



Addendum – Providing Housekeeping services on Outsourcing basis to RBI, Gangtok upto March 31, 2026

Bid Evaluation Criteria

1. Technical- Commercial Bid (Part- I) Evaluation

- a. The technical bids shall be evaluated based on the available documents submitted by the bidder on MSTC.
- b. Bank may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders.
- c. Failure on the part of the bidder to provide such clarification/information/document within the stipulated time, may entail cancellation of the bid of such bidder.
- d. Any clarification submitted by a bidder that is not in response to a request by the Bank shall not be considered.

2. Price Bid (Part- II) Evaluation

- a. The evaluation of the price bid will be considered of only those bidders who meet the eligibility criteria as mentioned in “Eligibility Criteria for participating in the tender” of tender document and provide documentary proof on MSTC in respect of the same.
- b. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Bank may, at its discretion, ask any bidder for a clarification of its bid.
- c. On scrutiny of the clarification so submitted, if the rates quoted by the tenderer are found not workable/ feasible, the Bank reserves its right to summarily reject such tender.
- d. Failure on the part of the bidder to provide such clarification within the stipulated time, may entail cancellation of the bid of such bidder.
- e. Price Bids shall be evaluated based on the rates quoted as percentage of the Fixed Rates for service charges and actuals for uniform charges (maximum of ₹11,856/- exclusive of taxes) mentioned in Part- II of the tender document.
- f. No deviation will be allowed on the fixed rates already mentioned by the Bank in the tender for the purpose of Financial Bid.
- g. No request for any change in rate or conditions after the opening of the part II tender will be entertained.

- h. In case two or more tenderers become the lowest, for the purpose of selection of successful bidder, the tenderers becoming lowest bidders will be evaluated on the basis of following criteria:

Criteria 1- Past Experience (in field of providing services of housekeeping staff) Evaluation will be done based on certificate of Registration and the oldest work order / agreement pertaining to providing services of housekeeping submitted by the bidder along with Part-I of the tender)	
5-10 years	10 Marks
10-15 years	15 Marks
15-20 years	20 Marks
> 20 years	25 Marks

Criteria 2- Average Turnover of Previous Three Financial Years Evaluation will be done based on Turnover certificates, ITRs, Profit & Loss and Balance statement for the last 3 financial year duly certified by a Chartered Accountant submitted by the bidder along with Part- I of the tender)	
54-74 lakh	10 Marks
74-94 lakh	15 Marks
94-114 lakh	20 Marks
> 114 lakh	25 Marks

Criteria 3- Number of Manpower on Rolls Bidders will be required to provide this information along with latest EPF/ ESIC statement in support of their claim whenever asked for)	
45 – 65	10 Marks
66 – 85	15 Marks
86 - 105	20 Marks
> 105	25 Marks

Criteria 4- Number of Similar works in hand	
Bidders will be required to provide this information along with work order/ agreement, TDS certificates and Bank statement showing receipt of payment against the claimed work, whenever asked for)	
3 - 5	10 Marks
6 - 8	15 Marks
9 - 11	20 Marks
> 11	25 Marks

Upon evaluation of the lowest bidders based on the above criteria, the bidder with the highest marks will be declared successful in the tender process. However, Bank's decision in this regard will be final and it shall not be open to arbitration.

- i. The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part – I (Technical Bid), which period may be further extended by mutual agreement in writing by the Tenderer and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.
- j. If two or more bidders receive the same total marks, preference will be given to the bidder with experience in providing services to any RBI office, if such experience exists.

Note:

- i. This document (the minutes of the pre-bid meeting) shall form a part of the tender.
- ii. The terms and conditions and specifications of the tender document shall continue to remain the same.
- iii. The above amendments / clarifications are issued for the information of all the intending bidders