

**INFRASTRUCTURE & ADMINISTRATION DEPARTMENT
CORPORATE OFFICE,
DHANLAXMI BANK LIMITED
PUNKUNNAM, THRISSUR - 680002**

REQUEST FOR PROPOSAL

**HOUSE KEEPING, FACILITY MANAGEMENT & SECURITY SERVICE AT
DHANLAXMI BANK LTD., CORPORATE OFFICE BUILDING, PUNKUNNAM,
THRISSUR**

**RFP No: DLB_INFRA/ RFP/ 2025-26/ 017
Version 2
March, 2026**

RFP Details in Brief

RFP No. and date	RFP No: DLB_INFRA/ RFP/ 2025-26/ 017 dated 30 th March 2026
Brief Description of the RFP	Housekeeping .Pantry Service , Data entry operators& Security service at Corporate office building, Punkunnam, Thrissur
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Date of Issue	30 th March 2026
Last date of submission of any queries, clarifications etc.	15th April 2026,
Last Date of submission of RFP response as soft copy	24th April 2026, 05:00 PM

DISCLAIMER

The information contained in this Request for Proposal (“RFP Document”) or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Dhanlaxmi Bank Limited, a duly incorporated Scheduled Commercial Bank, being governed by the provisions of Banking Regulation Act, 1949 having its Registered Office at Dhanalakshmi Buildings, Naickanal, Thrissur - 680 001, Kerala (Hereinafter referred to as “the Bank” which expression shall, unless it be repugnant to the subject or context thereof, include its successors and permitted assigns from time to time) , is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is neither an offer nor a prospectus or a statement in lieu of prospectus. The purpose of this RFP is to provide applicants who are qualified to submit the bids (“Bidders”) with information to assist them in formulation of their proposals (“Bids”). It is not and shall not be deemed to constitute an offer or an

invitation to offer. This RFP is strictly confidential in nature and should not be circulated or distributed to third party (ies). This RFP is meant for exclusive perusal of the prospective bidders only. This RFP does not claim to contain all the information each Bidder may require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Bank makes no representation or warranty, express or implied, and shall incur no liability whatsoever under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The information contained in the RFP document is selective and is subject to update, expansion, revision and amendment. Dhanlaxmi Bank does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein, which may become apparent. Dhanlaxmi Bank reserves the right of discretion to change, modify, add to or alters any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever and without notice. Such change will be intimated or made accessible to all Bidders who submitted their bids to the Bank. Any information contained in this document will be superseded by any later written information on the same subject made available/accessible to all recipients by the Bank.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, the Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP

The Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of the Bank shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process and the bidder/s shall have no claim or demand against the Bank.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media and it will be published in the website of the bank, www.dhanbank.com Prospective bidders shall regularly visit Bank's website for any changes / development in relation to this RFP.

It is to be ensured that all statutory guidelines, rules and regulations of the local bodies / government including those relating to waste disposal are complied with.

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1. INTRODUCTION

Incorporated in November 1927, Dhanlaxmi Bank headquartered at Thrissur in Kerala, became a Scheduled Commercial Bank in the year 1977. The Bank, currently having more than 264 branches spread across India.

2. REQUIREMENT

The purpose of this RFP is to invite bids from vendors for housekeeping, Pantry staffs, data entry operators and security staffs as per Scope of work given in this document.

3. SCOPE OF WORK

(i) Daily Cleaning

Sweep Clean

- ✚ Sweep and clean all floor areas.
- ✚ Damp moping of tiles, vitrified floors, staircase, elevators, floor, sidewalls and podium entrance areas.
- ✚ Floors shall be free of dirt, mud, sand, footprints, liquid spills and other debris.
- ✚ Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.
- ✚ During inclement weather, the frequency may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or standing water.
- ✚ After sweeping all vitrified floors, areas would be machine scrub cleaned.
- ✚ Sweep and clean of debris from walkways and driveways and hose clean them.

Vacuum cleaning

- Vacuum cleaning all carpets runners and carpet protectors so that they are free of dirt, mud, etc.
- Heavy industrial type vacuum cleaners would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.
- Any chairs, trash receptacles and easily movable items shall be moved to vacuum underneath, and then replaced in the original position.

Washroom cleaning (to be carried out on hourly intervals)

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non-abrasive cleaners and disinfectants.
- All surfaces shall be free of grime, soap mud and smudges.
- Cleaning of mirrors, glass doors, glass windows, etc.
- Supply of paper towels, toilet paper and liquid soap dispenser with liquid soap solution, in all bathrooms shall be performed.

Trash removal

- Emptying all waste paper baskets, ash trays (if applicable) from all floor areas and washing or wiping them, clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.
- All waste from waste paper baskets will be collected and deposited in the waste containers provided in the building.
- Dry & wet garbage would be segregated and dumped into designated area within the premises.
- Dry waste papers are to be collected from waste paper baskets and to be shredded and stored in a place for further sale by Bank.
- Segregation of waste paper and destroying using incinerator or similar equipment.

Glass surface cleaning

- All glasses at entrance doors of the premises would be cleaned using damp and dry method.
- Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.
- Removal of grease marks or finger prints in glass counters and partitions. This cleaning is to be done using approved all-purpose cleaner and lint free cloth or paper towels.

Spot Carpet Cleaning

- ✓ Spot clean carpets whenever necessary to remove spots, using appropriate products, chemicals etc.

Damp & Dry Cleaning

- Wipe clean all white boards of meeting rooms, conference rooms, work stations, etc.
- Wipe clean all table top of work stations, cubicles and other furniture and fixtures.

Cleaning

- ❖ Cleaning include Inside Glass Façade cleaning, granite on columns, wooden ceiling, granite / marble cladding, Hall, Cafeteria, Meeting rooms, stairs, lobby, counters, carpets, chairs, service rooms/bath/toilets stage/back room etc.

LABOUR

- ❖ The Contractor shall employ suitable man power to maintain the required quality of cleaning to the satisfaction of the Bank.

Attendants

- ✚ The contractor shall ensure availability of attendants whose services will be utilized by the Department in events of meetings, conferences and day to day works at different departments.

(ii) Weekly Cleaning

Deep Cleaning

- ✓ Stairways, surrounding common areas, terraces, generator rooms, AHU rooms, basements, car parking, etc.
- ✓ Ceilings, walls, partitions, Toilets and wash rooms.

Window Glass Cleaning

- Interior glasses will be cleaned on both sides, throughout the building.
- Exterior cleaning of the glasses wherever accessible.
- Dusting window sills and blinds.
- Exterior glass which comes along with External Facade / ACP Cleaning.

Sanitizing

- Office dust paper bins would be cleaned and sanitized.
- All washroom dustbins would be thoroughly cleaned and sanitized.
- All telephone instruments would be sanitized using disinfectants.
- Waste bins from Pantry and Cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all the walls and doors of all toilets with appropriate detergent and disinfectant.
- Polishing: All the door handles/door knobs, other brass fittings are required to be polished and kept in shining condition by using good quality polishing agents.

(iii) Fortnightly Cleaning Services

Dusting & Wiping

- Dusting and wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks.
- Applying metal polishes to accessories or door handles, hand railings, lift walls, etc.
- Scrubbing of all floor areas with scrubbing machines.

Contractor shall arrange for the following tasks:

- ❖ Sweeping, moping, machine scrubbing of all specified floors.

- ❖ Removing all garbage and replace cleaned bins. Garbage will be taken the designated site at the complex from where the contractor will arrange for its disposal. Wipe clean of all glass doors and windows regularly. Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.
- ❖ Dry waste papers from the waste paper baskets and to be shredded and stored in a place for further sale by the Bank.
- ❖ Old newspapers from the premises to be collected and stored in a place for further sale by the Bank.
- ❖ External Façade: The service provider shall undertake cleaning of the glasses and glass panes from the exterior (the glasses/glass panes on the ground floor/basements, etc. on daily basis) by using Spiderman method once in four / six months. It will be the responsibility of the service provider to ensure that the necessary insurance cover is obtained well in advance and produced to the Bank before commencement of the cleaning work. It will also be necessary to obtain security clearance from the Head (Infrastructure & Administration) / Head - Security.

Floors Daily Works

- Ground Floor Cleaning of cabins, stairs, floors, warehouse, toilets, water cooler etc. cleaning of parking area, toilets, Driver's & Security's changing rooms & lunch rooms, AHU rooms, ducts etc.
- Various floors/ terrace sweeping, washing, moping, parking, lift, lobbies, maintenance, glasses, toilets, stair case, passages, pantry, meeting rooms, board rooms, conference rooms, electrical installations, plants cleaning, terrace cleaning, etc.
- Daily cleaning / washing etc.
- Daily garbage clearance, glass cleaning, duct cleaning, auditorium cleaning, ground floor washing, parking area washing, stair case washing, cleaning of chairs, computers, keyboards, collection of old newspapers, bundling & shifting to specified place.
- Daily Electrical items cleaning/ checking/ reporting for maintenance of items to the electrical Section of the Bank and the concerned electricians for the purpose in a suitable format.
- Lamp, tube lights, electrical fittings, fibre false ceilings, wherever applicable and false ceilings of all lifts daily cleaning.

Floors Daily Works

- ✓ Daily cleaning of Plumbing accessories / pipes/duct checking and reporting to the concerned civil engineer and plumbers for the purpose in a suitable format.
- ✓ Entire building toilets, breakages, leakages, choke-ups, water supply of toilets, supply of toiletries (Part of housekeeping consumables) in each toilets.

- ✓ Daily cleaning/checking and reporting to the concerned civil engineer and plumbers/carpenters for the purpose in a suitable format.
- ✓ Handles, doors, door closers, fittings, windows, curtains etc.
- ✓ Daily checking of stair cases and reporting to the concerned civil engineer in a suitable format. It must be ensured that the stair cases are clean and free of any obstacles. There should not be hindrance for the users.
- ✓ Manager & Supervisors: Supervisor/Manager in each floor per the requirement. Supervisor / Manager should visit different floors from time to time to ensure that each floors/ toilets etc. remain clean and ready for use round the clock and total upkeep of the building, electricity, lights, water availability etc.

Optimum usage of water, drinking water, electricity, and its availability etc.

- ✚ Optimum usage of water, drinking water, electricity and its availability etc. to be ensured at all times.

Extra Amenities

- Various floors Hand Wash, Sanitizers, C-Fold tissues, Air fresheners, Odonil, Sanicubes, Naphthalene balls.
- Service includes providing and maintenance of equipments like vacuum cleaner, Incinerator, shredders etc. for carrying out housekeeping activities.

Pantry Service – Scope of Work

1. Objective

The objective of this scope is to ensure efficient and hygienic pantry operations including preparation, serving, and distribution of food and beverages to staff, visitors, and management on a daily basis.

2. Scope of Pantry Services

The Contractor shall provide trained pantry staff to manage pantry operations and serve food and beverages in the facility.

2.1 Preparation and Serving

1. Preparation and serving of tea, coffee, and other beverages at designated times during the day.
2. Serving of breakfast, snacks, lunch, and other refreshments as per client requirements.
3. Serving food and beverages to staff, visitors, and senior management offices as instructed.
4. Arrangement and serving of refreshments during meetings, conferences, and official events.

2.2 Pantry Maintenance

1. Maintain cleanliness and hygiene of pantry areas at all times.
2. Clean and sanitize kitchen counters, pantry tables, sinks, and equipment.

3. Ensure proper cleaning of cups, plates, trays, kettles, coffee machines, and utensils.
4. Maintain organized storage of food items, beverages, and pantry supplies.
5. Ensure proper disposal of food waste and garbage in accordance with hygiene standards.

2.3 Inventory and Stock Management

1. Maintain stock of tea, coffee, sugar, milk, disposable items, and other pantry consumables.
2. Monitor consumption and inform the Facility Manager for replenishment.
3. Ensure proper storage of food items to prevent contamination or spoilage.
4. Maintain a daily record of pantry inventory and consumption where required.

2.4 Service During Meetings and Events

1. Provide pantry support for meetings, conferences, and official gatherings.
2. Arrange tea/coffee trays, water bottles, snacks, and refreshments in meeting rooms.
3. Ensure timely serving and clearing of used items from meeting rooms.
4. Maintain professional etiquette while serving senior officials and guests.

3. Manpower Requirements – Pantry Staff

Qualification

- Minimum High School education.
- Basic training in food handling and hygiene.
- Minimum 1–2 years experience in pantry or hospitality service.

Roles and Responsibilities

1. Prepare and serve tea, coffee, beverages, and light refreshments.
2. Serve food and beverages to employees, visitors, and management staff.
3. Maintain cleanliness of pantry equipment and service utensils.
4. Ensure proper hygiene and food safety standards are followed.
5. Assist in arranging refreshments during meetings and official events.
6. Maintain stock and report shortages of pantry consumables.
7. Ensure timely cleaning of used cups, plates, and trays.
8. Follow professional service etiquette and discipline.

4. Hygiene and Safety Standards

1. Pantry staff shall maintain high standards of personal hygiene.
2. Staff shall wear clean uniforms, gloves, and head covers where required.
3. Food and beverages shall be handled in safe and hygienic conditions.
4. Pantry areas shall comply with health and safety regulations.

5. Service Timing

Pantry services shall be provided during working hours and meeting schedules as specified by the Client. Additional service may be required during special meetings, events, or extended working hours.

6. Service Quality Requirements

1. Food and beverage service shall be prompt, courteous, and professional.
2. Pantry areas shall be maintained in a clean and orderly condition.
3. Staff shall maintain proper conduct and confidentiality while working in office areas.

Data Entry Operators

A Data Entry Operator is responsible for entering, updating, and maintaining information in computer systems and databases accurately and efficiently. This role ensures that data is recorded in a timely manner and is easily retrievable for reporting or analysis purposes.

1 Person Responsible for Inputting, Updating and Maintaining Digital information in systems, databases or spreadsheets.

2.The Agency shall provide the Services through the Associates as required by client from time to time in the designated area

3. Bank reserves the right to change the Scope of Service ("SOS") at any time during the term of the Agreement and the agency agrees to abide by the changed SOS.

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Key Responsibilities:

1. **Data Entry:**
 - Input data from various sources (paper documents, digital files, forms) into computer systems.
 - Ensure accuracy and completeness of the data entered.
2. **Data Verification:**
 - Review and cross-check information for errors or inconsistencies.
 - Correct discrepancies by consulting with relevant departments.
3. **Database Management:**
 - Maintain and update databases and records.
 - Organize files and ensure proper labeling and categorization.
4. **Reporting:**
 - Generate reports or summaries from the database as required.
 - Assist management in analyzing data trends when needed.
5. **Confidentiality & Compliance:**
 - Handle sensitive information responsibly.
 - Adhere to company policies and data protection regulations.
6. **Other Administrative Tasks:**
 - Assist with office paperwork, filing, and scanning documents.
 - Support team members with data-related queries.

Role Descriptions – Technical Manpower

1. *Electrician*

Qualification

- ITI / Diploma in Electrical Engineering or equivalent certification.
- Minimum 3–5 years of experience in electrical maintenance of commercial buildings, hospitals, malls, offices, or similar facilities.

Roles and Responsibilities

1. Carry out routine inspection, preventive maintenance, and corrective maintenance of electrical systems.
2. Maintain and repair lighting systems, power distribution panels, wiring systems, switches, sockets, and fixtures.
3. Attend and rectify electrical complaints reported by occupants within stipulated response time.
4. Maintain electrical panels, DBs, MCCBs, ELCBs, and circuit breakers.
5. Monitor and maintain UPS systems, DG sets interface, and battery banks (as applicable).
6. Ensure safe electrical practices and compliance with statutory electrical safety standards.
7. Maintain daily maintenance logs and service reports.
8. Assist in energy conservation initiatives and report abnormal power consumption.
9. Coordinate with the Facility Manager / Supervisor for scheduled shutdowns and repairs.
10. Ensure proper earthing and electrical safety checks periodically.

2. *Plumber*

Qualification

- ITI / Trade Certificate in Plumbing or equivalent.
- Minimum 3 years of experience in plumbing maintenance in commercial or institutional facilities.

Roles and Responsibilities

1. Carry out preventive and corrective maintenance of plumbing systems.
2. Inspect and maintain water supply lines, pipelines, valves, pumps, and fittings.
3. Maintain sanitary fixtures such as wash basins, water closets, urinals, taps, and showers.
4. Attend and resolve water leakage, pipe blockage, and drainage issues.
5. Maintain overhead tanks, underground tanks, and water pumps.
6. Ensure proper functioning of flush systems and water-saving devices.
7. Clear blockages in drainage lines, floor traps, and manholes.
8. Monitor and report water consumption irregularities or leakages.
9. Maintain records of repairs and preventive maintenance activities.
10. Follow safety practices and hygiene standards while performing plumbing works.

3. BMS Operator (Building Management System)

Qualification

- Diploma / ITI in Electrical, Mechanical, or Electronics Engineering.
- Certification or training in Building Management Systems (BMS) preferred.
- Minimum 3–5 years of experience operating BMS systems in commercial facilities.

Roles and Responsibilities

1. Operate and monitor the Building Management System (BMS) on a continuous basis.
2. Monitor HVAC systems, electrical systems, fire alarm systems, and other connected utilities through the BMS interface.
3. Respond to system alarms, alerts, and faults promptly and escalate where necessary.
4. Maintain daily BMS logs and reports.
5. Monitor temperature, humidity, pressure, and other environmental parameters within the building.
6. Coordinate with maintenance teams (HVAC, electrical, plumbing) for issue resolution.
7. Ensure proper functioning of automation controls, sensors, and field devices.
8. Maintain system backups and data logs as required.
9. Assist in energy monitoring and optimization initiatives.
10. Ensure smooth operation of BMS servers, workstations, and control panels.

General Requirements for Technical Staff

1. Personnel shall be uniformed, properly trained, and compliant with safety regulations.
2. Staff must follow site safety policies, permit-to-work systems, and emergency procedures.
3. The contractor shall ensure adequate manpower availability during working hours and emergencies.
4. Personnel must maintain professional conduct and coordination with facility management teams.
5. All maintenance activities shall be documented and reported regularly to the Bank / Facility Manager.

Security

Scope of Work

1. 24 x 7 Security of Building and Staff.
2. Security personnel to be employed in alternate day basis / shift basis, i.e, day shift / night shift.
3. In case of leave / strike of one security, necessary arrangements to be made by the contractor to ensure suitable replacement is happening so that there will be no instance wherein there is non-availability of adequate security.
4. Contractor to ensure that security guards are well trained and equipped.
5. All safety measures of security guards to be taken care of by the contractor.

6. Security guards to be smart, agile, physically fit, well behaved and vigilant.
7. Security to be always functioning in their prescribed uniform with dignity and integrity.

4. SUPPORT –TERMS AND CONDITIONS

Maintenance & Support services will include the following activities

- 24 x 7 Support
- Issue resolution on top priority.
- The support should be (24x7 365days). The support should be for unlimited requests. It may be provided on email /Telephone

5. SERVICE LEVEL EXPECTATIONS

The bidder is required to adhere to the Service Level Agreements (SLA) as mentioned below for the support phase.

For the purpose of SLA, bidder should ensure availability of attendants whose services will be utilized by the Department in events of meetings, conferences and day to day works at different departments.

- Bidder shall provide immediate support for addressing housekeeping / security issues.
- The Bidder shall submit a list of support centre addresses, contact person & the resolution/response matrix for this location.

6. SCHEDULE

The Bidder shall implement the solution/Service(s) as per the schedule specified below:

- Support services period will be for 3 years. (from deployment day till end of 3rd year)
- The period of contract shall be extendable, based on mutually agreed terms and conditions.

7. RESPONSIBILITIES OF BIDDER

- The Bidder has to supply housekeeping, Pantry service, Data entry operators & security personnel as per agreement.
- The bidder shall deploy appropriate technology, modern cleaning equipment and facility management systems to ensure efficient service delivery, improved productivity and effective monitoring of housekeeping operations.
- The Bidder shall make arrangements to provide support wherever required.

- The Bidder shall comply with all applicable Rules, Regulations and directions of the appropriate government/ local authority, from time to time.
- The bidder shall take all steps for protection of the environment and safeguard the health of the employees and the society at large by proper disposal of the garbage etc.
- The Bidder shall ensure that all applicable labour laws and other statutory requirements are complied with for the personnel deployed for the contract works without any liability to the Bank.

8. PENALTIES

PENALTY DURING SUPPORT PERIOD

- The Bank reserves the right to impose / waive any such penalty.
- Penalty for the failure of service levels will be calculated yearly while Support Payments would be made annually (max 10% of the invoice value).

9. INSTRUCTION TO BIDDERS

- The Bidder shall bear all the costs associated with the preparation and submission of their bid.
- Earnest Money Deposit (EMD) is not applicable for this tender
- Bidder shall submit the bid strictly as per RFP failing which bid will be rejected as non-responsive.
- At any time prior to the Time for submission of bids, the Bank may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the Bank. In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.
- Bid shall remain valid for 3 months from last date of submission of bid prescribed by the Bank.

10. BIDDING PROCESS

A two stage bidding process will be followed. The response to the tender will be submitted in two parts:

- a) Technical bid
- b) Commercial bid.

Technical Bid shall contain all the supporting documents regarding eligibility criteria, scope of work, Terms & Conditions etc. mentioned in the RFP. Only those bidders confirming compliance to all the terms & conditions of RFP document shall be short-listed for commercial bid.

11. MODIFICATION OF BIDS & CONTACTING THE BANK

- Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.
- Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bidders bid. The Bank’s decision will be final and without prejudice and will be binding on all parties.
- No Bidder shall contact the Bank on any matter relating to its Bid, once technical evaluation is concluded.

12. TERMS & CONDITIONS OF THE BIDDING FIRMS

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them.

13. PROOF OF CONCEPT

Bidder shall conduct Proof of Concept wherein the Bidder has to demonstrate the implementation of the same as per the requirement of the Bank. Bidder may highlight the noteworthy/superior features of their facilities by reference calls and site visits. The Bidder will demonstrate/substantiate all or a few of the claims made in the Bid to the satisfaction of the Bank, the capability of the solution to support all the required functionalities at their cost in their lab/office/in any other organization where solution is in use. The Bidder should use their own tools/utilities/simulators to demonstrate the features laid in the RFP/evaluation criteria.

14. DOCUMENTATION

The Bidder is required to provide the complete documentation regarding housekeeping & security arrangements.

15. ELIGIBILITY CRITERIA FOR BIDDER

Sl.	Eligibility	Documents need to be submitted
1	If the bidder is a company registered in India under the Companies Act 2013 or any other entity constituted under the relevant laws applicable to them-	Supporting documents.
2	The bidder should have a presence in India for the last 3 years.	Supporting documents.

3	The bidder should have support offices in Kerala.	Self-declaration with office location addresses.
4	The bidder should not have been blacklisted by Government, any govt. department, PSU , PSB or any Commercial Bank during the last three years.	Self-declaration.
5	The bidder should have experience in providing housekeeping & security personnel in banking / financial / Corporate institutions .	Supporting documents.

Note: All eligibility requirements mentioned above should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected. Non-compliance of any of the criteria can entail rejection of the offer. Copies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the Bank decides, originals / certified copies should be shown for verification purpose. The Bank reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the bid/proposal.

16. BANK 'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the Bank 's action.

17. EVALUATION, AWARD CRITERIA & INSTRUCTIONS

Proposals not conforming to the specifications may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.

Scope of the Work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include, scrutiny of company profile, reference calls and site visits.

The Bidder may highlight the noteworthy/superior features of their solution and same may be specified on Annexure – 3.

1. To meet Bank's requirements, as spelt out in this Bid Document, the selected Bidder must have the requisite experience and expertise in providing services and the financial ability

that would be required to successfully set-up the required infrastructure and provide the services sought by the Bank.

2. A screening committee constituted by the Bank for the purpose of selection of the successful Bidder, would evaluate Bids.
3. The proposals will be evaluated in stages. In the first stage, i.e. Technical Evaluation of the Bidders will be done and in the second stage, Indicative commercial bids would be evaluated and commercial negotiation will be conducted for the qualified bidders in this stage.
4. Proposals not conforming to the specifications may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.
5. The Bid submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed evaluation will include scrutiny of company profile, reference calls and site visits.
6. The Bidder may highlight the noteworthy/superior features of their solution.
7. Each Bidder acknowledges and accepts that the Bank may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.
8. The Bidders shall be short listed after the evaluation of their Bids and will be informed. Only the short listed bidders will be permitted to participate further process.
9. The Bank reserves the right to modify / amend the evaluation process at any time during the Bid process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. At any time during the process of Bid evaluation, the Bank may seek specific clarifications from any or all Bidders.
10. The Bank reserves the right to modify the total quantities subject to a variation of $\pm 25\%$ on either side of the projected requirements during the rate contract i.e. three years (3) from the date of award of the contract. The Bidder shall not and hereby waive any or all objections that it might have at the relevant point of time.
11. The Bank reserves the right to accept or reject in part or full any or all the Bids without assigning any reason whatsoever. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.
12. The Bank reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.

13. Modification to the RFP Document, amendments, time-extension, clarification etc. . if any, will be made available as an addendum on the Bank’s website and / or emailed to the prospective Bidders at the discretion of the Bank.
14. The Bidder should confirm in writing its obligation to supply necessary housekeeping / security personnel. The supply of additional personnel, subject to the Bank’s approval, will be at the same contracted price as the obsolete model.
15. Successful Bidder would sign the Contract/SLA and other forms specified in RFP Document with the Bank at Thrissur only.
16. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. The Bank shall not be responsible or liable for reimbursing/compensating these costs and expenses.
17. Quotations contained in the Bids shall remain valid for a period of 60 (sixty) days from the date of submission of the Bid in response to the RFP.
18. Prices quoted should be EXCLUSIVE of all applicable taxes and applicable taxes would be deducted at source, if any, as per prevailing rates.
19. The price (“Bid Price”) quoted by the Bidder cannot be altered or changed due to escalation on account of any variation due currency exchange rates or cost of material.
20. The Bank will not be obliged to meet and have discussions with any Bidder and/ or to entertain any representations in this regard.
21. During the period of evaluation, Bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation.
22. The Bank’s decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
23. The Bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept any Bid, lowest or otherwise, and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
24. Apart from the above, the bidder’s profile, past experience and performance track record of the Bidder in the area of the assignment, methodology to be adopted to carry out the assignment etc , shall be some of the important criteria in selecting the bidder.

25. The Bids will be evaluated on merits and the Bank's decision in this regard shall be binding, final and conclusive.

18. CONFIDENTIALITY

The information and data contained herein is submitted on a strictly private and confidential basis. By accepting a copy of this RFP, each recipient agrees that neither it nor any of its employees or advisors will use the information contained herein for any purpose other than evaluating the specific transaction described herein. This RFP or its annexures should not be photocopied, reproduced, extracted or distributed in full or in part to any person other than the recipient without the prior written consent of the Bank

The bidder or any of its employees or advisors shall not, without the written consent of the Bank, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the Bank in connection therewith, to any person(s). The bidder shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement.

19. SIGNING OF CONTRACT.

The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with the Bank, within 30 days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

20. PAYMENT TERMS.

No advance payment will be made on award of the contract.

The client agrees to pay the service provider on a monthly basis for housekeeping services.

The service provider be responsible and liable for payment of salaries, wages as per the Minimum wages Act/ Rules/ Notification as revised from time to time and other legal dues including deduction for provident fund, employees state insurance, income tax, professional tax workers welfare fund etc and other statutory deductions as may be applicable under any of the relevant laws. The bank shall not at any point of time be liable or responsible for the salaries, remuneration, perquisites or other conditions or services of the personnel/ employees/ other staff (whether full time or part time) engaged by the service provider.

The service provider shall submit the monthly invoice along with the following supporting documents for payment processing:

1. Attendance Sheet / Timesheet

- Daily attendance records of housekeeping staff and technicians
- Duly signed by the authorized client representative/supervisor

2. Work Completion / Service Report

- Summary of work carried out during the month
- For technicians: detailed maintenance/service reports
- For housekeeping staff: cleaning activity checklist/report

3. Wage Sheet / Salary Sheet

- Detailed breakdown of wages paid to deployed staff
 1. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment.
 2. Penalties / liquidated damages, if any, shall be deducted from the invoice value.

Notwithstanding anything contained in this RFP/ the Contract or in any other document(s) under no circumstances the Bank shall be liable to the Successful Bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract.

- The Bank shall not have any liability whatsoever in case of any third party claims, demands, suit, actions or other proceedings against the Successful Bidder or any other person engaged by the Successful Bidder in the course of performance of the Service.
- The Bank reserves the rights to dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the Bank at its sole discretion adjudge.
- Successful Bidder shall permit the Bank to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract.
- It is clarified that the any payments of the charges made to and received by authorised Successful Bidder personnel shall be considered as a full discharge of the Bank 's obligations for payment under the Agreement.

Three copies of Bidder's invoice showing contract number, Services description, quantity, unit price and total amount shall be submitted . Prior to preparing invoice copy and delivery challan before delivering the equipments, the bidder should check, verify and confirm the location address, user name, contact details with our purchase order. Bidder should ensure

that proper delivery of equipment address, Name of end user, and contact details are mentioned on the invoice copy / delivery.

21. SUBMISSION OF BID

Bid shall be submitted in Hard/Soft Copies. The bid should contain following:

1. Technical Bid.
2. Commercial Bid.

Address for Communication:

Assistant General Manager,
 Infrastructure & Administration Department
 Corporate Office, Punkunnam
 Thrissur, Kerala PIN - 680002

22. CLARIFICATIONS REGARDING RFP DOCUMENT

Before bidding, the bidders are requested to carefully examine the RFP Document and the terms and conditions specified therein. In case the bidders require any clarification on this RFP, the query may be sent to e-mail addresses: 'sunil.kumara@dhanbank.co.in' or Phone: +91 487 6617122.

23. IMPORTANT DATES

Sl No.	Particulars	Date and Time
1	Issuance of RFP document by the Bank	30 th March 2026
2	Last date of submission of any queries, clarifications etc.	15 th April 2026
3	Last Date of submission of RFP response as soft copy	24 th April 2026, 05:00 PM

- Bid submitted after the last date will be rejected.

24. EXECUTION OF AGREEMENT

On awarding the contract, the successful bidder and Bank should execute an agreement, which states the responsibilities and obligations of each party with the other, as per the Bank’s outsourcing policy. The Bidder should sign and execute a Non-Disclosure Agreement before the execution of this Contract. The contract will be for a period of Three years.

Annexure - 1**Bidder Authorization Format (On letter head)**

Ref: Date:

To

Assistant General Manager,
Infrastructure & Administration Department,
Dhanlaxmi Bank Ltd.,
Corporate Office
Thrissur

Dear Sir,

Sub: Authorization for RFP No. dated xx/xx/xxxx

We < Name>having our registered office at < Address> are an established and reputed supplier of <service details> do hereby offer our quotation, negotiate and conclude the contract with you against the above RFP for tender offer.

We hereby extend our full guarantee as per terms and conditions of the tender and the contract for the services offered against this invitation for tender offer.

We also confirm that we will ensure all services pertaining to house keeping & security personnel at the specified location will be supplied to Dhanlaxmi Bank Ltd during the Three year product warranty/Support period.

< Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Annexure - 2

Non Blacklisting Declaration Format (*On letter head*)

Ref: Date:

To

Assistant General Manager,
Infrastructure & Administration Department,
Dhanlaxmi Bank Ltd.,
Corporate Office,
Thrissur

Dear Sir,

Sub: Non Blacklisting Declaration by < Name> for RFP No. Dated <xx/xx/xxxx>

We < Name> having our registered office at < Address> are an established and reputed supplier of <service details>, do hereby declare and confirm that we are not currently blacklisted by any Central/State Govt. or any Dept/Bank.

I/ We hereby declare that what is stated above are true and correct and I /we make this declaration knowingly well that any wrong or untrue statement can attract prosecution as per the relevant statutory provisions.

< Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Annexure - 3

DETAILS OF THE BUILDING

1. Dhanlaxmi Bank, Head Office Building at Punkunnam has a total area of 10903.77 m² spread in two basements, ground and 11 floors with terrace as detailed below:-

Basement – 2	-	1147.17 m ²
Basement – 1	-	1239.45 m ²
Ground Floor	-	825.36 m ²
First Floor	-	701.18 m ²
Second Floor	-	797.90 m ²
Third Floor	-	797.90 m ²
Fourth Floor	-	763.52 m ²
Fifth Floor	-	763.52 m ²
Sixth Floor	-	772.10 m ²
Seventh Floor	-	772.10 m ²
Eighth Floor	-	777.31 m ²
Ninth Floor	-	578.46 m ²
Tenth Floor	-	436.00 m ²
Eleventh Floor	-	436.00 m ²
Terrace	-	72.01 m ²
ATM & Security	-	23.79 m ²
Total	-	10903.77 m²

=====

2. The premises consists of 2 Nos DG Sets, Electrical Panel Room, Sump Tanks for domestic arrangement, pump room to facilitate pumping of water from the sump to the domestic arrangement, pump room to facilitate pumping of water from the sump to the overhead tanks and staircases. The site also consists of car and scooter parking lots, pathways, garbage dumping area etc.

Annexure - 4**CLEANING ITEMS TO BE PROVIDED AT GENERAL MANAGERS CABINS/TOILETS**

1. Liquid Soap - Dettol / Fem brand/Lifebuoy
2. Soap – Mysore Sandal / Cinthol / Lux/Santhoor
3. Tissue paper box – Premier brand
4. Toilet roll – Premier brand
5. Buckets & mugs – Brite brand
6. Room spray – Reputed brand
7. Room freshner cakes – Reputed brand
8. Toilet Cleaner - Harpic
9. Pril liquid
10. Phenyl – Germisol / Nilgiris / Sonic brand
11. Perfume with phenyl – Reputed brand (Jasmine perfume)
12. Sanitizer

CLEANING ITEMS TO BE PROVIDED AT GENERAL TOILETS

1. Naphthalene balls – Reputed brand
2. Toilet deodorant cakes – Reputed brand
3. Soap oil for hand wash – Dettol / Sonic brand
4. Phenyl – Germisol / Nilgiris / Sonic brand
5. Perfume with phenyl – Reputed brand (Jasmine perfume)
6. Buckets & Mugs – Brite brand
7. Toilet Cleaner - Harpic
8. Pril liquid

NOTE: ANY OTHER EQUIVALENT BRAND WITH APPROVAL OF THE BANK CAN ALSO BE USED.

Annexure - 5

(TO BE SUBMITTED IN A SEPERATE SEALED COVER)

NAME OF WORK

HOUSEKEEPING, GENERAL CLEANING WORKS AND SECURITY SERVICE AT DHANLAXMI BANK HEAD OFFICE PUNKUNNAM, THRISSUR, FOR THREE YEARS PERIOD.

Description of Work

To provide Housekeeping and Security service to Dhanlaxmi Bank Ltd, Head Office, Punkunnam, Thrissur which is fully described under details of the building and scope of works with required men and material and with proper supervisory staff etc., complete all and as per the General Rules and Instructions and General conditions of the proposal’

DESCRIPTION		AMOUNT
	RATE PER MONTH (Rs.)	AMOUNT PER YEAR (Rs.)
Monthly rate for first year		
Monthly rate for second year		
Monthly rate for third year		

Total amount in words: Rupees _____ Only

Place:

SIGNATURE OF CONTRACTOR WITH SEAL:

Annexure - 6

SI No.	Area – Common	Description
1	A premium Office Complex located at Punkunnam and all common amenities as required.	Designed as Single Tower
2	Total Floors	Ground and 11, Basement 1 & Basement 2 & ATM (Interior furnished upto 7 th floor to consider for upkeeping)
3	Total Car Parking floors	Basement 1 & 2
4	Total Lifts	3 Nos
5	Total Built Up Area	10,903 sq m (8675 sq m to consider for upkeeping)
6	Total Carpet Area	6782 Sq m (5000 Sq m to consider for upkeeping)
7	Total Stair Cases	2 Nos – Main & Fire
8	Total Lawn and Landscaped Area	17000 sq m
9	Total Façade Area	Glazed vision panel – 600 Sq m Glaced Punch Window – 140 Sq m
10	Availability of Rail / Cat Walk to access for Façade Cleaning	No
11	SFT area of per floor and Carpeted floor, if any	-
12	Total Wash Rooms	16
13	Cafeteria / Food Court	2 Nos
ENGINEERING SUMMARY		
14	Total LT / HT Panels and Capacity / Transformers	1250 KVA transformer
15	Total DG Units and Capacity	Two Nos 500 KVA each
16	Total Chiller Units and Capacity	Two Water cool chiller units each 120 tonnes
17	BMS Rooms and Level	-

18	Water Tank Capacity	2 lakhs litres
19	STP	STP (Manual) with water consumption 20000 lpd & effluent 16000 lpd
20	OWPU	-
21	Availability of Emergency Exit	Yes
22	Availability of Firefighting Systems	Yes
23	Availability of Assembly Point (Evacuation Plan)	Yes
24	Availability of LPG / HSD lines if any	Nil

FINANCIAL IMPLICATIONS

(a) Personnel & Material

SI No.	Category	Required Nos.	Rate (Rs.)	Total
1	Housekeeping Staff	14		
2	Housekeeping Supervisor	1		
3	Electrician	3		
4	HVAC	1		
5	BMS Operators	1		
6	Plumber	1		
7	Pantry Staffs	3		
8	Data entry Operator	1		
9	Cleaning Chemicals	Asper requirement		
10	Security Staff	4		
11	Security Supervisor	1		

(b) Machines & Tools

SI No.	Category	Required Nos.	Rate (Rs.)	Rental Cost	Total
1	Auto Floor Scrubber (Wizard)				
2	Industrial Vacuum Cleaner				
3	Telescopic Pole 10 mtr.				
4	Floor Signage				
5	Janitor Trolley				
6	Industrial Jet Pressure				
7	Outdoor Floor Cleaner (Flipper)				
8	Glass Cleaning Kit				

(c) Chemicals & Consumables

SI No.	Items	Unit	Amount (Rs.)	Tax
1	Aristo Wiper			
2	Bucket			
3	Check Cloth			
4	Bleaching Powder			
5	Cobweb Stick			
6	Cotton Gloves			
7	Gloves			
8	Dry Mop Refill			
9	Dry Mop Set			
10	Dust Pan			
11	Floor Wiper			
12	Garbage Bag Small			
13	Garbage Bag Medium			
14	Germ Free			
15	Glass Cleaner			
16	Glass Cloth			
17	Glass Squeeze			
18	Green Apple – 5 ltr.			
19	Gloves			
20	Handbrush			
21	Handwash			
22	Hard Broom			
23	Hapic – 500 ml			
24	Hair net			
25	Hit			
26	Key Board Brush			
27	Lizol – 500 ml			
28	M Fold			
29	Microfiber Cloth			
30	Moping Cloth			

31	Mug			
32	Mask			
33	Odonil			
34	Outdoor Brush			
35	Phynoil Con			
36	Phenol			
37	Puttiblade			
38	R1			
39	R2			
40	R3			
41	R4			
42	R5			
43	R6			
44	R7			
45	Roomspray			
46	Scrubber			
47	Scrubbing Brush			
48	Spray Bottle			
49	Soap Powder			
50	Soft Broom			
51	Sponge			
52	Steel Scrubber			
53	Table Wiper – 3 Star			
54	Tissue Napkin			
55	Tissue Napkin Box			
56	Toilet Brush – Double Side			
57	Toilet Brush			
58	Toilet Roil			
59	Urinal Cubes			
60	Wash Basin Brush			
61	Wet Mop			
62	Wet Mop Refill			

63	D7			
64	Round Mop Sheet			
65	Round Mop Set Refill			
66	Surgical Gloves			
67	Urinal Screen			
68	Scrubbing Pad			
69	Dish Wash			
70	Cobweb Brush Round			
71	Cobweb Brush Curved			
72	Floor Cleaner – Citro			
73	Green Apply (Mahagany)			
74	Hand Wash Ross Aqua O R			
75	Toilet Cleaner – Ross T C			
76	Window Master – Glass Cleaner			
77	Bucal			
78	Sparkle (Phynoil)			
79	Plastic Broom			
80	Applicator			

----- End of the document -----