

Call for Proposal / Request for Quote

Date: 05 July 2023

TERMS OF REFERENCE (ToR)

Hiring of an Agency to provide Facilities Services to CDRI

1. OVERVIEW

About CDRI:

The Coalition for Disaster Resilient Infrastructure (CDRI) is a partnership of national governments, UN agencies and programmes, multilateral development banks and financing mechanisms, the private sector, and knowledge institutions that aims to promote the resilience of new and existing infrastructure systems to climate and disaster risks in support of sustainable development.

2. PURPOSE

The CDRI seeks the services of the agency/service provider for providing Facilities Services with the specified scope of work.

3. SCOPE OF WORK

- a) **Deployment of the Housekeepers, Drivers, Multi-Tasking Staff-MTS (Security-cum-Receptionist, Office-cum Pantry boys, on call electrician and plumber):** The service provider should provide clear and detailed information on staff deployment, including the sourcing processes, and share their resumes with CDRI for final selection.
- b) **Background checks:** The agency/service provider also ensures the background and the necessary reference checks, police clearance for the deployed personnels done and shared with the CDRI. This is also valid for the replacement and new person deployed at CDRI.
- c) **Contract management:** The agency/ service provider will issue contracts to persons deployed and monitor its validity and need for renewals in consultation with CDRI. The Service provider will ensure business continuity at the CDRI premises on all working days. This also includes issuing staff identity cards upon recruitment and renewal of contracts.
- d) **Staff payroll management:** Personnel selection and deployment at the site and management of their salaries and timely payment as per the attendance and leave data. Process payroll on validation of inputs and share the payroll details for further processing. Generation & sending of salary slips to staff after payroll processing. The salary slip should also contain the tax calculation, other deductions, etc. Manage Statutory deductions such as Income tax, PF, ESIC, VPF, Prof tax, etc., and prepare and submit challans for making

payments to statutory authorities. This also includes making payments as per the minimum wages for the applicable staff.

e) Employee Data Management: Maintain up-to-date employee records and share for Audit and any other requirements as and when asked by CDRI.

f) Uniform provisions: Service provider to ensure that staff are always in pre agreed uniform while on duty and should always be presentable in all respect.

g) Training: Staff deployed must be fully trained in their respective area of work. They must have good refresher training on work, behavior and etiquette for international office culture.

4. Number of staff needed for the position are as under:

- a) Office-cum-Pantry staff- 2 (One male and one female staff)
- b) Drivers-2
- c) Housekeeping staff-3 (Two Male and one Female staff)
- d) Security guard -cum-Receptionist-1
- e) Electrician- on call basis
- f) Plumber- on call basis

5. Additional information about the premises:

- a) **Total office floors:** two
- b) **Floor area:** 4500 sq. ft. each floor
- c) **No. of pantries:** 02 (01 on each floor)
- d) **Total no. of washrooms:** 05 (two for female and three for male staff.
- e) **Total no. of staff:** approx. 60
- f) **Office Business timings:** 08 AM- 08 PM
- g) **Entry/Exit:** 2 entry and 2 exits on each floor. Additionally, there is an emergency fire exit on each floor.

6. Staff will be based in the CDRI Secretariat office in Delhi.

7. The agency/service provider is expected to start the services from August 2023.

8. Agency shall provide proper set of uniforms to the deployed staff in consultation with the CDRIS.

9. CDRIS hereby invites you to submit proposal with the following details:

- a) Brief Introduction of the agency/service provider and the core team involved in the assignment.
- b) At least 10 years of experience in providing such services, end-to-end, in any office in corporate sector/ development agencies. Preferably 5 years' experience should in UN Agencies, the World Bank, Organisations working on Infrastructure Development & Disaster Risk Mitigation, or any other international organization.

- c) List of clients and contact details, Proposed management fee (in percentage) on the invoice value.
- d) Providing Leave cover arrangement for continuity of services.
- e) Salary of the selected person will be decided in consultation with the CDRI.
- f) Submit invoice format and salary calculation sheet with all elements of the wages.

10. The successful firm would be appointed based on the **Least cost selection** method.

11. The agency/service provider is requested to submit their proposals mentioned above by **21 July 2023** in the password-protected mail (PW) attachment. PW is to be shared only upon asking by CDRI-authorized personnel. Responses received after the stipulated time or not in accordance will be summarily rejected.

12. BIDDING FORMAT

S.no.	Requirements	Format	Remarks
1.	Name of the Firm/ Agency, with address		
2.	Year of establishment of the Firm		
3.	Valid Registration of Firm. Please attach Copy of the Registration Certificates.		
4.	Income tax returns details		Copy of PAN card and financial statement
5.	GST registration details to be submitted (if applicable)		GST Registration certificate
6.	Brief Introduction of the agency/service provider and the team involved in the assignment covering the mentioned below requirements: 1. a) Experience in providing such services, end-to-end, in any office in Corporate sector/ development agencies. Out of which 5 years should working for UN Agencies, the World Bank, Organisations working on Infrastructure Development & Disaster Risk Mitigation, or any other international organization.	PDF/PPT	

7.	List of clients and contact details of similar stature in India as CDRIS	PDF/PPT	
8.	Proposed Management fee (in percentage)	PDF/PPT	mention fixed percentage amount of the recruitment fees. To be Password protected

13. Interested agencies can visit CDRI office at the below mentioned address between 10-12 July 2023 at

04th & 5th Floor, Shriram Bhartiya Kala Kendra
01, Copernicus Marg, New Delhi-110001
(Opp. Doordarshan Bhawan)

14. THE PROPOSAL IS TO BE SUBMITTED through EMAIL to [\[tender.projects@cdri.world\]](mailto:tender.projects@cdri.world) on or before **21 July 2023 by 11:59 PM IST** with the subject line: "PROPOSAL SUBMISSION FOR ***Selection of Manpower Agency for CDRI***" [your agency name]."

15. Submission of the proposal may be confirmed over the phone with Mr. Deepak Rawat, Manager-Procurement, CDRI (Ph: 011 40445999). Proposals received later than this deadline are liable for rejection.

16. The email should include all the password-protected-PDF files listed above as attachments. Each agency should send only one email for the specified service. Multiple emails may lead to the disqualification of the bidder.

17. PASSWORD: The password FOR FINANCIAL PROPOSAL MUST ***NOT*** BE SHARED ALONG WITH TECHNICAL PROPOSAL. Sharing of passwords for Financial Bid along with the bids may lead to its rejection.

18. Use Times Roman Font for sending Passwords to ensure readability.

19. Password of the Financial proposal will be asked after the evaluation of the technical proposal.

20. **Period of Contract:** The contract shall be for a period of one year (1 year) from the date of signing the agreement.

Scope of Work: Housekeeping staff

- a) Housekeeping would essentially include general cleanliness of the office premises and replenishing of utility items in the dispensers.
- b) Report for duty well in time to ensure the office is ready for staff before the office timings.
- c) Disinfection/ sanitization of the premises on daily basis.
- d) Mopping of the floors minimum 3 times a day and whenever required.
- e) Dusting of furniture, art-facts, wooden partitions and reception area on a regular basis.
- f) Maintenance of the washroom cleaning and maintaining the checklist as per agreed timings.
- g) Cleaning of the kitchen/ pantry and cooking/ induction area.
- h) Refrigerator and microwave units should always be clean.
- i) All doors and windows of the office are properly secured in the evening.
- j) Executive cleaning of the office premises to be done every Saturday.
- k) Always Keep office keys in safe custody.

Scope of Work- Office / Pantry staff

- a. Greeting to staff/ guests/visitors as needed. Approach staff/ visitors/Guests with Smiling Face
- b. Organizing and coordinating conference room set up for meetings/ events.
- c. Restocking the pantry equipment.
- d. Handling Pantry instructions.
- e. Support in the filing system or any other similar work assigned by the Supervisor. Performing general office clerk duties, maintaining office supply stock/ issue register.
- f. Helping organize and maintain common office areas.
- g. Maintaining office equipment as needed.
- h. Maintaining cleanliness of the meeting, dining & pantry areas.
- i. Maintaining crockery, cutlery and Glassware of the pantry.
- j. Frequent inspection of pantry equipment.
- k. Maintaining a good level of hygiene and be presentable while on duty.
- l. Serve tea, coffee and eatables in neat and clean cups and saucers.
- m. Carry serving trays with both hands and elbow to be kept close to the side.
- n. The glasses need to be evenly balanced in the tray. Glasses cover no more than 80% of the tray. Make sure the glasses are not touching each other on the tray. Ensure there are no glasses to lay on the rim of the tray cloth.
- o. Walk confidently and carefully. Eyes always looking forward. Demonstrate good posture.
- p. Check after 30 minutes for a refill of the water bottles in the conference and meeting rooms.
- q. Do not interrupt in conversation.

- r. Don't be on Cell Phone always.
- s. Don't Leave Empty Glasses Hanging.
- t. Don't Sit at A Customer's place.
- u. Remain present during meeting timings.
- v. Clear the cup and cutlery without disturbance to officers present. Use the tray for clearance, if required. Don't place the service tray on the guest table. Don't keep the used cutlery, crockery, and glassware in the meeting room. Don't clear the water glasses until the meeting finishes.

Scope of Work – Security guard-cum-Receptionist

- a. All mails/envelopes received at the front desk must be recorded in the dispatch register with serial nos.
- b. Sender must send the envelope marked (on the top) with courier/ speed-post/ by hand/ etc. according to their need. They should also put their name at the sender side for easy recognition.
- c. All the mails received at the reception must be recorded in the In-coming mail register with the proper serial number and an acknowledgement signature must be taken from the addressee/ receiver. Any invoice or procurement related document given by the staff for entry in the In-Coming mail register at the reception should also be treated as incoming mail and entered in the same manner as directed for normal incoming mails.
- d. Any Assets received at the reception must be recorded with serial number in the Assets In-coming register with the signature of the recipient department person.
- e. Any Assets going out of the office premises must be entered in the Assets out going register with reference to the GATE PASS No. with the signature of the person taking the assets out of the office. Gate pass must be duly authorized/ counter signed by the Admn person.
- f. All the walk-in Guests should be attended on priority.
- g. Telephone calls should be attended with clear voice. Call should start with "Greetings from CDRI and How can I help you". Transfer the call after checking with the staff for whom call is addressed. Don't give personal numbers of the CDRI staff to the caller, rather take caller number and the message and pass it on the staff.
- h. Ensure Front desk and nearby area is always neat and clean at all the time and no unnecessary staff are standing there and making noise.
- i. Security Guards should be capable of controlling the crowd, if needed
- j. They must ensure Protection of persons and property.
- k. Security personnel should help office Admin team in evacuating the occupants of the office, in case of fire or natural calamities.
- l. They must ensure prevention of unauthorized entry of personnel including all types of outside vendors in the entire campus.
- m. The Agency staff shall work on duty, and they will be deployed in the shift: 0800 AM to 0800 PM.

- n. They should always be in proper uniform with whistle, baton and big Torch Light.
- o. The Agency shall conduct surprise monthly visits to the site and shall submit written report to the Admin In-charge of the office.
- p. The guards should be provided with functional mobile phones for the coordination with Officers.
- q. The security personnel shall watch that there are no unidentified /unclaimed /suspicious objects /persons in the buildings/premises.
- r. The security personnel shall also ensure that all the electrical equipment/instruments/ lights and fans must be switched off at the time of closure of the office or part of the office.
- s. The security personnel will maintain all the registers, which are kept at the main gate and other points.
- t. To check people on entry/exit base on production identity cards system, issue of passes, etc., and maintain visitor's record.
- u. Thorough checking of incoming and outgoing material against proper Gate pass duly signed by the authorized signatory.
- v. To ensure that no hawkers, marketing persons or vendors are allowed into the office premises without permission.
- w. The security guards must take rounds in the office premises at the fixed intervals.
- x. Collecting intelligence about anti-social and other subversive elements in the nearby area.
- y. The security personnel must have the telephone numbers of the nearest Police Station, Fire Station, Ambulance, etc. for the sake of emergency if any.
- z. The security personnel shall not enter into any unlawful activity within the office premises and shall have a good moral character.

Scope of Work - Drivers:

- a. Driver should check the vehicle before the vehicle is used for the day. Any shortcoming, if need immediate attention, needs to be communicated to the Supervisor and ensure it is addressed before vehicle is put-on use.
- b. Driver should familiarize themselves of the basic mechanics of the vehicle through the user manual, in detail.
- c. Driver should ensure compliance as per the checklist, before taking out the vehicle for the day.
- d. Fuel, tyre pressure, oil level should be maintained at feasible level all the time.
- e. Only authorized person should always drive the vehicle.
- f. Vehicle should be driven only during general working days and hours. If due to any reasons, if vehicle must drive during odd business hours or on holidays, permission needs to be taken from the Supervisor.
- g. Vehicles needs to be parked at the designated and secured place only. Driver should safeguard the vehicle and the auxiliary equipment to reduce possibilities of any theft or damage of the same.

- h. Daily vehicle movement register- LOG BOOK should be maintained on daily basis will the details duly filled in and counter signed by the user. At the end of the month total milage of the vehicle used should be recorded. Total quantity of fuel utilized with the average milage should also be recorded at the end of the month. All repair and maintenance cost happened in the vehicle should also be recorded in the separate section of the logbook.
- i. Office vehicle should not be used for personal purposes.
- j. Fastening of the seat belts is mandatory while in the vehicle. Driver to ensure that occupants in the vehicle have fastened the seat belt at all the time.
- k. Drivers should not violate the traffic laws. Any penalty if levied due to violation of the law should be borne by the driver and the same will not be compensated by the CDRI.
- l. Safety Guideline for Driver and Fellow Passenger:
- m. Sharp turns should always be avoided unless emergency dictate. Vehicle speed should be dead slow on the turns.
- n. Dippers should always be used in nights. The headlights should be on low beam until coming from the other side crosses. Flickering of the headlights after seeing vehicle coming from the other side should be avoided as too much flickering disturbs the vision of the driver on the other side.
- o. Overtaking the other vehicle should be strictly avoided.
- p. All the tyres should regularly check properly treaded tyres would ensure greater gripping on the roads and prevent it from getting frequent flatting Front wheels should always be in very good condition.
- q. Use of indicator on turn should strictly be followed. The indicator should be on at least 200 mts before the turn.
- r. Honking at the restricted areas as well as unnecessary blowing of horns should be checked. Honking at the traffic signal is prohibited.
- s. Seat belts should be fastened by all passengers during travel.
- t. Over-speeding of the vehicle should be strictly prohibited, the staff member using the vehicle should caution the driver while he over speeds.
- u. Right side indicator should be on, while over-taking in daytime and flash headlight at night.
- v. if required only in emergencies always blow horn while over-taking in daytime and flash headlight at night.
- w. Vehicles should always be parked at the authorised parking slots where provided.
- x. Drivers should follow all the traffic rules as stipulated in the traffic law.
- y. Driver should not use clutch when vehicle is stationery mainly at the traffic signals with engine on, this practice would enhance the life of the clutch plate.
- z. Driver should report the accident incident immediately to the Admin Manager. Major and fatal accident need be reports by fastest means of communications to Admin Manager with the time, place and date of the accident. This will be followed up with a detailed written report.

- aa. The Police FIR (First Information Report) should be lodged at the nearest police station from the site of the accident.

Electrician: On call basis

Plumber: On call basis.