



**PENSION FUND REGULATORY & DEVELOPMENT AUTHORITY
(PFRDA)**

TENDER DOCUMENT

**For providing House Keeping Services at office of Pension Fund
Regulatory and Development Authority(PFRDA) at Chatrapati
Shivaji Bhawan, New Delhi**

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SECTION-I

GENERAL INSTRUCTIONS FOR BIDDERS

1. Pension Fund Regulatory and Development Authority (PFRDA) was initially established by the Government of India on 10th October 2003 to promote old age income security by establishing, developing and regulating funds, to protect the interests of subscribers to schemes of pension funds and for matters connected therewith or incidental thereto, through National Pension System(NPS). The PFRDA Act 2013 governing the powers and functions of the Authority has been enacted by the Parliament and notified w.e.f. 01.02.2014. The Central Government has introduced the National Pension System (NPS) with effect from 1st January 2004. The NPS covers at present, new entrants to Central Government services (excluding Armed Forces), majority of the State Government services and autonomous bodies at their discretion and all citizens of India on a voluntary basis with effect from 1st May 2009. The website of PFRDA is www.pfrda.org.in.
2. The PFRDA Head Office is presently located at B-14/A, Chatrapati Shivaji Bhawan, Qutub Institutional Area, Katwaria Sarai, New Delhi-110016.
3. The contract for providing the aforesaid Housekeeping Services is likely to commence from 01st March 2019 and would continue till 28th February, 2021. The empanelment shall be for **an initial period of two years**, which can be extended by one more year with mutual consent. The contract may be curtailed/ terminated before the contract period, interalia owing to deficiency in service or substandard quality of services by the empanelled agency etc. as may be specified in the contract to be signed between the parties. The PFRDA, however, reserves right to terminate this initial contract at any time after giving one month's notice to the selected Service Provider with or without assigning any reasons. Where a contract is terminated by PFRDA on account of the defaults committed by the agency, it shall have the right to award the contract to any other agency at the cost, risk and responsibilities of contractor and excess expenditure incurred on account of this will be recovered by PFRDA from his Security Deposit or pending bill or by raising a separate claim.
4. The validity period of the bid will be three months from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by PFRDA. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.

5. The various crucial dates relating to “**Tender for Providing Housekeeping Services to the PFRDA**” are cited as under:

(a)	Date of Issue	01 st February 2019
(b)	Pre-Bid Clarification meeting	15 th February 2019 at 1100 Hrs
(c)	Last Date and time for submission of Tender Document	22 nd February 2019 at 1500 Hrs
(d)	Opening of Bids	22 nd February 2019 at 1600 Hrs
(e)	Likely date for Award of Contract	28 th February 2019
(f)	Likely date of Commencement of deployment of required manpower	1 st March 2019

6. The tender has been invited under **Single bid system i.e., price bid**. The interested agencies are required to submit the price bid in a separate sealed envelope super scribing “**Price Bid for Providing Housekeeping Services to PFRDA**” along with the required documents as mentioned in the **Section-III**. All these are to be kept in a sealed envelope super scribing “**Tender for Providing Housekeeping Services to PFRDA**”. **Bids received in any manner other than as prescribed above are liable to be rejected summarily.**
7. The Earnest Money Deposit (EMD) of 60,000/- (**Rupees Sixty Thousand Only**), refundable (without interest) to unsuccessful bidders, should be necessarily accompanied with the pricebid of the service provider, in the form of Demand Draft drawn in favour of PFRDA, New Delhi, **failing which the tender shall be rejected summarily**. In the event, the successful bidder fails to sign the agreement with PFRDA for provision of services as sought in the tender, subsequent to its bid being accepted, the EMD is liable to forfeited. The firms registered under MSME for providing Housekeeping Services are exempted from submitting the Earnest Money Deposit(EMD).
8. **Intermediaries registered with PFRDA are not eligible to participate in this tender process.**
9. The bid of the bidders who submit their bid in the proper format and with the required EMD (unless exempted category) only will be evaluated. The bids of the non-conforming bidders shall be rejected without evaluation .The bidders who are eligible based on the eligibility criteria will only be further evaluated as per the criteria mentioned in the Section-IV .

10. The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit @ 10% of the total value of the contract in the form of Bank Guarantee from any Scheduled Commercial Bank drawn in favour of **PFRDA, New Delhi** covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful Housekeeping service provider. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of PBG within the stipulated time shall render the award of contract invalid at the discretion of PFRDA.

11. Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.

12. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **No overwriting or cutting is permitted in the Price Bid Form. In such cases, the tender shall be summarily rejected.**

13. The price bids shall be opened on the scheduled time and date as per schedule mentioned in para 5 in PFRDA's Office located at B-14/A, Chatrapati Shivaji Bhawan, Qutub Institutional Area, Katwaria Sarai, New Delhi-110016, in the presence of the representatives of the Housekeeping Service Providers (restricted to two persons from the side of each bidder), if any, who wish to be present on the spot at that time.

14. The Price Bid of only those bidders will be opened whose bids have been found eligible as per the criteria mentioned in the Section III. All eligibility conditions have to be satisfied on the respective dates specified in such condition and not on a later date.

15. The Competent Authority of the PFRDA reserves the right to annul all bids or discontinue this tender process, without assigning any reason, at any time prior to signing of agreement with the successful bidder.

16. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the House Keeping Service Provider described herein.

17. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the Housekeeping Service Provider or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the Housekeeping Service Provider. While this document has been prepared in good faith, neither PFRDA, nor any of their officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by PFRDA and any of their officers or subscribers

even if any loss or damage is caused by any act or omission on the part of PFRDA or any of their officers or subscribers, whether negligent or otherwise.

18. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of PFRDA. PFRDA and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.

19. Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.

20. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.

21. This document constitutes no form of commitment on the part of the PFRDA. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed House Keeping Service Provider selection process.

22. When any proposal is submitted pursuant to this RFP, it shall be presumed by PFRDA that the bidder has fully ascertained and ensured about its eligibility to render service as a House Keeping Service Provider, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Housekeeping Service Provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.

23. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient with access to any additional information or to update this document or to correct any inaccuracies, therein, which may become apparent, and PFRDA reserves the right at any time and without advance notice, to change the procedure for the selection of service provider.

24. PFRDA reserves the right to vary/alter/amend the eligibility criteria for the Housekeeping Service Provider at any time, in its discretion, before the last date of submission of proposals.

25. The Service providers shall comply with and abide by such directions that PFRDA may issue from time to time.

26. The proposal and all correspondence and documents shall be written in English. All

proposals and accompanying documents received within the stipulated times shall become the property of PFRDA and will not be returned.

27. The proposal shall be valid for a period of three months from the date of opening of proposals. A proposal valid for a shorter period may be rejected as non-responsive.

28. Once the PFRDA notifies the successful bidder that its proposal has been accepted, PFRDA shall enter into separate agreement with the successful bidder and the terms and conditions of provisions of service etc shall be specified therein.

29. Site Visit: The bidder is advised to visit the premises to get the onsite assessment of the work on any working day between 10:00 AM to 5:00 PM by taking permission and acquaint himself with the operational system prior to the submission of the tender documents. The costs of visiting shall be borne by the bidder.

30. Any matter relating to the appointment of Housekeeping Service Provider or the procedure for the appointment of Housekeeping Service Provider shall be governed by the Laws of Union of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at New Delhi. Any disputes arising after the signing of the agreement shall be resolved in the manner as mentioned in such agreement.

SECTION-II

SCOPE OF WORK

1. The details of the area for Housekeeping Services to be provided is as mentioned below:

PFRDA has occupied an area of 26636 Sq.ft in Chatrapati Shivaji Bhawan owned by Shri Chatrapati Shivaji Maharaj Memorial National Trust .Its proper cleanliness and general upkeep shall be ensured by the contractor and the area occupied by the PFRDA in the Chatrapati Shivaji Bhawan are kept in a perfect state of cleanliness and hygiene at all times to the entire satisfaction of the officers in charge of PFRDA.

2. Housekeeping services will be comprehensive in nature relating to all areas within the premises and shall include the following:

- a. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.
- b. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signages etc. with dry/wet cloth, feather brush and duster.
- c. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.
- d. Replenishing all toiletries including hand towels (M-fold/C-fold), Liquid soap, toilet rolls/GRD air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during daytime.
- e. Upkeep and maintenance of the pantry area to operate the necessary equipments such as fridges, Microwave Oven, Water coolers, Water Dispensers, Tea Vending Machine etc.
- f. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.
- g. The contractor has to supply all the necessary consumable items, equipment, tools and vacuum cleaners of approved make including supplying labour, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of the Admin. Dept.
- h. Minor electrical, carpentry and plumbing works on adhoc basis. Wherein the

material will be provided by PFRDA and the labour need to be provided by the Housekeeping Service Provider.

3.Jobs to be carried out Daily:

- Sweeping, Cleaning, vacuuming and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies, meeting areas, cabins etc.

- Dusting and polishing/brushing of Low high partitions, Glazed & Paneled partitions glass panes, venetian blinds, Door Mats, Tables, chairs, Workstations, conference rooms, Library, Visitors' rooms etc.

- Acid Cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including area at hinges and cistern handles. Restock toiletries, which include Liquid hand soap, toilet paper, air freshener, and Sanitary cubes hand towels (M-fold/C-fold) and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.

- Dusting of Telephone Sets, PC, Printers, Photocopier machines, Fans, Network Equipment

• Pantry Area :

- Sink, Khurra, draining boards, platforms, dado, cabinets, coolers, hot case exposed surfaces shall be cleaned and washed with approved quality liquid detergents, soap, air purifier, acids, stain removers, mopping, dusting all as directed (One time daily and also as and when required due to exigencies)

- Fridges, Microwave Oven within the areas should be kept clean inside and out, and defrosted when appropriate.

- Tea/Coffee Machines should be cleaned every day in the morning.

- Check & clean water dispenser & vending machine functioning every hour.

- Dirty glasses/Cups/Bottles should be removed immediately from conference/meeting rooms/cabins and workstations.

- Removal of waste papers and any garbage and blockage/choking from the entire area covered under the tender.(Two times daily and as and when required)

- Cleaning of baskets, bins, and disposing off all the collected refuse at designated site on daily basis(Two times daily and as and when required)

- Conference room / Meeting Rooms / Discussion rooms to be** checked on regular intervals / call basis. Water bottles, tea cups, paper plates, crockery etc., be cleared regularly

so that the area never looks dirty, Tables, cabinets, switchboards, white boards, doors and partitions etc. should be cleaned every day, water Bottles to be replenished and kept clean, Face tissues, notepads to be arranged.

- Spraying room Freshners / Air Freshners daily at regular intervals.
- Shifting of furniture and other items from one floor to another or within the floor as and when required by the administration.

4. Jobs to be carried out Weekly:

- Vacuuming, brushing and shampooing of all carpet area, chairs and sofas(Once in a week and as and when required)
- Cleaning and dusting of electrical switch boards, light fixtures, fans, air conditioner vents, overhead light fixtures, firefighting equipment, name plates, artifacts, plant boxes, etc(Once in a week)
- Thorough Cleaning of Water Dispensers and Water coolers(Once in a week and as and when required)
- All other works which are listed in Daily Cleaning Section but not mentioned in this section will be attended.

5. The bidder has to provide workforce in sufficient numbers to maintain the premises as required and to the satisfaction of the Admin In-Charge.

6. The bidder shall, however, survey the area and make assessment of the manpower requirement on its own to maintain the premises as required by PFRDA. A Housekeeping supervisor has to be deployed by the agency who will be single point of Contact for PFRDA for all the housekeeping related matters as prescribed in this contract.

SECTION-III

MINIMUM ELIGIBILITY CRITERIA FOR HOUSEKEEPING SERVICE PROVIDER

The PFRDA has set up minimum eligibility criteria for the bidding purposes. All bidding parties must meet following criteria before they apply for the bid. The bidding parties meeting the criteria must enclose their supporting documents along with the proposal.

Minimum Eligibility Criteria:

SI. No.	Criteria	Documents to be provided
1	The entity should be either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence for not less than five years before 31/03/2016 as a company or firm as the case may be. Bids of Sole proprietorship firms or those which are not in existence for 5 years as mentioned above shall not be considered at all.	Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act. i. Certificate of Commencement ii. Certificate consequent to change of name, if applicable
2	The Registered Office or one of the Branch Offices should be located either in Delhi / New Delhi or in National Capital Region for <i>at least last 2 years.</i>	Self Attested copy of Telephone bill/Electricity Bill/Registered Lease Deed supporting the address at Delhi / New Delhi or in National Capital Region.
3	Tenderer should have a minimum turnover of Rs.50 lakhs each in last three years exclusively from housekeeping services/ facility management services. For this purpose last financial year would be considered as the one ended on 31.03.2018 and not any later period.	Turnover Certificate issued by the statutory auditor of the company, for housekeeping services / facility management services

Sl. No.	Criteria	Documents to be provided
4	Tenderer should have provided similar services to atleast five Government clients / PSU/ Public Sector Companies /Banks /Central and State Government Departments during last three years	Certified documents/Agreements in support of past contracts with Govt /PSUs/Other establishments.
5	The tenderer should have ISO 9001:2000 or 9001:2008 Certification. valid as on 31 st January 2019	Copy of the ISO 9001 Certificate of the Bidder
6	They should have their own Bank Account;	Certified extracts of the Bank Account containing transactions during last three years of the bidder in relation to Housekeeping services.
7	They should be registered with Income Tax and GST;	<ul style="list-style-type: none"> i. Attested copy of PAN/GIR Card ii. Attested copy of GST registration certificate in respect of Housekeeping Services
8	They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act).	<ul style="list-style-type: none"> i. Attested copy of the Employee Provident Fund registration letter / certificate. ii. Attested copy of the Labour License under the Contract Labour(Regulation & Abolition) Act. iii. Attested copy of the Employee State Insurance registration letter / certificate.

Sl. No.	Criteria	Documents to be provided
8	The agency or any of its partners/directors etc should not have been black listed/debarred by any of the government agencies or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format in Annexure-I
9	The tenderer should have satisfactorily provided housekeeping support and maintenance services for Organizations such as; i. One Centre of minimum 30000 Sq.ft carpet area ii. Two Centres of minimum 15000 s.ft carpet area during the last three years	Copies of the work Order starting from 2015-2016, 2016-2017, 2017-18 specifying value and period of contract.

SECTION-IV

TERMS AND CONDITIONS

1. The contract shall commence from 01.03.2019 and shall continue till 28.02.2021 unless, it is curtailed or terminated by PFRDA inter alia owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract and/or as provided under the contract including. Non-compliance with any relevant labour laws, or change in requirements of the PFRDA or for any other reasons as stipulated in the contract to be entered into with successful bidder.
2. The contract shall automatically expire on 28.02.2021, unless extended further by the mutual consent of contracting agency and PFRDA for another period of one year on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties.
3. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub- contract its rights and liabilities under this contract to any other agency without the prior written consent of PFRDA.
4. The bidder will be bound by the details furnished by him/ her to PFRDA while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
5. The PFRDA reserves right to terminate the contract at any time after giving a one month's notice to the selected Housekeeping Service Provider with or without assigning any reason and shall be under no obligation whatsoever to continue the contract.
6. The Service provider must employ adult and skill labour only. Employment of child labour will lead to the termination of the contract.
7. The Tenderer shall engage reliable person after doing the proper character and police verification and other formalities, impose any conditions as per prevailing contractual labour law for such engagements, take any disciplinary actions against any such person or reward any such person for efficiency at work etc., at its sole costs, risks and responsibilities.
8. The contractors/agency's personnel shall follow and adhere to all procedures and processes as laid down by PFRDA.
9. Working hours:
 - i. All the housekeeping services will be provided for five days a week including on intervening holidays.
 - ii. Housekeeping staff deployed by the agency shall be required to work in for five days

a week from Monday to Friday from **0800 hrs. to 1900 hrs.** with half an hour lunch break. The manpower will also be called upon to perform duties on Saturday/Sunday and other holidays where required. No extra charge will be paid for attending the office on such holidays.

- iii. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.
10. For the manpower deployed, the agency will keep with them, their present and permanent address, education qualification details, specimen signature and two passport size photographs and furnish these details/information to PFRDA, as and when required. The bidder will provide identity cards to the manpower deployed to work at PFRDA.
11. The staff deployed by the agency will maintain office decorum. They will be courteous, polite, cooperative, in good health and character and be able to discharge their responsibilities of housekeeping work. The bidders will verify the character antecedents before deploying any person at PFRDA.
12. The agency will ensure that the services rendered by its deployed manpower are perfectly valid, legal and not in violation of any civil, criminal, labour, municipal or industrial law. PFRDA stands indemnified for any default caused by the bidder in the discharge of housekeeping services. The agency shall deal with and settle the matters related with working conditions and sure that no labour disputes/problems are referred to PFRDA or make PFRDA a party to the same. It shall totally indemnify PFRDA and its officers in this regard.
13. The agency would be under obligation to replace any manpower, whose conduct /performance/ health / habit is found to be unsatisfactory, at its own costs, risks and responsibilities immediately, with written intimation to PFRDA.
14. The manpower deployed for housekeeping service will remain available at the place of their duty roster and would report to supervisor posted by the agency. The supervisor will ensure that tender specified manpower is available at the place of duty all times.
15. If PFRDA finds that the tender specified manpower is not able to provide satisfactory service, the agency will have to provide additional hands without any increase in the monthly bill.
16. The selected agency upon request shall furnish the names of the persons engaged along with their detailed medical report. These medical tests have to be carried out on the personnel at least once in a year and these have to be submitted as and when the same is carried out at the cost of the agency without any additional cost.
17. The selected agency shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, chewing of pan smoking, loitering without work. The staff deployed should always be disciplined, properly dressed and be presentable all the time during duty.

18. The agency should provide the details of all the Manpower proposed to be deployed at the PFRDA site. All the personnel deployed by the agency should always carry the identity card provided by the agency. Agency's personnel would be frisked by the security personnel appointed by PFRDA both while entering and leaving the premises.

Checklist Maintenance:

19. Checklists has to be maintained for Toilets an, general cleanliness etc. would be under administration of the supervisor. He would sign the checklist after random physical inspection of these areas.

20. The agency will have to maintain an inventory of 100% of all consumable items at all times.

21. The agency will be responsible for any indiscipline, damage to equipment property and third party liabilities caused by acts on part of its deployed manpower at PFRDA premises for housekeeping services.

22. The agency must provide necessary standard liveries to its housekeeping staff /supervisors with their identity properly displayed. No extra payment shall be claimed from PFRDA for such items.

23. In the event of any theft/loss of PFRDA property due to established negligence of the agency's deployed manpower, the bidder will make good the loss as decided by PFRDA. Decision of PFRDA on the compensation will be final.

24. Statutory Requirements

i. The agency shall comply with all central, local and state regulations and enactment pertaining to workmen and labour and PFRDA shall have the right to enquire into and decide all complaints on such matters.

ii. The agency shall adhere and pay all contributions, subscriptions, premium, fee and dues to statutory norms as per the law and as stipulated by PFRDA and this includes Contract Labour (Regulation and Abolition) Act 1970, Shops and Commercial Establishments Act, The Employees Provident Funds and Miscellaneous Act 1952, The Employees State Insurance Act 1948, The workmen's Compensation Act 1923, The payment of gratuity Act, The payment of Wages Act 1936, The payment of Bonus Act 1965, The minimum wages Act 1948 etc., including modifications up to date of tender.

25. PFRDA stands indemnified from any legal or financial issues the bidders may have with its deployed manpower for housekeeping services. PFRDA also stands indemnified for any damages/personal injury/death caused to the deployed manpower in the discharge of bidder's contract with PFRDA for housekeeping services.

26. The agency is fully responsible for obtaining licenses, insurances of employees, transportation, payment of salaries / wages to all concerned in respect of this contract and the PFRDA will not be responsible in any manner.

27. Storage of Housekeeping equipment

PFRDA will provide a space to the agency from its existing space for storing the equipment, materials during the contract period. The water and electricity will be provided by PFRDA from its existing resources. In case of disruption in supply of water or electricity, agency will arrange the same at its costs, risks and responsibilities. Cleaning material & Aids to be provided by the Agency at his own cost.

28. Compensation clause:

i. The agency shall disburse the salary to its deployed manpower, inclusive of other allowance between 7 to 10th of every month, failing which compensation of **Rs. 500/- per day** will be payable to PFRDA up to 15th of the month.

ii. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of agency's supervisor by PFRDA and if no action is taken within **One hour, penalty of INR 75/- per day per complaint** till the complaint is satisfactorily addressed is payable/ recoverable from the agency to PFRDA as compensation.

iii. The agency has to ensure to maintain the adequate number of manpower, Scope of work and services and also arrange a pool of standby housekeeping staff/supervisor. In case any housekeeping staff/supervisor is absent from duty, a reliever shall be deployed by vendor in time from an existing pool of housekeeping staff. If the required number of workers / supervisor are less than the specified number, a **compensation of INR 300/- per absentee per day** will be taken/deducted from the bill(s) of the agency.

iv. The housekeeping staff including supervisors must be in proper, full and clean uniform with name plates (badges) at all times failing which a compensation of Rs.100/- per day per person will be payable/recoverable from the agency.

v. The vendor shall ensure full strength of housekeeping staff during the working hours failing which a penalty of Rs. 100/- per day per person will be imposed.

vi. Any deviation in the material quality and quantity quoted will be subject to compensation payable to PFRDA. For proper maintenance, suitable cleaning material which are environmental friendly, not harmful to human and government property should be used. If the cleaning material as per RFP/contract is not received in PFRDA between 1-10th of every month, a compensation of Rs. 1,000/- will be recoverable from the bill of defaulting service providing agency.

vii. Agency shall ensure that the staff deployed by it does not wander here and there and sit idle in groups during working hours. Due Discipline will have to be maintained by the staff and they shall not hinder the working of other employees/staff. If any violation to

aforementioned is found, a compensation of Rs. 100/- per worker shall be sought from the agency, for any instance observed of this kind.

29. For all intents and purposes, the service provider shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower deployed by it. There shall be no claim by such deployed persons of any employment in PFRDA. The persons deployed by the service provider in the PFRDA shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against PFRDA.

30. The PFRDA shall not be responsible for any financial loss or any injury to any of the staff deployed by service provider in the course of their performing the functions/duties, or for payment towards any compensation.

31. The staff deployed by the service provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees of the PFRDA during the currency or after expiry of the contract.

32. The service provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to PFRDA to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter failing which its payments are liable to be withheld and contract terminated, as may be deemed appropriate.

33. In case, the service provider fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof the PFRDA is put to any loss / obligation, monetary or otherwise, the PFRDA will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the service provider, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

34. The PFRDA reserves the right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.

35. Any delay or forbearance on the part of PFRDA or any waiver of its rights or condonation of any acts, on the part of PFRDA shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.

36. Payment Terms

- i. The agency will submit a pre-receipted bill, in triplicate, in the name of Pension Fund Regulatory and Development Authority immediately after making payment to its deployed staff but not later than 7th of each month. The bill submitted by the bidder should be duly certified by the concerned officer of PFRDA.
- ii. Bills submitted will be processed and payment will be released within 30 days if found proper as per and subject to the provisions of the contract.
- iii. Bills should consist of following documentary evidence for processing

further:

- a. Complete attendance details with muster rolls as per the Labour Act.
- b. Proof of payment of Wages for the previous three (3) months as per the Central or State Minimum Wages/Labour Act (whichever is higher),
- c. ESI and PF payment Challan Copies of previous three (3) months
- d. GST Payment Challan copy of previous three (3) months
- e. Original copies of bills of consumables for Housekeeping materials / equipment.
- f. All payments will be made subject to Tax Deduction at Source.
- g. No advance payment of any kind will be given by PFRDA to the tenderer.
- h. Payments, subject to Tax Deduction at Source (TDS) shall be processed within one month of the submission of the complete documents.
- i. Pre-receipted bills may be submitted in triplicate in the name of PFRDA, New Delhi along with a copy of the receipted delivery challan.
- j. PFRDA reserves the right to deduct amount from the bill towards compensation for unsatisfactory service as provided under the contract.

iii. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the Man Power Service Providers will be liable to be forfeited by the PFRDA besides, annulment of the contract and other legal resource.

37. Award of Contract

a. In the case of the Bidders whose tenders are not considered, the Earnest Money Deposit will be refunded without any -interest after the finalization of the contract with successful bidder. In the case of bidder whose tender is accepted, successful bidder shall give Performance Security Deposit @ 10% of the total value of the contract in the form of Bank Guarantee from any Scheduled Commercial Bank drawn in favour of **PFRDA, New Delhi** valid for the period of empanelment/extended empanelment. Earnest Money Deposit will be refunded without any interest on receipt of Security Deposit from the bidder. The security deposit of the empanelled bidder(s) shall be forfeited in case if any default i.e. unsatisfactory service or any established reasons of breach of contract or where compensation is sought from the agency as may be provided in the contract. No interest will be payable for the Security Deposit. **The contract or any part of it is non-transferable by the agency to any third party.**

b. The finally short listed bidder L1 shall sign an empanelment with PFRDA within one week of such communication from PFRDA failing which their EMD shall be forfeited and tender will be scrapped.

38. Micro, Small & Medium Enterprises Development Act

a. If a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006, then a copy of the registration certificate along with Udyog Aadhaar Number must be provided to PFRDA for relevant domain. Further, the bidder must keep PFRDA informed of any change in the status of the company.

b. Exemption from payment of earnest money have been extended to the SSI units registered with NSIC for the products / services asked in this tender.

CRITERIA FOR EVALUATION OF BIDS:

39. The evaluation of the price bid will be considered of only those bidders who meet the eligibility criteria as mentioned in the Section III of tender document and provide documentary proof in respect of the same.

40. PFRDA may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time, may entail cancellation of the bid of such bidder.

41. Bids shall be evaluated on the basis of lowest cost

42. Housekeeping Material/Equipment to be provided at PFRDA premises

- Floor Duster
- Liquid Soap Refills (Dettol/Lifeboy)
- Dettol Soap
- Vim Liquid
- Dish Washing Powder(Fena)
- Hit Spray(Black & Red)
- Room Freshner(Airwick)
- Toilet cleaning Liquid(Harpik)
- Odonil cubes
- Tissue Papers(Face tissue)
- Tissue Papers(C-Fold)
- Toilet Paper rolls
- Toilet Brushes(WC)
- Domex/Lizol 5 ltr
- Floor Wiper (Gala/Scotchbrite)
- White Dusters
- Yellow Dusters
- Acid
- Soft Brooms
- Phenyl

- Colin
- Toilet Brush
- Hand Brush (Scrubber)
- Garbage Bag Big/Small
- Carpet Brush
- Glass Wiper
- Buckets/Baskets
- Gloves
- Dust Pans
- Naphthalene Balls
- Scotches Brite Pads
- Dust Control Mop
- Big Size Dustbin for Garbage removal
- Any other material required but not specified in the tender

SECTION-V
PARTICULARS OF THE BIDDER

The Bidder should furnish the details requested for in the format given below:

Sl. No.	Area of the details to be provided	Responding Firm's / Company Details to be provided	
I	Basic details		
1	Name of the Bidder		
2	Correspondence details of the Bidder: i. Address;	Corporate Address	Delhi / NCR region
3	Telephone No & E-mail Address		
4	Contact person details (Name, Designation, Contact number etc.), to whom all references shall be made regarding this tender		
5	Details of ownership (Name and Address of the Board of Director, Partners etc.)		
6	Name of the authorized Signatory who is authorized to sign all the relevant documents	(Power of Attorney, if any to be submitted)	
7	No. of years of experience of providing housekeeping services	Supporting relevant documents to be attached	
8	Annual Turnover for last three years (INR Lakhs), (Documentary proof to be attached)	FY 2015-16	
		FY 2016-17	
		FY 2017-18	
9	DD number and date of the EMD submitted		
10	Name of the Bankers along with the branch (as appearing in MICR cheque)		
II	Details for registration under Companies Act, 1956		
11	Registration Number of the Bidder in case of company/LLP		
12	Place of registration		
13	Date of registration		
14	Product/service for which tenderer is registered		
15	Validity Period, if applicable		
III	Details for registration with appropriate authorities		
16	GST registration details		

Sl. No.	Area of the details to be provided	Responding Firm's / Company Details to be provided	
	(Registration number and details)		
17	PAN No.		
18	Labour license certificate details (Registration number and details)		
19	ISO 9001:2000 or ISO 9001:2008 certificate details		

Authorised Signatory Name & Designation

Seal of the Company Date

SECTION-VI
PRICE BID FORMAT

(Date)

The Deputy General Manager
Pension Fund Regulatory and Development Authority
New Delhi

Dear Sir/Madam,

Ref: Tender for Selection of Housekeeping Service Provider for PFRDA

Having examined the Tender documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the Tender for Selection of Housekeeping Service Provider.

To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with PFRDA.

If our proposal is accepted, we will submit a Performance Bank Guarantee issued by a scheduled commercial bank in India as acceptable to PFRDA.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with PFRDA for provision of Housekeeping services.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to the PFRDA are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead PFRDA as to any material fact." we understand that if any point of time it is notices/discovered by PFRDA that as information given by us is false or incorrect or misleading PFRDA shall have the right to take such necessary action as it may deem fit including cancellation of contract.

It is hereby confirmed that I/we are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2019

(Signature)

(In the capacity of)

Duly authorized to sign the bid response for and behalf of:

(Name and
Address of
Company)

(Seal/Stamp of bidder) Witness Signature:

Witness Name:

Witness Address:

PRICE-BID

1. Name of Bidder :

TABLE-A

Sl. No.	Description	Total Manpower Required as per area Mentioned in para1 of section-II of tender	Wages Per person monthly	Total
A	House Keeping Services			
	i. Supervisor			
	ii. Cleaning Staff			
	Sub Total of (i+ii)			
B.	Administrative Cost including cost of Consumable material, minor electrical, carpentary and plumbing works and equipment monthly			
C.	Total Monthly Charges in figures (A +B) above			

- i. Total Consolidated monthly amount (including Minimum Wages, ESIC, EPF etc.) per person should be quoted by the bidder under each of the category separately.
- ii. The bidder should quote the details (price-break up) of the monthly consolidated amount for payment to the workers and supervisors in the Table-B given below
- iii. Payments shall be made by the PFRDA as per the terms and conditions of the Tender Documents
- iv. The quoted consolidated monthly amount prices shall be inclusive of all charges including employer contribution towards ESI, PF, Gratuity, Bonus, Substitutes.
- v. It shall also include cost of training and uniform, etc,
- vi. The prices in the Price Schedule shall be exclusive of GST or any other applicable taxes as may be levied by the Government from time-to-time and the same shall be charged in addition to the applicable rate.
- vii. The Bidder shall mandatorily ensure that the cost per head as in Table 'A' and in Table 'B' is paid as monthly wages to their employees who are deployed in PFRDA's premises for different services.

Price Break-up of the quoted prices shall be submitted by the bidder in the following format:

TABLE-B:

S.No	Head	Category	
		Cleaning Staff	Supervisor
1	Wage per person		
2	ESI		
3	EPF		
4	Any other Charges		
5	Administrative Service charge per worker per month		
6	Cost per Head per month		

ANNEXURE-I

SELF-DECLARATION – NO BLACKLISTING

(Date)

The Deputy General Manager
Pension Fund Regulatory and Development
Authority New Delhi
Dear Sir/Madam,

Ref: Tender for Selection of Housekeeping Service Provider for PFRDA

In response to the Tender Document for Selection of Housekeeping Service Provider for PFRDA, I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm_____is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking you,

Yours faithfully,

Place:

Date:

Signatures_____

Name_____

Seal of the Organization_____