

Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)

1002-1003, Naman Centre, 10th Floor,
Plot no. C-31. G-Block, Bandra-Kurla Complex,
Bandra (East), **Mumbai- 400 051.**

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Visit us at – www.cgtmse.in

**Request for Proposal
For
Empanelment of HR Agency for providing of
personnel for House-keeping / Sanitation services
and other staff as may be required on “off roll” basis**

Date of Issue : March 07, 2015

Last date of submission : March 30, 2015 at 1600 hrs

Quotation/ Bids opening date : March 31, 2015 at 1600 hrs in CGTMSE

**Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE),
Mumbai**

Web-site – www.cgtmse.in

Tender Notice

**Empanelment of HR Agency for providing of personnel / manpower for
Housekeeping / Sanitation services and other staff requirements**

Competitive sealed quotations /bids are invited from eligible HR Agency for providing personnel / manpower services of 3 to 5 persons for house-keeping/ sanitation of our Office Premises presently located at CGTMSE (hereinafter referred to as the Trust), Office No. 1002-1003, Naman Centre, 10th Floor, Plot no. C-31, G-Block, Bandra-Kurla Complex, Bandra (East), Mumbai- 400 051. The Trust may source its other manpower / personnel requirement from the Agency as may be required. The number of persons indicated above is only indicative and actual number may vary as per the requirement.

1. Minimum criteria

- a. The Agency should be based in Mumbai or should have representative office in Mumbai and could be a sole proprietary concern, partnership firm or a company.
- b. The Agency should have experience of minimum 3 years in providing man-power service. [Please attach suitable documents in support of the same]
- c. The Agency should have minimum turnover of ₹ 150 lakh p.a. in any of the last 3 years namely FY 2011-12, FY 2012-13 and FY 2013-14 [Please attach audited Balance Sheet and Profit and Loss Statements for last 3 years].

2. Scope of work

- a) The scope of work shall include providing house-keeping, sanitation of our Office Premises **and** other miscellaneous works at our office located at 1002-1003, Naman Centre, 10th Floor, Plot no. C-31. G-Block, Bandra-Kurla Complex, Bandra (E), Mumbai- 400051.
- b) The persons provided by the Agency
 - i) shall keep all of the office premises clean and tidy. **Required cleaning materials shall be provided by the Trust.**
 - ii) shall serve water, tea, coffee etc., to the employees as well as customers as required.
 - iii) shall cater to any miscellaneous jobs of the office work, as and when required during office hours.
 - iv) The person shall be available in the office from 9.00 hrs to 13:00 hrs and from 14:00 hrs to 17:00 hrs on all week days from

Monday to Saturday. [The timings indicated are indicative. The Trust reserves the right to change the timings as per office exigencies).

3. Earnest Money Deposit (EMD) / Bank Guarantee (BG)

If the bid is accepted, the Agency shall furnish one month wages [on Cost to Company (CtC) basis] amounting to approximately ₹ 30,000/- towards earnest Money Deposit by way of Demand Draft drawn in favour of “**Credit Guarantee Fund Trust for Micro and Small Enterprises**” or by way of “**Bank Guarantee**” of a Nationalized Bank for the same amount in favour of CGTMSE. The BG should be valid for at least 2 years.

4. Terms and Conditions

- a) The period of contract shall be for two years from the date of issue of work order.
- b) Cost to company (CtC) of the persons to be provided by the Agency shall be fixed by the Trust and shall be advised to the successful bidder.**
- c) The Agency shall be responsible for any claim arising out of the terms and conditions of the employment under the Payment of Wages Act, 1936 and Contract Labour (Abolition and Regulation) Act 1970 or any other law prevalent during this contract period of this contract.
- d) The Agency will abide by all statutory requirements as per Minimum Wage Act, Employee's Provident Fund Act, Workmen Compensation act, Payment of Wages Act, Contract Labour (Regulation and Abolition) Act.
- e) The Agency shall provide PF, Gratuity etc. as applicable under the respective Statues. The person shall also be covered under ESIC. Medical or any other allowances to the staff deployed shall not be borne by the Trust and shall be the responsibility of the agency.
- f) The Agency shall make the payment to the person(s) employed only by way of NEFT / A/c payee crossed cheque to his / her Bank account.
- g) The Trust shall remit the wages of the Manpower at actual to the Agency / Contractor in consolidated amount on the basis of Bill raised by the Agency / contractor. In case of any administrative delay in releasing the payment to the Agency, Agency shall make payment to these employees deployed at the Trust, in time.
- h) The Agency shall submit the Invoice for payment at the end of the calendar month. The payment shall be generally made within 7 days from the date of submission of the Invoice or 10th day of the month, whichever is later. The Agency shall also provide receipt of payment.

- i) The Agency shall ensure that person(s) engaged shall not take any material / or to be taken out from the said premises unless authorized by a nominated officer(s) of the Trust for the purpose. It is reiterated and made clear that management, control of the person(s) so provided shall be with the Agency and the said person(s) for all purposes shall be within the Disciplinary Authority of the Agency.
- j) The Agency undertakes to indemnify the Trust against any loss, damage, theft, claims, damages, negligence as the Trust may be put to or incur due to direct or indirect result of non-performance or mal-performance or mis-performance in performing the works agreed to by it. In case of any accident, injury or death caused to the hired staff, all the claims arising out of it shall be met by the Agency.
- k) The Agency shall be solely responsible for carrying out the job entrusted to them and in case of any accident resulting in death or injury or otherwise risk to the person engaged by the Agency for carrying out the said job, the Trust shall not be liable for any compensation, damages, loss etc. as the case may be. The person(s) engaged for performing the security job shall be responsible for their acts and omissions to the Agency.
- l) The Trust will not be responsible or liable in case of any dispute arising between the Agency and the person(s) employed by the Agency for carrying out the security services and no relationship of Employer and Employee shall come into existence between the Trust and the Agency or person(s) for which all responsibilities shall vest with the Agency alone.
- m) The Trust shall make a claim, if any, in writing to the Agency in case of any loss caused to the Trust due to non-performance or mal-performance or mis-performance, theft etc. by the Agency/its person(s) in carrying out the terms and conditions and any claim lodged by the Trust will be settled by the Agency within a period of one month. If the claim is not settled within one month, loss caused to the Trust, shall be recovered from the monthly payment made to the Agency.
- n) The Trust reserves the right to terminate this arrangement without assigning any reasons thereof, by serving on the Agency a notice of one month to this effect, and on the refusal of the Agency to accept the notice of termination of the arrangement or passive avoidance to do so, the said notice shall be sent by registered post on the address of the Agency recorded with the Trust, where after it shall be deemed to have been served on the Agency. Trust shall also be entitled to appoint any other person, Firm or Agency at its discretion to perform the job entrusted to the Agency after termination of the arrangement.
- o) In case of any dispute arising out/ relating to interpretation of terms of conditions or functioning of the Agency vis-a-vis the Trust, the Trust shall be the sole authority to decide the arbitrator. The Agency agrees to execute all documents, which may be required by the Trust in this regard.

- p) The agency is liable to provide additional manpower against demand from the Trust. Only quoted rate will be applicable in the cases of any additional manpower hired by the Trust for its use.
- q) For all purposes the Agency will be the “Employer” within the meaning of different labour legislations in respect of the personnel so employed and engaged by it. The persons deployed by the Agency in the Trust shall not have any claims whatsoever like employer and employee relationship against the Trust.

5. How to apply

Sealed Quotation/ Bids should be submitted in the prescribed Application Form attached herein. The last date & time for submission of quotation is **March 30, 2015 by 16:00 hrs.** The Trust reserves the right to add/ delete/ modify terms & conditions besides to reject any or all quotations without assigning any reason whatsoever.

Completed Tenders /quotations shall be submitted, by ordinary Post only / Hand Delivery, in a sealed envelope clearly superscribing on top of the envelope **“Quotation/ Bids for Empanelment of HR Agency for outsourcing of manpower for Housekeeping / Sanitation services/other staff requirements”** to:

The Dy. General Manager
**Credit Guarantee Fund Trust for Micro
and Small Enterprises (CGTMSE),**
1002-1003, Naman Center, 10th Floor,
Plot no. C-31. G-Block,
Bandra-Kurla Complex, Bandra (E),
Mumbai- 400 051.

6. Bid Opening Date / Time / Venue –

Bidders to attend bid opening on March 30, 2015 at 1600 hrs in the office of CGTMSE, Mumbai.

(In case of any change in bid opening date/time/venue, the same shall be intimated to the bidders by mail on the email-id provided in the Tender Application Form submitted by the Agency].

7. For any query contact –

Shri Sanoj K. Gunjan – Tel No. 022 61437813
Email Id- sanoj@cgtmse.in

Shri S. N. Sadhwani – Tel. No. 022 26597267
Email Id- snsadhwani@cgtmse.in

Application Form for Tender

Quotation/Bids for Empanelment of HR Agency for outsourcing of manpower for Housekeeping / Sanitation services/ other staff requirements

From :
Name and address of the bidder

To,

The Dy. General Manager
Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE),
1002-1003, Naman Center, 10th Floor,
Plot no. C-31. G-Block,
Bandra-Kurla Complex, Bandra (E),
Mumbai- 400 051.

1	Name of the Agency	
2	Address with Telephone nos., Fax No., e-mail Id (s) & the name(s) of the contact person(s) of Agency	
3	Year of establishment of Agency	
4	Firm's / Company's/Agency's Registration No.	
5	Agency's Income Tax – PAN (Attach self-certified copy of PAN card)	
6	Agency's Service Tax Regn. No.	
7	Experience in providing manpower service (no. of years)	
8	Names of the other organizations, where similar services have been provided by the Agency.	
9	Whether the Agency is an income-tax assessee having filed its income-tax returns for the last three assessment years, upto AY 2014-15 (Please attach documentary evidence)	
10	Furnish name(s) of at least one responsible person who will be in a position to certify about the quality as well as past performance of the	

	Organization / Agency	
11	Whether the agency has achieved annual turnover of Rs. 150 lakh in any of the last 3 financial years i.e. FY 2011-12, FY 2012-13 and FY 2013-14. (Please attach audited Balance Sheet and P&L statement for these years)	
12	Whether the agency has submitted an Undertaking	
12	Monthly charges for providing manpower for house-keeping / sanitation services/ other staff requirements. [% of CtC per person]. To be quoted as % of CtC irrespective of amount of CtC. (Please note that CtC shall be fixed by the Trust and advised to successful bidder)	_____ % of CtC per person. [_____] in words.

Cost to Company (CtC), for the purpose of calculating % of service charges as mentioned at Sr. No. 11 of the table above, shall include basic salary, HRA, Special Allowance, Conveyance, PF, ESIC, Leave Salary etc. but should exclude service tax and agency's administrative charges as indicated above.

Note:

- (i) The above rates are exclusive of applicable taxes which would be paid at actuals. Any request for change of rates during the tenure of the contract would not be entertained by the Trust.
- (ii) We are aware that all the payments shall be subject to TDS, as applicable, at the time of payment.
- (iii) If the bid is accepted, we will submit demand draft/BG of Nationalised Bank for a sum not exceeding Rs. 30,000/- towards Earnest Money Deposit as per the terms of the Tender Document.

I / We agree to undertake the work subject to terms and conditions stipulated by the Trust at the rates quoted above. Further, I/We agree to abide by the terms and conditions stipulated by CGTMSE in the tender document. I/We also undertake to ensure compliance with the requirements of EPF, ESI, Minimum Wages Act and also abide by all the other statutory requirements necessary in this regard. I/We agree that CGTMSE would neither involve itself in any matters nor be responsible for any shortcomings arising out of the non-compliance of the necessary regulations/loss.

Verification: The form should be signed by the authorised signatory verifying that all the details furnished in the application are true and correct to the best of his / her

knowledge and stating that furnishing any false information or suppression of any material information would lead to rejection of the application.

Place :

Date :

**Authorised Signatory
(Signature and Stamp)**