

7<sup>th</sup> Oct'2019

## REQUEST FOR PROPOSAL

<b>TITLE OF THE ASSIGNMENT</b>	<b>Tender for hiring of Facility Management Services (Manpower) to GIZ Offices -PAN INDIA</b>
<b>TENDER NUMBER</b>	
<b>CONTRACT PERIOD</b>	24 months
<b>DATE OF ISSUE</b>	November, 2019
<b>CLOSING DATE</b>	October, 2021

**(RFP)**

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH,  
GIZ Office, GDCO ,46, Paschimi Marg ,Vasant Vihar  
New Delhi 110057, India

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## **Section 1 — Letter of Invitation**

**From:**

Contracts and Procurement Department  
Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH,  
German Development Cooperation Office,  
46 Paschimi Marg, Vasant Vihar  
New Delhi 110057, India

**To:**

**All Prospective Bidders**

Dear Sir/Madam,

1. GIZ invites bids from reputed and experienced companies/ firms for providing the following services: **Provision of Facility Management Services (Manpower) to GIZ offices**
2. The RFP includes following documents:
  - Section 1 - Letter of Invitation
  - Section 2 - Instructions to Consultants (local)
  - Section 3 - Terms of Reference
  - Section 4 - Technical Proposal - Standard Formats
  - Section 5 - Financial Proposal – Standard Formats
3. The following documents –
  - Assessing of eligibility of consulting firms,
  - Technical Assessment Grid and
  - General Terms of Contract governing Contracts with Appraisers/Firms of Consultants - are enclosed and constitutes a part of the tender package.

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4. A firm will be selected under **two envelop bid on Quality-cum-Cost Based Selection(QCBS)** Method and procedures described in this RFP, in accordance with the policies of GIZ.
  
5. GIZ reserves the rights to cancel / modify this tender without assigning any reasons.

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## **Section 2 — Bidding Conditions**

The Facility Management/Manpower service providers are invited to submit a Technical Proposal and a Financial Proposal, as specified in this document for Facility Management services required for the assignment. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected company. Facility Management/Manpower service providers are expected to familiarize themselves with conditions and take them into account in preparing their Proposals.

### **1. Address, and formal requirements**

Bids are to be sent to-

#### **Head of Contracts and Procurement**

GIZ Office India

46, Paschimi Marg, Vasant Vihar

New Delhi 110 057

**Deadline for submission of bids: 6<sup>th</sup> November'2019, by 17:30hrs**

The bids are to be sent in double envelopes. The inner envelope must be sealed and bear the following inscription:

#### **Envelope 1**

**Financial Proposal for providing Facility Management Services to GIZ offices**

**PN: 99.9245.4-001.00; Contract No 8332 9753**

#### **Envelope 2**

**Technical Proposal for providing Facility Management Services to GIZ offices**

**PN: 99.9245.4-001.00; Contract No 8332 9753**

*The Outer envelope containing these two envelopes should be marked:*

**Proposal for providing Facility Management Services to GIZ offices**

**PN: 99.9245.4-001.00; Contract No 8332 9753**

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All copies of the bid must be submitted by courier/post/hand in letter form. The technical proposal will also be presented in electronic format – on a pen drive /hard disc drive duly labeled as such. The above formal requirements regarding envelopes and marking also apply to further copies of the bid.

## **2. The Technical Proposal**

Technical proposals should be submitted in the following format. **Refer Section 4.**

- 1) Bidder's Profile and Relevant Experience as per the template enclosed.
- 2) Technical Response to the TOR
- 3) Description of the Team
- 4) Matters not appropriate in any other section

**There should be no price information anywhere in the technical proposal document. Failure to comply will result in disqualification of the bid.**

## **3. The Financial Proposal**

Price quotation is to be submitted in a separate envelope together with your technical proposal and should be prepared using the Standard Formats as outlined in **Section 5**. Price quotation should be provided in INR.

## **4. Cost of preparing the bid**

No remuneration will be granted for the preparation of the bid and the documents to be attached thereto. The bids, together with the attached documents, shall become the property of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, without entitlement to remuneration. A request that the first-ranked bidder present candidate staff members previous to the awarding of the contract does not constitute grounds for a claim for reimbursement of related costs from the GIZ.

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## **5. Consortium/joint venture**

If you are forming a bidding consortium or association, the bid must show who the members are and how the work is divided between them. Specifically, all members must name the lead member and authorize this member to represent the association and to receive payments on behalf of the other members. The members must also acknowledge joint and several liabilities for performing the contract. A corresponding written authorization must be attached to the bid. Should you form a joint venture group or consortium, the bid must specify the members of this group/consortium and lead partner. Furthermore, the authorized representatives of the members are to be named.

## **6.Modification/withdrawal of the bid**

Adjustments to or withdrawal of bids are to be communicated in writing by post by the deadline for submission of bids. Subsequent adjustments or modifications to the bid, which can be submitted up to the deadline for submission of bids, shall also be subject to the requirements for sending in the bid. The front of the envelope is to be clearly marked as...

**Adjustment to Financial Proposal or Technical Proposal for ‘Providing Facility Management Services to GIZ offices  
PN: 99.9245.4-001.00 ;Contract No 8332 9753**

## **7.Other requirements**

Agreements with third parties in restraint of competition, which are to the disadvantage of the GIZ, are not permissible and will lead to the bid not being considered.

The documents submitted in response to the request to bid shall be treated confidentially by yourself and may only be made available to third parties in connection with potential subcontractors in relation to your bid. Non-compliance may result in the bid not being considered.

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## 8. Evaluation

The eligibility of the bidders in terms of relevant experience/financial stability will be assessed. Refer Grid for assessing the eligibility of consulting firms. The bidders have to provide documentary proof to meet the required criteria. The documents can be sent along with technical proposal.

The technical assessment of the proposals will be undertaken for the only bidders who qualify in eligibility grid as mentioned above. (Refer technical assessment grid).

The project shall be awarded taking into account the evaluation the technical and financial proposal. However, the score obtained in the evaluation of technical proposal shall form basis for opening financial proposal.

The financial proposal shall be evaluated, by the concerned commercial officer, only if the technical proposal has obtained minimum score of 500 points as set by the evaluation committee.

The financial proposal shall be evaluated, by the concerned commercial officer, only if the technical proposal has obtained minimum score as set by the evaluation committee. The technical bid and price quotation are weighted at a ratio of 60:40 respectively.

## 9. Other Conditions

The bids must remain valid for 60 days .

All Clarifications required by bidders with reference to this RFP may be sent latest by **18<sup>th</sup> October'2019** on the email : [proc-ind@giz.de](mailto:proc-ind@giz.de)

All such queries received from bidders will be compiled and a consolidated reply will be shared with respective agencies as well will be put on the web portal in the form of F.A.Q on **23rd Oct'2019**.

Companies must submit the original and 2 copies of the Technical Proposal, and the original of the Financial Proposal

Electronic copies of the Technical proposal (only) in MS Word may also be submitted on a separate pen drive/ hard disc drive along with the hard copy proposals

***GIZ reserves the right to cancel/modify this tender and /or reject a bid document including subsequently a technical and financial proposal, without assigning any reasons.***



## **Section 3 — Terms of Reference**

### **Section 4: Technical Proposal – Standard Formats**

With reference to brief guideline provided in section 2 of this RFP, consultants are expected to use the following recommended formats and number of pages for their technical proposals for any of the work packages.

#### **1. Profile:**

- **Company name, Full address of registered office with Tel No, Fax, e-mail id and name & designation of the concerned authority.**
- **Legal status of company with date of incorporation,**
- **Size of company along with address of branch office located in metropolitan cities**
- **Annual Turnover (last 3 years) duly attested /certified.**
- **Brief details of all statutory and legal registrations of company under various acts (including ISO certification)**
- **Number of employees**
- **CVs of top executives**
- **Other documents as stated in terms of reference**

#### **2. Relevant Experience.**

This section should contain project credentials of the bidder. This section should mention 5 most relevant experiences .

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## FORMAT FOR RELEVANT EXPERIENCE

Name of Assignment	Client (Including Contact Detail of person in charge)	Start/End dates	Value (INR/Euro)

Please enclose the relevant documents along with the technical proposal.

### 3. Technical response:

This section should define the approach and how the bidder intends to execute the engagement.

#### **Approach and methodology**

Detailing out planned approach and methodology for carrying out the assignment -

- 1) Hiring and Selection process of outsourcing staff
- 2) Mechanisms for Monitoring and replacement of outsourced staff
- 3) Social benefits provided to the outsourced staff apart from statutory provisions
- 4) Payroll and accounting processes
- 5) HR practices (apart from hiring and recruitment, it should cover training, code of conduct, leave structure, termination clauses, wage pattern and Corporate social responsibilities)

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#### 4. Description of the proposed team

##### 1) Personnel

This section should contain the staffing table which indicates the name, firm, area of expertise, designation and task assigned to the professional staff as per the following format.

#### FORMAT FOR STAFF TASK ASSIGNMENTS

Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

#### 5. Matters not appropriate in any other section

### Section 5: Financial Proposal: Standard Formats

Financial Proposal should be submitted with a covering letter (on company letter head, duly signed & stamped) and clearly mentioning the validity of the quote for minimum 60 days and as per the following format .

Hiring of manpower outsourcing services for GIZ Office in India				
Detailed Break-up of Wages				
A	Manpower costs	Pantry	Supervisor	Electrician
(i)	Basic salary			
(ii)	P.F contribution			
(iii)	E.s.i.c contribution			
(iv)	Bonus			
(v)	Gratuity			
(vi)	Leave Encashment			
(vii)	Service Charges			
(viii)	Any other cost			
(ix)	Any other cost			
	<b>Grand Total</b>			

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<b>B</b>	<b>Manpower costs</b>	<b>Cleaners</b>	<b>Receptionist</b>	<b>Pantry cum office helpers</b>
(i)	Basic salary			
(ii)	P.F contribution			
(iii)	E.s.i.c contribution			
(iv)	Bonus			
(v)	Gratuity			
(vi)	Leave Encashment			
(vii)	Service Charges			
(viii)	Any other cost			
(ix)	Any other cost			
(x)				
(xi)				
(xii)				
(xiii)				
	<b>Grand Total</b>			

## **Detailed Terms of Reference**

### **Context**

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is an enterprise owned by the German Government. GIZ implements sustainable development through international cooperation, on behalf of Germany and other partners. With a global footprint in over 120 countries, GIZ leverages its regional and technical expertise for local innovation.

For over 60 years, GIZ has been working jointly with partners in India for sustainable economic, ecological, and social development. Currently, GIZ has around 330 employees in India, of whom 85 per cent are national personnel.

India is fast emerging as an economic and industrial power. It is a member of the 'Group of Twenty' (G20) as well as one of the five major emerging national economies, namely Brazil, Russia, India, China and South Africa (BRICS). Despite the country's rapidly growing economy, poverty and other socio-economic issues remain a challenge. The burgeoning population and accelerated urbanization in the country have resulted in an environment at risk and greenhouse gas emissions that continue to spiral upwards.

The focal areas of Indo-German cooperation currently are:

- Energy
- Environment, Climate Change and Biodiversity
- Sustainable Urban and Industrial Development
- Sustainable Economic Development

The Federal Ministry for Economic Cooperation and Development (BMZ), the Federal Ministry of the Environment, Nature Conservation and Nuclear Safety (BMU) as well as the Federal Ministry for Economic Affairs and Energy (BMWi) are the main commissioning parties of GIZ in India. Other clients include Indian public sector clients, the European Union and foundations.

The Government of India has launched numerous important initiatives to address the country's economic, environmental and social challenges, and GIZ is contributing to some of the most significant ones. For example, it supports key initiatives such as Smart Cities, Clean India Mission and Skill India. GIZ, in close cooperation with Indian

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partners, devises tailor-made, jointly developed solutions to meet local needs and achieve sustainable and inclusive development.

Tasks to be performed by the contractor

The purpose of this tender is to engage a professional manpower outsourcing company/firm to provide skilled and unskilled manpower for facility and its related allied services like housekeeping, pantry, reception, electrician etc. hereafter referred to as "Facility Management Services" to GIZ offices.

The Facility Management Services requested under the tender will be for GIZ offices in the Delhi region. However the framework of the services can be extended to GIZ offices located in other states of India as well.

Expected Period of Services: From November 2019 until October 2021.

## **Concept**

The outsourcing company shall provide the particulars of the manpower to be deployed with GIZ such as photo ID ,proof of age ,address proof, educational qualification ,CV .The outsourcing company will be responsible for the credentials of the manpower deployed.

The manpower deployed by the outsourcing company should not have any criminal case against them. It will be the responsibility of the company to undertake police verification of housekeeping staff and shall submit the verification records before engaging any personnel in GIZ. In case of other staff (reception, maintenance and supervisor) company shall submit copies of reference checks, educational and relevant experience certificates to GIZ along with respective CV's. Records of such staff are required prior to the joining of such staff.

In case any personnel is found derelict in performing his/her duties or is unsuitable, the outsourcing company shall immediately replace the employee on receiving the feedback/intimation from GIZ. Any damages/loss caused by any mean, to the organization by the persons provided will be payable solely by the outsourced company

It is the responsibility of the company to provide requisite backup support in case of leave, resignation or replacement of any manpower without any disruptions in the functioning of GIZ offices

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The persons deployed by the should be medically fit and should be smart, well behaved and disciplined. The responsibility of their discipline will be that of the outsourcing company. Deployed persons will always wear proper uniform while on duty, with name badge and ID card. The cost of Uniform, name badge and ID card will be borne by the Company.

The outsourcing company shall ensure that the personnel deployed maintain confidentiality with regard to the details of office, security arrangements and administrative matters.

Project management of the contractor

The company shall report to authorised representative from Facilities and Logistics, ie - Head of Facilities and Logistics, Administrative & Facilities Officer or any other nominated personnel from GIZ Management

Personnel concept:

The outsourcing company shall provide manpower as defined in Annexure A.

Costing requirements

Not Applicable

Inputs of GIZ

A. Statutory and other requirements

1. The outsourcing company shall ensure that all the housekeeping personnel are covered under minimum wages act and other benefits as are admissible under various Labour Laws as applicable. The contractor shall provide full information, in respect of the wages etc paid to the employee so deployed in conformity with the provisions of the Contract Labour (Regulations and Abolition) Act 1970 and Rules 1971.

2. The outsourcing company will take necessary action at his level as per the Employees Provident Funds and Miscellaneous Provisions Act 1952 amended from time to time and will furnish the EPF No. and proof of deposit of the EPF contributions in respect of all the employees directly or indirectly engaged by him relating to services to be provided, Further, in case of any default or liability, which may arise to the GIZ Office on this account, GIZ will be at liberty to deduct such amounts from the contractor's payments or any dues.

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3. The outsourcing company shall ensure to provide adequate medical insurance to personnel not covered under the provisions of ESI.
4. The outsourcing company must have either registered Gratuity Trust or have membership in Govt. Linked Gratuity scheme ie LIC.
5. The outsourcing company will be responsible for complying with all the rules and regulations of the Government and other relevant statutory bodies under various Acts .GIZ will not be liable in this respect in any manner whatsoever.

#### B. Billing & Statutory Obligations

1. GIZ shall pay on monthly basis or as may be agreed upon from time to time for the services that is rendered by the Outsourcing company.

The monthly bills should be accompanied by:

- a. Copy of attendance records maintained at the GIZ office(s).
- b. Proof of payment of Wages/Salary directly to the credit of Bank account of each staff in a proper format, mentioning name, Basic pay, ESI, EPF, PF-Account No, Total deduction and Net Pay.
- c. A Compliance certificate for discharging all statutory liabilities related to ESI, EPF & Service Tax and under the provision of Labour Laws
- d. Challan as proof of deposit of PF, ESI and GST for the relevant month and along with a copy of schedule of the remittance of PF dues in respect of the each staff deployed at GIZ sites (specifically mentioning the names/PF account) submitted by the outsourcing company (along with the PF challan) to EPF authorities for the entire period of contract till date, without which the bills for payment will not be processed.
- e. The documents are to be certified / signed by authorised person of the outsourcing company. TDS as applicable shall be deducted from the bills of the agency.
- f. GIZ will not make any payment directly the employees of the outsourcing company.

#### C. Miscellaneous

1. The outsourcing company shall ensure to transfer the wages of all personnel through bank transfer thus avoiding any kind of cash disbursement. The company shall be responsible for opening of Bank Account of respective outsourced personnel.



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2. The outsourcing company shall prepare the requisite attendance in excel sheet for approval purpose. The attendance sheet, payment transfer sheet (bank statement) along with all necessary challans such as ESI/PF/GST shall be enclosed with the monthly invoice.

3. GIZ will provide the necessary cleaning materials such as soaps/detergents, deodorants, equipment, toilets phenyl balls, liquid soap, paper napkins, soft brushes etc required for cleaning of all office area. It will be the responsibility of the contractor to utilize the material in rational manner without ANY wastage. Any wastage noticed by the concerned officer will be deducted from the contractor's payment with prior notice.

4. All material issued will be registered in the stock register and approved by the designated officer. It will be the duty of the supervisor to get material issued on weekly/ fortnightly basis and submit utilization report to the concerned officer before every billing cycle, without which the payment can be uphold till the clearance of stock material.

#### Minimum Eligibility to participate

1. Bidders must be a firm/agency/company duly registered with the appropriate authority. Copy of the registration certificate should be self-attested and enclosed.

2. Bidders should have a minimum of 10 years' experience in Facility Management/Manpower services catering to reputed Multinationals/Transnationals or International Organizations. Providing Facility management/ manpower services to minimum 20 reputed organization and having minimum of 2000 on roll manpower/ personnel is must.

3. Bidder must have minimum turnover of 100 crores (INR) during last 2 financial years. Copies of financial required.

4. Bidder must have PAN India presence with branch offices in all zones of India ie North, South, East and West Zone.

5. Bidders must have EPF, ESI and GST registration. Copy of registration along with PAN/TAN is must

6. ISO certification/ or quality accreditation for Facility Management/Manpower services is recommended.

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Requirements on the format of the bid

Your price quotation is to be submitted together with your technical bid in a separate envelope as mentioned in RFP above.

While providing pricing details, Tenderers should note that unless otherwise specified, prices tendered must:

- be expressed in Indian rupees (INR)
- exclude Govt. taxes. (tax and duty components separately identified);
- remain unalterable for the period of tender validity;
- not vary according to the mode of payment;

Technical proposal shall consist all information/ supporting documentations as asked on Annexure

Option

The bidders are requested to kindly go through the enclosed Evaluation Criteria and provide all the requisite details in their proposal. The bidders must submit the documentary evidence against each criteria's specified in tender.

The financials must be provided in the format. The Financial quote must be duly filled, signed & stamped and should be kept in a separate envelope – refer bidding conditions above.

Annexes

- A. List of facility service manpower required
- B. Outline of task to be performed by respective category of Facility manpower

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Annexure A

Category	Number	Minimum qualification	Minimum experience	Duty timings
Housekeeping cum cleaners	16	N/A (should understand and read Hindi)	2 years	0630- 15:30 hrs.
Pantry helpers	15	5th standards pass	2 years	0800- 1700 hrs
Office Assistant	1			
Pantry cum office helpers	8	10th standard pass	3 years	0830-1700 hrs
Housekeeping Supervisor	1	12th standard	5 years	0800- 1700 hrs
Electrician/Maintenance asst.	1	12th standard & ITI certification	5 years	0800- 1700 hrs
Front Office Receptionist	4	Graduate with excellent communication skills	5 years	0830- 1730 hrs
TOTAL*	46			

## Annexure B

### **Outline of the tasks to be carried out by personnel's**

#### a) Housekeepers cum cleaners

The Housekeepers/cleaners are expected to perform the following duties:-

- Dusting of all the office equipments, furniture on daily basis.
- Cleaning of Toilets at least twice a day per shift and also as and when required.
- All area including stair case to be cleaned with broom and wet mop daily.
- Waste bins to be emptied at least twice a day or as and when required.
- Cleaning of outside premises and garbage disposal twice daily.
- House closets and extinguishers to be kept free of dust at all times.
- Total floor area of the office should be swept twice daily with broom, followed by mopping same number of times.
- All other daily routine office works as directed from time to time

The timings or shifts (morning and evening) of the personnel's for this purpose will be decided by the company and contractor has to abide by the timings of the company.

#### b) Pantry Helpers

The Pantry Assistants are expected to perform the following duties:-

- To serve tea/coffee snacks to staff or visitors
- Maintain cleanliness of pantry areas including washing of utensils, cup, plates etc
- Any other requirement or support as per the nature of pantry services

#### c) Pantry cum office helpers

The Pantry cum office helpers are expected to perform the following duties:-

- To serve tea/coffee snacks to staff or visitors
- Maintain cleanliness of pantry areas including washing of utensils, cup, plates etc
- Doing photocopies, fax, filing of documents
- Any other requirement or support as per the nature of pantry or office services

#### d) Housekeeping Supervisor

The Housekeeping Supervisor is expected to perform the following duties:-

- Managing duties and performance of all cleaning and pantry staff
- Provide full support in meeting/conference room set-up
- Provide backup and taking care of rotation in case of absence etc.

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- Managing attendance, duty shifts and harmony among workers
- Work as SPOC (Specific point of contact) between GIZ and respective company
- Any other support services as and when required (but limited to housekeeping and pantry only)

e) Electrician/ Maintenance assistant

The electrician cum maintenance assistants are expected to perform the following duties:-

- Managing all electrical and maintenance related task
- Supporting in HVAC functions- (servicing, cleaning as well as minor repair)
- Support in Genset/Servo functions (servicing, cleaning as well as minor repair)
- Support in filling of fuel for Genset
- Managing log books for Genset/Servo stabilizer
- Any other support services as and when required (but limited to electrical and maintenance only)

f) Front office assistant/Receptionist

The Receptionist are expected to perform the following duties:-

- Managing all front desk related duties including attending telephone calls
- Attending all visitors and guide them accordingly to GIZ representatives
- Managing duty allocations to office Driver and effective coordination for all official duties, pickups/drops etc
- Managing couriers and other dispatches from reception
- Booking of conference hall reservations and coordination with pantry helpers for necessary arrangements.
- Any other support services as and when required (but limited to front office and facility only)

\*The attendance of all personnel will be monitored on daily basis with incoming time and outgoing time. The attendance book will be verified and approved by concerned officer for preparing monthly invoice.