

**e-Tender for Outsourcing of Manpower for  
Housekeeping Services**

**At**

**Pushpa Gujral Science City Kapurthala**

**(Punjab)**

**Tender Notice:  
PGSC/Admin/Housekeeping/2022/08**

*Pushpa Gujral Science City*

Jalandhar – Kapurthala Road, Kapurthala, Punjab Telephone:  
01822-501963 / 64

## **Introduction**

### **Pushpa Gujral Science City, Jalandhar-Kapurthala Road, Kapurthala**

Pushpa Gujral Science City offers a blend of education, curiosity and fun to ensure longer and repeated visits. The project is aimed at cultivating an interest in science through open-ended exploration away from text books and black boards, with a scientific approach to problem solving. The project has something for everyone, regardless of age, education, profession or social strata and is intended to make science accessible to people who are not part of the formal education system. It is a joint project of the Government of India and Government of Punjab.

Its various facilities include Galleries on Evolution, a Dinosaur park on the island (with Robotic Dinosaurs), Renewable Energy Park, Climate Change Theatre, Earthquake Simulator and Flight Simulator, Amazing Living Machine, Gallery on Health, Biotechnology & HIV, Outer Space Gallery, Virtual Reality & Cyber Space Gallery and Galleries on Fun Science, Railways, Defence, etc., as well as, Planetarium, Large Format Film Theatre (I-Max), 3D and Laser Shows, Herbal & Cactus Garden, etc. These offer information on cross cutting and inter-curricular issues and help to explain scientific concepts and their relevance to society. An Innovation Hub at Science City motivates students for 'out-of-box' thinking, which could contribute towards societal development. More information about these facilities is available at website [www.pgsciencecity.org](http://www.pgsciencecity.org).

PGSC has received more than 51 lakh visitors since its opening in 2005 with average of 3.30 lakh visitors (both general public and children) every year.

## **Notice Inviting Tenders / Bids for Outsourcing of Manpower for Housekeeping Services**

Online tenders are invited from duly registered reputed service provider Agencies/ Firms/Companies preferably based in Punjab and having experience/ financial & infrastructure capabilities for providing following categories of Manpower for Housekeeping Services at Pushpa Gujral Science City, Kapurthala in accordance to the tender document:

- |     |                              |    |
|-----|------------------------------|----|
| i.  | Supervisors- Highly Skilled* | 01 |
| ii. | Sweepers/ Safai Sewaks       | 24 |

\*Housekeeping Supervisor should be 10+2 pass and should have minimum 2 years relevant experience in supervisory capacity. Preference will be given to a retired army personnel or a person having diploma/certification in Housekeeping Services.

The actual requirement of manpower may vary from time to time as per requirement of PGSC. However, total man-days (including supervisor) shall, in no case, be more than 650 man-days per month.

**The other significant details of tender notice are given below:**

|    |  |  |
|----|--|--|
| 1  | Description of Scope of Work                     | Cleaning of rooms including all furniture and fixtures, corridors, stores, toilets, staircases including anything and everything up to ceiling height and ceiling, roof, pathways, boundary Walls, inside glass panes and maintenance of all buildings of PGSC   |
| 2  | Type of Tender                                   | Two stage (Technical and Financial Bids to be opened separately)   |
| 3  | Total Area under Housekeeping (Tentative)        | Total Built up area: 112499 SQM (approx.)<br>Total Road Area: 39099 SQM (approx.)<br>Total Parking Area: 16614 SQM (approx.)   |
| 4  | Material   | All material required for housekeeping purpose such as Floor Cleaner, Bathroom Cleaner cum Sanitizer, Hard Surface Cleaner, Glass Cleaner, Toilet Bowl, Cleaner, Spiral Vacuum cleaner, sanitary material and consumables like phenyl, liquid soap, toilet paper, broom etc. shall be provided by PGSC. However, the requirement of material shall be informed well in advance by the Supervisor |
| 5  | Contract Period                                  | Initially for one year, extendable on year to year basis as mutually agreed subject to satisfactory performance of Services  |
| 7  | Tender Fee                                       | Rs. 1000/- (Rs. One Thousand only)   |
| 8  | Earnest Money Deposit                            | Rs.15,000/- (Rupees Fifteen Thousand only)   |
| 9  | Security Deposit Payable                         | Rs.3,00,000/- (Rupees Three Lac only)  |
| 10 | Validity of Tender                               | 4 (Four) Months from the last date of submission of Tender   |
| 11 | Date & Time of Closure of Tender                 | 29.09.2022 Upto 03:00 PM   |
| 12 | Date & Time of Opening of Tender (Technical Bid) | 01.10.2022 at 10:00 AM   |
| 13 | Date & Time of Opening of Tender (Financial Bid) | Financial Bids of technically qualified bidders will be opened on the date of opening of Technical Bid. In case of any change in the date & time, the same will be intimated Separately.   |
| 14 | Place of Opening of Tender                       | Pushpa Gujral Science City, Jalandhar-Kapurthala Road, Kapurthala-144601.  |

- Tenderers are advised to read the Tender Document carefully. Submission of on-line tender shall be deemed to have been done after careful examination of the tender document and after understanding its full implications. **Tenders will be processed through e-Tendering only.**
- Tender Document can only be downloaded from portal site: <https://eproc.punjab.gov.in>
- PGSC reserves the right to accept or reject any application and to annul the process at any time, without any liability and assigning any reason thereof.
- If any of the above dates is declared holiday, the activity scheduled for that day will take place on the next working day at the same scheduled time.

## A. ELIGIBILITY CONDITIONS

1. Only those Government Undertakings, Ex-Servicemen Co-operative Societies or registered contractors / agencies who possess valid Registration Certificates including registration with the Regional Labour Commissioner, EPF Registration, ESI Registration, GST Registration and PAN Card, are eligible to apply. Preference will be given to those who have experience of providing services to Government organizations.

*(Attach: Copies of Contractor's registration certificate for providing such services, Regional Labour Commissioner, EPF Registration, ESI Registration, GST Registration, PAN Card )*

2. Bidders should have successfully carried out similar jobs with **minimum average turnover of Rs. 1.00 Crore during the last 3 financial years i.e. 2019-20, 2020-21 & 2021-22.**

*(Attach: Copies of Balance Sheets certified by the Chartered Accountant (CA) and Income Tax returns for the last 3 years to be attached (2019-20 to 2021-22).*

3. The Bidder should not have been blacklisted by any Govt., Semi-Govt. Deptt. or any other organization.

*(Attach: Affidavit from the Contracting Agency).*

4. The Bidder shall have well-established office in the region preferably in Punjab or Chandigarh. (Provide the complete Address with contact numbers)

5. The Service Providers / Companies/ Firms / Agencies must have the work experiences of providing outsource manpower for **Housekeeping services** in atleast 03 other Departments of Government of India/ Government of Punjab/ Autonomous Bodies/ Public Sector Undertakings etc. during last three years. Copies of job orders and particulars of contact officer in the concerned Ministries / Departments / PSU may please be furnished (for the purpose of verification).

*(Attach: Copies of job orders and particulars of contact officer in the concerned Ministries / Departments / PSU may please be furnished for the purpose of verification).*

6. Agencies providing manpower for Housekeeping services should have been in existence for not less than two years. Proof regarding minimum 50 persons working on company's payroll should be enclosed.

*(Attach: Proofs showing employment of minimum 50 persons working on company's pay roll such as EPF statement etc).*

7. Agencies who had earlier been issued any Letter of Intent / any order / have done any job / work for Pushpa Gujral Science City any time in the past have to compulsorily submit a Certificate of Satisfactory Performance otherwise tender will be rejected.

*(Attach: Certificate of satisfactory Performance issued by PGSC)*

## **B. EARNEST MONEYDEPOSIT**

1. An Earnest Money Deposit of Rs.15,000/- (Rupees Fifteen Thousand only) shall be paid though online mode only.
2. No interest shall be paid on the EMD.
3. EMD will be forfeited if successful tenderer fails to sign the agreement within stipulated time period given in the letter of Intent.

## **C SECURITYDEPOSIT**

1. The Service Provider / Agency selected for awarding the job will be required to deposit a performance security amount of Rs.3,00,000/- (Rupees Three Lac only) in the form of unconditional Bank Guarantee / Demand Draft/ FD in favour of Pushpa Gujral Science City as a security which will be forfeited in the event of termination of the contract on account of violation of any of the mentioned terms and conditions. Security deposit would be required within 7 working days from the date of issue of work order/award letter and shall be valid up to Ninety (90) days after the completion of the Contract period. Security Deposit amount will not bear any interest.
2. 100% payment for the 1<sup>st</sup> Month will be reimbursed on submission of an unconditional Bank Guarantee / DD/ FD towards Security Deposit and compliance of other statutory provisions.
3. The EMD of successful bidder may be adjusted towards the security deposit, which is refundable / adjustable as per terms of tender without interest.
4. The Security Deposit (only Principal amount) will be refunded on the completion of the contract without any interest payable on it.

## **D. SUBMISSION OFTENDERS**

1. All tendering process such as sale of tender documents/deposit of earnest money and submission of bid documents shall be carried out through web site <https://eproc.punjab.gov.in>
2. The right of rejection of any tender, without assigning any reason whatsoever, is reserved with the Director General, PGSC.
3. Any enquiry after submission of tender will not be entertained. Before submitting the tender, the Bidder must ensure that they satisfy all the eligibility conditions to avoid rejection of their tender.
4. The Agency submitting the Tender would be presumed to have considered and accepted all the terms & conditions of the tender. No enquiry, whatsoever, verbal or written, shall be entertained in respect of acceptance and or rejection of tender.
5. **Bidders are advised to visit the Science City Complex on Jalandhar-Kapurthala Road by fixing an appointment with its Manager Estate on telephone No. 01822- 501963-64 and make their own assessment for providing better services in respect of Housekeeping Services.**

6. In case of any technical problem, bidders can contact on Telephone No.0172-2970263 and 0172-2970284.
7. If any loss occurs to official property of PGSC due to negligence of the persons deployed by the Agency, the same will be recovered from the Contracting Agency.
8. PGSC shall not provide any residential accommodation to any personnel employed by the agency. No cooking or lodging shall be allowed in the PGSC campus for the staff engaged by the agency.
9. PGSC shall not be responsible financially, for any injury or otherwise to the person engaged by the agency caused in the course of performing any duty / function under the contract. This liability shall solely be of the Agency who shall indemnify PGSC in this regard.
10. Prospective Contractors/Agencies are advised to register themselves with our service provider at <http://eproc.punjab.gov.in> (GOI undertaking) well in advance to participate in the tender.
11. The Agency shall be fully responsible for providing the outsource manpower for Housekeeping Services to PGSC and the agency or the personnel deployed by the agency shall work under overall supervision and direction of the Management of Science City. The agency shall follow instructions from the Manager Estate/Scientist In-charge for the purpose of the Housekeeping Services of the PGSC.

#### **E. SCOPE OF WORK OF HOUSEKEEPING SERVICES**

Scope of work includes sweeping and cleaning, vacuum cleaning, mopping, Window glass panel cleaning, De-dusting of furniture and fixtures, Stain removal, Removing spider webs and cobwebs, Toilet related specific work, Washing Flushing etc. Detailed scope of work of Housekeeping Services is mentioned as under:

1. **Sweeping and Cleaning:** Sweeping and Cleaning is a routine affair of housekeeping. The Sweeping and Cleaning of following building elements will be done at least once a day:
  - a) Cleaning of all buildings including gate complex, utility building, Office Complex including dormitory, Centre Plaza, Science Voyage Hall, Science Explorium Buildings, Conference rooms, VIP Guestroom, Power Sub Station No. 1 & 2, Convention hall, Pyramid Structured Building, Administrative building, all floors, rooms, halls, open area, parks, galleries, ramps etc. of the Pushpa Gujral Science City.
  - b) Corridors, staircase, railings, toilet blocks, ceilings, sidewalls, weather sheds, windows glass panels. Fixtures, lounge shed, pillars, Columns, exterior walls terraces, ground entrapped within and at least 5 feet outside all around the building with Unger Kit.
  - c) Cleaning of all office equipment including Computers, Printers, Scanners, server room, UPS room etc.
  - d) Daily cleaning/dusting of exhibits, tables, chairs, telephones, computers office cubicles, utility area, pantry areas, corridors, Conference rooms, Partitions, Terraces, photocopier machines, fax machine, printers, window panes, glasses (both side), frames, Balcony, terrace, floors, overhead cupboards, electrical panels etc.

- e) Deployment of Housekeeping staff shall be for 7 days a week for 8 working hours daily. However, timing of staff may be decided as per the requirement of PGSC.
  - f) Shifting of office equipment, old & discarded items, files, almirahs, file cabinets, cupboards or shifting of any other required within office premises at different floors as per requirement.
  - g) Maintenance of Guest House Rooms including changing of linens and cleaning with suitable Eco-Friendly and Bio-Degradable Cleaning chemicals, cleaning materials as available with PGSC. Suitable hand, mechanically and electrically operated equipment's/ mechanized dry and wet scrubbers/Vacuum cleaners, cleaning chemicals/material etc. as per availability with PGSC, will be used.
2. **Vacuum Cleaning:** Ultra Clean rooms have to be cleaned with the help of vacuum cleaner as sweeping with broom is prohibited in these areas. Vacuum cleaning will be carried out only by the trained personnel well acquainted with the vacuum cleaning.
  3. **Mopping:** Mopping will be carried out only after the cleaning/sweeping is over, Mopping will be done by Sprinkling water with appropriate detergent solutions/scented phenyl. Rubber broom only will be used for this work. After mopping floor swabbing will be done with dry cloth broom to avoid slippage of anyone. The areas e.g. corners, edges and pockets where rubber broom could not be used, mop cloth will be used for manual mopping and swabbing. The elements under mopping are corridors, railings, rooms, toilet blocks, mirrors, ceramics, marble, glazed and mosaic tiles in skirting and aside walls, window glass panels, fixtures, decorative pillars & columns, idols and photo frames etc. During rush period or rainy season/inclement weather multiple mopping would be required
  4. **Window glass panel cleaning:** Window frames will be cleaned with detergent. Dust from window platform outside and inside will be removed. Glass will be cleaned with suitable chemicals without any scratch. Use of newspaper and old cloth for cleaning glass will be permitted. Glass panels will be cleaned very frequently.
  5. **De-dusting of furniture and fixtures:** De-dusting of furniture and fixtures will be carried out with clean dhoti cloth every day morning before office hours. Glass top will be cleaned with wet cloth to remove stains. Each room have furniture like tables, chairs, stools, side tables, computers, office equipment, show cases, cupboards, display board, etc. There are lighting fixtures, fans, air conditioner and electrical fittings. Lighting and decorative fixture, fans, etc. will be cleaned periodically in phased manner with the convenience and requirement of concerned officer/official sitting in that room.
  6. **Stain removal:** Stain accumulates on various water connections fittings near water cooler, sanitary fittings in toilet block on mosaic, marble and ceramic tiles, glass panes, mirrors, etc. Periodic stain removal will be carried out with appropriate anti-stain materials.
  7. **Removing spider webs and cobwebs:** Removing spider and cobwebs will be carried out periodically with broom. This work will be done before sweeping.



8. **Toilet related specific work:** Each toilet will be provided with liquid at wash basin, naphthalene balls at water outlets, bucket and tumbler or toilet papers and availability of water. In case of failure of water supply, concerned officer should be informed. Maintenance of ladies toilets will be done only by the lady sweeper. While cleaning toilet, board will be hung on the face of the door to intimate the users about cleaning in progress. Area in front of the toilets and toilet floor will be kept dry all the time, hence a person shall be posted around that area. Any theft or loss of sanitary fittings, taps, light bulbs etc. should be brought to the notice of the concerned officer. Toilets, bathrooms, urinals, wash basins cleaning is continuous process and it should be done at- least thrice a day/whenever required. Inspection chart regarding cleaning of Toilets, bathrooms, urinals etc. should also be hung outside for checking of PGSC officials. Inspection chart should be duly signed by the housekeeping supervisor after the completion of cleaning process.
9. **Washing Flushing:** Washing of all floors including rooftops/terrace will be carried out at least once a month to remove accumulated dust or mud in deep corners and tiles joints. During monsoon corridors and floors are spoiled with mud etc. Washing will be carried out with water pipe and rubber broom/map cloth.
10. **Dumping/disposing:** Garbage collected after daily sweeping and cleaning will be carried away in suitable manner for disposal to the dumping site out of the PGSC premises resources / infrastructure for transportation will be provided by PGSC. Solid waste will be segregated every day and biodegradable waste will be composted within the campus where as e-waste, plastic(including multilayered plastic waste) will be collected separately for selling to respective service providers. Other non biodegradable waste will be sold to 'kabari' for recycle/ reuse. Construction waste if any will be disposed off as per Govt guidelines.( Carts for the purpose will be provided by PGSC). All selling will be done through PGSC and receipts will be in the favour of PGSC.
11. **Maintaining Drainage System:** It will be the sole responsibility of the outsource housekeeping manpower to maintain the proper drainage system and clean & clear all kinds of sewage/water blockage and chokings in drains, outlets and shaft.
12. **Operation and Maintenance of ETP System:** It will be the sole responsibility of the housekeeping supervisor to operate and maintain ETP System (Effluent Treatment Plant) installed in the PGSC with its manpower. Manpower deployed for ETP operation will be adequately trained to ensure that the ETP is operated daily and efficiently. He will also be responsible for up keep of Rain Water Harvesting pond.
13. **Water Tank Cleaning:** There is requirement to clean all the tanks regularly as with the passage of time, sludge or sediment may build up which can contaminate the water and cause illness. Hence, cleaning of tanks should be done after regular intervals.
14. **Other General Tasks:** In addition to above, the manpower deployed by the agency may be asked to perform any other general task as per requirement of PGSC.
15. **Estimated Manpower Requirement:** The estimated manpower requirement for housekeeping manpower shall be as under:

|                                 |    |
|---------------------------------|----|
| i. Supervisors- Highly Skilled* | 01 |
| ii. Sweepers/ Safai Sewaks      | 24 |

\*Housekeeping Supervisor should be 10+2 pass and should have minimum 2 years relevant experience in supervisory capacity. Preference will be given to a retired army personnel or a person having diploma/certification in Housekeeping Services.

The actual requirement of manpower may vary from time to time as per requirement of PGSC. However, total man-days (including supervisor) shall, in no case, be more than 650 man-days per month.

- 16. The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. Agency should also produce/submit proof/document of such Police inquiry to PGSC. The contractor will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. **The contractor also ensures to follow the reservation of SC/BC communities of persons hired as per Govt. norms.**
- 17. **Requirement of Additional Manpower (if any):** In case any kind of additional manpower is required by PGSC during the execution of contract, the same with requisite eligibility as well as other terms and conditions would be conveyed to the agency which will accordingly arrange and supply suitable requisite manpower to PGSC.
- 18. **Payment to Outsource Manpower:** Payment of ‘Manpower’ shall be as per Minimum Wages (as per approved DC rates) including all Employer’s Statutory contributions which are as under:

| Sr. No. | Description  |
|---------|--|
| i)      | Wages (As per DC rate)   |
| ii)     | EPF: Employer’s Contribution@ as applicable  |
| iii)    | ESI (Employer’s contribution]@ as applicable   |
| iv)     | Bonus  |
| v)      | Any Other Statutory obligation to be paid by PGSC<br><b>(Please specify with document)</b>   |
| vi)     | Administrative Service Charge to be quoted in the Financial Bid Only<br><b>Service Charges /Administrative Charges” shall, in no case, be more than 2½% of the amount of contract.</b> |
| vii)    | GST or any other tax as applicable as per Govt. Rules  |

No other charges other than mentioned above will be paid by PGSC during the contract period, unless there is any notification from the Govt. side.

It is the responsibility of the Agency to produce previous months ESI,PF contribution etc. receipts and payments as per minimum wages to the satisfaction of the PGSC for the release of payment.

**F. GENERAL CONDITIONS**

- 1. Personnel provided by the Contractor should be smart intelligent and with good bearings and the contractor will be responsible to maintain the discipline among its staff. The service provider's personnel working should be polite, cordial, positive and efficient while handling the assigned work

- and their action shall promote goodwill and enhance the image of the PGSC. The service provider shall be responsible for any act of indiscipline on the part of the personnel deployed by agency.
2. The persons engaged by the agency will be employees of the Agency only and not of the PGSC. They shall not have any claim of regularization of services with PGSC. The Agency will be responsible for the payment of wages at Minimum Wages as prescribed from time to time and it shall be the duty of the service provider to pay their salary/wages in time i.e. before 5<sup>th</sup> day of every month. It will be the sole responsibility of the agency to release the payment of its employees without waiting for the release of their pending bills.
  3. Deployment of Housekeeping staff shall be for 7 days a week for 8 working hours daily.
  4. The Agency will provide a valid proof of payments like EPF, ESI, GST etc. to the PGSC, failing which PGSC may hold the payment of Agency. However, if the Agency is defaulter in this respect for three consecutive months, the contract is liable to be cancelled at the discretion of the PGSC without any further notice.
  5. Only well able bodied, physically fit, well trained, disciplined and honest persons not below the age of 18 years and above the age of 55 years, shall be deployed by the contracting agency for performing the housekeeping work in the Science City.
  6. The PGSC shall have the right to accept / replace any person without assigning any reason whatsoever and the substitute shall have to be provided by the Contractor immediately. The service provider will have to remove from the office, any debarred persons, who is found incompetent or for his/her/their misconduct and the service provider shall forthwith replenish such requirements. The service provider shall replace immediately any of its personnel, if they are unacceptable, to the PGSC because of any security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
  7. Housekeeping personnel will perform eight hours duty. There will be one mandatory weekly off, 03 national holidays and 12 casual leaves per years available for the Housekeeping personnel. However, during the leave and off day, necessary arrangement of substitute should be made by the Housekeeping Supervisor.
  8. The agency's personnel shall not divulge or disclose to any persons of any details of office, operation process technical know-how, security arrangements, administrative / organizational matters as all are confidential/ secret in nature.
  9. The contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
  10. The contractor shall take all necessary steps to ensure that due to housekeeping work, official work and public are not put to inconvenience during Office timings and there is no safety hazard/any other hazard at workplace.
  11. Cleaning should be completed in office cited premises prior to opening of office hours i.e. 9.30 AM so that work in office does not get interrupted in the middle for cleaning purpose.
  12. The service provider will provide the required number of personnel for a shorter period also, in case of any exigencies as per the requirement of the PGSC.
  13. In case of leave or change of person, timely information will be given to the PGSC authorities by the Contractor.

14. The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. Agency should also produce/submit proof/document of such Police inquiry to PGSC. The contractor will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness.
15. The agency has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. The staff deployed by the Contractor while working in the Campus will always wear proper uniform and identity cards issued by the Agency / Contractor for verification.
16. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc. and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation including Gratuity etc. The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time. The PGSC will not be liable to pay any amount other than settled in the contract. The contractor shall be solely responsible and liable for his persons under the provisions of Contract Labour (R&A) Act, ESI Act 1948, Workman Compensation Act 1923, Payment of Gratuity Act, 1948, Employee's provident Fund and Miscellaneous Provisions under labour and services laws.
17. Payments to the agency would be strictly on certification by the PGSC officer. The service provider shall be contactable at all times and messages sent by phone /e-mail/ fax / special messenger from this office shall be acknowledged immediately on receipt. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the contract from time to time.
18. This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider. However, service provider will be fully liable for any damages, loss or theft etc. caused by their personnel/staff.
19. Any type of burning of garbage, waste, dried leaves, grass, bushes etc. is strictly prohibited in PGSC.
20. That the Service Provider on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to this office for the same. The agency shall keep this office fully indemnified against any such loss or damage. Any accident/ casualty occurred during the course of working to any staff engaged by the Agency, the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.
21. The Agency will keep their personnel upto date in their respective skills by imparting training on regular intervals.
22. If the services are found to be satisfactory, the contract may be extended further, on the same terms and conditions or with some addition/deletion/modification by the PGSC and as mutually agreed by

the Firm/Agency.

23. The bidder will be bound by the details furnished by it to PGSC, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be breach of terms of contract making it liable for legal action besides termination of contract.
24. Financial bids of technically qualified bidder shall only be evaluated.
25. The agency shall raise the bill along with attendance sheet. Service Provider will raise the bill of a month by 7th day of following month. The bill shall accompany copies of PF/ESI challans (if any), attendance sheet, GST challan etc. falling which the bill/a portion of the bill amount shall be held till the proof is furnished, at the discretion of the PGSC. The payment will be released by 10th of every month through RTGS, subject to its completeness and correctness in all respect, after deduction of taxes deductible at source under the law in force.
26. The service provider shall also be liable for depositing all taxes, levies, cess etc. on account of services rendered by it to concerned tax collection authorities from time to time as per extent rules and regulations on the matter.
27. In case the tendering Agency fails to comply with any statutory/taxation liability under appropriate law and as a result thereof the PGSC is put to any loss/obligation, monetary or otherwise, PGSC 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.
28. In case of breach of any terms & conditions stipulated in the contract, the performance security deposit of the Agency will be liable to be forfeited by the PGSC besides annulment of the contract.
29. The contracting company/firm/agency shall furnish following documents in respect of the persons who will be deployed by it in the PGSC before the commencement of work:
  - a. List of persons shortlisted containing full details i.e. date of birth, marital status, address, educational and professional qualifications, experience etc.
  - b. Bio-data of the person with photograph affixed.
  - c. Photocopy of Adhaar card
  - d. Medical Certificate
  - e. Certificate of verification of antecedents of persons by local police authority.
30. The Agency shall depute a coordinator, who would be responsible for immediate interaction with the designated authority of the PGSC so that optimum services of the persons deployed by the agency could be availed without any disruption.
31. No cooking / tea preparation will be allowed in open in the premises of PGSC.
32. The service provider shall provide a substitute well in advance, if there is any probability of the persons leaving the job due to his/her own personal reason. The payment in respect of the overlapping period of the substitute or any dues shall be the responsibility of the service provider.
33. The service provider shall be contactable at all times and message by phone/mail/Fax/Special Messenger from the PGSC to him/her should be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the PGSC implementing the Contract from time to time.
34. The successful bidder will enter into contract agreement with the PGSC for supply of suitable manpower as per the requirement on the terms and conditions of the agreement.
35. On the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and

clear their accounts by paying them all their legal dues. In case of any dispute of account of termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.

36. A permanent attendance register will be maintained by the service provider in the premises of the PGSC which will be open for inspection and checking by authorized officers of the PGSC.
37. The service provider shall not assign, transfer, pledge or sub contract the performance of services.
38. The agreement can be terminated by either party by giving three months notice in advance. If the agency fails to give three months notice in writing for termination of the Agreement then pending bills (if any), security deposit and any other amount due to the Service Provider from the office shall be forfeited.
39. The bidders shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in this office.
40. That if any amount is found payable by the bidders towards, wages, and statutory dues in respect of personnel or any loss to this office property, the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.
41. This office reserves the right to reject any or all the tenders without assigning any reason whatsoever and the decision of the management shall be final and binding on all the bidders.
42. PGSC reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
43. **Any other activity/area/item which is omitted to be mentioned anywhere in the tender document but is supposed to be the part of housekeeping services of PGSC, shall not vitiate the Contract or release the Contractor from the obligation of the whole or any part of the housekeeping services comprised therein according to drawings and specifications or from any of his obligations under the contract.**
44. PGSC may at its sole discretion and at any time during the evaluation of Bids, disqualify any Bidder, if the Bidder has:

- i. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- ii. Exhibit the record of poor performance, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- iii. Failed to provide clarifications related thereto, when sought;
- iv. Submitted more than one Bid(directly/in-directly);
- v. Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- vi. Submitted a bid with price adjustment/variation provision.
- vii. Documents are not submitted as specified in the tender document.
- viii. Suppressed any details related to bid.
- ix. Submitted incomplete information, subjective, conditional offers and partial offers submitted
- x. Not submitted documents as requested in the checklist.
- xi. Any non-adherence/non-compliance to applicable tender content.

#### **G. PERFORMANCE MONITORING:**

1. The Senior Officer/representative of the agency should visit regularly at least once a week to check and monitor the performance of manpower deployed for housekeeping activities.
2. A representative of the agency will report at least once in a week for co-ordination with the concerned officer of the PGSC.
3. The supervisor deployed by the Contractor is supposed to be present in PGSC campus during working hours. He will give daily progress report regarding housekeeping work to the Manager Estate.
4. The agency/service provider will ensure the deployment of minimum 16 Sweepers/ Safai Sewaks daily. In case, the agency fails to deploy minimum Sawai Sewaks daily then the penalty of Rs.500/- per day shall be imposed on the agency.
5. The Director or his nominee shall be at liberty to check any time the housekeeping activities of the Contractor and in case of default, the Manager Estate/Scientist In-charge may impose penalty as deemed fit by him. The decision of the Director shall be final in this regard.

#### **H. MODE OF PAYMENT**

Mode of payment will be monthly and would be reimbursed to the contracting agency by 10th of succeeding month on submission of the bill for the past month. The payment will be made by NEFT/RTGS/Account Payee Cheque / DD after deducting TDS as applicable. However, it is the responsibility of the Agency to produce previous months ESI, PF contribution receipts and payments as per minimum wages to the satisfaction of the PGSC as mentioned in General

Conditions above.

#### **I. DURATION OF CONTRACT**

The duration of the contract will be, initially, for a period of One (01) year, which can be extended further on year to year basis subject to satisfactory performance of the services.

#### **J. TERMINATION OF CONTRACT**

- a. The Contracting Agency shall strictly comply with the terms and conditions of the agreement. In case of violation of any of the terms, the agreement shall be liable for cancellation immediately at the instance of the PGSC and the security deposit shall stand forfeited and shall not be refunded in any case.
- b. However, if Contracting Agency would like to discontinue, a notice of 3 months is required to enable the PGSC to make alternative arrangements.

#### **K. LEGAL JURISDICTION**

All disputes shall be subject to Kapurthala Court's jurisdiction.

#### **L. ARBITRATION**

In the event of any dispute or difference arising out of or in any way touching or concerning this agreement whatsoever (except as to matters the decision of which is specifically provided under this contract) the same shall be referred to arbitrator to be appointed by Director General, PGSC. The award of such Arbitrator shall be final and binding on the parties thereto. The Arbitration and Conciliation Act, 1996 shall apply to arbitration proceedings.

#### **M. EXECUTION OF AGREEMENT**

Specimen of the Contract Agreement to be executed between two parties is enclosed as **Appendix A**. The expenses for the execution of agreement will be borne by the Contracting Agency.

#### **N. FINANCIAL BID**

- i. Financial bid should strictly be in accordance with the enclosed format: F-1. "Service Charges /Administrative Charges" shall, in no case, be more than 2½% (Two and half percent) of the amount of contract in view of the Letter No.7/74/2018-1FP1/1539232/1 dated 01-08-2019 issued by Department of Finance, Govt. of Punjab.
- ii. In case of tie in Price bid i.e. same lowest rate is quoted by more than one bidder (L1), the following evaluation criteria in order of priority may be noted:
  - a. Bidder with higher experience will be preferred.



- b. Punjab firms will be preferred
  - c. Preference will be given to Higher Turnover
- The above parameters will be inferred from the documents uploaded by tenderer.
- iii. The bidder offering Lowest “Service Charges/Administrative Charges” would be termed as L1 (Least Cost) bidder or the successful bidder. “Service Charges /Administrative Charges” shall, in no case, be more than 2½%.

**O. START OF CONTRACT**

The date of Start of Contract will be mutually decided. The date of Start for Housekeeping Manpower Services could vary depending upon the expiry dates of the present contracts / notice period etc.

**FINANCIAL BID (Manpower for Housekeeping Services) (To be quoted Online Only)**

**Amount Quoted:**

Contractor's Administrative Charges/Service Charges to be quoted online:

(In figure): \_\_\_\_\_(Percent)

(In words): \_\_\_\_\_(Percent)

**NOTE:**

- 1) Goods & Service Tax (GST)/Other Govt. Taxes (if any) will be paid as per rules applicable.
- 2) The number of housekeeping manpower mentioned in the tender document are only indicative and the actual nos. will be decided by the Designated Authority of PGSC from time to time depending upon the requirement of PGSC.
- 3) Payment of "Manpower" shall be as per Minimum Wages (as per approved DC rates) including all Employer's Statutory contributions.
- 4) Service Charges /Administrative Charges" shall, in no case, be more than 2½% of the amount of contract.
- 5) TDS and other deductions shall be made as per Govt. rules.

No other charges other than mentioned above will be paid by PGSC during the contract period, unless there is any notification from the Govt. side.

I certify that all the terms and conditions indicated in the tender documents are acceptable to us.

Signature of the Authorized Person of the Concern

Full Name:

Designation:

Company Seal: .

Note: 1) PGSC reserves the right to omit altogether or add any item or condition at the time of signing the agreement and the Agency shall not be entitled for any compensation due to the omission or addition.

## CHECK LIST

| S. No. | Items   | Documents attached at which page number |
|--------|---|---|
| 1      | <b>TECHNICAL BID</b>  |   |
| 2      | Date of establishment of the agency (Attach a copy of Registration Certificate).  |   |
| 3      | Details of the Registered office address of the Agency with office telephone number, Fax number and Mobile number and the name of the contact person(s).  |   |
| 4      | Detailed of the office nearest to Pushpa Gujral Science City, Kapurthala: address of the Agency with office telephone number, Fax number and Mobile number and the name of the contact person(s).   |   |
| 5      | Copy of Registration with Regional Labour Commissioner / Labour License   |   |
| 6      | Copy of Registration with EPFO  |   |
| 7      | Copy of Registration with ESI   |   |
| 8      | Copy of GST registration (Complete set)   |   |
| 9      | Copy of PAN / TAN card  |   |
| 10     | Bidders should have successfully carried out similar jobs with <b>minimum average turnover of Rs. 1.00 Crore during the last 3 financial years i.e. 2019-20, 2020-21 &amp; 2021-22.</b> (Attach: copies of Balance Sheets certified by the Chartered Accountant (CA) and Income Tax returns for the last 3 years to be attached (2019-20 & 2021-22)).   |   |
| 11     | Whether the firm is blacklisted by any Govt. Department or any criminal case is registered against the firm or its owner / partner anywhere in India.<br><b>Please attach an Affidavit stating that the agency is/has not been blacklisted by Centre/ State Government/ PSU etc.</b>  |   |
| 12     | Length of experience in the field   |   |
| 13     | The Service Providers / Companies/ Firms / Agencies must have the work experiences of providing <b>Housekeeping services</b> in at least 03 other Departments of Government of India/ Government of Punjab/ Autonomous Bodies/ Public Sector Undertakings etc. during last three (3) years.<br>(Attach: Copies of job orders and particulars of contact officer in the concerned Ministries / Departments / PSU may please be furnished for the purpose of verification). |   |
| 14     | Agencies who had earlier been issued any Letter of Intent / any order / have done any job / work for Pushpa Gujral Science City any time in the past have to compulsorily submit a Certificate of Satisfactory Performance otherwise tender will be rejected.<br>(Attach: Certificate of Performance issued by PGSC)  |   |
| 15     | Housekeeping services providing agencies should have been in existence for not less than two years. Proof regarding minimum 50 persons working on company's payroll should be enclosed. (Attach: Proofs showing employment of minimum 50 persons working on compnay's payroll such as EPF statement).   |   |
| 16     | List of other major clients in following order (S. No., Name of the organization, contract period, value of the contract and contact details)   |   |
| 17     | Signed Tender Document  |   |

|  |   |  |
|--|---|--|
|  | <b>FINANCIAL BID</b>  |  |
|  | Financial Bid for Housekeeping Services should be submitted as prescribed<br><b>Form F-1 online</b> |  |

## Appendix “A”

This agreement is entered into at Kapurthala Office on .....day of ..... between Pushpa Gujral Science City (PGSC), Kapurthala referred to as Society on the one part and M/s \_\_\_\_\_ through its Director \_\_\_\_\_ with registered office at \_\_\_\_\_ (hereinafter referred to as “Contractor” which expression shall unless repugnant to the context shall include its partners their respective heirs, successors, legal representatives and assignees) of the part:

2. Whereas PGSC requires the services of persons/firm having experience in the trade of supplying manpower for Housekeeping Keeping Services on outsource basis from time to time requirements, the contractor has offered to supply such personnel vide its bid and PGSC Tender. The contractor’s bid has been found to be in order and has been accordingly accepted by PGSC.

3.1 Now, therefore, after considering the offer of the above mentioned Agency PGSC here by accepts the rates and assigns the contract to M/s

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@ of the existing wages fixed for category of the posts mentioned asunder:

- |      |                         |                     |
|------|-------------------------|---------------------|
| (i)  | Housekeeping Supervisor | Rs. _____ per month |
| (ii) | Sweepers/ Safai Sewaks  | Rs. _____ per month |

3.2 The above rates are based on existing minimum wages approved by the DC consisting of following:

| Sr. No. | Description   |
|---------|---|
| i)      | Wages (As per DC rate)  |
| ii)     | EPF: Employer’s Contribution@ as applicable   |
| iii)    | ESI (Employer’s contribution]@ as applicable  |
| iv)     | Bonus   |
| v)      | Any Other Statutory obligation to be paid by PGSC<br>(Please specify with document) |
| vi)     | Administrative / Service Charges as quoted  |
| vii)    | GST or any other tax as applicable as per Govt. Rules                               |

- 3.3 No other charges other than mentioned above will be paid by PGSC during the contract period, unless there is any notification from Govt. side.
- 3.4 The above rates are for 8 working hours' daily duty and 7 days a week.
- 3.5 National Holidays (3 Nos) shall be observed as per PGSC schedule.
- 3.6 There will be one mandatory weekly off and 12 Casual leaves per year applicable to personnel deployed by the Outsource Manpower Agency.
- 3.7 Estimated Housekeeping Manpower requirement shall be as under:
  - i. Supervisors- Highly Skilled\* 01
  - ii. Sweepers/ Safai Sewaks 24

\*Housekeeping Supervisor should be 10+2 pass and should have minimum 2 years relevant experience in supervisory capacity. Preference will be given to a retired army personnel or a person having diploma/certification in Housekeeping Services.

- 3.8 The actual requirement of housekeeping staff may vary from time to time as per requirement of PGSC. However, total mandays (including supervisor) shall, in no case, be more than 650 mandays per month.
- 3.9 In case any kind of additional manpower is required by PGSC during the execution of contract, the same with requisite eligibility as well as other terms and conditions would be conveyed to the agency which will accordingly arrange and supply suitable requisite manpower to PGSC.

#### **4. SCOPE OF WORK OF HOUSEKEEPING SERVICES**

Scope of work includes sweeping and cleaning, vacuum cleaning, mopping, Window glass panel cleaning, De-dusting of furniture and fixtures, Stain removal, Removing spider webs and cobwebs, Toilet related specific work, Washing Flushing etc. Detailed scope of work of Housekeeping Services is mentioned as under:

- 4.1 Sweeping and Cleaning: Sweeping and Cleaning is a routine affair of housekeeping. The Sweeping and Cleaning of following building elements will be done at least once a day:
  - (i) Cleaning of all buildings including gate complex, utility building, Office Complex including dormitory, Centre Plaza, Science Voyage Hall, Science Explorium Buildings, Conference rooms, VIP Guestroom, Power Sub Station No. 1 & 2, Convention hall, Pyramid Structured Building, Administrative building, all floors, rooms, halls, open area, parks, galleries, ramps etc. of the Pushpa Gujral Science City.

- (ii) Corridors, staircase, railings, toilet blocks, ceilings, sidewalls, weather sheds, windows glass panels. Fixtures, lounge shed, pillars, Columns, exterior walls terraces, ground entrapped within and at least 5 feet outside all around the building with Unger Kit.
- (iii) Cleaning of all office equipment including Computers, Printers, Scanners, server room, UPS room etc.
- (iv) Daily cleaning/dusting of exhibits, tables, chairs, telephones, computers office cubicles, utility area, pantry areas, corridors, Conference rooms, Partitions, Terraces, photocopier machines, fax machine, printers, window panes, glasses (both side), frames, Balcony, terrace, floors, overhead cupboards, electrical panels etc.
- (v) Keeping the drains, outlets and shaft areas around the building clean and clear from choking.
- (vi) Deployment of Housekeeping staff shall be for 7 days a week for 8 working hours daily. However, timing of staff may be decided as per the requirement of PGSC.
- (vii) Shifting of office equipment, old & discarded items, files, almirahs, file cabinets, cupboards or shifting of any other required within office premises at different floors as per requirement.
- (viii) Maintenance of Guest House Rooms including changing of linens and cleaning with suitable Eco-Friendly and Bio-Degradable Cleaning chemicals, cleaning materials as available with PGSC. Suitable hand, mechanically and electrically operated equipment's/ mechanized dry and wet scrubbers/Vacuum cleaners, cleaning chemicals/material etc. as per availability with PGSC, will be used.

4.2 **Vacuum Cleaning:** Ultra Clean rooms have to be cleaned with the help of vacuum cleaner as sweeping with broom is prohibited in these areas. Vacuum cleaning will be carried out only by the trained personnel well acquainted with the vacuum cleaning.

4.3 **Mopping:** Mopping will be carried out only after the cleaning/sweeping is over, Mopping will be done by Sprinkling water with appropriate detergent solutions/scented phenyl. Rubber broom only will be used for this work. After mopping floor swabbing will be done with dry cloth broom to avoid slippage of

anyone. The areas e.g. corners, edges and pockets where rubber broom could not be used, mop cloth will be used for manual mopping and swabbing. The elements under mopping are corridors, railings, rooms, toilet blocks, mirrors, ceramics, marble, glazed and mosaic tiles in skirting and aside walls, window glass panels, fixtures, decorative pillars & columns, idols and photo frames etc. During rush period or rainy season/increment weather multiple mopping would be required

- 4.4 **Window glass panel cleaning:** Window frames will be cleaned with detergent. Dust from window platform outside and inside will be removed. Glass will be cleaned with suitable chemicals without any scratch. Use of newspaper and old cloth for cleaning glass will be permitted. Glass panels will be cleaned very frequently.
- 4.5 **De-dusting of furniture and fixtures:** De-dusting of furniture and fixtures will be carried out with clean dhoti cloth every day morning before office hours. Glass top will be cleaned with wet cloth to remove stains. Each room have furniture like tables, chairs, stools, side tables, computers, office equipment, show cases, cupboards, display board, etc. There are lighting fixtures, fans, air conditioner and electrical fittings. Lighting and decorative fixture, fans, etc. will be cleaned periodically in phased manner with the convenience and requirement of concerned officer/official sitting in that room.
- 4.6 **Stain removal:** Stain accumulates on various water connections fittings near water cooler, sanitary fittings in toilet block on mosaic, marble and ceramic tiles, glass panes, mirrors, etc. Periodic stain removal will be carried out with appropriate anti-stain materials.
- 4.7 **Removing spider webs and cobwebs:** Removing spider and cobwebs will be carried out periodically with broom. This work will be done before sweeping.
- 4.8 **Toilet related specific work:** Each toilet will be provided with liquid at washbasin, naphthalene balls at water outlets, bucket and tumbler or toilet papers and availability of water. In case of failure of water supply, concerned officer should be informed. Maintenance of ladies toilets will be done only by the lady sweeper. While cleaning toilet, board will be hung on the face of the door to intimate the users about cleaning in progress. Area in front of the toilets and toilet floor will be kept dry all the time, hence a person shall be posted around that area. Any theft or loss of sanitary fittings, taps, light bulbs etc. should be brought to the notice of the concerned officer. Toilets, bathrooms, urinals, wash basins cleaning is continuous process and it should be done at-least thrice a day/whenever required. Inspection chart regarding cleaning of Toilets, bathrooms, urinals etc. should also be hung



outside for checking of PGSC officials. Inspection chart should be duly signed by the housekeeping supervisor after the completion of cleaning process.

- 4.9 **Washing Flushing:** Washing of all floors including rooftops/terrace will be carried out at least once a month to remove accumulated dust or mud in deep corners and tiles joints. During monsoon corridors and floors are spoiled with mud etc. Washing will be carried out with water pipe and rubber broom/map cloth.
- 4.10 **Dumping/disposing:** Garbage collected after daily sweeping and cleaning will be carried away in suitable manner for disposal to the dumping site out of the PGSC premises resources / infrastructure for transportation will be provided by PGSC. Solid waste will be segregated every day and biodegradable waste will be composted within the campus where as e-waste, plastic (including multilayered plastic waste) will be collected separately for selling to respective service providers. Other non biodegradable waste will be sold to 'kabari' for recycle/ reuse. Construction waste if any will be disposed off as per Govt guidelines.( Carts for the purpose will be provided by PGSC) All selling will be done through PGSC and receipts will be in the favour of PGSC.
- 4.11 **Maintaining Drainage System:** It will be the sole responsibility of the outsource housekeeping manpower to maintain the proper drainage system and clean & clear all kinds of sewage/water blockage and chokings in drains, outlets and shaft.
- 4.12 **Operation and Maintenance of ETP System:** It will be the sole responsibility of the housekeeping supervisor to operate and maintain ETP System (Effluent Treatment Plant) installed in the PGSC with its manpower. Manpower deployed for ETP operation will be adequately trained to ensure that the ETP is operated daily and efficiently. He will also be responsible for up keep of Rain Water Harvesting pond.
- 4.13 **Water Tank Cleaning:** There is requirement to clean all the tanks regularly as with the passage of time, sludge or sediment may build up which can contaminate the water and cause illness. Hence, cleaning of tanks should be done after regular intervals.
- 4.14 **Other General Tasks:** In addition to above, the manpower deployed by the agency may be asked to perform any other general task as per requirement of PGSC.
- 4.15 **Estimated Manpower Requirement:** The estimated manpower requirement for housekeeping manpower shall be as under:
- |      |                              |    |
|------|------------------------------|----|
| (i)  | Supervisors- Highly Skilled* | 01 |
| (ii) | Sweepers/ Safai Sewaks       | 24 |

\*Housekeeping Supervisor should be 10+2 pass and should have minimum 2 years relevant experience in supervisory capacity. Preference will be given to a retired army personnel or a person having diploma/certification in Housekeeping Services.

The actual requirement of manpower may vary from time to time as per requirement of PGSC. However, total man-days (including supervisor) shall, in no case, be more than 650 man-days per month.

4.16 **Requirement of Additional Manpower (if any):** In case any kind of additional manpower is required by PGSC during the execution of contract, the same with requisite eligibility as well as other terms and conditions would be conveyed to the agency which will accordingly arrange and supply suitable requisite manpower to PGSC.

4.17 **Payment to Outsource Manpower:** Payment of ‘Manpower’ shall be as per Minimum Wages (as per approved DC rates) including all Employer’s Statutory contributions which are as under:

| Sr. No. | Description  |
|---------|--|
| i)      | Wages (As per DC rate)   |
| ii)     | EPF: Employer’s Contribution@ as applicable  |
| iii)    | ESI (Employer’s contribution]@ as applicable   |
| iv)     | Bonus  |
| v)      | Any Other Statutory obligation to be paid by PGSC<br><b>(Please specify with document)</b>   |
| vi)     | Administrative Service Charge to be quoted in the Financial Bid Only<br><b>Service Charges /Administrative Charges” shall, in no case, be more than 2½% of the amount of contract.</b> |
| vii)    | GST or any other tax as applicable as per Govt. Rules  |

No other charges other than mentioned above will be paid by PGSC during the contract period, unless there is any notification from the Govt. side.

## 5. PERIOD AND NAME OF CONTRACT

The Contract shall be for a period of one year from\_\_\_\_\_to\_\_\_\_\_. However, the contract can be extended further by mutual consent on year to year basis subject to satisfactory performance of duties as detailed in the contract and proper fulfillment of all terms and conditions of the agreement by the contractor concerned as may be deemed fit by the competent authority

Of PGSC. The name of the contract will be Outsourcing of Manpower for Housekeeping Services at Pushpa Gujral Science City.

## **6. GENERAL CONDITIONS**

- 6.1** Personnel provided by the Contractor should be smart intelligent and with good bearings and the contractor will be responsible to maintain the discipline among its staff. The service provider's personnel working should be polite, cordial, positive and efficient while handling the assigned work and their action shall promote goodwill and enhance the image of the PGSC. The service provider shall be responsible for any act of indiscipline on the part of the personnel deployed by agency.
- 6.2** The persons engaged by the agency will be employees of the Agency only and not of the PGSC. They shall not have any claim of regularization of services with PGSC. The Agency will be responsible for the payment of wages at Minimum Wages as prescribed from time to time and it shall be the duty of the service provider to pay their salary/wages in time i.e. before 5<sup>th</sup> day of every month.
- 6.3** Deployment of Housekeeping staff shall be for 7 days a week for 8 working hours daily.
- 6.4** The Agency will provide a valid proof of payments like EPF, ESI, GST etc. to the PGSC, failing which PGSC may hold the payment of Agency. However, if the Agency is defaulter in this respect for three consecutive months, the contract is liable to be cancelled at the discretion of the PGSC without any further notice.
- 6.5** Only well able bodied, physically fit, well trained, disciplined and honest persons not below the age of 18 years and above the age of 55 years, shall be deployed by the contracting agency for performing the housekeeping work in the Science City.
- 6.6** The PGSC shall have the right to accept / replace any person without assigning any reason whatsoever and the substitute shall have to be provided by the Contractor immediately. The service provider will have to remove from the office, any debarred persons, who is found incompetent or for his/her/their misconduct and the service provider shall forthwith replenish such requirements. The service provider shall replace immediately any of its personnel, if they are unacceptable, to the PGSC because of any security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
- 6.7** Housekeeping personnel will perform eight hours duty. There will be one

mandatory weekly off, 03 national holidays and 12 casual leaves per years available for the Housekeeping personnel. However, during the leave and off day, necessary arrangement of substitute should be made by the Housekeeping Supervisor/Contractor.

- 6.8** The agency's personnel shall not divulge or disclose to any persons of any details of office, operation process technical know-how, security arrangements, administrative / organizational matters as all are confidential/ secret in nature.
- 6.9** The contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work
- 6.10** The contractor shall take all necessary steps to ensure that due to housekeeping work, official work and public are not put to inconvenience during Office timings and there is no safety hazard/any other hazard at workplace.
- 6.11** Cleaning should be completed in office cited premises prior to opening of office hours i.e. 9.30 AM so that work in office does not get interrupted in the middle for cleaning purpose.
- 6.12** The service provider will provide the required number of personnel for a shorter period also, in case of any exigencies as per the requirement of the PGSC.
- 6.13** In case of leave or change of person, timely information will be given to the PGSC authorities by the Contractor.
- 6.14** The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. Agency should also produce/submit proof/document of such Police inquiry to PGSC. The contractor will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The contractor also ensures to follow the reservation of SC/BC communities of persons hired as per Govt. norms.
- 6.15** The agency has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. The staff deployed by the Contractor while working in the Campus will always wear proper uniform and identity cards issued by the Agency / Contractor for verification.
- 6.16** That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages

Act, Employees Provident Fund, ESI Act etc. and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation including Gratuity etc. The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time. The PGSC will not be liable to pay any amount other than settled in the contract. The contractor shall be solely responsible and liable for his persons under the provisions of Contract Labour (R&A) Act, ESI Act 1948, Workman Compensation Act 1923, Payment of Gratuity Act, 1948, Employee's provident Fund and Miscellaneous Provisions under labour and services laws.

- 6.17** The successful tenderer shall indemnify and keep indemnified the PGSC against all the statutory levies to be deposited by the contractor, losses and claims for injuries or damage to any person or any property or legal suit / claim filed whatsoever which may arise out of or in consequence of the work / operation and against all claims, demands proceedings, damages costs, charges and expenses whatsoever in respect of or in relation thereto.
- 6.18** Payments to the agency would be strictly on certification by the PGSC officer. The service provider shall be contactable at all times and messages sent by phone /e-mail/ fax / special messenger from this office shall be acknowledged immediately on receipt. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the contract from time to time.
- 6.19** This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider. However, service provider will be fully liable for any damages, loss or theft etc. caused by their personnel/staff.
- 6.20** Any type of burning of garbage, waste, dried leaves, grass, bushes etc. is strictly prohibited in PGSC.
- 6.21** That the Service Provider on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to this office for the same. The agency shall keep this office fully indemnified against any such loss or damage. Any accident/ casualty occurred during the course of working to any staff engaged by the Agency, the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any

staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.

- 6.22** The Agency will keep their personnel upto date in their respective skills by imparting training on regular intervals.
- 6.23** If the services are found to be satisfactory, the contract may be extended further, on the same terms and conditions or with some addition/deletion/modification by the PGSC and as mutually agreed by the Firm/Agency.
- 6.24** The agency shall raise the bill along with attendance sheet. Service Provider will raise the bill of a month by 7th day of following month. The bill shall accompany copies of PF/ESI challans (if any), attendance sheet, GST challan etc. falling which the bill/a portion of the bill amount shall be held till the proof is furnished, at the discretion of the PGSC. The payment will be released by 10th of every month through RTGS, subject to its completeness and correctness in all respect, after deduction of taxes deductible at source under the law in force.
- 6.25** The persons engaged by the agency will be employees of the Agency only and not of the PGSC. They shall not have any claim of regularization of services with PGSC. The Agency will be responsible for the payment of wages at Minimum Wages as prescribed from time to time and it shall be the duty of the service provider to pay their salary/wages in time i.e. before 5<sup>th</sup> day of every month. It will be the sole responsibility of the agency to release the payment of its employees without waiting for the release of their pending bills.
- 6.26** The service provider shall also be liable for depositing all taxes, levies, cess etc. on account of services rendered by it to concerned tax collection authorities from time to time as per extent rules and regulations on the matter.
- 6.27** In case the tendering Agency fails to comply with any statutory/taxation liability under appropriate law and as a result thereof the PGSC is put to any loss/obligation, monetary or otherwise, PGSC 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.
- 6.28** In case of breach of any terms & conditions stipulated in the contract, the performance security deposit of the Agency will be liable to be forfeited by the PGSC besides annulment of the contract.
- 6.29** The contracting company/firm/agency shall furnish following documents in respect of the persons who will be deployed by it in the PGSC before the commencement of work:
  - 6.29.1** List of persons shortlisted containing full details i.e. date of birth, marital status,

address, educational and professional qualifications, experience etc.

- 6.29.2** Photocopy of Adhaar card
- 6.29.3** Bio-data of the person with photograph affixed.
- 6.29.4** Medical Certificate
- 6.29.5** Certificate of verification of antecedents of persons by local police authority.
  
- 6.30** The Agency shall depute a coordinator, who would be responsible for immediate interaction with the designated authority of the PGSC so that optimum services of the persons deployed by the agency could be availed without any disruption.
  
- 6.31** No cooking / tea preparation will be allowed in open in the premises of PGSC.
  
- 6.32** The service provider shall provide a substitute well in advance, if there is any probability of the persons leaving the job due to his/her own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
  
- 6.33** The service provider shall be contactable at all times and message by phone/mail/Fax/Special Messenger from the PGSC to him/her should be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the PGSC implementing the Contract from time to time.
  
- 6.34** On the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute of account of termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
  
- 6.35** A permanent attendance register will be maintained by the service provider in the premises of the PGSC which will be open for inspection and checking by authorized officers of the PGSC.
  
- 6.36** The service provider shall not assign, transfer, pledge or sub contract the performance of services.
  
- 6.37** The agreement can be terminated by either party by giving three months' notice in advance. If the agency fails to give three months' notice in writing for termination of the Agreement then pending bills (if any), security deposit and any other amount due to the Service Provider from the office shall be forfeited.
  
- 6.38** The bidders shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in this office.
  
- 6.39** That if any amount is found payable by the bidders towards, wages, and statutory dues in respect of personnel or any loss to this office property, the same shall be adjusted

from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.

- 6.40** Scope of housekeeping services will include all the housekeeping activities in campus whether these have been mentioned or omitted to be mentioned in the tender document.
- 6.41** If the services are found to be satisfactory, the contract may be extended further, on the same terms and conditions or with some addition/deletion/modification by the PGSC and as mutually agreed by both the parties.
- 6.42** The successful bidder will enter into an agreement with the PGSC for providing housekeeping services.
- 6.43** PGSC reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
- 6.44** **Any other activity/area/item which is omitted to be mentioned anywhere in the tender document but is supposed to be the part of housekeeping services of PGSC, shall not vitiate the Contract or release the Contractor from the obligation of the whole or any part of the housekeeping services comprised therein according to drawings and specifications or from any of his obligations under the contract.**
- 6.45** **All other terms and conditions already incorporated in the tender documents will continue to be binding on the contractor.**

## **7. PERFORMANCE MONITORING:**

- 7.1** The Senior Officer/representative of the agency should visit regularly at least once a week to check and monitor the performance of manpower deployed for housekeeping activities.
- 7.2** A representative of the agency will report at least once in a week for co-ordination with the concerned officer of the PGSC.
- 7.3** The supervisor deployed by the Contractor is supposed to be present in PGSC campus during working hours. He will give daily progress report regarding housekeeping work to the Manager Estate.
- 7.4** The agency/service provider will ensure the deployment of minimum 16 Sweepers/ SafaiSewaks daily. In case, the agency fails to deploy minimum Safai Sewaks daily then the penalty of Rs.500/- per day shall be imposed on the agency.
- 7.5** The Director or his nominee shall be at liberty to check any time the housekeeping activities of the Contractor and in case of default, the Manager Estate/Scientist In-



charge may impose penalty as deemed fit by him. The decision of the Director shall be final in this regard.

## **8. SECURITYDEPOSIT**

- 8.1** As per tender document, the agency shall deposit a performance security amount of Rs.3,00,000/- (Rupees Three Lac only) in the form of a Bank Guarantee / Demand Draft/ FD in favour of Pushpa Gujral Science City which will be forfeited in the event of termination of the job contract on account of violation of any of the above mentioned terms and conditions. Security deposit would be required from the date of work order and will be valid up to Ninety (90) days after the completion of the Contract period. Security Deposit amount will not bear any interest.
- 8.2** 100% payment for the 1<sup>st</sup> Month will be reimbursed on submission of an unconditional Bank Guarantee / DD/ FD towards Security Deposit and compliance of other statutory provisions.
- 8.3** The EMD of the agency will be adjusted towards the security deposit.
- 8.4** The Security Deposit (only Principal amount) will be refunded on the completion of the contract without any interest payable on it.

## **9. TERMINATION OF CONTRACT**

The contract shall be deemed to end in any of the following contingencies:

- 9.1 On the expiry of the contract period  
Or
- 9.2 A notice by PGSC at any time during the currency of services, in case the services rendered by the contractor are not found satisfactory and in conformity with the general norms and the standard prescribed for the services.  
Or
- 9.3 For committing breach of any of the terms and conditions of the contract by the contractor.  
Or
- 9.4 on assigning the contract or any part thereof for any benefit or interest therein or there under by the contractor to any third person  
Or
- 9.5 For sub-letting the whole or a part of the contract to any third person.  
Or
- 9.6 On contractor being declared insolvent by competent Court of Law.
- 9.7 However, if Contracting Agency would like to discontinue, a notice of 3 months is required to enable the PGSC to make alternative arrangements. During the notice period for termination of the contract, the contractor shall keep on discharging his duties as before till the expiry of notice period. It shall be the duty of the contractor to remove all the persons deployed by him on termination of the contract on any ground whatsoever and ensure that no person create any disruption/hindrance/problem of any nature to the PGSC.

9.8 In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or for any other reason or circumstances, liabilities thereof of the contract shall be borne on such terms and conditions, as the PGSC may further think proper in public interests or revoke the contract by the following, namely:

9.8.1 Legal heirs in case of sole proprietor

9.8.1 The next partners in the case of company or firm.

9.9 PGSC shall reserve the right to settle the matter accordingly to the circumstances of the case as it may think proper.

9.10 No party shall be allowed to be represented by a lawyer during any investigation, enquiry, dispute or appeal.

10. **Arbitration :** In the event of any dispute or difference arising out of or in any way touching or concerning this agreement whatsoever (except as to matters the decision of which is specifically provided under this contract) the same shall be referred to arbitrator to be appointed by Director General, PGSC. The award of such Arbitrator shall be final and binding on the parties thereto. The Arbitration and Conciliation Act, 1996 shall apply to arbitration proceedings.

11. **Jurisdiction of the Court:** The courts at Kapurthala only shall have the jurisdiction for the purpose of this agreement.

**In witness whereof, the parties have hereto respectively subscribed their names at the places and on the dates herein after in each specification.**

For M/s \_\_\_\_\_

(CONTRACTOR)

In the presence WITNESSES

1. Name  
Residence  
Occupation

2. Name  
Residence  
Occupation

Administrative Officer  
Pushpa Gujral Science City

In the presence WITNESSES

1. Name  
Residence  
Occupation

2. Name  
Residence  
Occupation