last 3 years   |                 |
| 18 | Audited Balance Sheet Last 3 years   |                 |
| 19 | Proof of Compliance audit (ESIC, PF, Bonus, Insurance)<br>conducted.   |                 |

## **Annexure-B**

### **Scope of Work – Housekeeping Services**

1.. The tendered should note that the scope and the quantum of work indicated in the chapter on “Scope of work” serve only as guide and the quantum of work is subject to variation or adjustment depending upon the actual requirement at the corporate office, regional office and branch offices. Any variations, additions and/or deletions in the items of work actually to be carried out, shall not form the basis of any claim against SBI Life or of any claim for compensation on this account. SBI Life also reserves the right to get fresh quotations for any additional category of work.

#### **Housekeeping Service**

2. The scope of work at all offices will be guided as follows.

#### **3.1 Daily Schedule of Work: -**

- I. The cleaning has to be completed before the working Hours of Office i.e., before 9.15 a.m.
- II. Sweeping and mopping all cabins & floor area twice in a day with dettol water and spray of air freshener. Dusting and cleaning of entire furniture, walls, false ceiling, curtains, venetian blinds, racks, Doors, windows/partitions glass panes, wooden cabin walls, railings, telephones and AC's etc., with dry/wet cloth, feather brush and duster on daily basis early in the morning.
- III. Vacuum cleaning of carpets, sofa, and cushion chairs. Cleaning, washing and replacing the dustbins after removing the material from the dustbins and disinfecting it.
- IV. Collection of waste paper from dustbins, wastage from lobbies and putting in bags and dumping at the specified location of the building. And cleaning of tables, chambers, and washing lunch boxes etc.
- V. Dusting, cleaning of cup boards, computers, printers etc. as per the directions by concerned dept.
- VI. Cleaning toilets, removing stains on floors and walls, keeping air freshener, keeping urinal cubes.
- VII. Changing of paper napkins and tissue in all toilets daily
- VIII. Cleaning and drying toilets every one hour
- IX. Cleaning/removal of any type of stains of ink etc. in the office premises.

- X. Minor plumbing works like changing washer, removing blockages of drainpipe, tightening loose fittings etc.
- XI. Pantries – Removing muck, cleaning and washing of platform drains, sink etc. twice a day. Supply of water, tea/coffee etc to staff.

3.2 The Procedure for execution of work will be guided as follows:

- I. All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, stair case, lift lobby passage/walkway etc. shall be removed by scrubbing with brush and by suitable acid/chemical wherever required.
- II. Carpets shall be cleaned with soft brush and with vacuum cleaners & suitable chemical as mentioned here in above without damaging the texture or surface of the carpet.
- III. Firstly, dirt shall be removed from the floor then the floor shall be cleaned with plain water after that soap water solution of proper strength shall be spread on the floor and rubbed by mechanical scrubbers wherever it is not possible to rub with mechanical scrubbers hand brush shall be used to clean the floor. After sufficient scrubbing the floor shall be properly washed with plain water and dried with cloth. All the rooms having no carpet shall also be cleaned thoroughly with soap and water.
- IV. All projections/balconies shall also be cleaned thoroughly. Also the opening of choked drains will be cleaned wherever required.

### **Scope of Work - Office Boy**

The services cover the entire upkeep of branch and office premises and carrying out routine office duties.

The scope of work in detail includes:-

1. To open windows etc in morning and switch on AC/fans and lights and closing the same, when not required.
2. To open cabins of the officials and ensure their cleanliness and neat arrangement of files and papers.
3. Do dusting of office furniture, machines, files, table and equipment when necessary and on instructions.
4. Do the work of opening, pasting, sorting, arranging, filing and retrieving of papers, letters and circulars in accordance with the instruction of the officials in charge in branches/offices.
5. Do the work of arrangements for meetings, conferences ensuring placements of necessary documents and papers and arranging for water and tea/snacks as instructed.
6. Do the work of sticking and scaling envelopes or wrappers, packing up of parcels.
7. Carry messages, papers, files, registers ,circulars , bags , etc as required and instructed from one place to another inside office or outside as the case may be.
8. Carry office equipment within building and such other portable items from one place to another.
9. Operating photocopier machines, fax and scanners wherever necessary.
10. Serve drinking water, tea, coffee, snacks to staff and visitors when required of.
11. Dispatch letters/parcels including by hand delivery.
12. Carry out any other work that relates to assisting in the facility administration of the branch/office which the officials instruct from time to time.
13. Provide required service during official, social and religious functions inside the premises.
14. Conduct periodic training of office boys of its own and SBI Life personnel.
15. Provide office boy for specific functions within SBI Life premises.
16. Adhere to any Standard Operating Procedures (SOPs) given to the office boy which



### **SCOPE OF WORK – Security Services**

The Company/Agency shall provide Security to SBI Life deploying fail-safe Security measures, providing early warning, and mobilizing trouble shooting elements. The items or situations that have to be covered by security services of the company are enumerated with important but non exhaustive list as below:-

1. Protection of property and personnel (staff and official visitors) of SBI Life against willful harm within the office premises and boundaries.
2. Protection of property and personnel of SBI Life also in transit when so specified.
3. Protection of cash and documents, when so specified in transit.
4. Protect property/cash/documents of SBI Life against burglary (where loss is due to entry after breaking any entry lock/door/window/grill).
5. Regulate access control at gates; prevent misuse of SBI Life facilities by outsiders, preventing tress-passing, unauthorized parking, unauthorized alterations and construction, squatting in office premises, prevent vandalism, throwing of garbage/ littering and ensuring cleanliness. Ensure proper & timely reporting of violations to supervisors.
6. Prevent loss that is on account of lapse in "access control measures" at the Gates/doors of the office premises.
7. Undertake fire fighting operations with provided equipment.
8. Prevent trespass in specified areas/offices in the offices.
9. Regulate parking of vehicles in designated areas of SBI Life.
10. Provide security during official, social and religious functions inside the premises.
11. Conduct security audits/surveys/investigations/consultancies as per requirements.
12. Conduct periodic training of security guards of its own and SBI Life personnel.
13. Provide security for specific functions within SBI Life premises.
14. Adhere to the Standard Operating Procedures (SOPs) given by the Security Officer or his nominee which may be modified from time to time by SBI Life.
15. The Company/Agency should have an insurance cover from Insurance Company for public liabilities and thefts.

16. The Company/Agency should have an investigation cell to carry out investigation of thefts, accidents or any other matter required from time to time.
17. The Company/Agency should be able to provide extra security guards at a day's notice.
18. Carry out any other job assigned by the Security Officer or his nominee in interest of Security of SBI Life.

**Submission of Bills & payment Process:-**

1. The attendance sheet should invariably be submitted to the Branches/offices on the **1<sup>st</sup> working day of the month for verification..**
2. The service provider shall submit their monthly **consolidated bills** of all the branches under the regional office along with the attendance sheet, (duly verified by the branches), copies of the challans in respect of PF & ESIC deduction and **the same should be submitted by 5<sup>th</sup> of the succeeding month.**
3. The salary/Wages of the outsourced employees should be made through their Bank accounts only and before the 10th **of each month and proof maintained for audit purpose.**
4. SBI Life Insurance Co. shall make the payment of the bills within **10 working days subject to submission of all compliances and bills in order.**
5. The service provider should make the payments towards bonus and leave wages on yearly basis as per the Company's directives which shall be finalized at the time of signing of agreements.
6. Nonpayment of wages/bonus/leave wages in time and non compliance/non submission of compliances will attract penal deductions.

**OTHER TERMS AND CONDITIONS**

1. The Company/ Agency shall be responsible for all injuries and accidents to persons employed by it. It will also cover, through an Insurance Policy, its personnel for personal accident whilst performing the duty and submit a proof for the same to the company.
2. The Company/ Agency shall be responsible for the good conduct and behavior of its employees. If any employee of the Company/Agency is found misbehaving with the supervisory staff or any other staff member/official visitor of SBI Life, it shall terminate the services of such employees on the recommendation of AVP (Administration) or any other officer designated by SBI Life.
3. The Company/Agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to it by SBI life. Any outsourced person found repeatedly derelicting duties will be changed by the agency. The Agency will conduct training on a quarterly basis and maintain record to refine and refresh the skills required of the outsourced manpower.

4. In the event of any loss being caused to SBI Life on account of negligence/ dereliction of duties by the Company/Agency or Company's/ Agency's employee that shall be established after a joint inquiry comprising of the representatives of SBI Life and the Company/Agency, SBI Life should get the same compensated from the Company/Agency. The company/agency may have a Public Liability Insurance Policy Cover.
5. The Company/Agency shall not appoint any Sub-Company/Sub-Agency to carry out any obligation under the contract.
6. None of the employees of the Company/Agency shall enter into any kind of private work at other locations of SBI Life or any other establishment during working hours or otherwise, failing which penalty as stipulated shall be imposed. The employees should not be put in different shifts at other locations & they should not be employed by other agencies to do so also.
7. The Company/Agency shall provide the details of the staff, proposed to be deployed viz. Their name, father's name, DOB, residential address, Telephone number, recent passport size photograph, in form of a data base in both hard & soft form and also provide a local police clearance certificate. It shall also provide the details of Identity Card issued by the agency to its employees as per the provisions of the Act/Rules.
8. Attendance record of all the employees deployed by the Agency shall be maintained and made available to SBI Life as and when required for inspection and verification.
9. In the event of revision of rates by Central/ State Governments at any time, the same rates will accordingly be revised. The 'Onus' for producing the copy of notification of Central/State Government Rates, will be of the Agency.
10. Company/Agency shall abide by all laws of the land including, Labour Laws (ESI, PF BONUS Income Tax, Service Tax or any other extra taxes levied by the Government) Companies Act, TAX Deduction liabilities, Welfare measures of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Company/Agency, and it shall not involve SBI Life in any way what-so-ever.
11. The manpower proposed to be deployed by the Company/Agency shall be subject to screening by SBI Life, to ascertain their suitability, Training and skills. Before deploying a person in SBI Life the Company/Agency shall furnish complete particulars and obtain written approval of the designated officer of SBI Life on a Performa to be collected from Security Office, Corporate Office, at SBI Life.

12. SBI Life reserves the right to ask and require the Company/Agency to remove any person deployed by the Company/Agency, without assigning any reason/notice. Such a person shall not be deployed again without the written permission of SBI Life.
13. The Company/Agency shall supply fresh and trained manpower at all our locations. All resources will need to be trained by the service provider to ensure Company's housekeeping services are managed as per the best practices in the industry.
14. One of the objectives of Company is to improve the consistency of services and minimize the time taken to deliver outcomes while reducing cost and risks. The service provider will need to continuously review their service delivery model and operation to ensure there is constant process improvement.
15. The Service provider will be measured qualitatively and quantitatively through the usage of Service Level Agreements and Key Performance Indicators. These SLAs KPIs will be agreed during the contract negotiation process. The bidders should propose the specimen SLAs and KPIs to cater to the stated scope of services.
16. Duration of the contract shall be three year subject to appraisal and review every year by SBI Life authorities and in case the jobs performed are not found to be satisfactory, the contract shall be terminated by giving notice of one month to this effect. However, the contract can also be terminated by giving a written notice of 30 days by either side. A record of every lapse small or big to be maintained by SBI Life Authorities & monthly meeting of the representative of the Company will be held and minutes of the same recorded for compliance.
17. The Company/Agency shall in no case pay its employees less than the minimum mandatory Wages as specified per month plus allowances. The payment should be made by cheque or bank transfer and a record of that should be kept in a register which may be examined by SBI Life at any time. In case the Company /Agency fails to make timely payments to its employees, or any employee of the Company /Agency reports to SBI Life regarding non-payment of dues, SBI Life on being satisfied of the complaint shall pay the employees of the Company/Agency directly and suitable deductions shall be made from the amount to be paid to the Company/Agency. In case of ESI, EPF and Bonus the Company/Agency shall produce original challans /receipts to SBI Life for Verification & records.
18. The Company/ Agency shall supply tools/tackles and uniforms (all weather) with Name plates to the persons engaged by it. SBI Life shall not allow any employee of the Company/Agency to work inside SBI Life without uniform except in cases where-in specifically asked for. If during the period of contract the uniform is torn or damaged due to wear and tear, it shall be the responsibility of the Company/ Agency to supply another uniform to the persons and ensure that the persons wear uniform while they are on duty in the premises. The Company /Agency shall get the identity card of each employee countersigned by the Admin/Branch head of SBI Life.

19. The workers may be required to work in three shifts basis. No worker will be allowed to perform double duty /continuous basis unless authorized by Designated Officer. The agency will monitor the daily functioning/operations through their supervisory staff. The Supervisory staff will make weekly day and night visits and provide/ take feedback during the planned monthly interaction with the office/Admin head.
20. No employee of the Company/Agency shall work for more than 26 days in a month or as specified by Labor Laws.
21. The Company/ Agency should deposit an amount as Security with SBI Life for the entire duration of the contract. The Company/ Agency shall also provide a Bank Guarantee, during the currency of the contract which will be renewed from time to time as per further renewals of the contract to be used in case Company/Agency fails to pay its labor force or any other default.
22. The Company/ Agency will get all the staff on its roll at SBI Life, verified of their antecedents through Police and a certificate to this effect be furnished by the Company/ Agency to SBI Life within 3 months of initial deployment. The Company/Agency should maintain proper record/documents of the same. These documents are required to be produced to SBI Life whenever required.
23. Company/Agency will apply to the Labour Commissioner for obtaining a labour license and will submit a copy of license within 30 days from the date of issue of the award of contract.
24. That no right, much less a legal right shall vest in the Company/Agency's workers to claim employment or otherwise seek absorption in SBI Life nor the Company/Agency's workers shall have any right whatsoever to claim the benefits and for emoluments that may be permissible or paid to the employees of SBI Life. The workers will remain the employees of the Company/Agency and this should be solely the responsibility of the Company/Agency to make it clear to their workers before deputing on work at SBI Life.
25. The Company/Agency shall not be allowed to change its name and style after the award of the contract.
26. In case of repeated failure of the agency to provide the requisite number of personnel as per agreement, SBI Life would be at liberty to cancel the contract and to award the same to any other agency for the remainder of the contract period at the risk and cost of the company.
27. The Company/Agency would designate an officer who alone would correspond with SBI Life and all correspondence with SBI Life would be entertained only through the said authorized officer.
28. Any legal disputes will be subject to jurisdiction of Mumbai Courts.

**Commercial BID**

The bidders to calculate the wages as per Central Minimum Wages for unskilled workers in respect of HK/OB/Security Guards

| Particulars   | Zone | Zone B | Zone C |
|---|------|--------|--------|
| Basic+DA ( As per Central Minimum Wages Notification No: 1/13(1)/2017-LS-II GOVT of India, Ministry of Labour& Emp. dated-20/04/2017) |      |        |        |
| PF @13.15%  |      |        |        |
| ESIC @4.75%   |      |        |        |
| Bonus @ 8.33%   |      |        |        |
| Gratuity @4.81%   |      |        |        |
| Leave @ 6.73%   |      |        |        |
| Total   |      |        |        |
| <b>Service Charge<br/>(Non Negative )</b>   |      |        |        |
| TOTAL   |      |        |        |

Applicable taxes extra.

Date:-

Place:-

Stamp & Sign

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