



**PUBLIC HEALTH FOUNDATION OF INDIA (PHFI)**

**For it's**

Indian Institute of Public Health Bengaluru (IIPH-Bengaluru)

**OPEN TENDER**

**Tender No: PHFI/IIPH-BLR-General/002/2024**

**REQUEST FOR PROPOSAL (RFP)**

**18<sup>th</sup> July 2024**

**FOR SELECTION OF AGENCY FOR**

**PROVIDING PERSONNEL FOR SECURITY, HOUSEKEEPING AND OFFICE ASSISTANCE**

**Call for Tender Opening: by 18<sup>th</sup> July. 2024 by 5:00 PM**

**Cut of Date for downloading RFP: by 24<sup>th</sup> July. 2024 by 5:00 PM**

**Last date of submission of Bid: by 25<sup>th</sup> July. 2024 by 5:00PM**

Public Health Foundation of India

For it's

Indian Institute of Public Health Bengaluru  
SIHFW Premises, Beside Leprosy Hospital, 1<sup>st</sup> Cross,  
Magadi Road. Bengaluru-560023

**Tel:** 080 29556144 | **Web** [www.phfi.org](http://www.phfi.org)

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## 1. INTRODUCTION

### 1.1. Purpose of call for Proposal:

- (a) The purpose/intent for this proposal is to provide security, housekeeping and office assistant personnel to Indian Institute of Public Health Bengaluru, one of the educational institutes of Public Health Foundation of India (PHFI).
- (b) This Request for Proposals (RFP) must be in the format as mentioned in this RFP. Agencies are required to submit a detailed Proposal (20 pages max) clearly indicating Deliverables, Timelines and Budget. The Proposal submitted by Agencies will be reviewed by Tender Evaluation Committee at PHFI to be formed for this purpose.

### 1.2. Background of the institute:

The Public Health Foundation of India (PHFI) is working towards building a healthier India. It is helping to address the limited institutional and systems capacity in India by strengthening education and training, advancing research and technology and facilitating policy and practice in the area of Public Health. PHFI is headquartered in New Delhi with national presence through its constituent units of regional Indian Institutes of Public Health (IIPHS) and Centers of Applied Research in core public health themes. The Foundation, established in 2006 as a public private initiative, is governed by an independent board comprising of senior government officials, eminent Indian and International academic and leaders, civil society representatives and corporate leaders. IIPH Bengaluru has two campuses, one at 1<sup>st</sup> Cross, Magadi Road Arogya Soudha Compound and another campus at Indiranagar, Near Vivekananda Metro Station, Bengaluru.

### 1.3. Key Dates:

#### Schedule of Tender Processing (Key Dates)

	<b>Tender Inviting Authority</b>	<b>Public Health Foundation of India</b> For it's  Indian Institute of Public Health Bengaluru, SIHFW Premises, Beside Leprosy Hospital, 1 <sup>st</sup> Cross, Magadi Road. Bengaluru-560023 Ph: 080-29556144	
<b>Sl. No</b>	<b>Description</b>	<b>Date</b>	<b>Time</b>
1.	<b>RFP released on PHFI Web Site AND Newspaper Notice (Kannada</b>	18 Jul. 2024	By 05:00 PM
	<b></b>	19 Jul. 2024	Morning edition

	<b>and English)</b>		
2.	<b>Last date for receiving Queries from Agencies, if any</b>	By 24 Jul. 2024	By 01:00 PM (Queries to be sent on PHFI's tender email id only)
3.	<b>Last date for giving a response to the Queries received from Agencies, if any</b>	<b>By 24 Jul. 2024</b>	By 5 PM (Through PHFI tender email id)
4.	<b>Last date for submission of Bids</b>	By 25 Jul. 2024	By 05:00 PM (may be dropped in Tender Box/By Courier/Speed Post)
5.	<b>Opening of Tender Box and Technical Bids</b> (Authorized representatives of Agencies may be present for opening of Tender Box)	By 26 Jul. 2024	10:30 AM
6.	<b>Intimation to the Agencies who qualify in the Technical Bids</b>	By 29 Jul. 2024	10:30 AM
7.	<b>Interview of Qualifying Agencies</b> (Format will be intimated through PHFI Tender email to concerned Agencies)	On 31 Jul. 2024	10:30 AM
8.	<b>Opening of Financial Bids</b> (Authorized representatives of Agencies may be present for opening of Financial Bids)	By 31 Jul. 2024	01:00 PM
9.	<b>Interview cum discussion with the short-listed Agency/ Supplier (s)</b>	By 2 Aug. 2024	11:00 AM
10.	<b>Issue of Letter of Intent/ Award/ Agreement</b>	As per the decision of PHFI Management	

## 2. QUALIFICATION/ELIGIBILITY CRITERIA

The Eligibility criteria for the Agency are given below:

<b>Sl. No</b>	<b>Qualification Criteria</b>	<b>Proof Required</b>
1	I. Name and address of the Agency	Copy of Certificate of Registration/Incorporation/Applicable

	II. Year of Establishment III. Whether the Agency is registered under Society Registration ACT or is an autonomous body or a Limited company or partnership firm, etc. and details thereof (e.g.- name (s) of partners, Managing Directors, Chief Executive Officers, Key Authorized Persons)	License as applicable
2	The Agency should have a valid PAN and GST Registration in India	Copy of PAN Card and GST Registration
3	The Agency should have a minimum average annual turnover of Rupees Fifty Lakhs from assignments made during the last three fiscal years	Copy of Audited Profit and Loss Statement and Balance Sheet
4	The Agency should have a previous experience of Ten years, with time and delivery commitment.	Necessary documents as evidence.
5	The Agency should not have been blacklisted by Central/ State Government departments/ Undertakings	No conviction certificate duly signed by the Authorized Signatory of the organization.
<b>6.</b>	<b>Previous experience of work with PHFI*</b>	<ol style="list-style-type: none"> <li>1. Name of the Project &amp; Department of PHFI sponsoring the RFP (Tender No &amp; Date)</li> <li>2. Reference &amp; Date of Service Agreement</li> <li>3. Date of Commencement &amp; Date of Completion (Whether completed as per Time Line)</li> <li>4. Value of the Project</li> <li>5. Any comments on the conduct of the Project</li> </ol>

### 3. Terms of References (TORs)

#### 3.1. During the assignment, the Agency would be responsible for completion of the below mentioned ToRs:

1. Bidders should be the service providers of security, housekeeping and office assistant services.
2. It will be the sole responsibility of the Agency to arrange and obtain required licenses as necessary from the Central or State government or jurisdictional municipal authority or other authorities for the purpose of fulfilling its obligations.
3. The services should be delivered at both the places of IIPH Bengaluru campus.
4. Bidders need to provide adequate training to the nominated persons at their cost. PHFI will not bear any training expenditure.
5. Bidder should provide alternate person in case of leave by already working person with prior intimation to IIPH office.
6. All statutory payments i.e. ESI, PF, etc. to be paid to the competent authority in time and the monthly salary to the persons be paid by 3 days of succeeding month.

### 4. IMPLEMENTATION SCHEDULE/TIME LINES:

The engagement would be for the period of 1 year. The details of deliverables along with timeline are given in the table below:

<b>Deliverables Table</b>	<b>Timeline</b>
Deliverables mentioned in 3.1 above	Monthly basis

### 5. PERFORMANCE BANK GUARANTEE (PBG):

5.1. This Clause is applicable if after selection, the shortlisted bidder/supplier requests for any advance payment (Only for Contract Value above Rs.10 Lakhs inclusive of all Taxes).

5.2. **The successful Organization shall submit the PBG matching with the First Advance payment.** The successful final selected organization shall have to submit a performance bank guarantee (PBG) within 30 (thirty) days from the date of issue of work order. Extension of time for submission of PBG beyond 30(thirty) days and up to 60 days from the date of issue of work order may be given by the authority

who is competent at PHFI. However, a penal interest of 24% per annum shall be charged for the delay beyond 30 (thirty) days i.e. from 31st day after the date of issue of work order. In case the organization fails to submit the requisite PBG even after 60 days from the date of issue of work order, the work order shall be terminated.

5.3. The PBG will be valid till completion of the Project period and shall be released only after 60 days of physical completion of the work based on satisfactory completion certificate issued by the PI stating that the Organization has completed the work in all respects satisfactorily.

## **6. PAYMENT SCHEDULE:**

Payment schedule is given below:

<b>Sl. No.</b>	<b>Key milestones in terms of Deliverables</b>	<b>Payment (as a % of the total cost)</b>
1	Payment will be made only after delivery of services satisfactorily on monthly basis.	100%

## **7. GUIDELINES FOR SUBMITTING PROPOSAL:**

### **7.1. Preparing the Technical Proposal**

The Agency is required to submit a technical proposal and a separate financial proposal.

#### **7.1.1. Technical Proposal Submission Format:**

The proposal should follow the format given below (but not necessarily limited to the following) and should be in English and formatted on standard A4 paper with single space, 12 point font Times New Roman and each page numbered consecutively.

- a) Technical Proposal- Should have creative approach/ concept note in support of the proposed procurement.
- b) Proposed Team Structure- Clear definition of roles and responsibilities for each personnel has to be stated. Qualifications and work experience of agency and its personnel need to be clearly articulated.
- c) Proposed Project Team Members with curriculum vitae of the senior professional members.

### **7.1.2. Agency profile:**

- a. Name and address of the Agency.
- b. Year of Establishment.
- c. Legal status of the Agency– Whether Agency is registered under the Societies Registration Act or is an autonomous body or a Limited Company or Partnership Firm, etc. and details thereof (e.g. – name(s) of Partners, Managing Directors, Chief Executive Officers, key Authorized Persons)
- d. Principal nature of activities undertaken.
- e. Organizational structure and names of personnel, their titles, and curriculum vitae including nature of appointment and duration with the Organization of the key personnel proposed to be involved in this procurement, roles and responsibilities of the persons to be engaged, where they propose to undertake the work. Please mention each key person's specific role and time allocation for undertaking activities if applicable.
- f. Details of manpower as prescribed above, if applicable.
- g. Communication details of the Agency: mailing address, telephone and fax numbers, email address, etc.

### **7.1.3. Financial Status of the Organization:**

- a. Total revenue and expenditure of the Organization for the past three fiscal years.
- b. Copies of the certified Audited Annual Accounts in support of the Financial Status.

### **7.1.4. Income Tax Details:**

Whether the Agency are exempted from Income Tax? If yes, please furnish the exemption certificate number and date up to which exempted. A copy of exemption certificate is to be attached.

If no, furnish PAN/TAN/GST number, the copy of the latest Income Tax returns and assessment order.



## 7.2. Preparing the Financial Proposal:

- a. The Financial Quotes (**to be filled in the attached Annexure-1 to this RFP**) should cover the following:
  - (i) Total cost including the product description, accessories, etc.
  - (ii) Any other costs involved.
- b. Filled GST Declaration Form and GST Details Form (**attached as Annexure-2 to this RFP**)
- c. The total cost quoted should be inclusive of all taxes.
- d. The Financial Proposal will be evaluated only if an Agency qualifies based on the assessment of the Technical Proposal and Interview.

## 7.3. Submission of Bids

- a. The Bidder shall submit a sealed cover consisting of these two sealed envelopes with a clear label for each:
  - i. Technical Proposal, super scribing on the right hand side top of the cover as Technical Bid.
  - ii. Financial Proposal super scribing on the right hand side top of the cover as Financial Bid.
- b. All the pages of the Financial Proposal shall be duly signed by the Authorized Signatory of the Bidder before submission. Corrections, if any shall be counter signed.
- c. Fill and sign the undertaking given at Annexure-3 of the RFP.

## 7.4. General Instructions and Terms and Conditions

- a. The Proposal along with all the correspondence and documents exchanged by the Agency and PHFI shall be written in English language.
- b. **Amendments to the Tender:** Tender Committee at PHFI reserves every right to amend any of the Tender conditions or a part thereof, before the last date for the receipt of the Tender, if necessary. Amendments, if any, would be put on the website. The decision of extending the due date and time for the submission of Tender documents on account of amendments will be the sole discretion of PHFI.
- c. **Reserved Rights:** Tender Committee reserves the following rights with regard to this call for proposal:

- (i) to cancel this call for proposal at any stage without assigning any reason.
  - (ii) to disqualify any Applicant(s) based on Applicant(s) failure to follow solicitation instructions.
  - (iii) to waive any deviations by Applicants from the requirements of this solicitation that in PHFI's opinion are considered not to be material defects requiring rejection or disqualification; or where such a waiver will promote increased competition;
  - (iv) To extend the time for submission of all RFP responses after notification to all Applicants;
  - (v) To terminate or modify the RFP process at any time and re-issue the RFP to whomever PHFI deems appropriate;
  - (vi) to select and negotiate with those applicants it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without incurring any liability;
  - (vii) to negotiate the cost or issue an award based on the initial evaluation of Applicants without discussion;
  - (viii) To award only part of the activities in the solicitation or issue multiple awards based on solicitation activities.
- d. No proposal shall be accepted unless it is properly sealed. Agency shall not be allowed to fill in or seal their proposal at the PHFI office. The documents should be sent by speed post/registered post/courier or hand delivered.
- e. If the envelope is found to be open, not sealed and not marked as instructed above, PHFI will not be responsible for misplacement or premature opening of the proposal submitted. Any proposal opened prematurely due to this cause shall be rejected.
- f. The Applicant is advised to attach any additional information that is considered necessary in regard to establish the capabilities. No further information will be entertained after submission of application unless it is required by PHFI. PHFI, however, reserves the right to call for additional information and clarification on information submitted by the Bidders.
- g. Proposals must be received by PHFI at the address specified not later than the date and time specified in the Invitation of RFP. In case the specified date for the submission of proposal being declared holiday by the PHFI, the same will be received on next working day with the same specified time. Proposals received after the due date and time specified will automatically be rejected.
- h. **Withdrawal of Proposals:** Applicants may withdraw proposal by written notice via email received at any time before issuance of the contract. Proposals may be withdrawn in person by an offer or his/her authorized

representative, if the representative's identity is made known and the representative signs a receipt for the proposal before award.

- i. **Opening of Tenders:** Sealed Tenders received up to **July 25, 2024, by 5:00 PM** will be taken up for opening. Tenders received after specified date and time will not be accepted. Tender Committee reserves the right to disqualify any of the Tender in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof. The Technical Proposals will be opened on **July 26, 2024, by 10:30 AM** at PHFI IIPH Bengaluru address as mentioned. A representative from each Bidder is invited to be present. The Financial proposals of those Agencies qualifying on the basis of the assessment of Technical Proposals will be opened on **July 29, 2024, by 10.30 AM** at PHFI IIPH Bengaluru, address mentioned below. A representative from each Qualifying Bidder may be present.
- j. Any efforts by Agency to influence the PHFI personnel or representatives on matters relating to proposals under study in the process of examination, clarification, evaluation and comparison of proposal and in decision concerning award of Agreement, shall result in the rejection of the Agency's proposal. Failing to execute the Agreement within the said period may result in termination of Agreement and award of the same to other Agencies at the risk and cost of the Institution/ Organization/ Supplier.
- k. The person to sign the Agreement shall be duly authorized.
- l. PHFI assures that the documents and presentations by the applicants will be kept strictly confidential and will not be used for any purpose other than the process of selection of the final applicant. All documents created/ prepared during the assignment by the selected application shall be the property of PHFI and they will have the rights associated with such documents.
- m. **Offer Verification:** PHFI may contact Applicant to confirm contact person, address, bid amount and to confirm that the Bid was submitted for this solicitation.
- n. **Conflict of Interest:** Applicants must provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award. Failure to provide full and open disclosure may result in PHFI having to re-evaluate selection of potential Applicants.
- o. **Arbitration:** Should any dispute arise, it may be referred to an Arbitrator appointed by mutual consent. The place of Arbitration shall be New Delhi.
- p. The cost of travel and stay of the officials from Institution/ Organization/ Agency/ Supplier for attending meetings with PHFI will be met by the respective Institution/ Organization/ Agency/ Supplier.

Hard copies of the Proposals should be addressed to:

The Chairman

Tender Committee

RFP for selection of agency for providing personnel for Security, Housekeeping and Office Assistance

**At**

**PUBLIC HEALTH FOUNDATION OF INDIA**

Indian Institute of Public Health Bengaluru

SIHFW Premises, Beside Leprosy Hospital,

1<sup>st</sup> Cross, Magadi Road, Bengaluru-560023

Any Proposals received after the prescribed date & time will not be entertained. PHFI will not be responsible for any loss in transit or postal delay.

## **8. EVALUTION OF PROPOSAL**

### **8.1. Evaluation Committee**

An Evaluation committee formed by PHFI would first examine the Technical bids based on the details provided in the Invitation for proposal for those Agency who are short listed as per the qualification criteria. The Financial bids would be assessed only for those agencies whose technical bids are considered to be adequate and secure minimum Technical qualifying marks as mentioned in paras below.

### **8.2. Selection of Agency**

- a. An Agency is required to score a minimum qualifying marks of 60 points out of 100 in the Technical Proposal in order to qualify for Interview and Financial Bid opening.
- b. Financial Bids of the Agency will be opened only if the Agency qualifies in the Technical Evaluation (score of a minimum of 60 percentage).
- c. For the Final evaluation, the weightage for the Technical proposal, Interview and Financial proposal, would be 60%, 20% and 20%, respectively.
- d. PHFI shall reserve the right to negotiate with the Bidder whose proposal has been ranked first by the Committee on the basis of Technical and Financial Evaluations and the Interview.

- e. The submitted proposals will be valid for 60 days from the date of submission. PHFI will make its best effort to select the Institution/ Organization/ Agency/ Supplier within this period.

### 8.3. Technical Evaluation (60)

Technical evaluation shall be carried out based on the following:

<b>Criteria</b>	<b>Points</b>
Internationally reputed company	10
Quick delivery and installation	10
Training for concerned staff	10
Proper maintenance service	10
Experience in handling Public institutions/ Government research projects	10
The Institution/ Organization/ Agency/ Supplier should have a valid PAN and GST Registration in India Copy of PAN Card and GST Registration to be attached.	5
The Institution/ Organization/ Agency/ Supplier should have a minimum average annual turnover of Rs.50 Lakhs Copy of Audited Profit and Loss Statement and Balance Sheet to be attached.	5
<b>Total</b>	<b>60 points</b>

### 8.4. Interview (20)

Those agencies who will qualify in the Technical Evaluation will be invited for a personal Interview, wherein, the Agencies will be given time slot to give a presentation. Format of Presentation will be shared with the selected Agencies via tender email after opening and scrutiny of Technical Bids.

### 8.5. Financial Evaluation (20)

Financial evaluation shall be carried out based on the following:

Cost will primarily be evaluated for reasonableness, realism, allow-ability and the Applicant's understanding of the item required. Effective cost saving measures to improve cost efficiency of the product will also be considered. Applications that demonstrate realistic scenario to accomplish this procurement in a time-bound manner with minimal resources would be considered.

Full marks will be awarded to the lowest qualifying bidder. For subsequent bidders the marks will be a ratio of the lowest bidder. If the lowest bid is "X" and bid for "Y" needs to be evaluated then its marks will be "highest mark x (X/Y)" Once the Institution/ Organization/ Agency/ Supplier is finalized, additional information

and discussion will occur between the Applicant and PHFI during development of detailed Technical Proposal.

## **9. CONTACT FOR MORE INFORMATION**

For all correspondence please refer to PHFI general Tender Email: [iiphbengaluru@phfi.org](mailto:iiphbengaluru@phfi.org) with subject line marked as “RFP for PROVIDING SECURITY, HOUSEKEEPING AND OFFICE ASSISTANTS”

**END OF RFP**

### **DISCLAIMER:**

This RFP represents only a definition of requirements. It is merely an invitation for submission of concept paper and does not legally obligate PHFI to accept any of the submitted RFP in whole or in part, nor is PHFI obligated to select the lowest priced proposal. PHFI reserves the right to negotiate with any or all applicants, both with respect to price, cost and/or scope of services. PHFI has no contractual obligations with any offer or based upon issuance of this RFP. It is not an offer to contract. Only the execution of a written contract shall obligate PHFI in accordance with the terms and conditions contained in such contract.

**Annexure-1****Financial Bid Proforma**

	<b>Services required</b>	<b>Unit Cost</b>	<b>Total</b>
1	Security Guards (3 Nos.)		
2	Housekeeping (5 nos.)		
3	Receptionist (1 No.)		
4	Electrician cum supervisor (1 No.)		
5	Personnel Officer (1 No.)		
6	Management charges ____ %		
7	Discounts		
8	GST		
	<b>Grand Total</b>		

Remarks:

Authorised Signatory

## **Annexure-2**

### **Declaration for Goods and Services Tax Act, 2017 (GST)**

I (*Name of the Agency*) hereby undertake and confirm that I would take all necessary and required actions to prepare for ensuring compliances under Goods and Service Tax Acts (GST). I (*Name of Contractor/vendor*) further undertake to comply with any of the applicable provisions of such law including but not limited to:

- timely issuance of GST compliant invoices;
- making the invoices available to PHFI;
- depositing applicable taxes on a periodic basis; and
- correctly reporting them to the Government

Under the said new Indirect Tax Law, any action or omission on part of the (*Name of the Agency*) as a result of which PHFI incurs any direct or indirect cost, expense, loss, levy, penalty, interest, additional burden of tax etc., the same shall be recovered, by way of deduction and/or recovery from any amount payable to (*Name of the Agency*) by Public Health Foundation of India (PHFI).

Declarant

Date:

\_\_\_\_\_

Name of the Agency

(Authorised Signatory)

**Vendors/Agencies**



**Details for GST**

Name of the Vendor/Agency as registered with GSTN	PAN	GSTIN Number	ARN Number	Description of Goods/Service	HSN / SAC Code	GST rate	Email ID	Contact No.	Address as registered with GSTN	City	State	Pin/ZIP

### **ANNEXURE-3**

#### **UNDERTAKING & ACCEPTANCE LETTER BY THE SECURITY AGENCY**

I/We have carefully gone through the various terms and conditions listed in the Tender Form (Technical & Financial Bid) for providing security services at PHFI-Centre Name. I/We agree to all these conditions and offer to provide security services at PHFI. I/We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We have inspected the institute premises (PHFI) and have acquainted ourselves with the tasks required to be carried out, before making this offer. I/We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Place: Signature of Security Agency

Date: Address:

Mob:

Email ID:

~ end of the documents ~