

REQUEST FOR PROPOSAL (RFP)

FOR

**“EMPANELMENT OF FACILITY MANAGEMENT
SERVICE AGENCY TO SUPPLY HOUSEKEEPING &
PANTRY STAFF”**

FOR

UBI Services Limited

504-506, 5th Floor, Centrum, S. G. Barve Road, Wagle Estate,
MIDC, Thane (W), Pin code – 400604.

**BID FOR EMPANELMENT OF FACILITY MANAGEMENT SERVICE AGENCY TO
SUPPLY HOUSEKEEPING & PANTRY STAFF**

Table of Contents

1. KEY INFORMATION: -.....	3
2. BACKGROUND: -	4
3. INVITATION & PURPOSE OF BID:.....	4
4. SCOPE OF WORK:.....	5
5. ELIGIBILITY CRITERIA:.....	5
6. Instructions to Bidders:.....	6
7. BID EVALUATION CRITERIA:	8
7.1 Technical Bid: -	8
7.2 Financial / Commercial Bid: -	10
Annexure I: Scope of Services:.....	12
Annexure II: Eligibility criteria Declaration.....	15
Annexure III: Past Track Service Record.....	17
Annexure IV: Declaration regarding Blacklisting / Non-Debarment.....	18
Annexure IV Financial / Commercial Bid	19

1. KEY INFORMATION: -

Sr No.	Particulars	Information / Details
1	Bid Reference Number	UBISL/ADMIN/2526/001
2	Bid Date	June 6, 2025
3	Bid Documents for	Empanelment Of Facility Management Service Agency to Supply Housekeeping & Pantry Staff
4	Bid Commencement Date	June 9, 2025 (10:00 AM)
5	Pre-bid Meeting	June 12, 2025
6	Last date and time of receipt of bid	June 23, 2025 (6:00 PM)
7	Date & time of opening bid documents	June 25, 2025 (3:00 PM)
8	Address for correspondence / communication	Head – Administration UBI Services Limited Unit No. 504-506, 5th Floor, Centrum, Wagle Estate, Opp. Raila Devi Lake, Near Satkar Hotel, Thane West, Maharashtra – 400 604. Phone No.: 022 – 6930 3001 / 3023. Email: - tenders@ubisl.co.in
9	Bids in a sealed envelopes should super scribe	Bid Name: Bid Notification No.: Bid Date: <u>Bidder has to seal Technical Bid & Commercial / Financial Bid in two separate envelopes before putting them in one main/big Bid envelope.</u>
10	Contact Person	Mr. Datta Bhosale (CFO & Head – Admin.)

		Ms. Komal Pawar (Lead – Administration)
11	Email	tenders@ubisl.co.in
12	Contact Number	022 – 6930 3001 / 3023
13	Bid & Other information available on	https://www.ubisl.co.in/tender.aspx

Note: All the rights are reserved by the UBISL for postponement or cancellation of the entire bid process, rejection of bids / individual bid etc. also to modify / add / remove any or all T&C without assigning any reason.

2. BACKGROUND: -

UBI Services Limited (“UBISL” or “The Company”) is a wholly owned subsidiary of Union Bank of India (UBI) engaged in various activities that range from distribution of Retail Loan products & manpower solutions to the Parent Bank. The Company is a Corporate Selling Agent of Parent Bank and into distribution of various retail and other loan products mainly of Home Loan, Car Loan, Education Loan, Credit Cards, Gold Loan, and MSME Loan etc. The Company is also providing manpower solutions to various department / process of parent Banks like Centralized Vendor Payment Cell (CVPC), Core Banking Solutions (CBS) Helpdesk, Corporate Relationship Cell (NPC), Credit Compliance & Monitoring Cell (CMCC), etc.

3. INVITATION & PURPOSE OF BID:

UBI Services Limited (“UBISL” or “The Company”) invites quotations / tenders from Facility Management Agencies (“Bidder” or “Agency(ies)” or “Contractor”) to supply Housekeeping and Pantry Staff at UBISL Offices (Head Office and Branches across India). The Empanelment of Empanelment of Facility Management Service Agency to Supply Housekeeping & Pantry Staff will be for one year and extendable for further period of three years on same on satisfactory services by the Agency as per the terms and conditions mentioned in RFP or Agreement (Contract Period). Initially the contract will be awarded for one year and the performance of the Agency will be

reviewed on yearly basis and extended for further period of three years only if the performance of the contractor is found satisfactory and discretion to extend the contract for further periods will be solely of the UBISL.

4. SCOPE OF WORK:

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for the Engagement of an agency for providing staff for Pantry and Housekeeping management. The purpose of this RFP is to appoint Agency for supply of Housekeeping and Pantry Staff at UBISL (Head Office and Branches across India). The company reserves its rights to change the assignment scope considering the size and variety of the requirements and changing business conditions. Detailed Scope of work is given in **Annexure I**.

5. ELIGIBILITY CRITERIA:

- Interested Bidders, who are providing service as explained in Annexure II hereof and meeting the Eligibility Criteria may respond to this RFP.
- The Bidder needs to comply with all the eligibility criteria mentioned below to be evaluated for technical evaluation. Non-compliance with any of these criteria would result in outright rejection of the bidder's proposal. The bidder should enclose proof in support of all eligibility criteria while submitting the Bid Proposal, failing which the Bid Proposal will not be considered for further evaluation. There is no restriction on the number of credentials a bidder can provide, however all credentials should be appropriately bound, labelled and segregated in the respective areas.
- During evaluation of the Tenders, the Company, at its discretion, may ask the bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted.

- The Company may, at its own discretion, relax one or more of the conditions for the vendors who have already provided similar services to another Company.
- Bid is open to all Bidders who fulfil the eligibility criteria. The bidder has to submit the details of eligibility criteria as per Annexure II.

6. Instructions to Bidders:

- ✚ Interested bidders, who can provide supply manpower for pantry and housekeeping staff to the company and meet eligibility criteria may respond.
- ✚ The bidder should also maintain confidentiality of information shared with them during the tenure of project.
- ✚ The bidders are requiring going through the complete RFP documents thoroughly.
- ✚ Bidders have to submit their offer in two bid systems i.e. Technical Bid and Commercial Bid in separate sealed covers. Envelopes should be super scribed as “Technical Bid” and Commercial / Price Bid” respectively.
- ✚ The main envelope containing two bids (technical & commercial in separate sealed covers), should be super scribed “Bid for AMC for Pantry & Housekeeping Staff Services.”
- ✚ It is the sole responsibility of the bidder to ensure submission of the bid within due date and time. Submission by way of any other mode i.e. online / digitally is not allowed and will be considered invalid.
- ✚ Bidders can clarify their queries at pre-bid meetings (June 12, 2025) to held online and link and timing will be shared in advance. No individual consultation will be entertained. Bidders should nominate their officials to attend the pre-bid meeting by sending the authority letter on email id tenders@ubisl.co.in. Authority letters should contain the name, designation and email address of authorized officials and letters should be signed by the person authorized by the Board of Directors of the company.
- ✚ Technical bids will be opened on June 25, 2025, at 3:00 pm Bidders can attend

meeting online at the time of opening of bids.

- ✚ If the pre-bid meeting and technical bid date being declared as a holiday, the revised meeting date will be communicated separately.
- ✚ The date of opening commercial bids will be informed to bidders through email after evaluation of technical bid documents.
- ✚ Bidder should submit / communicate the name, designation of the person who is authorized to attend pre-bid meeting and technical bid meeting with authorization letter.
- ✚ Commercial bid shall be opened for the bidders, who are found technically qualified as per the bid eligibility criteria and scope of coverage.
- ✚ Each page of the bid documents shall be signed by the bidder and company / firm seal should be affixed.
- ✚ The company reserves the right to reject a / all proposal without assigning the reason.
- ✚ The quotation should be valid for at least 90 days from the date of opening of the commercial bid, for finalization of bid process at our end and the quoted rate will not be revised within validity period.

The bid documents should be delivered / submitted in sealed envelopes and scribed as **“BID FOR ANNUAL MAINTENANCE CONTRACT FOR HOUSEKEEPING & PANTRY STAFF AGENCY EMPANELMENT”** to address mentioned above before last date of submission of bids. **The Bidder should compile two separate envelopes, one for technical bids (Documents and information) another for Financial / Commercial Bids with premium amount.**

The bidder can send their tender documents in soft copy via email to tenders@ubisl.co.in but documents should be password protected and password can be shared to Head Administration at the time of opening of bid documents which shall be communicated separately.

- The Bid / Offer should be complete in all respects and contain all information

asked for in this document.

- The Company or UBISL may, at its discretion, extend this deadline for submission of bids by amending the RFP Document
- The Bid should be signed by the authorized signatory of the bidder. A Power of attorney or letter of authority to that effect shall be submitted by the bidder along with bid submission.
- All supporting documents / annexures should be duly signed and sealed by authorized signatories.

7. BID EVALUATION CRITERIA:

Bidder must qualify the technical eligibility criteria and should submit the required documentary proofs as indicated above. Bids which fail to qualify for any of the following criteria will be rejected. To evaluate the technical and commercial bid, the procurement committee constituted by the Company shall examine the documents furnished by the Bidder in the Technical Bid and Presentation to be given by the bidder. Only those bids which satisfy the Eligibility Criteria will be eligible for negotiation of quoted price.

7.1 Technical Bid: -

Sr No.	Bidder Credentials	Supporting Documents	Max. Marks
1	The bidder must have Registered / Administrative Office in Maharashtra State	A certified true copy of Registered Office and branch address on bidder letter head	10
2	The bidder should have valid Registration of PAN, GST, ESIC, Provident Fund	Bidder must produce registration certificates / letters from various statutory authorities	15

Sr No.	Bidder Credentials	Supporting Documents	Max. Marks
3	The bidder should have experience of provision AMC Services of Housekeeping and Pantry Management and deputed staff to Public Sector Banks / Schedule Commercial Banks / Large Corporates for a period of at least 3 Years	Bidder must produce copies of purchase orders / engagement letters / AMC contracts etc.	15
4	Bidder must have a valid Labour License issued in the name of Principle Employer of relevant work experience	Bidder should submit a copy of the valid Labour License Certificate issued by Appropriate Authorities.	15
5	The Bidder should have an average annual turnover of more than Rs. 10 crores during the last three financials years i.e. FY 2022-23, 2023-24 & 2024-25	Bidder should produce the audited financial statements for last three financial years or certificate from Chartered Accountant certifying the annual turnover for last three financial year.	15
7	Bidder should not have been blacklisted / debarred by any PSU Bank / undertaking in last 5 five years	Self-attested undertaking / certificate on bidders letter should be provided signed by authorized signatory	15
8	Bidder should have minimum 100 workmen on his payroll at the time of Tender / Bid Application	Bidder should submit the monthly EPF / ESI Statement or Returns	15
	TOTAL		100

Note: The certificate from practicing Chartered Accountants should mandatorily contain Unique Document Identification Number generated by ICAI

7.2 Financial / Commercial Bid: -

The Bidders should submit their quotation in the following format:

c	Particulars	Semi-skilled	Un-skilled
1	Working Hours Per Day
2	Monthly Salary Breakup		
a	Basic Salary
b	Dearness Allowance		
c	House Rent Allowance		
d	Conveyance Allowance		
e	Washing Allowance		
f	Other Allowance		
3	Gross Salary		
4	Statutory Payments		
a	Provident Fund		
b	ESIC		
c	LWF		
d	Bonus		
e	Paid Leave		
f	Uniform Charges		
G	Gratuity		
5	Total Payment / contribution		
6	Total Monthly CTC		
7	Management Fees + GST		
8	Total Cost to Company

- The cost to the company should be inclusive of service charges, administrative charges etc. including minimum wages of semi-skilled and unskilled staff to be deputed.

- ✚ No escalation in price will be payable for the contract period from the date of submission of the tender. However any changes in DA will be applicable as per notification issued by the respective Ministry of Government of India only.
- ✚ Contribution of Bidders share towards ESIC & EPF as per extant guidelines. Copies of the bidder's contribution should be provided every month.
- ✚ The bidder should provide 02 sets of uniform & 01 pair of shoes to each worker working for one year of contract. If the contract is renewed for a further period, then the bidder has to provide a new uniform and shoes accordingly.
- ✚ Service Charges / Management Fees once quoted will remain fixed for the entire contract period and no escalation will be allowed.






Annexure I: Scope of Services:

- UBISL requires engagement of 5 personnel in Head Office and Branches at Mumbai for Pantry, Cleaning and housekeeping for six days a week.
- Requirements for staff can be increased or decreased as per the requirement. Bidder can be asked for to provide manpower on Sunday or Holiday if need arises and payment would be made on pro – rata basis.
- The Bidder approved for providing pantry, cleaning and housekeeping services (hereinafter called the “Bidder” or the “pantry, cleaning and Housekeeping Bidder”), will be fully responsible for ensuring sweeping/cleaning of the UBISL office and branches.
- **Below given the are the Pantry Management Services’ scope: -**
 - ✚ The Bidder has to undertake all such jobs/activities required to maintain pantry and premises neat and clean whether such activities are elaborated here or not.
 - ✚ The Bidder should provide well-groomed, skilled, and experienced staff to serve food and beverages and cafeteria.
 - ✚ The Pantry staff should be trained in behavioral skills i.e. courtesy, soft-spoken and they should provide the best possible services to staff and guests.
 - ✚ The pantry staff should maintain cleanliness in the pantry area with the right skills and techniques.
 - ✚ The Pantry staff should prepare tea / coffee etc. and serve water, tea, coffee, snacks and other beverages to staff and guests.
 - ✚ The pantry staff should regularly clean the pantry area and keep kitchen tools like cups, plates, knives, spoons, utensils, and other kitchen appliances in a clean manner.

- ✚ Handling and upkeep of pantry inventories (like Milk, Sugar, Tea / Coffee Powder etc.)

- **Below given the are the Housekeeping Services scope: -**

- ✚ Cleaning should be completed in office cited premises prior to opening office hours so that work in office does not get interrupted in the middle for cleaning purposes.
- ✚ The work of sweeping, cleaning and moping of all the area including workstations, meeting rooms, toilets, corridors, inside the premises and all-round the branch/office premises, building, generator room etc.
- ✚ Brooming, sweeping and washing of corridors and staircases.
- ✚ Sweeping and mopping of toilets, bathrooms, urinals-twice a day.
- ✚ Spraying of Room Freshener/ deodorant in toilets and Officers rooms.
- ✚ Dusting and cleaning of office furniture, office equipment's including tables, chairs, side tables, racks and doors, paper trays and all other installations, sweeping of floors, mopping of floors-twice a day. Sweeping of lawns and open area. Emptying of all dustbins, Dusting of doors, cleaning of washbasin and mirror, cleaning of toilet seats/urinals (with sanitary and water) twice a day. Sweeping of open space and removal of garbage there from. Complete cleaning with soft brooms.
- ✚ Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un-useful materials (as decided and directed by the Office Superintendent). Moving articles like tables, chairs, almirahs, display boards, stationery items, gunny bags, boxes etc. as and when such shifting is necessary.
- ✚ Replenishment of soap, urinal cubes, naphthalene balls/air purifiers (As and when required), Dusting of doors, dusting of room coolers, air conditioners.
- ✚ Polishing of floors, cleaning of walls & windowpanes. Washing and wiping moping of floors. Thorough cleaning of toilets with suitable cleaning agents.

-  Wiping & cleaning of fixtures, fittings.
-  Dusting of files and file racks and cleaning of walls & windowpanes.
-  Polishing of staircase railings, cleaning of Venetian blinds and cobwebs of walls.
-  Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vacuum cleaner. Daily cleaning/dusting of writing tables, working tables, chairs, telephones, computers office cubicles, photocopier machines, fax machines, printers etc.
-  Removal of blockage, if any, occurring in the drains, floor traps toilets bathroom, rainwater pipes and gutters etc.
- The guide should provide well-trained staff with a Background check (i.e. BGV, KYC, Police Verification etc.) and also provide proper uniform with ID cards.
- The bidder should comply with minimum wages and shops & establishment regulations for deputed staff. Also responsible for timely payment of wages and statutory dues.
- Bidder should be providing replacement staff in absence of deputed staff / unsatisfactory staff within same day.
- Any other activities not listed above but related to pantry, housekeeping & cleaning services and overall office maintenance not listed above also are part of scope of work.

Annexure II: Eligibility criteria Declaration
(To be provided by Bidder on their Letter Head)

To,
Head – Administration,
UBI Services Limited,
Unit No. 504-506, 5th Floor, Centrum,
Wagle Estate, Opp. Raila Devi Lake,
Near Satkar Hotel, Thane West,
Maharashtra – 400 604.

Sub: - Quotation for “Annual Maintenance Contract for Housekeeping & Pantry Staff Agency Empanelment” for UBI Services Limited

We have carefully gone through the content of the above-mentioned Bid documents and furnish the following information relating to eligibility criteria.

Sr No.	Bidder Credentials	Supporting Documents	Documents Enclosed
1	The bidder must have Registered / Administrative Office in Maharashtra State.	A certified true copy of Registered Office and branch address on bidder letter head	
2	The bidder should have valid Registration of PAN, GST, ESIC, Provident Fund	Bidder must produce registration certificates / letters from various statutory authorities	
3	The bidder should have experience of provision AMC Services of Housekeeping and Pantry Management and deputed staff to Public Sector Banks / Schedule Commercial Banks / Large Corporates for a period of at least 3 Years	Bidder must produce copies of purchase orders / engagement letters / AMC contracts etc.	

Sr No.	Bidder Credentials	Supporting Documents	Documents Enclosed
4	Bidder must have a valid Labour License issued in the name of Principle Employer of relevant work experience	Bidder should submit a copy of the valid Labour License Certificate issued by Appropriate Authorities.	
5	The Bidder should have an average annual turnover of more than Rs. 10 crores during the last three financials years i.e. FY 2022-23, 2023-24 & 2024-25	Bidder should produce the audited financial statements for last three financial years or certificate from Chartered Accountant certifying the annual turnover for last three financial year.	
6	Bidder should not have been blacklisted / debarred by any PSU Bank / undertaking in last 5 five years	Self-attested undertaking / certificate on bidders letter should be provided signed by authorized signatory	
7	Bidder should have minimum 25 workmen on his payroll at the time of Tender / Bid Application	Bidder should submit the monthly EPF / ESI Statement or Returns	

We hereby confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Note: The documents should be certified by Chartered Accountants and mandatorily contain UDIN.

Date:

Signature & Seal

Place:

Name:

Designation

Annexure III: Past Track Service Record
(To be provided by bidder on their Letter Head)

Sub: - Quotation for “Annual Maintenance Contract for Housekeeping & Pantry Staff Agency Empanelment” for employee of UBI Services Limited

List of similar clients (past & present)

Sr No.	Name of Client	Contact person's name & designation	Contact Number & email ID

Note: Enclose the copy of contract / agreement / purchase order / engagement letter etc.

Date:

Signature & Seal

Place:

Name:

Designation

**Annexure IV: Declaration regarding Blacklisting / Non-Debarment
(To be provided in Bidders Letter Head)**

Sub: - Undertaking regarding Blacklisting / Non-Debarment

**To,
UBI Services Limited
Mumbai**

We here by confirm and declare that we, M/s----- is not blacklisted/Deregistered/debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other Bidder for which we have executed/undertaken the works/services during the last 05 years. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, the tender if any to the extent accepted may be cancelled and any necessary action that UBISL deemed may be taken against undersigned.

Date:

Signature & Seal

Place:

Name:

Designation

Annexure IV Financial / Commercial Bid

Price Bid for “Annual Maintenance Contract for Housekeeping & Pantry Staff Agency Empanelment” at UBI Services Limited Head Office and Branches

c	Particulars	Semi-skilled	Un-skilled
1	Working Hours Per Day
2	Monthly Salary Breakup		
a	Basic Salary
b	Dearness Allowance		
c	House Rent Allowance		
d	Conveyance Allowance		
e	Washing Allowance		
f	Other Allowance		
3	Gross Salary		
4	Statutory Payments		
a	Provident Fund		
b	ESIC		
c	LWF		
d	Bonus		
e	Paid Leave		
f	Uniform Charges		
G	Gratuity		
5	Total Payment / contribution		
6	Total Monthly CTC		
7	Management Fees + GST		
8	Total Cost to Company

This should be submitted in separate sealed envelope and mentioned as”
Commercial Bid for Annual Maintenance Contract for Housekeeping & Pantry Staff Agency Empanelment.”

***** END *****