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**Request for proposal and Quote**

**FOR**

**Facility Management Services for Head Office,  
South Indian Bank Ltd,  
Thrissur**



**The South Indian Bank Ltd.,  
Security Department,  
SIB House, T B Road, Mission Quarters  
Thrissur,  
Kerala - 680 001**

<b>Date of Issue of RFP</b>	<b>01.08.2016</b>
<b>Last Date for receipt of Proposal</b>	<b>16.08.2016</b>

*Request for Proposal (RFP)*  
*Facility Management Services for*  
*Head Office, South Indian Bank*

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***Confidentiality Acknowledgement***

This document is the exclusive property of M/s. The SOUTH INDIAN BANK Ltd., a company incorporated under the Companies Act, 1956 having its Registered office at T. B. Road, Mission quarters, Thrissur, Kerala- 680 001, hereinafter referred to “ THE BANK ” (which expression shall unless excluded by or repugnant to the context to be deemed to include its successors-in-interest and assigns).; the recipient agrees that they will not copy, transmit, use or disclose the confidential and proprietary information in this document by any means, or announce the release of this RFP without the expressed and written consent of " THE BANK".

The Contractor/Company is expected to examine all instructions, statements, terms and specifications in the bid document. Failure to furnish all information required by the bid documents or submission of bid not responsive to the bid documents in every respect will be at the Contractor/Company risk and may result in rejection of its bid. While "THE BANK" has made considerable effort to ensure that accurate information is contained in this Bid Document, the information contained in the Bid Document is supplied solely as guidelines for Contractor/Company. Furthermore, during the Bid process, "THE BANK" has disclosed or will disclose in the Bid document and corrigendum/addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this Bid document or any addenda is intended to relieve Contractor/Company from forming their own opinions and conclusions in respect of the matters addressed in this Bid document or any addenda.

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## 1.SCOPE OF THE WORK

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**The list of services covered under the scope is as under:**

- **Cleaning Staff (including serving of tea, coffee)**
- **Maintenance of electrical systems**
- **Maintenance of Plumbing systems**
- **Receptionist**
- **Supervisor**

**Area of work:** The Head Office Building, two Annexes Building & Regional office Thrissur Floor will be in the scope of Facility Management Services to be provided by the Company/Contractor.

**Cleaning Services:** The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The Company/Contractor and his management team will supervise the awarded work. The Company/Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the bank. The supervisor will report to Security Dept. Officer who will monitor the entire work and staff.

### **General Requirements and Documentation**

- Housekeeping manual and all SOP ( Standard Operating Procedures).
- List of equipments used.
- On the job training and documentation.
- Description for each category of housekeeping.
- Personal Protective Equipments for the Housekeeping staff.
- Maintaining records / details of :
  - a) Duty Roster / Deployment Sheet of Housekeeping Staff
  - b) Inventory of Stores
  - c) Logs and checklists

### **(A) Daily Services**

Housekeeping/ cleaning services should be provided six days a week, so that all areas are spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before **9.15 AM** in rooms / cabins / office area where work starts at 9:30 AM. Housekeeping staff has to do following activities for all Board Rooms , all executive cabins, all rooms, all floors, all the departments, consultants chambers, all corridors and any other area specified as per the requirement in all the buildings. Deep cleaning will be carried out on every 2nd and 4th Saturdays.

- A. Cleaning bathrooms, toilets, wash basins, sanitary fittings etc. of all the areas twice a day.
- B. Washing of Toilets etc with High Pressure Jet machine or as per requirement/direction
- C. The Company/Contractor will provide, maintain, refill Hand Wash / sanitizer in all the Toilets / Rest Rooms with brand/make specified by the bank.
- D. Cleaning, sweeping, mopping stair cases, cabins, lobbies, reception, pantries, canteen, corridors, ceilings, office rooms, Meeting Rooms once a day or as per requirement/direction.
- E. Vacuum cleaning of all carpets and upholstered furniture once in three days or as per requirement/direction.

- F. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- G. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis or as per requirement/direction.
- H. Spraying room fresheners in all rooms on once a day basis or as per requirement/direction.
- I. Any additional work assigned by " THE BANK "
- J. Burning/disposal of waste through incinerator available in HO premises on daily basis.

### **(B) Weekly Services**

The deep cleaning of the entire area will be done by the Company/Contractor twice a month ( i.e 2nd and 4th Saturdays) & as and when required as under:-

- 1) Dusting of entire area including windows / windowpanes/ doors / ledges / elevation frames etc.
- 2) Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of roofs, porches etc.
- 3) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- 4) Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- 5) Washing of Toilets etc with High Pressure Jet machine or as per requirement/direction.
- 6) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 7) The Company/Contractor will make the MIS report and submit to " THE BANK " every month along with the bill/invoice mentioning the jobs carried out during the month.
- 8) The Company/Contractor will cover all the specified area of scope of work.
- 9) The Company/Contractor will provide the duty register to "THE BANK" at least once a week or as and when required.
- 10) The Company/Contractor will maintain a Checklist record of all weekly services and submit to " THE BANK "
- 11) Cleaning of terrace and Canopy.

### **(C) Waste Disposal Management**

- 1) The Company/Contractor will teach and train his staff for collection / disposal of paper & food wastes. The garbage will have to be disposed of at least twice a day.
- 2) The Company/Contractor will make arrangement to collect garbage in specified bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within "THE BANK".
- 3) Ensure that the dust bins & waste baskets are cleared daily.

## **(D) Housekeeping Monitoring and Control**

For better management and smooth services, the following monitoring mechanism will be adopted by the Company/Contractor:-

**1. Toilets Checklist:** This is to be attached on the back of the toilet door. It is to be filled up by the supervisor /Housekeeping staff on hourly / daily.

**2. Management / Housekeeping Service Requirements/ Complaints Report:** This is to be filled up by the Supervisor of the Company/Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Company/Contractor will be registered at site on a register and should be reported to or any other designated official of "THE BANK". The Company/Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

**3. Housekeeping Services Complaint Register:** This register is to be completed on the basis of information received by the official from "THE BANK" through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from "THE BANK", etc. and necessary action is to be taken.

### **IMPORTANT WORKS TO BE CARRIED OUT:**

#### **1. BOARD ROOMS:**

The Company/Contractor shall be responsible for routine cleaning of the Board rooms' everyday in the morning. The Company/Contractor shall also maintain cleanliness in the board rooms throughout the day and shall clean the room thoroughly on end of every meeting and keep it ready for the next meeting. The routine cleaning will include dusting of the furniture in the room including chair, table, TV, etc sweeping and mopping of the entire room , Vacuum cleaning of all carpets and upholstered furniture, cleaning of toilet and bathroom with a bathroom cleaning solution.

#### **2. Executives Rooms**

**MD's & EVP's cabins:** Repeated cleaning and disinfection of the above cabins during morning and evening, removal of the waste and any other type of work assigned by " THE BANK" to the house keeping staff has to be performed efficiently.

- All the dustbins washed in the morning.
- Executive cabins walls shall be thoroughly cleaned using a cleaning solution before 9.00 am every day.
- The worktables shall be cleaned with soap solution in the morning.
- Floor shall be washed and thoroughly mopped with a specialized soap / disinfectant solution. Vacuum cleaning shall be done on carpets and upholstery twice in a week.
- Toilets/bathrooms will be cleaned with soap solution and kept odour free.
- The common areas, waiting lounge and inside shall be cleaned in the morning and at regular intervals to keep them clean.
- The floor scrubbing will be done as and when required and when asked for according to the scheduled operations and movements in that area.

### **3. COMMON AREAS:**

- Dusting the walls, furniture and fixtures in the corridor and lobby.
- Sweeping and mopping the floor.
- Cleaning toilets with solution and keeping them odor free using deodorizer cubes.
- Cleaning doors and windows with approved solution.
- Cleaning conference room and other similar areas. The Cleaning pattern will be same as cleaning of Board room.

### **4. GLASS WINDOWS, DOORS & ALUMINUM PARTITIONS:**

All glass windows, doors and aluminum partitions should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped to remove fingerprints at regular intervals.

### **5. GARBAGE DISPOSAL**

The Company/Contractor shall collect garbage in specified bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as directed by "THE BANK". The Company/Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

### **6. UNDERGROUND & OVERHEAD WATER TANKS**

The Company/Contractor shall clean & disinfect the Under Ground & Overhead Tank periodically after emptying the water from the tanks as per instruction of "THE BANK". The Company/Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account? The periodicity is to be decided by Company/Contractor at the time of accepting the contract.

### **7. FACADE CLEANING :**

The Company/Contractor shall clean the Facade once in a Year as per instruction of " THE BANK". The Company/Contractors should quote rates separately for this item based on per Sq.ft.

### **8. ENGINEERING SERVICES:**

- a. Electrical & Plumbing installations to be attended by competent and qualified technicians having minimum 5 years experience in performing such tasks.
- b. The technician should be having a unique Uniform and Display badges mentioning the individual's name and the company name.
- c. The technician should be available at all times during the normal office hours ( 8 am to 8 pm ) to ensure trouble free operation of electrical & plumbing systems at the office location.
- d. The Operation & Maintenance and Troubleshooting Electromechanical equipment's like HT & LT Electrical systems UPS, HVAC has to be carried out by the technician.
- e. Operation Maintenance and troubleshooting Diesel Generators , ACs & Cooling Systems has to be carried out by the technician .
- f. The FMC has to supply & maintain the necessary tools & safety equipments for day-to-day activities.
- g. The FMC has to ensure that the Safety measures are taken and followed.
- h. The FMC has to ensure discipline, compliance, log books and check sheets.
- i. The FMC has to train the technicians on Procedures

- j. Studying the Load Distribution, Conservation and Controlling of Electrical Power.
- k. Streamlining maintenance activities at respective site to ensure smooth operations.
- l. Coordinating with day to day operation to ensure customer satisfaction.

**IMPORTANT: Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are ,however, not exhaustive and if deemed fit, " THE BANK" may add additional scope of work, for which no additional payment whatsoever on any account will be made. Company will provide the details of the machines and tools to be used for the Facility management services along with makes of chemicals/soap etc. that will be used.**

## **2. ELIGIBILITY CRITERIA FOR SHORT-LISTING FACILITY MANAGEMENT COMPANY (FMC)**

2.1. For short listing of Facility Management Company (FMC) the following criteria shall be applied. For this purpose FMC shall submit proof / documents along with the Tender and FMC not conforming to any of these parameters will not qualify for empanelment or short listing:

- a. FMC should be either registered companies or registered partnership firms reputed for providing Facility Staff.
- b. FMC should have their own infrastructure for training their staff.
- c. FMC should have credible Supervisory Infrastructure.
- d. FMC should have Income Tax PAN and the latest Clearance Certificate.
- e. FMC should have Audited Balance Sheets and Profit & Loss Accounts for the past three years.
- f. FMC should have Registration under Shops & Establishments Act.
- g. FMC should have a valid certificate from ESI Corporation.
- h. FMC should have a valid certificate under EPF & Misc. Provisions Act 1952.
- i. FMC should have documents proving compliance of Minimum Wages Act 1948 and other Labour laws and rules in vogue.
- j. FMC should have been in the business of providing Facility Staff services at least for the last three years. FMC should furnish three Reference Sites and on request by the Company, the Referees should testify about the performance of the FM Company to " THE BANK" satisfaction.
- k. FMC should have on its roll minimum 100 Employees. (Attach proof).
- l. FMC should furnish details about their firm as per profile at **Annexure - I**.
- m. FMC should furnish details about their client as per **Annexure - II**

## **3. EARNEST MONEY DEPOSIT**

- a. The EMD shall be denominated in Indian Rupees and the Company/Contractor shall submit the EMD of INR 25000/- (Demand Draft/Banker's Cheque) as Bid Security in the form of Demand Order / Banker's Cheque in favour of South Indian Bank. The EMD is required to protect the Bank against the risk of Company/Contractor's conduct, which would warrant the EMD's forfeiture.
- b. Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.
- c. EMD (Demand Draft/Banker's Cheque) shall be forwarded in a separate envelope with the documents. Any proposal not accompanied with the requisite EMD shall be treated as non-responsive and is liable to be rejected.
- d. The EMD of the unsuccessful Company/Contractors will be returned within 2 weeks from the date of finalization of proposal. Successful Company/Contractor's EMD will be returned



upon the signing the contract and submitting the required Performance Bank Guarantee equivalent to 10% of the one year value of contract.

- e. No interest is payable on the amount of EMD.
- f. EMD may be forfeited in the event of withdrawal of proposal during the period of proposal validity or if successful Contractor/Company fails to sign the contract in accordance with the terms & conditions and other requirements specified in Bid document or any act of not in line with contract obligations. EMD may be forfeited if a Contractor/Company makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract. If EMD is forfeited for any reason, the concerned contractor/company may be debarred from further participation in future bids floated by the Bank, as per sole discretion of the Bank.

#### **4. PERFORMANCE BANK GUARANTEE**

- a. The selected Contractor/Company shall submit a Performance Bank Guarantee to the Bank for an amount equivalent to 10% of the total one year contract value, within 7 days of receipt of formal communication (email or letter) from the Bank about the successful bid & allocation of cluster. The bank guarantee will be valid for period of 2 years and such other extended period as the Bank may decide for due performance of the project obligations. The bank guarantee should be issued by any Commercial Bank (excluding cooperative banks), other than SIB. Format for BG will be provided to the successful contractor /company.
- b. The Performance Bank Guarantee is required to protect the interest of the Bank against the risk of non-performance of the successful Contractor/company in respect of successful working of the project which may warrant the invoking of Bank Guarantee (BG).

#### **5. ELIGIBILITY CRITERIA FOR FACILITY STAFF**

The Staff should confirm to the following norms:-

- a. Should have experience in their field and should have good knowledge about their profile.
- b. Age should not be above 45 years for all categories of staff.
- c. Company should have Police Clearance for all staffs members deployed in bank.
- d. All staffs members should be covered under insurance.

#### **6. PRICE BID**

The Price Bid should contain all relevant and current wages components and charges with percentage etc. The rates should be quoted **in Indian Rupees** for per Supervisor / Housekeeping boy / house maid / multi technician strictly as per the format ( Annexure III) provided for the purpose as per the minimum wages criteria currently applicable. The speculative rates quoted out of statute or below minimum fixed by the Central/ State Govt. will be liable for rejection.

#### **7. PRICE COMPOSITION**

- a. Monthly Rates should be quoted in the prescribed format
- b. " THE BANK" will shortlist service providers, who satisfy commercial and other requirements laid down in the document.

#### **8. NO ERASERS OR ALTERATIONS**

Techno-commercial details and price bid details must be completely filled up. Corrections or alterations, if any should be authenticated.

## **9. AGREEMENT BETWEEN THE FMC AND " THE BANK "**

The successful FMC shall execute an Agreement with "THE BANK" on Rs.100/-non-judicial Stamp Paper as per Terms & Conditions agreed by "THE BANK" and FMC. It is understood that the FMC, which are willing to offer their Facility Management Services in response to this RFP have read all the terms and conditions and have agreed to all the Terms & Conditions without any modifications.

## **10. VALIDITY OF OFFER**

The offer will be valid for a period of 15 **days** from the date of opening the tenders.

## **11. EVALUATION PROCESS**

Offers (Tenders) will be evaluated in the following stages:

### **Stage I**

Incomplete Offers, i.e. offers not accompanied by the mandatory documents and EMD as mentioned above shall be rejected.

### **Stage II**

Each offer will be evaluated against the stipulated minimum eligibility criteria purely based on

- valid proof / documents submitted as per Annexure-IV.
- Offers not meeting the eligibility criteria will be rejected.
- Scoring of marks will be based on Annual Turnover, number of Clients serviced and manpower provided in last 03 years,, training infrastructure, ISO certification, license from appropriate authorities and other pre-qualification criterion prescribed in the terms and conditions of the contract
- The work need not be will be awarded to the L-1 agency.
- The performance including the discipline of facility staff and supervision by the agency/agencies will be observed for 3 months and if found not up to the desired satisfaction, " THE BANK " will have the sole right to terminate contract and go for the next best agency / agencies.

### **Stage III**

The companies will be called for discussion at Head Office Thrissur on the date finalised after short listing the Companies/Contractors.

## **12. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER**

SIB shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever.

## **13. PAYMENT TERMS**

No advance amount will be paid to FMC. Monthly payment will be released by the "THE BANK" as per the actual attendance of the Facility Staff and bills raised and submitted by the FMC there to at the end of every calendar month.

## **14. TERMS & CONDITIONS**

Deployment of facility staff is to be completed within 10 days w.e.f. the date of allotment of corporate office / branches / offices to the short listed facility company.

Any delay by the selected facility Agency in deployment of assigned manpower over the stipulated period will attract penalty of 2% of the monthly contract amount per day subject to maximum monthly contract amount payable. The Bank reserves the right to recover this amount by any mode, which includes adjusting from monthly bill payment or any payment due to be made by the Company to the facility company.

## **15. CLARIFICATIONS**

For any clarifications, contact our office on the under mentioned address or telephone number.

**Phone : 0487 -2420020, Ext 204/425**

**Security Department, Head Office, South Indian Bank**

**Thrissur.**

**To**

**The Security Department**

**The South Indian Bank Ltd**

**Head Office, Thrissur**

**Date:**

Dear Sir,

**Sub: Your RFP For Outsourcing of Facility Staff**

With reference to your RFP on Facility Services with effect from Date....., having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for Facility Management Services as detailed in your above referred RFP.

We confirm that we have not been disqualified by any Company for deployment of Facility Manpower.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP.

We also confirm that the offer shall remain valid for 30 days from the last date of submission of the Proposal.

We hereby confirm that we have read the terms and conditions given in the RFP and agree to those fully.

We understand that " THE BANK" is not bound to accept the offer either in part or in full and that "THE BANK" has the right to reject the offer in full or in part without assigning any reason whatsoever.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the firm)

### FM Company PROFILE

1.	Name of the Organization and Address :	
2.	Year of Establishment (Submit proof) :	
3.	Status of the firm (Submit proof) : (Whether Pvt. Ltd. company / Public Ltd. company/ Partnership Firm)	
4.	Name of the Chairman/Managing Director/CEO/Country Head (as the case may be):	
5.	Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose the copy of Registration Certificate.	
6.	a) Name and address of Bankers (Submit proof) : i)Bank 1: ii)Bank 2: iii)Bank 3:b) Turnover of the Company/Firm in last three years: (Please attach a copy of audited Balance Sheet and Profit & Loss Account for the last three years as proof documents)	
7.	Whether registered for Service Tax purposes. If so, mention number and date. (Submit proof):	
8.	DGR Registration details & validity:-	
9.	Whether an assessee of Income Tax. If so, mention Permanent Account Number. Furnish copies of Income tax clearance certificate.	
10.Is the Company/Firm a supplier of Guards Services? If yes,		
i) Mention the addresses, phone numbers and fax numbers of the Offices below:		
a) Head Office address:-		
b) Local office address:-		

> Deployment of Manpower services since when? \_\_\_\_\_

> Furnish the names of renowned organizations, where you are supplying FM services in the last three years:

**Please attach copies of their orders or payment proof. (A separate sheet may be attached if the above space is inadequate)**

Name of Organization Address and Ph No	Since When?	Number of Manpower Deployed	Average Annual Payment Received

Sr No	Name of the Organization	Contact / Telephone Number
1		
2		

**Details of Supervisory Staff**

Sr. No.	Name	Qualification	Post Held	Experience

I / We have read the instructions appended to the Performa and I / We understand that if any false information is detected at a later date, any contract made between ourselves and South Indian Bank on the basis of the information given by me / us can be treated as invalid by the Company and I / We will be solely responsible for the consequences.

I / We agree that the decision of South Indian Bank , Head Office, Thrissur, in selection of FM Company will be final and binding to me / us.

All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.

I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.

Place:

Date :SIGNATURE:

Name & Designation & seal of the Company

## Reference Site Details

<b>( 1 ) Name of the company</b>	
Address of the company	
Contact person	
Details of Manpower deployed in last 3 years (Ref. No., date of order and quantity)	
<b>(2) Name of the company</b>	
Address of the company	
Name, designation of contact person with telephone No. and e-mail id	
Details of Manpower deployed in last 3 years (Ref. No., date of order and quantity)	

A) **PRICE BID -**

<b>Name &amp; Address of the</b>			
Tenderer:..... ..... ..... .....			
<b>I. MANPOWER CHARGES</b>			
<b>Type of man power</b>	<b>Rate per Month* (Rs.)</b>	<b>Total Nos.</b>	<b>Amount per Month (Rs.)</b>
Trained Housekeeping Supervisor			
Trained Housekeeping Staff (Male/Female)			
Multi Technician (Electrical & plumbing with minimum ITI diploma and 5 yrs experience in the field)			
Receptionist - 8 Hrs. shift(from 9.30 AM to 5:30 PM with half an hour lunch break), (within age group of 18 to 21 with diploma in hospitality and pleasing personality)			
<b>II. MACHINES, TOOLS, EQUIPMENTS &amp; CONSUMABLES CHARGES</b>			<b>Amount per Month (Rs.)</b>
Charges for providing and maintaining machines, equipments, tools and tackles, small or big, all the consumables their refills and any other item(s) that may be required for fulfillment of the contract / month			
<b>Total</b>			

DATE:

DESIGNATION:

SIGNATURE:

NAME OF THE FIRM / AGENCY WITH OFFICE STAMP:

#### **ANNEXURE-IV**

##### **Name of the FM Company:**

##### **Technical Evaluation**

- a) FM Company should be either registered company or registered partnership firms reputed for providing Facility Management services.
- b) FM Company should have their own infrastructure for training their Facility Staff.
- c) FM Company should have credible Supervisory Infrastructure.
- d) FM Company should have Income Tax PAN and the latest Clearance Certificate.
- e) FM Company should have Audited Balance Sheets and Profit & Loss Accounts for the past three years and the average turnover of the FM Company in the last three years should not be less than one crore rupees.
- f) FM Company should have Registration under Shops & Establishments Act.
- g) FM Company should have a valid certificate from ESI Corporation.
- h) FM Company should have a valid certificate under EPF & Miscellaneous Provisions Act 1952.
- i) FM Company should have documents proving compliance of Minimum Wages Act 1948 and other Labour laws and rules.
- j) FM Company should have an office in Thrissur / Cochin , as the case may be, with telephone & fax and manned during the office hours.
- k) FM Company should have been in the business of providing Facility Management services at least for the last three years preferably PSU's / Banks.
- l) FM Company should furnish three Reference Sites and on request by the Bank the Referees should testify about the performance of the FM Company to the Bank's satisfaction.
- m) FM Company should furnish documents from appropriate Authorities.
- n) ISO 9001-2008 Certificates is desirable.