

RFP for Outsource Cleaner



REQUEST FOR PROPOSAL

Purpose: RFP for outsource cleaner

Ref: **SBI-BD/ESTB- 2022/02(5)**

Dated: 22.02.2022

State Bank of India, Bangladesh Operations invites offers from reputed Cleaning Service Provider (including cleaning materials), Outsource Messengers, Security Guard Service Provider & Other Miscellaneous Services at different branches / IVAC centres of SBI, Bangladesh Operations.

Invitation to BID:

In order to obtain cleaning service for SBI Bangladesh Operations, SBI proposes to invite tenders from established organisations ((hereinafter referred to as "Bidder") to undertake the project.

1. RFP

- ✓ RFP shall mean Request for Proposal
- ✓ Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- ✓ Bidder shall mean any entity (i.e juristic person) who offers to do or provide the goods or services as mentioned in the RFP
- ✓ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders.
- ✓ The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.
- ✓ SBI reserves the right to take any decision with regard to RFP process for addressing any situation which is not explicitly covered in the RFP document.
- ✓ The Bidder must disclose any actual or potential conflict of interest with SBI, Bangladesh Operations.

2. Scope of Work:

A. The Services Provider has to declare to the Bank that the Service Provider :

- 1) has considerable knowledge and expertise in providing the services (as defined);
- 2) is capable, under the laws and regulations applicable to the Service Provider and the services, and its constitutional documents, of providing the services to the Client;
- 3) in providing the services to the Client, will not be in breach of applicable laws and regulations.
- 4) has adequate and effective internal controls and management information systems, in place for the purposes of providing services and for regular internal appraisal with respect to performance in respect of services to the client.
- 5) has a robust and periodically tested contingency and business resumption plan, including adequate resources, systems and all other infrastructure requirements, in place, to ensure that the Services to the Client would not be adversely affected in any manner on account of any factors including but not limited to systems break-downs and/or natural and/or man-made disasters, which may cause disruption in the normal functioning of the Service Provider, and
- 6) has recruited suitably trained and technically qualified personnel as its employees who can carry out the functions of supervisions and control over the employees of the Service Provider in the course of the Service Provider fulfilling obligations arising under various engagements that the Service Provider may undertake from time to time.

3. Specifications & Quality:

Cleaning Services

- a. Arrange cleaning of the staircases (where applicable) of the Bank/IVAC premises on daily basis and as and when required.
- b. Clean all glasses, furniture, office equipment and other fixtures of the Bank and IVAC premises on daily basis before starting the business/office hours as and when required.
- c. Mopping the floor tiles and wool of the Bank/IVAC premises with germ-free chemicals (not harmful to the man) twice in a day and as and when required.
- d. Waste paper baskets will be cleaned daily at the end of office hours and dump the waste outside the Bank/IVAC offices hygienically and as per the City Corporation guideline for such dumping.
- e. Toilets including but not limited to floor, pan commode, basin of the Bank/IVAC office premises will be cleaned with Harpic, Vim/Jet etc. as many time as required to ensure cleanliness and hygiene.
- f. Naphthalene in sufficient quantity would be used to maintain hygiene in all urinals from time to time and ensure availability at all times before runs out.

g. Carpets will be cleaned with vacuum cleaner on a daily basis before the business hours and as and when required.

h. Soap will be supplied in all the toilets and ensure availability at all times.

i. Liquid soap will be supplied to all the toilets.

j. Towels and toilet paper will be supplied to all toilets. Towels must be changed at least twice in a week.

k. The Service Provider shall engage required number of cleaners in all premises.

Supply of Messenger's:

i. Ensure supply of Messengers as and when asked by Bank's anywhere in the country;

ii. Messengers should be smart, well mannered;

iii. Educational qualification not less than class eight (S.S.C qualified will be given high priority)

iv. Proper Dress should be assigned by company

Security Service:

The vendor shall ensure:

a. Guard(s) on duty KYC to be ensured;

b. Armed Guard(s) must having their own licenses with update documents;

c. Guard(s) on duty are full trained;

d. Guard(s) on duty carries ID cards and duty slop is signed by an officer of the Bank;

e. Guard(s) deployed shall remain vigilant and protect the premises of the Bank ;

f. Job rotation of Guard(s) to be done after every 3 (three) months

• **Service Provider's Rights and Obligations:**

a. To ensure the appropriate service as per directions of the Bank/IVAC offices from time to time.

b. To deploy its required cleaners to perform cleaning services to the satisfaction of the Bank and IVACs.

c. The Service Provider shall maintain the detail documentation of its cleaners/massagers/ Gun Man/ Guard(s) /support personnel including but not limited to, attendance register, service book etc. and it shall provide such documentations to the Bank as and when required by the Bank. The Service Provider shall confirm that cleaners/massagers/ Gun Man/ Guard(s) /support personnel who are

deployed to fulfill the obligation under this Agreement shall not be deployed simultaneously for any other jobs or work of the Service Provider and it shall make sure that it shall be solely responsible to comply all obligations in relation to its cleaners/massagers/ Gun Man/ Guard(s) /support personnel as per this agreement.

d. The Service Providers shall obtain the declarations from its all individual cleaners/massagers/ Gun Man/ Guard(s) /support personnel stating that they have no objection to provide service on behalf of the Service provider.

e. The Service Provider shall immediately replace and/or recall any support personnel from the Bank premises based on the verbal/written request from authorized person of the Bank in the interest of smooth operation of the Bank/IVACs. It is to be noted here that the Bank/IVAC may request to replace and/or recall any cleaners/massagers/ Gun Man/ Guard(s) /support personnel without assigning any reason there for.

f. Notwithstanding anything stated in any clause mentioned in the agreement, Service Provider shall be solely responsible to fulfill all obligations of its deployed cleaners/massagers/ Gun Man/ Guard(s) /support personnel.

g. The Service Provider shall comply with the laws of Land including but not limited to Bangladesh Labor Act'2006, Income Tax Ordinance' 1984 and Value Added Tax Ordinance'1991 with regard to rendering the Service.

h. The Service Provider shall be liable to fulfill all obligations and compliance for its deployed cleaners/massagers/ Gun Man/ Guard(s) /support personnel including not limited to activities relating to appointment, control, discipline, leave, salary, promotion and other service benefits, and the Bank shall never be made liable for appointment, control, discipline, leave, salary, promotion and other service benefits of the support personnel/cleaners.

i. The Service Provider shall provide the cleaners/massagers/ Gun Man/ Guard(s) /support personnel with identity Card duly signed by authorized representative of the Service Provider. The Service Provider shall also provide the cleaners/massagers/ Gun Man/ Guard(s) /support personnel uniforms (shirts, trousers, shoe, socks, belt etc.) The Service Provider shall bear the cost of those Identity Cards and uniforms for the support personnel/cleaners. The Service Provider shall make sure that the cleaners/massagers/ Gun Man/ Guard(s) /support personnel put on uniform and use the Identity Cards before rendering Service at the Bank Premises.

j. The Service Provider shall make sure that the Support Personnel provided by it are medically fit. Medical Certificate from any renowned hospital shall be the conclusive proof of the cleaners/massagers/ Gun Man/ Guard(s) /support personnel being medically fit to render service to the Bank.

k. If any Support Personnel/Cleaners is found to be engaged in any activity prejudicial to the interest of the Bank then the Service provider will immediately replace that cleaners/massagers/ Gun Man/ Guard(s) /support personnel upon getting information from the Bank's representative.

l. The Service Provider shall make sure that the Support Personnel/Cleaner will discharge their duty in designated Bank Premises for 9 hours daily along with 1 hour extra for lunch break. The Service Provider shall determine the duty period of the cleaners/massagers/ Gun Man/ Guard(s) /support personnel in consultation with the Bank.

m. The Service Provider will ensure that the cleaners/massagers/ Gun Man/ Guard(s) /support personnel are not in any way representing themselves as employees of the Bank and are not undertaking any job that may jeopardize or tarnish the image of the Bank/IVACs.

n. The Service Provider shall arrange, at their own cost, all cleaning materials per user as mentioned in annexure-2 of their EOI but shall make sure that those items are adequate for cleaning the bank premises/IVAC office premises and toilets.

o. The Service Provider will use its own equipments for undertaking cleaning works at the Bank/IVAC premises.

p. The Service Provider shall not assign or sub-contract any obligation under this service/contractor any portion thereof under this agreement to any third party without prior written consent of the Bank.

q. The Service Provider shall be responsible to handle the law suit(s)/litigation(s)/law enforcing agencies arising out of any dispute between the Service Provider and cleaners/massagers/ Gun Man/ Guard(s) /support personnel and the cost of such law suit(s)/litigation(s) shall be borne by the Service Provider.

r. The Service Provider will ensure that their representatives/supervisors are visiting all the premises on every working day to supervise their services.

s. The Service Provider shall be registered with the Labor Department under the Ministry of Labor and Employment of the Govt. of Bangladesh under the provision of Bangladesh Labor Act' 2013.


t. The Service Provider shall comply with the provisions of Labor Laws of Bangladesh.

v. The service provider shall be responsible during the terms of this service contract to comply with any provisions of any act both present and future which may affect directly/or indirectly the obligations & rights of the service provider.

- **Bank's rights and Obligations:**

a. The Bank/IVACs shall allow the cleaners/massagers/ Gun Man/ Guard(s) /support personnel to enter into premises for the purpose of rendering services at the Bank/IVAC premises during the hours fixed by the Bank.

b. The Bank/IVACs shall have the right to discontinue partially or fully any Service of the Service Provider at any time without assigning any reason.

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c. In no circumstances, the Bank/IVACs shall be liable on any account to the cleaners/massagers/ Gun Man/ Guard(s) /support personnel who have been deployed to the Bank/IVACs to perform the obligation of the Service Provider under this agreement.

d. The Bank/IVACs shall have the right to get any documents of the Service Provider relating to service and cleaners/massagers/ Gun Man/ Guard(s) /support personnel.

e. The Bank/IVACs shall have the right to restrict the entry of any cleaners/massagers/ Gun Man/ Guard(s) /support personnel if it thinks not fit.

SCHEDULE OF EVENTS

Bid Document Availability	Bidding document shall be available at www.bd.statebank.com website.
Last date for requesting clarification (optional)	Upto 5:00 PM on 25.02.2022 All communications regarding points / queries requiring clarifications shall be given in writing to at vpop.sco.bd@statebank.com & sbiaudit@statebank.com
Clarifications to queries raised	Within 5:00 PM, 03.03.2022
Finalization of TLI Vendor	06.03.2022

4. In case of further clarification:

Interested OEM authorised vendors/Bidders in Bangladesh may contact the following officials should they need any further information / clarification / information, on the date, place and time mentioned below.

The Vice President-Operations
State Bank of India, Country Office
NAVANA Pristine Pavilion,
128, Gulshan Avenue,
Gulshan-2, Dhaka.

5. Time Schedule:

The bid would be awarded to the successful bidder on 06.03.2022. The prospective bidders has to submit an undertaking to the effect that in case they fail to provide the cleaner within

15 days from the date of awarding of work order, bank would be free to impose penalty as per the terms of the Request for Proposal (RFP).

6. **Eligibility:**

- Eligibility of the Bidders: All Bangladeshi citizen, / Firms (proprietorship / partnership / companies, etc.) formed and constituted by Bangladeshi Citizens in Bangladesh and authorised by the OEM. For **Safe net (HSM) Bidders must submit a copy of such authorisation along with the Bids.**
- They shall have minimum three years experience in similar line of activity. They have to submit documentary proof to that effect, if necessary.
- Up-to-date VAT clearance certificate, TIN No, Valid Trade license and /or any other license / approval as may be necessary as per the law.

7. **Bid Price**

Prices quoted in the Bid should be item wise and excluding VAT and in BDT only.

8. **Period of Validity of Bids**

Bids shall remain valid for a period of 180 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as non-responsive.

The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

9. **Signing of Bid**

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid. The Bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing The Bid.

The Bid shall be signed by a person or persons duly authorized to bind the Bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.

10. **Bid Language**

The Bid shall be in English Language

11. Rejection of Bid

The Bid is liable to be rejected if:

- The document doesn't bear signature of authorized person.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and time stipulated for Bid submission.
- Incomplete/incorrect Bids, including non –submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by SBI.

12. Extension of Deadline for submission of Bid

SBI may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through SBI website (www.sbibd.com), in which case all rights and obligations of SBI and Bidders will thereafter be subject to the deadline as extended.

13. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, SBI may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted in SBI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda / corrigenda had been taken into account by the Bidder in its Bid.

In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, SBI may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in SBI's website.

From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP

14. Late Bid

Bids received after the scheduled time and date will not be accepted by the SBI under any circumstances. SBI will not be responsible for any delay due to postal service or any other means.

15. Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No Bid will be modified after the deadline for submission of bids.

16. Right to Reject, Accept/Cancel the bid

SBI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. SBI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during the tender process, without assigning any reason whatsoever. SBI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.

17. How to submit the Bids:

The interested bidders shall participate to Tender Box under closed cover.

Process of evaluation of Bids:

- a) The evaluation of the bids is not on L1 basis. SBI may select a higher bid in case it feels that the design & quality is superior to the other competing bids.
- b) The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall establish to the Bank's satisfaction
- c) that, in the case of a Bidder offering to supply products and/or Systems under the Contract which the Bidder did not produce, the Bidder has been duly authorized as per authorization letter
- d) Eligibility criteria response, Technical and Commercial Bids prepared in accordance with the RFP document.
- e) All the pages of the Bid documents, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
- f) that adequate, specialized expertise are available to ensure that the support services are responsive and the Bidder will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and provide necessary maintenance services.
- g) Any deviations from specifications should be clearly brought out in the bid

18. RFP Abandonment

SBI may at its discretion abandon this RFP process any time before Notification of Award or Purchase Order.

19. Where and whom to submit the Bids:

Interested parties who are eligible are requested to submit their Bids as per Event schedule:

**The VP (Operations),
State Bank of India, Country Office
NAVANA Pristine Pavilion,
128, Gulshan Avenue,
Gulshan-2, Dhaka.**

The authorized representative(s) of the OEM or authorized/ licensed vendors of OEM in Bangladesh are requested to be present at the time of opening of the Technical and Commercial bids/ quotes. Maximum two representatives from a single bidder would be allowed to be present. After opening of the technical quote, evaluation would be made as per the specification of the bank. Those who disqualify as per their technical quotes, their commercial quotes would not be opened nor would be returned.

20. Fate of earlier bids when revised bid submitted as per modification made by the Bank.

Please note that for any amendments / or modification in the RFP document, no notification will be published in print media (News paper). The interested vendors should refer to our website for any amendment or modification till the last date of submission of the document. The vendor(s) who might have already submitted their bid at the time of amendment / modification, they can submit fresh revised bid, which will be considered by the bank (the old bid submitted earlier, would not be considered).

**VP (Ops)
State Bank of India
Bangladesh Operations
NAVANA Pristine Pavilion,
128, Gulshan Avenue,
Gulshan-2, Dhaka.**

21. Delivery & Documentation

- ✓ The vendor must ensure to comply with what has been mentioned in the bid, in terms of quality & make of the materials used. In case of failure to adhere to the commitment, SBI would be authorised to levy a penalty or withhold the payment till the work is completed to satisfaction.
- ✓ The vendor should provide the list of items & the guarantee they provide on each item. In case of any damages during the guarantee period, the vendor would be required to repair/replace the damaged item.

22. Acceptance Procedure: On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the acceptance certificate signed by the Vendor and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems

23. Payment Terms

- ✓ Payment shall be made in Bangladeshi Taka by means of Payment Order/Bank Account (Without VAT & TAX).

Note: Notwithstanding anything said above, the Bank reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.

ANNEXURE -A

SL	Particulars	To be filled up by the Bidder	Whether documentary evidence is mandatory (Y/N)	If documentary evidence attached write "YES"
1	Name of the Bidder			
2	Constitution			
3	Year of Establishment			
4	Major activity			
5	Who are the major customers		Y	
6	VAT Registration No		Y	
7	TIN		Y	
8	Office Address		Y	
9	Name of the owner, or major stake holder			
10	Give detailed about the Trade License		Y	

I certify that the particulars mentioned above are true and correct to the best of my knowledge and believe. If it is found that any information is found to be false and or misleading, I shall be responsible for that and there would not be any liability on the Bank as a result of such misrepresentation on my part.

Dhaka


Date :

SIGNATURE OF THE BIDDER

24. Format for Financial Quote:

Kindly provide the costing as per details mentioned **ANNEXURE- I & II**

SIGNATURE OF THE BIDDER

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Annexure - I

Sl. No.	Area / City Corporations	Rate for cleaning (Per Sft)	No. of outsource staff engage for the task

Annexure- II

The following materials will be supplied by the Service Provider for using one Cleaner/Support Personnel

Sl.	Description	Monthly Supply	Quantity	Rate
01	Toilet Paper	12 pcs (monthly)	N/A	
02	ACI Aerosol	01 pc (monthly)	475 ml.	
03	Air Freshener	01 pc (monthly)	300 ml	
04	Mop Cotton	01 pc (monthly)	Large Size	
05	Whiz Plus	01 pc (monthly)	900 ml	
06	Harpic	01 pc (monthly)	500 ml	
07	Vim Powder	02 Kg (monthly)	500 ml	
08	Liquid Soap (refill)	02 pcs (monthly)	180 ml	
09	Mr. Brasso (Glass Cleaner)	01 pc(monthly)	350 ml	
10	Savlon	½ Liter (monthly)	½ Liter	
11	Lux Soap (mini)	05 pcs (monthly)	40 gm	
12	Odonil	02 pcs (monthly)	50 gm	
13	Duster	03 pcs (monthly)	Standard	
14	Napthalene (Pkt.)	01 Pkt (monthly)	Standard	
15	Floor Broom &Jharu	As & when required	Large	
16	Cotton Towel	3 pcs per cleaner (Half Yearly replacement)	Large	
17	Mop Stand, Dry Mop. Floor Wiper, Glass Wiper, Bucket, Mog, Belcha etc.	As & when required (Yearly)	Standard	

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Annexure- III

Sl. No.	Area / City Corporations	Rate for Messenger (Below SSC/ S.S.C qualified)	Amount

Annexure- IV

Sl. No.	Area / City Corporations	Rate for Guards (Armed / Unarmed)	Amount