

Tender Document for Selection of Agency/ Contractor for Providing Pest Control/Mosquito Repellant Services in NHB Officers Flats/Office

**Premises Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110 003
Phone: 011- 24620433
E-Mail: apsaxena@nhb.org.in**

<u>BID DETAILS</u>		
1.	Date of commencement of collection of Bid Documents	21/05/2015
2.	Last date and time for collection of Bid Documents	15/05/2015 17.00 hrs
3.	Last date and time for receipt of Bid Documents	15/05/2015 17.00 hrs
4.	Date and Time of opening of Technical Bid	18/05/2015 12.00 hrs
5.	Earnest Money Deposit Amount	Rs. 10,000/- (refundable) (Rs. Ten Thousand Only)
7.	Place of opening of Bids	National Housing Bank, Head Office Administration Department Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

Note:- Technical bids will be opened in the presence of bidders who choose to attend.

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1. ABOUT NATIONAL HOUSING BANK

National Housing Bank (NHB), a statutory organisation is wholly owned subsidiary of the Reserve Bank of India. NHB is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Sector.

Apart from regulating the housing finance companies (HFC), NHB also extends financial support by way of equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and it has a regional office located at Mumbai and representative offices at Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata , Lucknow, Patna, Bhopal, Nagpur, Jaipur and Bhubaneswar.

2. REQUIREMENT DETAILS

Offers are invited from the reputed agencies/vendors who provide the services of pest control / mosquito repellent in New Delhi for serving the Bank's Staff Quarters and Office located across New Delhi. The contract shall initially be for a period of One Year which would be renewable maximum up to 3 years on same terms & conditions as laid down in this RFP followed by Service Level Agreement to be executed with the selected bidder. However, continuance of contract will be subject to Performance Review done by appropriate authority during the contract period on half yearly basis.

Scope of Work

1. A chemical formulation/emulsion with any of the chemicals as listed below will be sprayed uniformly through hand operated compressed air spraying machine. The emulsion shall be of oil base for areas inside flats and water base for outside areas such as **nallah, 8 basements, near water tanks/pumps adjoining motors/tanks** and courtyards etc. confirming to

the relevant code of practice and other instructions stipulated by the manufacturers of the chemicals:

a) Malthion b) Pyrethium c) Lindane d) Zinc phosphide e) Helphachlor f) Clopherphos.

2. For rodent control Zinc powder mixed with Atta and bread will be placed in and around the dens of rats and in the way of their frequent movements.
3. The details of the areas to be treated are as under:

NHB officers' flats at Jangpura

- a) 18 nos. two BHK flats approx. area 1250 sq. ft. each flat.
- b) 4 nos. three BHK duplex flats approx. area 1650 sq. ft. each flat.
- c) 4 nos. four BHK flats approx. area 1750 sq. ft. each flat
- d) 3 nos. five BHK flat approx. area 2250 sq. ft. each flat
- e) 8 basements approx. area 600 sq. ft. each basement
- f) Common portions attached with the flats such as staircases, front and rear courtyards, terraces and nallah
- g) **NHB officers' flats at Vasant Kunj D6 & Sector -A** 29 nos. two bedroom flats approx. area 1000 sq. ft. of each flat inclusive of scooter garages + 2 flats at Sukhdev Vihar including of scooter garages = Total 33 nos. flats.

Frequency of treatment for common open areas, nallah and near water tanks/pumps adjoining motor etc. shall be on Fortnightly basis and all other areas such as inside portions of flats and basements shall be on monthly Basis. Further, the vendor will have to conduct the pest control treatment in NHB office premises as and when required by the Bank.

4. All efforts shall be made by the contractor to ensure that the treatment to flats are completed periodically as stipulated by suitably informing concerned residents well in advance and making adjustments according to their convenience.

PAYMENT TERMS:

Billing would be done on monthly basis.

- i. Monthly Bills to be raised by the vendor on National Housing Bank and the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act / rules on the

- subject.
- ii. It is mandatory for the vendor to enclose duly signed certificate from all officers' flat that the spray work has been done in their flat for clearance of bill.
 - iii. For common open areas and nallah area, the duly signed certificate from Premises Department must be obtained for clearance of bill. For NHB office premises also the certificate for spray is to be obtained from Premises Department (as and when required) for clearance of bill.

5. INSTRUCTION TO BIDDERS

Interested PEST CONTROL agencies may visit the Bank for obtaining information (if any) during the office hour (i.e. 10:00 AM to 6:00 PM). Interested bidders can download the RFP from Bank's Website (www.nhb.org.in). The Bidder is expected to examine all instructions, clauses, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement.
- Each Bidder acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by the bidder.
- The bidder will, by responding to Bank for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Bidders are required to direct all communications related to this RFP, through the Nominated Contact person:

Contact: Vishal Goyal
Position: Dy. General Manager
Email : vishalg@nhb.org.in
Telephone : +91 - 11 - 24620433
Fax : +91 - 11 - 24646988

Contact: A. P. Saxena
Position: General Manager
Email : apsaxena@nhb.org.in
Telephone : +91 - 11 - 24655366
Fax : +91 - 11 - 24646988

- Bank may, in its absolute discretion, seek additional information or material from any bidder after the RFP closes and all such information and material provided must be taken to form part of that bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be sought from the contact persons detailed above before the deadline for submission of bids, between 10.00 am to 5.00 pm on any working days (Monday to Friday except holidays).
- Bank may, at its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes, to improve or clarify any response.
- Bank will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as decision is taken on the outcome of their RFP. Bank is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids which qualify both Minimum Eligibility Criteria and Technical Evaluation Criteria will be eligible for Commercial Evaluation.

3. TERMS & CONDITIONS

1. Amount tendered: The contractor should quote in figures as well as in words, the rate and amount tendered by them.

2. Mode of submission: The tender document is to be returned duly completed and signed by an authorized signatory. If the contractor does not intend to tender, the blank documents shall be returned to NHB. No alteration of any kind shall be made in the document; if the tenderer feels it essential to explain any aspect, he may do so through a separate covering letter.
3. Time of submission: Sealed tenders to be submitted latest by 5 PM on 15.05.2015.
4. Opening of tender: The quotations shall be opened at 12:00 noon on the next working date i.e. 18.05.2015 at NHB office premises in the presence of intending contractors or their representatives.
5. The tenderers are advised to inspect and examine the site and its surroundings regarding the extent of work, scope and conditions under which the work is to be executed. The contractor shall also satisfy himself about the accessibility to the premises for the treatment work. No claim for any extra payment of any kind on account of lack of information about the site conditions shall be entertained after acceptance of the tender.
6. NHB reserves the right of accepting the whole or any part of the tender and tenderer shall be bound to perform the same at the quoted rates.
7. NHB does not bind them to accept the lowest or any tender or to give reasons for their decisions.
8. NHB reserves the right to form a panel of two contractors for the job, which shall remain valid for one year.
9. The contractor shall have to make good the damages, if any, caused during the performance of work to Bank's properties at his own cost.
10. The work shall be carried out in close coordination and with least disturbance to the residents. During the execution of any job as described in contract and after the completion of work the materials for the work and rubbish should be handled by the contractor in such manner which shall not create any public disturbance. No extra payment / manpower is payable for such work.
11. The tenderer shall submit the tender which satisfies each and every condition laid down in this notice, failing which the tender will be liable to be rejected.
12. All payments shall be made through online (ECS) and any taxes liable to be deducted at source as per the prevalent rules shall be deducted from such payments. Stamped receipt will be given by the contractor whenever necessary.
13. The conductor shall ensure timely and adequate deployment of personnel required for carrying out the work.
14. The contractor shall be responsible for the prompt and effective functioning of the personnel deployed by him. He shall be responsible for the quality of the work done by the personnel

15. The bank shall have the right to debar/get replaced any person deployed by the contractor to work at the premises, if workers conduct is found to be unsatisfactory.
16. The contractor shall be responsible to abide by the provisions of the Labour Laws and Minimum Wages Act applicable to the State as far as the personnel employed by him for these works are concerned.

The personnel engaged for the maintenance works by the contractor, shall be the employees of the contractor and there will be no liability to this effect on the part of NHB in any case.

17. The contractor shall comply with all rules and regulations regarding safety and security of their men and shall have to arrange for insurance etc. for their employees at his cost and NHB will not be responsible in any manner in case of any mishappening to his employees.
18. The personnel engaged by the contractor will be under the direct supervision and control of the contractor.
19. That any liability arising out of Municipal, State or Central Government Labour Laws and Regulations such as Payment of Wages Act, PF Act, Workmen Compensation Acts, Contract Labour Act, Factories Act and Payment of Bonus, Minimum Wages Act etc. will be entirely on the part of the contractor and NHB will not be responsible for any such liability in any case.
20. The successful tenderer upon receipt of award of contract should confirm acceptance in writing.
21. This Notice Inviting Tender shall form part of the contract documents.

6. Earnest Money Deposit

The bidder has to submit earnest money deposit of Rs. 10,000 (Rs. Ten Five Thousand only) (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor shall remain with NHB as security deposit during the period of execution of contract for which no interest will be paid on the EMD. The security deposit shall be released only

after successful completion/satisfactory execution of the contract.) by way of an e-payment in favour of **National Housing Bank**. The Accounts details are given below:

1. *Beneficiary Name:* National Housing Bank
2. *Beneficiary Address:* Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3. *Beneficiary Bank Name:* State Bank of Hyderabad
4. *Beneficiary Bank Branch Address:* Pragativihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi - 110 003
5. *Type of Bank Account:* Current account
6. *Beneficiary Bank A/C No:* 52142903844
7. *IFCS code of Bank branch:* SBHY0020511
8. *MICR No.:* 110004005

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-E.

- The EMD security may be forfeited:
 - If a Bidder withdraws its bids during the period of bid validity
 - If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - In case of successful Bidder, if the Bidder fails to Sign the contract.

6.1 Language of Bid

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

6.2 Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by Bank) being submitted to NHB by masking the actual prices. This

is mandatory. The bid may be disqualified if it is not submitted by masking it properly. Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

6.3 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

6.4 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

6.5 Amendment to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on Bank's website.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

6.6 Period of Validity

Bids shall remain valid for **six months** from the date of its opening, as prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

6.7 Bid Currency

Prices shall be expressed in Indian Rupees only.

6.8 Submission of Bids

The bidders shall duly seal each envelope with RED LAC SEAL (Wax Seal) and place both the envelopes in a third envelope, which shall also be only sealed with red lac.

The bid should be addressed to Bank at the following address up to the time and date mentioned on page 2 of this document.

Dy. General Manager
Premises Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110003

6.9 Late Bids

Any bid received by the Bank after the due date of submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

6.10 Modifications and/or 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 due date of submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

6.11 Content of Documents to be Submitted

6.11.1 Documents required in Technical Bid Envelope (Sealed Cover):

- i. Undertaking Letter as per part "I" of Annexure - 'A'.
- ii. Bidder's information as per part "II" of Annexure-'A'.
- iii. Compliance Statement Declaration - Annexure-'B'
- iv. Pre-Qualification Criteria - Annexure - 'C'
- v. Format for Commercial Bid Annexure - 'D'
- vi. ECS Mandate Format - Annexure - 'E'

6.11.2 Documents required in Commercial Bid Envelope (Sealed Cover):

- i. Commercial offer: The offer should be as per commercial bid format in Annexure 'D' and should be **all-exclusive (All applicable taxes to be quoted seperately)**. In case of any variation (upward or down ward) in Government levies/taxes/duties etc. up-to the date of invoice, the benefit or burden of the same shall be passed on or adjusted toBank.

7. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid Part I
- Commercial bid Part II

The bidder will have to submit the Technical bid and Commercial portion of the bid separately in two separate red lac-sealed envelopes (wax seal), duly super scribing "**Quotation for Engagement of Agency for providing Pest Control/Mosquito Repellence Services in NHB**", "**TECHNICAL BID**" or "**COMMERCIAL BID**" as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s) signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

8. **BID OPENING AND EVALUATION**

The Bank will open the technical bids, in the presence of Bidders representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned at **point no. 7** in "Bid Details".

The bidders or their representatives who are present shall sign register as an evidence of their presence. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

9. **CLARIFICATIONS ON BIDS**

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

10. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

11. CONTACTING THE BANK

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

12. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids 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 ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large requirements.

13. SIGNING OF CONTRACT.

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.

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ANNEXURE - A

Letter to be submitted by bidder along with bid documents

To
The General Manager
Premises Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Sir

**Reg: Our bid for Engagement of Agency providing Pest Control / Mosquito
Repellence Services in NHB**

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first

stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at _____ / _____ day of _____ 2015.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorised

Signatory)

Annexure 'A' PART-II

Bidders Information

Name _____

Constitution _____

Address _____

Names & Addresses of the Partners if applicable

Contact Person(s) _____

Telephone, Fax, e-mail _____

Number of years of experience in the Business of _____ / _____ :

Please give brief financial particulars of your firm for the last 3 years along with the volume of business handled.
(The information will be kept confidential)

Year	201 -1	201 -1	201 -1
Net Profit			
Total Turnover			

Signature:
Seal of company

COMPLIANCE STATEMENT
DECLARATION

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

1) _____

2) _____

3) _____

4) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature:

Seal of company

ANNEXURE - C

Pre-Qualification Criteria

1. The contractor should have minimum 3 years' experience for pest/rodent control and anti-mosquito treatment in Govt/PSUs/PSBs/FIs offices residential colony.
2. The bidder must have its office in Delhi/NCR
3. The average turnover of the bidding company must be 5 lacs for the last three years
4. The bidding company must have a valid license and requisite clearance for operating as Pest Control Agency

Note: Bidders have to submit necessary valid documents to satisfy the Pre-Qualification Criteria mentioned above.

Commercial Bid Format

Sr. No.	Description of Service	Rate	Total
1.	Rate per month for Spraying of Pest Control/Mosquito Repellant at Nallah, Jangpura, near water tanks & pumps on fortnightly basis and officers residence and basement on monthly basis.		
2.	One time spray charges for NHB office premises per instance for all the three floors (3 rd , 4 th & 5 th floor).		
	TOTAL		

Note: The criteria for arriving at L-1 Would be as under:

80% weightage to Sr. No. 1 + 20% weightage to Sr. No. 2. The agency/company bidding lowest as per the said calculation will be selected as L1 bidder.

Annexure - E

ECS MANDATE

**FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT
FROM NATIONAL HOUSING BANK**

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier _____

2. Address of the vendor/supplier _____

City _____ Pin Code _____

E-mail id _____

Phone / Mobile No. _____

Permanent Account Number (PAN) _____

Service Tax Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank _____

B. Name of the Bank _____

C. Name of the Branch _____

D. Address of the Branch with Tel No. _____

E. Account No. (appearing in Cheque book) _____

F. Account Type (SB, Current, etc.) _____

G. MICR No. _____

H. IFSC Code of the bank branch
(to be obtained from the respective branch) _____

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date:

Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank