



**OFFICE OF THE PRINCIPAL CONTROLLER OF DEFENCE ACCOUNTS
(OFFICERS)**

GOLIBAR MAIDAN, PUNE – 411 001.
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RFP No G/Corr./189/Gp-D/Vol-VIII

Date: 12/11/2018

REQUEST FOR PROPOSAL (RFP): RE-TENDERING OF BIDS THROUGH ADVERTISED/ OPEN TENDER ENQUIRY FOR HOUSE KEEPING SERVICES AND NON SKILLED WORKERS LIKE SAFAIWALA, SKILLED MALI IN PCDA (O) PUNE.

INTRODUCTION

Principal Controller of Defence Accounts (Officers) henceforth, read as PCDA (O) is part of Defence Accounts Department under Ministry of Defence (Finance) .This office is responsible for the maintenance of pay and allowance of Indian Army officers.

INSTRUCTION FOR BIDDERS:

1. PCDA(O) requires housekeeping service for the office premises and its surrounding for the duration of one year from reputed, well established and financially sound company/firm/agency. The said office campus consists of three storied main building (G+2) attached with EDP centre , PRC cell having old record room. This office also consisting 01 DARC Hall, 01 wet canteen, 01 sports ground in front of EDP centre, 02 gardens located in front of main building & backside of main building near PRC cell respectively and parking sheds for vehicle parking etc.
2. The contract is to be initially for **One Year**. The period of the contract may further be extended for a period up to not more than two years on completion of contract depending upon the requirement of the office and approval of the competent authority with respect to satisfaction on the state of service or may be Curtailed / terminated before the contract period owing to deficiency in service by the selected Company/Firm/Agency. This office however, reserves right to

terminate the Initial contract at any time after giving one-month notice to the selected service providing Company/Firm/Agency.

3. General Information about the tender:

a	Tender Reference No.	G/Corr./189/Gp-D/Vol.VIII dated 12.11.2018
b	Pre-bid Conference	27 .11.2018
c	Last date/time for receipt of tenders	04.12.2018 at 1500 hrs
d	Time and date for opening of tenders (Technical Bid)	04.12.2018 at 1530 hrs
e	Place of opening of tenders	Security Room near Main gate of PCDA(O), Pune
d	Time and date for opening of Financial Bids	10.12.2018 at 1500 hrs
e	Address for communication	Principal Controller of Defence Accounts (Officers), Golibar Maidan, Pune – 411 001 Ph. 020-26401104 Email:generalquery-pcdaopune @nic.in

4. **Tender should cater for Housekeeping Services (including Internal and External Conservancy).**

5. **Conditional bids shall not be considered and will be out-rightly rejected at the very first instance. No bids will be accepted through Fax/Email.**

6. The tendering Company/Firm/Agency is required to enclose photocopies of the documents duly self-attested, as per the requirements of Technical Bid as given in the Enclosure-III failing which their bids shall be summarily/ out rightly rejected and will not be considered any further.

7. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, the cuttings, if any in the Technical Bid Application must be initialled by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorised signatory in ink with rubber stamp of the agency.

8. The quotations should be given in a two-bid system, the Technical and Financial bids. The following enclosures are forwarded along with this enquiry to assist you in preparing your technical and financial offer:

a	Schedule of Requirement(SOR)	Enclosure I
b	Scope of Work (SOW)	Enclosure II
c	Format for Technical Bid	Enclosure III
d	Format for Financial Bid	Enclosure IV
e	Declaration about fraud and corrupt practice	Enclosure V
f	Cleaning materials and quantity to be used	Enclosure VI

The quotations shall remain valid up to 28.02.2019.

A. SUBMISSION/OPENING OF THE TENDER

9. PLEASE QUOTE OUR TENDER REFERENCE No., DATE OF TENDER OPENING ON SEALED COVER. FAILURE TO DO SO MAY RENDER YOUR OFFER INVALID.

10. The Technical and Financial bids are to be submitted in two separate sealed envelopes, duly marked as "Technical Bids for RFP No..... dated....." and "Financial Bid for RFP No..... dated.....". The quotes are to be super-scribed with firm's name, address and official seal and ink signed by an authorized representative of the Tenderer. Sealed bids will be addressed to the ACDA(AN), PCDA(O), Golibar Maidan, Pune-411 001 and should be dropped in the tender box placed at Security Room near Main gate of PCDA(O), Golibar Maidan, Pune-411 001 marked as Tender Box for providing Housekeeping Service at PCDA(O), Golibar Maidan, Pune- 411 001

11. Sealed quotations will be opened by a committee on due date and time. Authorized representatives duly carrying an authorization letter from the company may attend the tender opening. Due to any exigency if the date of opening of tender is declared as closed holiday the tenders will be opened on next working day at the same time.

12. The Tenders sent by Fax/Email will not be considered to avoid complications with regard to late Receipt/Non-Receipt of Tenders. It may please be noted that the responsibility rests with tenderers to ensure that tenders reach this office before due date & time. Late quotes will be rejected out rightly.

13. Financial offers of only those firms will be opened, whose technical offer is found suitable after technical evaluation. Further negotiations, if required, will be made only with the Lowest Bidder as determined by the committee.

B. EARNEST MONEY DEPOSIT (EMD)

14. **Form of Bid Security:** The bid security may be accepted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form: DPM- 13, safeguarding the purchaser's interest in all respects. The EMD shall remain valid for 45 days beyond the validity of bid.

- i. The technical bid should be accompanied with an Earnest Money Deposit (EMD) of Rs. 75,000/- (Rupees Seventy five thousand only) in the form of Demand Draft/ Banker's cheque/ Pay Order drawn in favour of the PCDA(O), Pune, **failing which the tender shall be rejected out rightly.**
- ii. The EMD in respect of the Agency which does not qualify the Technical Bid (First stage) or Financial Bid (Second competitive stage) shall be returned without any interest. However, the EMD in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the Agency fails to provide services against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

- iii. EMD is not required to be submitted by those Bidders who are registered with the National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself (provided copy of exemption letter is enclosed). The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender. The bid without EMD will be rejected.

C. STANDARD CONDITIONS OF CONTRACT (SCOC)

15. SCOC must be accepted in full by all the firms participating in the contract. A contract will be signed between the contract operating Authority (COA) i.e. successful bidder Firm and Principal Controller of Defence Accounts (Officers), Pune incorporating the terms & conditions mentioned in this RFP as integral part of the contract.

D. PRE-BID CONFERENCE

16. The SOR (Enclosure I) and SOW (Enclosure II) should be carefully considered while preparing the bids. Interested participants may obtain all the clarifications by visiting PCDA(O), Pune on all working days from 12.11.2018 to 27.11.2018 between 1500 hrs to 1700 hrs. The queries may be emailed at generalquery-pcdaopune@nic.in. The visiting representative of the interested firm will carry a valid ID proof and intimate the Sr. Accounts Officer (AN) of this Office. Pre-bid Conference will be conducted at Conference Room of the office on 27.11.2018 (Monday) at 1500 hrs. Interested Agencies may attend the conference and seek clarifications. Prior intimation of the representatives attending the conference may be sent to the Sr. Accounts Officer (AN) of the office by email or by fax.

E. TECHNICAL AND FINANCIAL BIDS

17. The Technical & Financial bids are to be submitted strictly in accordance with Enclosure-III & Enclosure-IV respectively to this tender enquiry. The Financial bid once opened will not be unilaterally revised by the firm unless the firm is called for price negotiations specifically and asked to justify the rates.

18. Bids of those firms who do not fulfil the requisite qualifications are liable to be rejected.

19. This RFP is being issued with no financial commitment and Pune reserves the right to change or vary any part thereof at any stage. The PCDA (O), Pune reserves the right to reject any or all of the offers without assigning any reason whatsoever. This the office of the PCDA(O) also reserves the right to withdraw the RFP, should it be so necessary at any stage.

F. TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY / FIRM / AGENCY

The tendering Service Provider Company/Firm/Agency should fulfil the following technical specifications:

1. The Registered Office or one of the Branch Offices of the Service Provider Company/Firm/Agency should be located within the Pune District.
2. The Service Provider Company/Firm/Agency should be registered with the appropriate registration authority like Labour Department and .
3. Service Provider Company/Firm/Agency should have at least seven-year experience in providing similar services to private and/or public sector companies/banks/Government Departments etc.
4. Service Provider Company / Firm / Agency should have its own Bank Account, PAN No. and Service Tax No. (Before GST), GST No.
5. **The Service Provider Company/Firm/Agency must have been rendering housekeeping services in the organisation (preferably Govt./ Semi Govt./ PSUs) in last two years (2016-17 & 2017-18).** A certificate with the contracts for the house-keeping services in last two years must be enclosed with the technical bid documents.
6. The Service Provider Company/Firm/Agency must have a **minimum turnover of Rs. 100 lakhs (Rupees One Hundred Lakhs only) per year during the last three financial years (2015-2018).** For this purpose, Service Provider Company/Firm/Agency will have to provide details of income tax return of their firm for last three financial years, 2015-18.
7. Service Provider Company/Firm/Agency should have **minimum 50 employees on its payroll in last three years and should be registered with Employees Provident Fund Organization (EPFO) and Employees State Insurance Corporation (ESIC)** under the respective Acts/laws. Compliance of Statutory labour laws in respect of EPF and ESIC contributions is mandatory, Bids of firms not complying with labour laws will be out rightly rejected. The EPF registration and ESIC registration Certificate (self-certified copy) need to be furnished with the technical bid. The firm should produce labour license issued by Valid Government Authorities.
8. The Service Provider Company/Firm/Agency should have completed **at least one service contract of value not less than Rs. 50 lakhs per annum to providing housekeeping services in a single contract or Two contracts of Rs.25 lakh each per annum during last three years (2015-18).**Copies of the contracts and the satisfactory certificate from the client need to be enclosed).
9. The Service Provider Company/Firm/Agency has to submit the Audit Report u/s 44AB or 12AB of the Income Tax Act. 1961 along with Balance Sheet and Profit & Loss Account for the preceding three Assessment Years **(2015-18).**

10. The Service Provider Company/Firm/Agency shall submit affidavit stating that the agency is/has not been black listed by Central Government/State Government/any PSU in last five years.
11. The Service Provider Company/Firm/Agency should be equipped with automated electronic machinery for cleaning services. A detailed list of the mechanical instruments is to be enclosed separately giving their capacity and specifications.
12. **Exemption to comply with any of the above criteria should be duly supported with Govt. Orders/other relevant documents.**
13. **Non-compliance with any of the above conditions by the Service Provider Company/Firm/ Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be rejected summarily.**

G. FRAUD AND CORRUPT PRACTICES

- i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the office of the PCDA(O) may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has directly or Indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- ii. Without prejudice to the rights of the office of the PCDA(O) under Clause - I herein above if an Applicants found by this office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender issued by this office during a period of 2 (two) years from the date such Applicant is found by the Office to have directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- iii. This organization has zero tolerance for crime/atrocities against women and this must be ensured during operation under the activities included in Schedule of Requirements (SOR).
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:
 - a. "Corrupt practice" means (I) the offering, giving, receiving or soliciting, directly or indirectly of any value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement as the case maybe, any person In respect of any matter relating to the Project or the LOA or the Agreement who at any

- time has been or is a legal, financial or technical advisor of the Authority In relation to any matter concerning the Project;
- b. "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process:
 - c. "Coercive practice" means Impairing or harming or threatening to impair or harm directly or indirectly any person or property to influence to any person's participation or action in the Bidding Process)
 - d. 'Undesirable practice" means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process: or (II) having a Conflict of interest; and
 - e. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

H.LEGAL

- i. **The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, Employees State Insurance Service Tax and any other Laws/ Taxes/ Acts/ Rules etc. governing the matter/issues etc. If at any point of time it is noticed that the Contractor is not meeting out/violating any procedures/taxes/ Acts/ Rules then that will be met out, out of the Performance Security Deposit made by the contractor.**
- ii. **The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the office of the PCDA(O), Pune to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.**
- iii. The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.
- iv. The Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax laws amended from time to time and a certificate to this effect shall be provided to the Agency by this office.
- v. In case, the tendering Agency fails to comply with any statutory provision, taxation liability under appropriate law and as a result thereof the the office of the PCDA(O) is put to any loss/obligation monetary or otherwise, the office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms
- vi. The Service Provider will solely be responsible for any legal case/dispute raised by his workers deployed at the office of the PCDA(O) under the contract and the Government of India will in no way be responsible for any such dispute and the Service Provider will Indemnify the Government of India against any such legal costs/disputes.

I. FINANCIAL

- i. Bids offering rates which are lower than the minimum wages (as applicable for the Central Government) for the pertinent category would be rejected. As per latest notification of Ministry of Labour and Employment No. B-27(1)/2016 dated 04/04/2018, minimum rates of wages for Grade 'A' city (applicable for Pune) will be as under:

Unskilled Worker (basic+ VDA)	Rs. 523+35= Rs. 558
Skilled Worker : Mali(basic+ VDA)	Rs. 637+42 = Rs. 679

- ii. However, the contractor can quote more than minimum wages. The minimum wages would be revised as per the latest notification issued by the concerned authorities of Union Government.
- iii. The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the total contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of Contract period. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).
- iv. In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the agency will be liable to be forfeited by this Office besides annulment of the contract.
- v. The agency will make payments to its workers in their respective bank accounts only by 7th of the following month. No cash/cheque payment to the workers will be made by the agency to its workers as Wages/bonus.
- vi. Within 15 days of effective date of contract, the agency will submit the list of workers deployed at the office of the PCDA(O) along with following documents:
- Aadhar No. of each worker along with copy of Aadhar Card.
 - Bank Account Details of each of the workers.
 - EPFO Account No. and copy of front page of the EPFO passbook of each worker.
 - Copy of ESIC ID of each of the workers.
 - Police Verification of each of the workers.
 - Whenever any new individual will be deployed in the The office of the PCDA(O), such details will be provided within one week of deployment. The new employee should have at least one-year work experience with the firm.

- vii. The agency shall raise the bill on monthly basis along with following documents:
 - a. Tax invoice for the month in triplicate;
 - b. Muster Roll (attendance sheet) of the workers deployed during the billing period; The Muster Roll should be duly countersigned by the AAO (AN) of the office of the PCDA(O) on daily basis.
 - c. Bank Statement of the Firm/Agency indicating credit to the bank accounts of the workers for the billing month;
 - d. EPFO details of the workers with copy of online statement of the Agency for previous month highlighting the payment of subscription to EPFO by the Agency in respect of each of the worker deployed under the contract;
 - e. ESIC challan for depositing premium for all the workers deployed at the PCDA(O), Pune.
- viii. The Claims in bills regarding Employees State Insurance, Provident Fund. and Service Taxes should be necessarily accompanied with documentary proof pertaining to the preceding month bill. A requisite portion of the bill/whole of the bill amount shall be held till the proof is furnished, at the discretion of the office of the PCDA(O). The copies/ tax receipts/ tokens deposited in respective offices should be shown to this The office of the PCDA(O) on monthly basis.
- ix. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the the office of the PCDA(O), Golibar Maidan, Pune – 411 001. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/appointed by the office of the PCDA(O), Pune.

J. EVALUATION CRITERIA

- i. **Financial bids of only technically qualified bidders will be opened.**
- ii. **The Service Provider Company/Firm/Agency shall submit relevant details regarding technical bid parameter in a separate folder duly supported with source documents.**
- iii. The Tender Committee will be constituted by the Office to evaluate the Technical bids on the basis of their responsiveness to the Terms of Reference, applying due criteria. A Proposal shall be rejected at this stage if it does not respond to important aspects of the Technical bid, and particularly the criteria or sub-criteria. The Committee may seek clarifications, if any from the bidders which should be responded within specified time.
- iv. Financial Bids will remain unopened for those agencies which fail to achieve the minimum technical scores. Financial bids shall be taken up only for those agencies who meet the minimum Qualifying mark and will then be inspected to confirm that they have remained sealed and unopened. Thereafter these Financial bids shall be opened on due date i.e. **10.12.2018 at 1530 hrs.**

- v. Experience with Government agencies/PSUs/private Agencies: Service Provider Company/Firm/Agency shall specify the total number years' experience in providing similar services in Col. 15 of technical bid duly supported with source documents viz. experience certificate/contract agreement etc. The period not supported with the source documents shall be deducted from the total years of experience considered for technical qualification of the bid.
- vi. Financial status of the Firm: Service provider Company/Firm/Agency shall submit a financial statement signed by CA showing annual turnover for last three financial years (FY 2015-16 to 2017-18) duly supported with source documents viz. Profit and Loss Account/Income and Expenditure Account.
- vii. **Evaluation criteria (Financial Bid)**

The lowest bidder (L-1) of the technically qualified bidders will be awarded the contract. Following points will be considered in determination of L-1 bidder:

- a. The financial bid must be submitted as per the Format given in Enclosure IV. All charges except taxes will be considered for determination of the lowest bid.
- b. Payment to workers as per the Minimum Wages notified by the Government of India (mentioned at page 9 of this RFP) or higher whichever is quoted will be considered. Any bid quoting wages below the Minimum Wages will be rejected.
- c. The rate quoted should be written in figures and words. In case of any discrepancy in both, the amount quoted in words will be taken as final.
- d. In case of any discrepancy between unit price and total price, the unit price quoted will be considered and the total price will be corrected.
- e. The technically qualified L-1 bidder may be invited for negotiations, if required.

L. SPECIAL CONDITIONS OF CONTRACT

Special conditions of contract are supplementary conditions applicable to a specific tender and contract. Such conditions become essential particularly in cases of contract for supply of services or even equipment. In addition, there may be a need to stipulate conditions like stage inspection, acceptance trials, installation, setting to work, and commissioning or pre-defined stages of payment for services.

- a. The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.

- b. The contractor shall ensure that his employee shall have Identity Cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible so that any person can identify the individual representing the contractor.
- c. The contractor shall provide all cleaning equipment and cleaning materials (Enclosure – VIII) which shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading stain, foaming, eroding etc. No escalation of cost of consumable cleaning materials will be allowed during the period of the contract. ACID WILL NOT BE USED FOR CLEANING OF FLOORS/TILES/FITTINGS OR EQUIPMENTS.
- d. If in the opinion of the Department, the contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and/or the money available with the Department as performance guarantee.
- e. In the event of the Department deciding to renew this contract on the same terms as embodied or such other modified terms as it may think fit and proper, the Department shall communicate the decision to the contractor prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.
- f. The contractor shall indemnify and shall keep the Department indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to third party.
- g. The contractor shall, at all times, indemnify the Department against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the contractor or other persons whose entry into the Department premises has been authorized by the contractor. The contractor shall insure all the employee engaged for this job and such policy shall be produced to the Department on demand.
- h. In the event of any exigencies, the Department shall have discretion to call upon the contractor to provide such additional manpower as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement. However, only the wages will be paid extra. There will be no change in any other charges unless agreed upon in writing by both parties.

- i. That the contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
- j. That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on the Department. The Department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the contractor. The contractor is fully responsible for disciplined behaviour of its workmen.
- k. The contractor shall not allow or incite his workers to participate in any trade union activities, agitations in the PCDA(O) premises. All damages caused by the contractor or that of the contra the office of the PCDA(O) ctor's out of its employee's instruction shall be charged to the contractor and recovered from its dues/bills or adjusted against the performance guarantee.
- l. Failure by the contractor to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by the Department for each lapse and/or termination of the contract and subsequent disqualification from participation in any future tender of the Department and/or any other government department.
- m. ***The employee employed shall be deployed in such manner while following labour law that there is no break in service at the centre during the period of contract.***
- n. The contractor and the employees engaged by the contractor will follow the entry and exit procedures of the department as may be determined by the department from time to time.
- o. The Supervisor engaged by the Contractor will have to monitor all jobs throughout the day and all employee/workers must be at his disposal. Close liaison will be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.
- p. The contractor will ensure that the personnel present themselves as clean and tidy and in proper attire. The employee will attend the work punctually at the prefixed/determined timings and shall be well-behaved and mannered. If the performance of any worker/personnel is found not satisfactory by this office, then the contractor will be asked to replace him with immediately.
- q. The contractor will indemnify and will keep the PCDA(O), indemnified against acts or omission or negligence, dishonesty or misconduct of the men engaged for the work and PCDA(O), Pune will not be liable to pay for any damages or compensation to such person or to third party.
- r. All the persons provided/engaged by the contractor will be the employees of the contractor and all disputes between the contractor and its personnel will have no bearing on the office of the PCDA (O), Pune and will not be responsible for any claims made by such persons and will not be liable in

any manner. The contractor will be fully responsible for disciplined behaviour of its workmen. The office of the PCDA(O), Pune will not be responsible in any way with regard to injury or mishap to the work force during their duty in the premises.

- s. All damages caused by the contractor or that of the contractor's employees arising out of its employees' actions/instructions will be charged to the contractor and recovered from its dues/bills.
- t. In case the contractor withdraws or office of the PCDA(O), Pune terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contract through a tender process, will be adjusted against payments to be made.
- u. If the performance of the service provider is not upto the mark or is not found satisfactory then the office of the PCDA(O) will either engage another contractor and/or cancel the contract in one-month notice.
- v. In case of any failure or omission due to natural calamities, hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargoes for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance of it was beyond its reasonable control and it was not due to negligence of default on its part.
- w. Either of the party as and when it gives notice of force majeure will provide confirmation of such event in the form of a certificate from the Govt. or the office of the PCDA(O), Pune. The parties will be relieved of their respective obligation to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the force majeure is established as provided herein above.
- x. If a dispute arises between the office of the PCDA(O) and the service provider and it does not get resolved through mutual discussions, the parties may agree for arbitration. The office of the PCDA (O) Pune will appoint an arbitrator, whose decisions taken after due consideration of factors brought out by both parties are considered final. The option of approaching Ministry of Law for appointment of Arbitrator can also be exercised. The Standard arbitration clauses are given in Forms DPM -7 (which can be provided on request). However, the parties will continue to perform obligation under this agreement during arbitration proceedings. The venue for arbitration will be Pune.
- y. The attendants deputed by the contractor shall have no privity of contract with the office of the PCDA(O), Pune. and they shall not be treated employees / part time workers or licensees of the department i.e. PCDA(O), Pune in any manner whatsoever for the purpose of wages / payments of any nature / or statutory obligations as per law of the land. The employees/workers of the service provider will have no right to claim

with the office of the PCDA(O), Pune or to claim absorption on completion of the above contract scheme. The engagement of employment is purely amongst the attendant and the contractors. The Office of the PCDA(O), Pune has nothing to do with the same.

M. PAYMENT OF BILL:

The Contractor shall furnish the Tax invoice (in duplicate) towards his services during the month in the first week of the following month along with following documents:

- a. Original Tax Invoice (in duplicate)
- b. Bank statement indicating credit of wages to the accounts of the workers in electronic manner.
- c. EPF challan for the last month indicating deposit of employee and employer contribution.
- d. ESIC subscription payment details for the last month.
- e. Attendance record of the workers for the last month.
- f. Daily checklist
- g. Challan of consumable items
- h. Other supporting documents related to claim.
- i. Payment for bonus will be made on submission of proof of deposit of the same to the workers' bank accounts.

N. REPORTING OF CLEANING/ HOUSEKEEPING EMPLOYEE:

The employee deployed by the contractor shall report to the officer designated by the office of the PCDA(O), Pune in charge of housekeeping work and shall follow the instructions in respect of allocation of work on a day to day basis.

O. MISCELLANEOUS:

Complying with the legal rules and regulations of the State Government and Central Government governing the work contract would be the sole responsibility of the contractor. The contractor shall ensure that the required work would be completed even in the absence of the person(s) he deploys for the same. The Department reserves the right to accept/reject any tender or all tenders without assigning any reason.

P. PENALTY CLAUSE:

- a) **If the performance of the contractor is not found to be satisfactory, upto maximum of 10% of the bill amount of the month shall be deducted and in case of continued poor performance contract will be terminated after giving written notice.**
- b) The contractor is liable for payment of penalty at the discretion of the Department up to a maximum of Rs. 1,000/- (Rupees one thousand only) per instance for poor services, inadequate staff, improper upkeep or cleaning, use of the office properties by the employees deployed by the contractor etc. and/or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the contractor. This applies to all the work covered in this contract.

- c) **Short Attendance of Labour:** In addition to the non-payment of wages for the period of absence, Rupees 200/- (Two hundred) per head per day will be recovered from the bill for any short attendances during the month.
- d) **Quality Cleaning Material:** In case any shortcoming or inferior quality is noticed in the cleaning materials as shown above in Enclosure - VI, the same will be purchased from the market and bill amount will be recovered from the monthly bill of contractor. In case it happens on more than two occasions in a month, a penalty of Rs. 1000/- (Rupees One Thousand only) will be recovered for each such occasion in addition.
- Q.** The contractor will not sublet or transfer any part of the contract.

(T Satish Kumar)
Sr. Accounts Officer (AN)

Schedule of Requirements(SOR)

(A) **Service Required:** Housekeeping.

(B) **Requirement of Manpower for the housekeeping services**

(C)

Sl. No.	Description of manpower	Qualification	Number	No. of work days per week
1.	Safaiwalla (Unskilled)	Two year experience of Housekeeping and cleaning machine operations.	14 (Fourteen)	06
3	Mali (Skilled)	Vocational trained / ITI passed and having Two year working experience in the reputed hotels/clubs/Institutes in respect of maintenance of garden including cutting/trimming/ pruning of plants, trees and development of lawns / plants.	01 (One)	06
		Total	15 (Fifteen)	

(C) Special Terms & Conditions

(i) It will be the responsibility of the contractor to ensure Minimum Wages, EPF/ESIC Subscription, Bonus etc. as per the notifications issued by Govt. of India from time to time.

(ii) Variable DA as and when revised under minimum wages act may be claimed along with revision of rates orders.

(iii) In addition, the agency may appoint one supervisor to monitor the work done by the house-keeping Staff for which no separate charges will be made to the agency by the office of the PCDA (O), Pune.

**SCOPE OF WORK FOR HOUSE KEEPING SERVICES (INCLUDING
INTERNAL AND EXTERNAL CONSERVANCY)**

1) APPEARANCE OF WORKERS:

- i. The employee to be deployed should have sound medical fitness, good physique, moral character, experience and training to handle any type of cleaning/ housekeeping work.
- ii. All employees should be of minimum age of 18 years and maximum age should not be more than 40 years.
- iii. Proper uniform (minimum two pairs) and identification cards must be provided to the workers by the Contractor. Housekeeping staff must be dressed in uniform with black shoe with cleaning hand gloves. The Supervisor should monitor all jobs throughout the day and all workers at his disposal. The workers & supervisor must maintain highest discipline in the office.

2) DUTIES OF CLEANING/HOUSE KEEPING PERSONNEL:

The Contractor shall undertake all types of work viz. cleaning, dusting, toilet cleaning, etc., in general and the following works in particular:

i. DAILY WORK:

- a. Dusting and cleaning of rooms (corridors, windows, doors, staircase & railings, parking area. Including premises i.e. road etc.
- b. Wet mopping of corridors, rooms, common spaces with necessary cleaning material (Lizol/Domax/Dettol/Savlon).
- c. Dusting of stairs and railings.
- d. Cleaning of toilets with toilet cleaners and deodorants etc.
- e. All common toilets in the premises should be cleaned with hygiene chemicals (Harpic/Sani Fresh/Equivalent brand material) every two hours.
- f. Collecting waste and garbage and deporting it to the dumping areas.
- g. No Acid will be used for cleaning of floors/bath fittings etc.
- h. Such other cleaning or up keeping work as may be entrusted by the competent authority.
- i. The office of the PCDA(O), Pune will provide only required quantity of water for cleaning. Water must not be wasted in the office premises.

ii. EMERGENCY WORK

- a. Cleaning and removing of Blockage in pipes in toilets and building premises.

iii. WEEKEND WORK:

- a. Dusting of ceilings, walls, tube lights, light shades, frames etc. in the staircases, corridors and Toilets.
- b. Cleaning internally and externally glasses of all windows once in a week.
- c. Cleaning of all the furniture and office equipment placed in the corridors.
- d. Brushing and washing of floors, stairs with necessary detergents etc.
- e. Removing stains from walls/floors of corridors, Toilets and Staircases.
- f. Removing cobwebs once in a week.
- g. Pest/rodent control exercise once in month or whenever required.
- h. Dusting and cleaning of Gym, DARC hall, Corridors, internal roads and old record room.

4) DUTIES OF MALI

- (i) Regular maintenance of garden, lawn near PCDA's staff car garage of PCDA (O) Pune & as and when required plantation of trees/ seasonal plants in the above mentioned premises.
- (ii) Regular Maintenance of garden, lawn in front of main building of Office of the PCDA (O) Pune & as and when required plantation of trees/seasonal plants in the above mentioned premises.
- (iii) Maintenance of Field Area inclusive of EDP garden opposite to DARC Hall of the Office of the PCDA (O) Pune.
- (iv) Maintenance of newly developed garden, lawn near PRC & back side of main building of Office of the PCDA (O) Pune & as and when required plantation of trees/seasonal plants in the above mentioned premises.
- (v) All trees/hedges/climber/edges/nursery/lawn and potted plants (indoor/outdoor) which are planted/to be planted are to be maintained.
- (vi) Indoor plants should be changed regularly.
- (vii) Required quantity of manure and fertilizer will be manage/spread according to the variety of plants, which will help in their growth and flowering.
- (viii) Periodical spraying of insecticides and fungicides shall be done as preventive and curative measure.
- (ix) Watering of plants/trees/shrubs/hedges/climber/edge/lawn/nursery and potted plants shall be done during the period of maintenance to ensure rigidity and optimum growth.
- (x) All gears/tools etc. required for gardening shall be provided by the contractor.

(xi) Judicious pruning of the planted trees shall be done to ensure a straight stem with a well-balanced crown on top.

(xii) Lawn is to be maintained with well-cushioned grass free from any weeds and for which regular weeding shall be done. Mowing of the lawn is to be done as and when required by competent authority or his authorized representative. Urea and DAP should be sprinkled over the lawn regularly as well as regular watering shall be done.

- iv. The contractor should supply housekeeping consumables as per approved list. The Consumables required per month for housekeeping, cleaning work will have to be stored at the store room as provided in the office of the PCDA(O) well in advance i.e. one month. The consumables should be of the standard specified and before storing at the stores the same should be got verified by AAO (AN), PCDA(O), Pune regarding the quality and brand.

4) INSPECTION:

The contractor should see that the staff properly cleans all the rooms, DARC, Wet canteen, corridors, Staircases, Toilets etc. in the Office building by 08.45AM. The contractor should exercise check at regular intervals on employee and ensure prompt service. The contractor shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of office of the PCDA(O), Pune. The authority will liaise with the inspecting, deputed officer of the department to terminate and ask for the defaulting attendant to leave the premises in case of indiscipline, lack of duties and unbecoming behaviour within 24 hours and the contractor or his deputed supervisor shall replace the said attendant within 24 hours of the **receipt of oral / written complaint.**

5) TOILETS:

- i. **All the toilets shall be cleaned and made fit for use** by 8.45 a.m. on all working days. The areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously even after the closing time / normal office hours i.e. upto 6.30 p.m. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned five times daily. The workers/ attendants employed for cleaning and supervision of toilets should be adequate in number and cater to the needs of daily cleaning.
- ii. Air fresheners (Odonil/Oroma/air-wik), and urinal cubes shall be put in all toilets by the contractor on his own cost. These items should be available at all times.
- iii. The electrical fittings like tube lights, exhaust fans etc. and tiles shall be cleaned once in a week.
- iv. The pipeline shafts in all parts of the building shall be cleaned once a week and sometimes during middle of the week, if the need be.
- v. A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.

- vi. A performance Report has to be prepared by the Contractor and will be verified by the board nominated for the purpose by the competent authority.

(6) COMMON AREA:

- i. The corridor area, staircase, its railings and the lifts shall be cleaned and mopped thrice a day. The corridors and staircases shall also be cleaned using a scrubber machine once in a week.
- ii. The electrical fittings like tube lights, exhaust fans etc. in the corridor, staircases and lifts shall be cleaned once in a fortnight.
- iii. The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.
- iv. Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
- v. The surroundings of these buildings including car parking, cycle sheds/Two Wheeler sheds etc. shall be cleaned daily. They should be totally free from dead/dropped leaves and litter.
- vi. Cobwebs, honey combs etc. if found or reported anywhere shall be removed immediately. Fumigation, fogging and spray of larvicides/pesticides shall be done once in a month to control mosquito and cockroach infestations. Rodent Treatment will be done half yearly in June and December. Additional pest/rodent control measures may be taken by the contractor, if need be at no extra cost.
- vii. All rubbish and waste items that get accumulated at the canteen/toilets/corridors/open spaces/lawn and staircases shall be relocated periodically to the dumping points set up by the Department/Pune Cantonment Board and there shall be no left-over at the end of the day and it has to be dumped outside the Building complex/campus by lifting those accumulated garbage using its own machinery/equipments/vehicles by the company/agency/firm. The exterior area of building premise also shall be cleaned every day.

--X--

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

For providing Housekeeping (including internal and external conservancy) Services in Principal Controller of Defence Accounts (Officers), Pune – 411 001.

1	Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)	
2	Name of proprietor/Director of Company/Firm/Agency	
3	Full Address of Registered Office with Telephone No., FAX and E-Mail	
4	Full address of operating/ Branch Office with Telephone no., FAX and E-Mail with name of the Contact Person(s) and Mobile No.	
5	Banker of Company/Firm/ Agency with full address (Attach self-certified copy of statement of bank account for the last three years) (2014-15 to 2016-17)	
6	PAN No. (Attach self-attested copy)	
7	GST Registration No. and TIN No. (Attach self-attested copy)	
8	E.P.F. Registration No. (Attach self-attested copy)	
9	E.S.I. Registration No. (Attach self-attested copy)	
10	Experience of rendering housekeeping services to the organization in last two years: a. Name & address of the organization b. Nature of services rendered c. Copy of contracts may be enclosed	
11	Documents showing 2 contracts of Rs. 25 lakh per annum related to providing housekeeping services in a single contract during last three years.	
12	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format.	

(Attach attested copies).			
Sl. No.	Details of client along with address, telephone and Fax numbers.	Amount of Contract. (Rs.in Lakh)	Duration of Contract. From to
(If the space provided is insufficient, a separate sheet maybe attached.)			
13	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./ PSUs)		
14	Existing firm/Past firm must submit performance certificate issued by HQrs office.		
15	Total No. of years of experience in providing housekeeping services (with the list of clients year wise.)		
16	Income declared in I.T. returns for F.Y. 2015-16 to 2017-18 (enclose copy of IT Returns acknowledgment for the relevant assessment years along with Audit report u/s 44AB).		
17	Annual Turnover of the business in F.Y. (2015-16 to 2017-18)		
18	Total No. employees in the service providing company/agency/firm		
19	Affidavit stating that the agency is / has not been black listed by Centre / State Government / PSU in last three years		

20	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document – Annexure-III)	
21	Details of Earnest Money Deposited:	

Signature of authorized person

Date:
Place:

Name:
Seal:

DECLARATION

I, _____

Son/Daughter/Wife

of

Shri _____ Proprietor/Partner/Dir

ector/ Authorized signatory of the Company/Agency/ Firm, mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am/ are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides any liabilities towards prosecution under the appropriate laws.

Date:
Place:

Signature of authorized person
Full Name:
Seal:

ENCLOSURE-IV

FINANCIAL BID (To be kept in a separate sealed envelope)

For Providing Housekeeping (including internal and external conservancy) in the office of the Principal Controller of Defence Accounts (Officers), Pune – 411 001.

1. Name of tendering Service Provider
Company / Firm/ Agency :

2. CONTRACT RATES PER PERSON PER MONTH: (As per minimum wages as decided by Chief Labour Commissioner (C), New Delhi)

Sl. No.	Description of manpower	Number	Rate Per Person Per day	Total for Month
1.	Safaiwalla (Housekeeping) (Unskilled)	14 (Fourteen)		
2.	Mali (Skilled)	01 (One)		
3.	Total (Sl. No. 1 to 2)	15 (Fifteen)		
4.	EPF Employer's Contribution @ 13.00% (on Sr.No.4)			
5.	ESI Employer's Contribution @ 4.75% (on Sr.No.4)			
6.	Sub total			
7.	Add Monthly Consumables Charges (as per Annexure VI)			
8.	Uniform (2 Sets each employee, total cost/12)	30 Set		
9.	Service charges OF Firm/ Company margin (Monthly)*			
10.	Any other charges (please specify the nature of charges)			
11.	GST 18%			
12.	Total month rate (Sr.No.6 to Sr.no.11)			
13.	Bonus (yearly) as applicable.			
14.	Grand Total (total of Sl. No. 12 &13)			

DEDUCTIONS: Income tax and education cess as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for making out all the tax implications as per Rules of other Government Departments.

Signature of authorized person
Full Name:
Seal:

Date :

* Bidding of Service Charge/ Company margin less than 1% of the Contract shall be treated as unresponsive bid and will not be considered.

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority on a judicial pronouncement or arbitration award, nor been expelled from any project of contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that;

a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt, fraudulent, coercive or restrictive practices as defined in Section-B of Fraud and corrupt practice on the General Instructions for tender of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprises on any Government, Central or State; and

b) We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section-B of Fraud and Corrupt practice of the terms and conditions of the documents, no person acting for us or on our behalf has engaged in any corrupt, fraudulent, coercive or any other undesirable practices:-

- i) We certify that in regard to matters other than security and integrity of the country, we or any of our associates have not been convicted by a Court of law or indicated of adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.
- ii) We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of law.
- iii) We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our Directors/Managers/ Employees.

DECLARATION

I hereby certify that the information furnished above is correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the firm shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory)

Full Name:

Seal:

Place :

Date :

List of Materials required for House-keeping

<u>Sl. No.</u>	<u>House-keeping items</u>	<u>Remarks</u>	<u>Minimum Quantity required</u>
1	Floor cleaning Liquid	Lizol/Domex	40 Ltrs per month
2	Toilet / Wash basin cleaner	Harpic/ Domex	02 Ltrs per month
3	Floor duster cloth	BIS Standard	12 Nos per month
4	Table duster cloth	BIS Standard	36 Nos per month
5	Yellow duster cloth (PC cleaning)	BIS Standard	36 Nos per month
6	Air Freshener	Godrej Air/Odonil/ Airwick	36 Nos per month
7	Scented balls	Standard Quality	04 Kg per month
8	Floor squeezer/wiper	BIS Standard	04 Nos per month
9	Wet mopping system	BIS Standard	02 Nos per month
10	Wet mop refills	BIS Standard	12 Nos per month
11	Dry Mop refills	BIS Standard	16 Nos per month
12	Toilet brush	BIS Standard	12 Nos per month
13	Dust pans	BIS Standard	30 Nos (Yearly)
14	Soft brooms	BIS Standard	30 Nos per month
15	Coconut Brooms	BIS Standard	30 Nos per month
16	Feather brush (cobweb cleaning)	BIS Standard	04 Nos per month
17	Toilet paper Roll	BIS Standard	50 Nos per month
18	Hand glove pairs to Safaiwallas working in bathrooms	BIS Standard	06 Nos per month
19	Glass cleaner	Colin	10 bottles of 500ml per month
20	Washing powder	Nirma / wheel/ Rin	15 Kg per month
21	Hand wash	Dettol/ Life boy/Savlon	15 Ltrs per month

Note: Material should reach this office on or before 1st working day of each month; otherwise same will be procured by this office and the amount will be deducted from your monthly payment bill.

Read & Accepted: -**Date: -****Seal:-**