

**Punjab Information and Communication Technology Corporation Limited
(Punjab Infotech)**

Request For Proposal (RFP)

For

For House Keeping and Maintenance Services

**PUNJAB
INFOTECH**

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Punjab Information & Communication Technology Corporation Ltd.

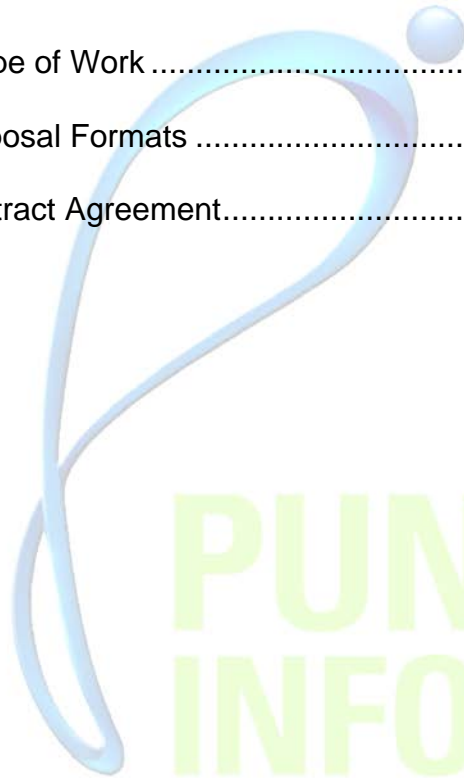
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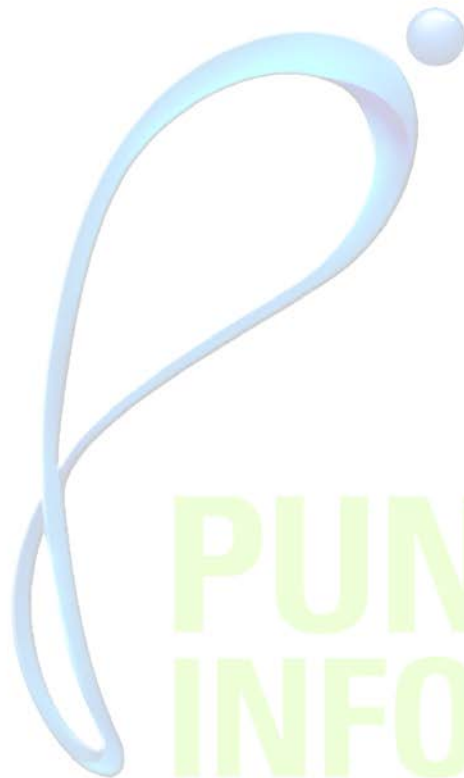
1. Data Control Sheet

Document Control Sheet		
S. No.	Particular	Details
1.	Document Reference Number	PICTC/Admin/2014/001
2.	Issue of RFP	08-August-2014 at 10:00am
3.	Receipt of Online Clarifications	13-August-2014 till 5:00pm
4.	Amendment to RFP based on clarifications	20-August-2014
5.	Last date and time for receipt of proposals	25-August-2014 till 8:00pm
6.	Date of opening of Technical Proposals	26-August-2014
7.	Date of opening of Financial bids	28-August-2014
8.	Award of Contract	To be intimated later
9.	Venue for opening of Proposals	<i>Punjab Information & Communication Technology Corporation Ltd 5th Floor Udyog Bhawan Sector 17 Chandigarh</i>
10.	Office Address and Contact Person	<i>Mr. Pargat Singh, Manager (Administration) PICTC LTD, 5th & 6th Floor Udyog Bhawan 18 Himalaya Marg, Sector 17, Chandigarh - 160017 Tel 0172-5256400-401 E mail punjabinfotech@punjabinfotech.gov.in</i>
11.	Website /Helpdesk	1) www.punjabinfotech.gov.in/ 2) www.etender.punjabgovt.gov.in Email: etender.helpdesk1@punjabinfotech.gov.in Contact No: 0172-3953764, 9257209340, 8054628821
12.	RFP Document fee (Non refundable)	INR 3,000 (Rupees Three Thousand only)
13.	Tender Processing Fee	INR 2247/- (Two Thousand two hundred forty seven only)
14.	Earnest Money Deposit	INR 50,000/- (Rupees fifty thousand only)

This document is not transferable

All Bidders are advised to check for any further clarifications and corrigendum related to this RFP only at the website www.punjabinfotech.gov.in or www.etender.punjabgovt.gov.in (Corrigendum will not be issued in newspapers)

In case a Central/State Holiday is declared on any day, the event will be held on the next working day at same time and same venue.



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Section 1 Invitation to the Bidder

1.1 Background

Punjab Information & Communication Technology Corporation Limited (Punjab Infotech) earlier known as Punjab State Electronics Development and Production Corporation Limited was incorporated in 1976, as a State undertaking of Punjab, for the promotion and growth of Electronics Industry in the State of Punjab. PICTC commits itself for creating an enabling ecosystem for transformation of the State from resource based economy to knowledge based economy. The Corporation is promoting hi tech industry in the state. Punjab infotech has been actively participating as nodal agency for the investment promotion Campaign. With the increasing need for a Government agency to execute IT and e-Governance projects on behalf of the Government, Punjab Infotech developed capacity for delivering the IT and e-Governance services to a large number of Departments in the State. In order to carry out the role assigned to Punjab Infotech by its Board and the Government of Punjab, the in-house capabilities have been built to provide consultancy/undertake IT/ITES/e-Governance projects for various Government Departments / Boards / Corporations/Agencies. Punjab Infotech has also played a vital role in developing phase VIII Mohali and Phase IX as major IT and electronic Hub of the state.

1.2 Invitation

- a) Through this tender, Punjab Infotech invites responses (“Tenders”) to this Request for Proposals (“RFP”) from eligible and reputed bidder who are in the business of providing housekeeping and support solutions.
- b) This invitation to bid is open to all Bidders meeting the eligibility criteria as mentioned in this RFP Document.
- c) Any contract that may result from this will be applicable for one year from the date of signing the agreement.

- d) Punjab Infotech reserves the right to extend the Term for a period or periods to be mutually decided by the parties, such extension or extensions on the same terms and conditions, subject to Punjab Infotech obligations at law.
- e) Proposals must be received not later than time, date mentioned in the Document Control Sheet. Proposals will not be accepted by the system after due date/ time.
- f) The tender document can be downloaded from e tender portal from start date till last date for issue of the tender document as prescribed in document control sheet. Bidders may please note that bid document cost is to be paid online before submission of queries. Subsequently, bidders will be required to pay the processing fee and EMD before submitting their proposal online through the portal.
- g) The Corporation may, at its discretion, extend the date for submission of Bids. In such a case all rights and obligations of the Corporation and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

1.3 Information & Instructions for e-Tendering

- a) For participation in this tender, prospective bidders are required to register online. The intending bidder will require valid Class-III digital signature certificates for submitting their bids. (Bidders may avail training for online tendering as per instructions available on the website). Bids will be rejected if it is not signed digitally.
- b) Bidders shall submit their bids online through the portal only. Bids will not be accepted by any other mode.
- c) Documents must be scanned and uploaded through e-tendering website within the period of tender submission. Before uploading all the

relevant pages of the bids (except literatures, datasheets and brochures) are to be numbered and signed by the authorised signatory of the respondents. The number should be a unique running serial number across the entire document.

- d) Tender documents shall be opened only of those bidders, whose Earnest Money Deposit, Cost of Tender Document and Tender processing Fee are found in order.
- e) All payments towards Cost of Tender Document , Earnest Money Deposit and Tender processing fee shall be deposited online through e-payment gateway of the portal. Bids will be rejected if any of the payments are not reflected on the portal. Therefore, payment must be made by either of the modes described in the instructions for e-payment.
- f) Bidders desirous of using NEFT or OTC mode for making payments must download challans from the portal and not use any other challan form.

1.4 Conflict of Interest

The selected bidders should provide professional, objective, and impartial advice and at all times hold the Corporation's interests paramount, strictly avoid conflicts with other assignments/ jobs or their own corporate interests and act without any consideration for future work. The selected bidder shall not deploy former employees of the Punjab Infotech in any assignment under the tender.

1.5 Declaration by Bidders

A declaration has to be given by the bidder if anyone working in Punjab Infotech is related to the bidders, as per declaration form in Form 5

1.5 Validity of Bids

Bids shall remain valid for a period of 180 (One hundred eighty) days from the date of opening of Bids. The Corporation reserves the right to reject a Bid valid for a shorter period as non-responsive.

In exceptional circumstances, the Corporation may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its Bid.

1.6 Right to Accept or Reject Bid(s)

The Corporation reserves the right to annul the tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

If a Bid is selected, it will be the most advantageous regarding price, quality of services, the Bidder's qualifications and capabilities to provide the specified services, and other factors which Punjab Infotech may consider.

1.7 Fraud and Corruption

It is required that the Bidders submitting Bid and the successful bidder selected through this tender must observe the highest standards of ethics during the process of selection of selected bidder and during the performance and execution of contract.

- a) For this purpose, definition of the terms are set forth as follows:
 - i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Corporation or its personnel in contract executions.

- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificially high or non-competitive levels and to deprive the Corporation of the benefits of free and open competition;
 - iii. "Unfair trade practice" means supply of services different from what is ordered or change in the Scope of Work given in this RFP.
 - iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- b) The Corporation will declare a bidder ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the selected bidder has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract

1.8 Clarifications

During the process of evaluation of the Bids, The Corporation may, at its discretion, ask Bidders for clarifications on their Bid. The Bidders are required to respond within 1 working day.

1.9 Earnest Money Deposit (EMD)

The EMD lying with the Corporation in respect of other tender/ RFP / Expression of Interest awaiting approval or rejected or on account of contracts being completed will not be adjusted towards EMD for this tender. In case of re-tender, bidders will be required to resubmit the EMD.

The EMD will be forfeited on account of one or more of the following reasons:

- a) Bidder withdraws its Bid during the validity period specified in the tender.
- b) Bidder does not respond to requests for clarification of its Bid.
- c) Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- d) The EMD of unsuccessful bidders shall be refunded within one month after final award of contract.
- e) EMD of the successful bidder will be released only after the bidder signs the final agreement/ accepting the Purchasing Order and submits the Performance Bank Guarantee.
- f) The earnest money shall be forfeited in case the bidder provides any false information or fails to appear for negotiations or fails to enter into an agreement with Punjab Infotech within the specified time after award of work.

1.10 Clarifications (Online Query Resolution)

- I. Queries are to be resolved on line and, therefore, pre-bid meeting will not be held for this tender.
- II. Prospective bidders or their official representatives will be able to submit queries regarding this tender using “Online Query Resolution (OQR)” System of the portal only after they are registered and have paid the tender document fee on line.
- III. All queries will be replied online only
- IV. Once the bidder has paid the tender document fee through payment gateway of the portal, Under the Department (select

Punjab Information & Communications Technology Corporation Limited). Bidders must follow the steps given below.

- a) Click on the tender you want to participate and then take the email option.
 - b) Select Pre-bid meeting option.
 - c) Fill the information in the query form and submit (hard copies/ letters/ mails will not be entertained by Punjab Infotech). Alternatively the bidder may upload any document containing his queries and supporting documents using the option from the same page.
- V. Punjab Infotech will provide clarifications, which may be seen under the same icon under which the query was raised.
- VI. The online query resolution (icon) can be accessed immediately after payment of tender document fee till the “Last date for submission of Tenders”, but queries will be accepted only till the “Last date and time for submission of Queries” as mentioned in the Document Control Sheet/ data sheet.
- VII. Amendments necessitated as a result of the clarifications issued online or felt necessary by the Corporation, shall be notified on the portal. It shall be the responsibility of bidders to fine tune their Bids incorporating the amendments, so communicated. The Corporation shall not be responsible for any oversight or negligence on part of the bidders on the amendments to the tender document notified through the portal

Section 2

Instructions to Bidders

2.1 Definitions

- 2.1.1** “Acceptance of bid” shall mean the written communication issued by Punjab Infotech notifying the bidder that his bid has been accepted for award of contract.
- 2.1.2** “Bidder” shall mean the organisation which submits a proposal in response to this RFP as per the eligibility & other terms & conditions mentioned therein;
- 2.1.3** “Committee” shall mean the Committee formed by Punjab Infotech to scrutinize and evaluate the bids received and award the contract.
- 2.1.4** “Contract” shall mean the agreement entered into between Punjab Infotech and Contractor for providing the services and includes all attachments and appendices thereto and all documents incorporated by reference therein;
- 2.1.5** “Contractor” shall mean the Bidder whose bid has been accepted by the Punjab Infotech and the contract has been signed with him and shall include the contractor’s employees, legal representatives, successors and permitted assigns;
- 2.1.6** “Date of Contract” shall mean the date on which the contract has been signed by both parties.
- 2.1.7** The terms “Equipment”, “Stores”, “Materials” & “consumables” shall mean and include equipment, stores, materials & consumables to be provided by the Contractor / Punjab Infotech under the Contract for execution of the required services.
- 2.1.8** “Officer-in-charge” shall mean the Punjab Infotech officer designated as so for the respective premises
- 2.1.9** ““premises”” shall mean the areas and the equipments / installations / items therein of the Punjab Infotech as per the details below:

“Punjab Infotech – All areas within the office of Punjab Infotech located at 5TH & 6th Floor, Udyog Bhawan, Himlayan Marg, Sector 17, Chandigarh. Approximate floor area 20,000 square feet.”

2.1.10 “Services” shall mean Housekeeping and facility management of the “premises” as per the scope of work and as defined in other places of this RFP. The basic umbrella of services to be provided include:

- a) Cleaning & Housekeeping of the “premises”;
- b) Facility management including Maintenance & on-demand repair of civil, electrical, sewerage, sanitary, Bathroom fittings, plumbing installations/items/equipment, water tanks etc. in the “premises”;
- c) Operation & maintenance of equipment / machinery / systems like water pumps, HVAC system equipment, UPS, electrical panels, firefighting equipment etc as per prescribed schedule or as directed from time to time.
- d) Pest control in the “premises”;
- e) Any other activities to be included by Punjab Infotech based on the requirement. The above services may need to be provided in shifts as per the directions of Punjab Infotech.

2.1.11 “Punjab Infotech” shall mean the Punjab Information & Communication Technology Corporation Limited (Punjab Infotech) Sector 17, Chandigarh and shall include their legal representatives, successors and assignees.

2.1.12 “Sub-Contractor” shall mean the person named in the Contract for any part of the contract or any person to whom any part of the Contract has been sublet by the Contractor with the written consent of Punjab Infotech.

3.1.12 Portal shall mean the e tender website <http://etender.punjabgovt.gov.in>

2.2. Technical Bidding

Eligibility for Technical Bid

- a. The bidder should be a Registered company/firm incorporated under the Indian Companies Act, 1956 or The Partnership Act, 1932 or Limited Liability Partnership Act, 2008. Incorporation Certificate (self attested) has to be submitted.
- b. Should have valid Service Tax no for Chandigarh
- c. Should have valid ESI and PF no.
- d. Should have minimum average annual Turnover of Rs 2 Crore for the Financial years 2011-12, 2012-13 and FY 2013-14
- e. Should have minimum one office in Tricity (Chandigarh-Mohali-Panckula)

Marking based on Technical Bid

S.No	Requirements	Proof	Marks
01	The bidder should have proven capabilities for providing the housekeeping services under at least three contracts with reputed organisations / educational institutions / IT companies etc. The value of each of the three contracts should not be less than Rs 12 Lacs per annum. (As per Performa in form4 of section 5)	Performa (Form4) signed and stamped	(Up to 3 Nos.)- 25 Marks Above 30marks -
02	Average Annual Turnover for the FYs 2011-12, FYs 2012-13, FYs 2013-14 should not be less than Rs2 Crore	Financial statements duly certified by a chartered accountant	<=Rs 5 Cr – 20 Marks >5 - 25 Marks

03	List of employees with qualifications & experience retained by the firm as resource Operations plan persons Nos.	Self Declaration	<=20 – 5 Marks > 20 -10 marks
07	Nos. of Branches in Tri city (Panchkula / Mohali and Chandigarh) – Min one Branch is required	Self Declaration	1 branch = 10 Marks More than one Branch = 15 Marks
08	Bankers with address	Self Declaration	Nil Mark
09	operations plan for executing the contract. (Point 2.4.1)	Write up self attested	Max mark 20

Bidders with more than 60 Marks will qualify for the Commercial bids

2.3. The bidding process / guidelines

The details regarding submission of the proposal and all other terms and conditions are mentioned in the following sections of this document and the address for communication is as given on the cover page.

The bid would comprise of two parts –

- i. The Technical Bid
- ii. The Commercial Bid.

For the purpose of awarding the contract, the Committee of Punjab Ifnotech will evaluate bids as per the following process.

In the first stage, only the 'Technical Bids' of the bidders will be opened and evaluated for eligibility. Those respondents who are found eligible based on the specified basic eligibility criteria would be considered

In the second stage, the Commercial Bids of only those respondents, who have fulfilled basic criteria in the first stage will be opened. The commercial bids will be evaluated and ranked based on the amount quoted by the bidder as per Section Formats.

The documents / information required in the two bids should be as per the details mentioned in the following section.

2.4. Technical bid:

2.4.1. The respondents shall submit an operations plan for executing the contract. The brief details in the plan should cover the following aspects:

- a) Manpower planned to be deployed for the services (Minimum 4 Housekeepers, 1 Full time supervisor, 1-Full time electrician).
- b) Method & technology to be used for provision of the services.
- c) Work / task schedule giving the statement of work based on this RFP and additional tasks, if any, based on the bidder's understanding of the tasks required for satisfactory provision of the services.
- d) List of tools/ equipment / cleaning material / consumables (like toilet paper, hand wash etc) planned to be used for providing the services. At least two brands of all the tools/ equipment / cleaning material / consumables to be specified in the technical bid.
- e) Quality Control mechanism for the services especially for cleaning of glasses along outer façade and inside the glass dome.
- f) Plan for compliance with the relevant Government rules / regulations including those for waste disposal / pollution control etc.

The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that

Technical Bid would be disqualified and would NOT be processed further even though it may be fulfilling the other relevant terms / conditions / criteria.

2.5. Commercial bid:

The bidders shall provide their commercial bid in the format as per **Section 5 Formats – Form1**

2.6. Procedure for evaluation of proposals in response to RFP

The bidders not meeting the eligibility criteria or the specified information / documents requested to be part of the bid may be summarily rejected by the Committee and no further evaluation of the rejected bids will be carried out. The balance (eligible) offers will be rated as per the marks obtained based on experience, turnover, operation plan and presentation etc.

Commercial offers of only those respondents who meets the required standard based on the above criteria will be opened for further processing. Minimum 60 Marks are required to qualify the technical bid. In case the commercial bid does not contain the required information in the prescribed format , the same may be rejected by the Committee.

The commercial bids will be ranked and the Committee shall award the contract to the lowest bidder after considering other factors as it deems necessary.

In case there is a tie for the first ranking, the Committee shall have the discretion to negotiate with any of the first bidders to obtain the best terms and award the contract accordingly. In case there is still at tie after the negotiations, the Committee will award the contract at its own discretion to any of the first bidders based on reasons to be recorded in writing considering the factors related to service / cost to the end users and Punjab Infotech.

Award of the contract resulting from this RFP will be based upon the most responsive contractor whose offer will be the most advantageous to Punjab Infotech / end users / occupants in terms of the criteria mentioned in this RFP.

The Committee reserves the absolute right to reject the response/proposal if it is not in accordance with the requirements of the RFP and no correspondence

will be entertained by Committee / Punjab Infotech in the matter. The bid is liable to be rejected, inter- alia, if,

- a) It is not in conformity with the instructions mentioned in this RFP document;
- b) It is not properly/duly signed;
- c) It is received through post, By hand, fax, telex or telegram;
- d) It is incomplete, including non-furnishing of the required documents;
- e) It is evasive or conditional or contains incorrect information.
- f) There is canvassing of any kind.

There is no obligation on the part of Punjab Infotech / the Committee to communicate / correspond with the rejected bidders.

The Committee/ Punjab Infotech further reserves the right to reject any or all offers and discontinue this bidding process without obligation or liability to any potential contractor.

2.7. Statement of work

The technical / commercial bid should be made only after going through the statement of work in detail.

2.8. General guidelines

2.8.1. The Committee may call for any clarifications/additional particulars /supporting documents required, if necessary, on the technical/commercial bids submitted. The respondents have to submit the clarifications/ additional particulars / documents in writing within the date and time specified for the same. The respondent's offer may be disqualified if the clarifications/ additional particulars / documents sought are not submitted within the specified date and time.

2.8.2. The respondents must organize the proposal in accordance with the guidelines specified in the RFP document. The respondents must ensure that they acquaint themselves fully with the terms &

conditions of the proposal. No plea of insufficient information will be entertained at any time. In this connection, the bidders are requested to visit the site to see the “premises” so that they have all the details regarding the “premises” before they bid.

- 2.8.3. The respondent will submit an undertaking specifying that they have obtained or will be in a position to obtain all necessary statutory and obligatory permissions, if any, required to carry out the contract, without hinderance.
- 2.8.4. Each respondent is permitted to submit only one Technical Bid and relevant Commercial Bid. More than one Technical and Commercial Bid should not be submitted.
- 2.8.5. The cost of bidding and submission of the bids is the responsibility of the respondents, regardless of the conduct or outcome of the RFP process.
- 2.8.6. The response to the RFP should be delivered as mentioned in the data Control sheet.
- 2.8.7. The bid and its related documents should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.
- 2.8.8. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP Documents in every respect will be at the Bidder’s risk and may result in rejection of the bid.
- 2.8.9. The bidders or their authorised representatives may be present at the time of the opening of the technical / commercial bid. Max two persons per bid will be allowed to be present at the time of the opening of the bids. No bid shall be rejected at bid opening stage except bids not received through e tender. The bids will be opened in the presence of the authorised representatives of the bidders. However, the representative(s) of the bidder have to produce an

authorisation letter from the bidder allowing them to represent the bidder at the time of opening of the Technical/Commercial Bids. In case the bidder's representative is not present at the time of opening of bids, the bids may still be opened at the scheduled time at the sole discretion of the Committee.

- 2.8.10. The bidders who wish to submit responses to this RFP should note that they will have to abide by all the terms and conditions contained in this RFP. If the responses contain any extraneous conditions put in by the bidders, such responses will be disqualified and will not be considered for the selection process.
- 2.8.11. The rates should be quoted by the bidder including all the liabilities, taxes, allowances (to be paid by the contractor to the employees such as DA, PF, Bonus, Leave , Medical, ESI, Conveyance, Weekly rest etc.) loading, unloading and carriage of material. Punjab Infotech shall not be responsible for any sort of liability over and above the rates accepted by Punjab Infotech for this work.
- 2.8.12. The respondent who is selected for rendering the services as envisaged by the RFP, shall be required to sign a contract with PUNJAB INFOTECH which would include all the services to be extended and terms and conditions thereof as detailed herein and as may be prescribed by PUNJAB INFOTECH.
- 2.8.13. The acceptance of the bid will be communicated in writing at the address supplied by the bidder/respondent in the RFP response. Any change of address of the bidder/respondent, should, therefore, be promptly notified in writing to PUNJAB INFOTECH.
- 2.8.14. All bids and supporting documentation shall be submitted in English.
- 2.8.15. Arithmetic errors in bids will be treated as follows: (i) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and (ii) where there is a discrepancy between the break up of the quoted amounts and the total quoted

amount, the break up amount will govern, unless, in the opinion of the Committee, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

2.8.16. It may be noted that no legal binding or relationship will exist between any of the respondents of this RFP and Punjab Infotech, until the execution of the contract.

2.8.17. Amendments to the RFP document:

a) Amendments to the RFP Document may be issued by Punjab Infotech for any reason, whether at its own initiative or in response to a clarification requested by a prospective respondent, prior to the deadline for the submission of bids, which will be placed on the Punjab Infotech's website/ etender.punjabgovt.gov.in.

b) The amendments so placed on Punjab Infotech's website / etender.punjabgovt.gov.in will be binding on all the respondents. From the date of their issue, amendments to the RFP Document shall be deemed to form an integral part of the RFP. Further, in order to provide. Prospective respondents with reasonable time to take the amendment into account in preparing their bid, Punjab Infotech may, at its discretion extend the deadline for submission of bids.

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3.1. Terms & conditions**Termination of Contract**

- 3.1.1. The contract will be initially for a period of 12 months commencing from the date of award of the contract subject to the condition that Punjab Infotech reserves the right to terminate the services of the contractor at any point of time without assigning any reasons after giving a notice of 15 days to the party to enable it to wind up its operations and remove its equipment / articles / stores from the “premises”. In the event of such termination, the contractor will be paid as per the bill based on the actual deployment of manpower as per the attendance records.
- 3.1.2. In the event of termination / expiry of the contract, the contractor shall cease to have any right to enter the “premises” as per the relevant notice and shall vacate the “premises” of the articles / items / equipments etc and repair / make good any damage incurred due to such removal of articles / items / equipments or any other damage caused due to the usage of the “premises” by the contractor or any other cause. The contractor shall ensure proper repair of the “premises” and equipments/ articles, if any, issued to him in the course of performance of the contract to make sure that it is in the same state in which it was originally issued to the contractor. However, at the sole discretion of Punjab Infotech, the contractor may be asked to pay a suitable sum which may suffice to ensure proper repair of the “premises” / articles / items / equipment to bring it to the state mentioned above.
- 3.1.3. The Contractor is required to furnish a bank guarantee from a scheduled bank in favour of Punjab Infotech on the Performa provided by Punjab Infotech within seven days of signing the contract. The amount of bank guarantee shall be 10% of the approximate annual value of the contract. The period of validity of the bank guarantee shall be 6 months beyond the date of expiry of the contract.

- 3.1.4. If any information furnished by the contractor is found to be false at any stage, the contract may be terminated as per the terms of this contract and the bank guarantee submitted by the contractor may be encashed by Punjab Infotech. In case there is any loss suffered or cost incurred by PUNJAB INFOTECH on account of such termination, same shall be recovered from the contractor in any manner desired by PUNJAB INFOTECH.
- 3.1.5. The bank guarantee shall be revoked in case the contractor consistently fails to perform the duties to the satisfaction of Punjab Infotech.
- 3.1.6. The contract may be renewed annually subject to satisfactory performance of the contractor and on the basis of the feedback received from the users.
- 3.1.7. The respondent who is awarded the contract for services shall not use the name of Punjab Infotech without their prior written permission to advertise/promote itself in any manner whatsoever or use the name of Punjab Infotech for any credit arrangement.
- 3.1.8. The bidder shall be required to sign the contract agreement within 15 days of the intimation of the acceptance of bid to him or within such extended period as may be allowed by Punjab Infotech.
- 3.1.9. The start date for the services will be as determined by Punjab Infotech and the contractor shall ensure availability of manpower / resources within 15 days of signing of the contract. Failure on the contractor's part to do so may result in invalidation of the contract and / or forfeiture of the PBG deposited by him. In such a condition, the Committee shall have the right to award the contract to the next ranked bidder.
- 3.1.10. The contractor shall furnish to Punjab Infotech the police verification of labour /manpower supplied by him within one month of start date of the Contract.

Payment Terms

- 3.1.11. The payment of invoice bill should be within specified period after submission of the bill (bills / invoice to be raised before 10th of every

month) for the services as determined and provided for in the contract. Statutory deductions including income tax may be made from the payments.

- 3.1.12. The timing, shifts and the number of manpower to be deployed at the “premises” for providing the services shall be as determined by Punjab Infotech from time to time and the billing for the services will be as per the actual deployment verified by the attendance records.
- 3.1.13. The contractor shall be required to get the requisite Labour License for the persons deployed for the requisite work from the concerned department. A copy of this shall have to be submitted to Punjab Infotech as and when demanded. In Case contractor fails to provide the document as desired no payment shall be released in the absence of this document.
- 3.1.14. The contractor to whom the contract is awarded shall be liable for payment of all taxes, duty charges, salaries, other statutory and non-statutory payments etc. The contractor shall be liable to follow all laws, rules and regulations prescribed and laid down by the Govt./Statutory Authorities/Local bodies under any law/rules and regulation as applicable in this case and shall keep PUNJAB INFOTECH free from any penalty or prosecution which may arise on account of any lapse or violation on the part of the contractor or their manpower.

Provision of Material

- 3.1.15. No cleaning material / equipment / ladders / scaffoldings / safety gadgets for providing the services shall be issued by Punjab Infotech. The contractor shall be responsible for arranging all the material / equipment required for providing the services.
- 3.1.16. Punjab Infotech will not provide consumables like towels, toilet soap & toilet roll/paper, handwash etc. to the contractor and the contractor will procure and place all these consumables in the toilets as and when required.

- 3.1.17. The contractor will ensure that he has adequate inventory of cleaning material / consumables / equipment at all times so that there is no delay in provision of the services / repairs etc. due non-availability of spares / consumables.
- 3.1.18. The contractor shall ensure that the material / chemicals used shall be approved by the HoD Administration and should be of adequate standard and from a reputed brand / manufacturer.
- 3.1.19. All equipment should be available in serviceable condition at all times in adequate quantities.
- 3.1.20. Punjab Infotech reserves the right to direct the contractor to change the material / equipment being used by him for execution of the services.
- 3.1.21. The contractor shall maintain a proper schedule as well as record / quality management forms / work register with the approval of Punjab Infotech and all stationery/ photocopying / telephone calls etc. shall be arranged by the contractor at his own cost.
- 3.1.22. Punjab Infotech will provide free of cost electricity & water to the contractor for mechanized cleaning from the existing source points with in the complex. The contractor is required to use the electricity / water judiciously and avoid wastages / excess use of the facilities failing which suitable deductions may be made from the bills.
- 3.1.23. Cleaning Equipment like Dry/Wet vacuum, high power cleaner, Flippers etc. required for satisfactory provision of the services shall be provided by the contractor as agreed in the contract.
- 3.1.24. The contractor shall supply all the tools/plants, to be used for repair work to his manpower.

Performance Assessment

- 3.1.25. In case the contractor fails to provide the requisite manpower as per agreed terms, penalty shall be imposed and deducted from the subsequent bill at the rate of double of the wages paid by Punjab Infotech for the purpose. In case the contractor does not perform any of

the duties directed, Punjab Infotech may get the work executed through some other agency at the contractor's cost & risk and impose such penalty / on the contractor as it may deem fit.

- 3.1.26. The inspection or checking by the authorized representative of Punjab Infotech shall be made to ensure the effective carrying out of the work assigned and if any shortcoming is found, suitable deduction from the payment of the contractor shall be made. A 10% sample check and its outcome shall reflect and shall be taken to assess 100% performance and shortcoming thereof by the contractor while executing the contract on day to day basis.
- 3.1.27. The facilitation committee will rate the performance of the agency on monthly basis and agency has to get an average 6.5 and above points out of ten to get the full payment for the month. There will be deduction as per below mentioned slabs

Slab (Rating by committee out of ten points)	Payment deduction
0-4	5% deduction
Between 4 to 6.5	2% deduction
>= 6.5	No deduction

- 3.1.28. Contractor shall attend to emergency works whether within or outside the office hours promptly at no additional cost. The contractor shall provide after office hours telephone numbers / mobile numbers of responsible persons to be contacted during emergency or for urgent works.
- 3.1.29. Nothing extra shall be paid due to loss / damages caused by rain, flood war, epidemic, strike or any other natural calamity.
- 3.1.30. No claim of lowering of level of services on account of paucity of funds, change in priority or any other causes what so ever shall be entertained

and the contractor will have no right to go for arbitration / legal proceedings in the court in this regard.

- 3.1.31. The quality of services shall be of the highest standard and any laxity /lowering whatsoever may result in imposition of suitable penalties / deductions from the bill of the contractor.
- 3.1.32. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the bidder / Contractor or his partner, agents, officers, Director, employee or servant or any one of his representative on their behalf in relation to the obtaining or to the execution of this or any other Contract with the PUNJAB INFOTECH, shall in addition to any criminal liability which it may incur, subject the bidder / Contractor to the rejection of the bid and cancellation of this and all other Contracts and also to payment of any loss or damage to the PUNJAB INFOTECH resulting from any cancellation. PUNJAB INFOTECH shall then be entitled to deduct the amount so payable from any monies otherwise due to Contractor under the Contract or from any deposit withheld by the PUNJAB INFOTECH.
- 3.1.33. In case of any disease, disability, discomfort etc. caused to the occupants of the premises due to any of the activities performed/ equipment / stores / consumables / spares etc. used by the contractor, the contractor shall be solely and completely responsible for all losses, claims etc from the affected / other parties consequent upon the disease, disability, discomfort etc.
- 3.1.34. The contractor will provide a list of employees from time to time along with their qualification/experience, present and permanent address.
- 3.1.35. The contractor shall not use the space provided for stocking or keeping goods/articles / equipments other than those needed for use in providing the services nor shall he do any structural additions & alterations to the “premises” or put any signage's without written sanction of Punjab Infotech. The bidder shall not stock any hazardous material within the said “premises”.

- 3.1.36. The contractor's personnel shall maintain the decorum of the place as per the directions given by the Officer-in-charge of the "premises" and any lapse on this part shall be viewed seriously and suitable action will be taken.
- 3.1.37. The contractor shall arrange for insurance of his equipment, manpower, stores / third party etc by way of a suitable insurance policy at his own cost and Punjab Infotech will not be responsible for any loss / damage, either direct or indirect caused to its employees / customers / property etc due to any accident / mishap / fire / natural calamities / war etc at the "premises" during or after the operational hours.
- 3.1.38. The contractor shall make good all losses / damages caused directly or indirectly by the contractor or his staff to any part of the "premises" due to negligence / theft or any other act. Value of the loss / damage and the manner of recovery shall be ascertained / decided by Punjab Infotech.
- 3.1.39. The contractor shall be responsible for paying at least the minimum wages to the manpower deployed / detailed for performance of the services as specified by the Govt. from time to time. The contractor shall deduct PF, ESI & other statutory deductions in respect of each worker (deployed by him) as per the instructions of Govt. Of India/Government of Punjab. The contractor will be fully responsible to deposit all the funds with the concerned authorities well within the specified dates. Punjab Infotech will not be responsible for any matter on this account.
- 3.1.40. The manpower deployed by the contractor shall be reasonably qualified and wear a neat, clean and proper uniform (issued to them by the contractor and approved by Punjab Infotech) and safety gear and should be well dressed during the duty hours. Minimum qualifications are as per RFP
- 3.1.41. The contractor shall initiate and maintain safety management programme to protect its employees from hazards through procedures,

practices, safety gears / clothing and regular inspection of the premises and provide training to its staff as and when required.

- 3.1.42. The contractor shall also issue proper laminated photo identity cards to his worker deployed for providing the services, who shall permanently display their identity cards while on duty. The identity cards or the list of persons need to be signed by designated officials of Punjab Infotech.
- 3.1.43. Employment of child labour is strictly prohibited under law and the contractor will not employ any such labour for providing the services.
- 3.1.44. Discipline, proper health and welfare of the manpower shall be the responsibility of the contractor and any indiscipline/misconduct on the part of the deployed workers shall be promptly attended to by the contractor. On the direction of Punjab Infotech the contractor shall replace the employee(s) deployed for provision of the services within 8 working hours of such direction.
- 3.1.45. In case the contractor's employee suffers from any type of injury / accident while performing duty or otherwise in the "premises", the contractor shall be wholly and solely responsible to bear any claim / expenses related to such injury / accident of the employee. Punjab Infotech shall not be responsible on any account in this regard.
- 3.1.46. The contractor shall keep a complaint / suggestion book duly page numbered at Punjab Infotech for enabling the users to lodge any complaint/suggestion regarding the services. The Punjab Infotech authorities may inspect the complaint book from time to time and issue instructions to rectify the issues to contractor who will have to submit his compliance report to Punjab Infotech within the specified time.
- 3.1.47. The contractor shall abide by all laws, rules/regulations and other instructions issued by the Government of India/ Chandigarh Administration from time to time related to labour and other laws.
- 3.1.48. The contractor shall be fully responsible to dispose of solid / other waste /garbage as per law / rules prevalent from time to time.

- 3.1.49. Experienced supervisors of the contractor shall monitor the quality of service / staff deployed at all times.
- 3.1.50. PUNJAB INFOTECH and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any bidder respondent / person acting on or refraining from acting on because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of PUNJAB INFOTECH and / or any of its officers or employees.
- 3.1.51. The above specified agreements should be executed within 15 days from the date of acceptance of bid issued by PUNJAB INFOTECH based on either the offer by the party or the terms and conditions finally negotiated with the successful bidder.
- 3.1.52. The contractor shall indicate the authorised signatories who can discuss and correspond with PUNJAB INFOTECH, with regard to the obligations under the contract. The contractor shall submit at the time of signing the contract, , a letter on his letter head specifying the official(s) of its organisation who have the authority to discuss as well as sign the agreements / contracts with PUNJAB INFOTECH. The contractor shall furnish proof of signature identification for the above purposes as required by PUNJAB INFOTECH.
- 3.1.53. The contractor shall be the principal employer of the employees, agents, contractors, sub-contractors etc., engaged by them and shall be vicariously liable for all their acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by them for any task under the contract.
- 3.1.54. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the contractor shall be paid by them alone and PUNJAB INFOTECH shall not have any direct or indirect

liability obligation, to pay any charges, claims or wages of any of the contractor's employees, agents, contractors, subcontractors etc.

- 3.1.55. The contractor shall agree to hold PUNJAB INFOTECH and its successors, assigns and administrators fully indemnified and harmless against any loss or liability, claims, actions or proceedings, if any, that may arise of whatsoever nature caused to PUNJAB INFOTECH through the action of its employees, agents, contractors, subcontractors etc.
- 3.1.56. The rights granted under the contract may not be sold, leased, assigned or otherwise transferred, in whole or in part, by the selected respondent and any such attempted sale, license, assignment or otherwise transfer shall be void and of no effect unless done with the prior written consent of PUNJAB INFOTECH.
- 3.1.57. The selected respondent shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of them under the contract without the prior written consent of PUNJAB INFOTECH.
- 3.1.58. The responses and any contract resulting there from shall be governed by and construed according to the Indian Laws. All dispute or differences whatsoever arising between the contractor and PUNJAB INFOTECH out of or in relation to the construction, meaning and operation or effect of the contract or breach thereof shall be settled as per the terms of this contract. However, if the parties are not able to resolve any dispute or difference aforementioned amicably, the dispute / difference shall be referred to arbitration of the MD Punjab Infotech whose order shall be final and binding on both the parties.

4.1. Introduction

This section deals with broad activities to be undertaken by the prospective agency who would provide its services under the RFP Housekeeping and Maintenance for the Corporate Office, 5th & 6th Floor, Udyog Bhawan, sector 17, Chandigarh

4.1.1 Scope of Work

The general scope of work broadly categorized under the head “Facility management and House Keeping Services” shall include the following:

- a. Mechanized Cleaning & Housekeeping of the “premises”;
- b. House keeping and Maintenance services & on-demand repair of civil, electrical, mechanical, sewerage, sanitary, toilet fittings and fixtures , plumbing installations / items / equipment, water tanks, woodwork etc. in the “premises”;
- c. Operation & maintenance of equipment, machinery, HVAC system equipment, UPS, electrical panels, firefighting equipment etc as per the prescribed schedule or as directed from time to time.
- d. Pest control in the “premises” which includes Mosquito Control Solution, Rodent Control, Anti Termite Treatment, General disinfections & Fumigation
- e. Any other activities to be included by PUNJAB INFOTECH based on the requirement.
- f. Maintenance & looking after of indoor plants.

The above services may need to be provided in shifts as per the directions of PUNJAB INFOTECH. The manpower required and the location for its deployment will be specified by PUNJAB INFOTECH.

4.1.2 Mechanized Cleaning and housekeeping of the “premises”:

Cleaning of the building structures shall be done with the latest mechanical and manual equipment as specified below. The broad areas of operation are as follows:

- a. All covered areas including floors, ceilings, walls, columns, partitions, interiors of office etc.
- b. Terrace Areas.
- c. Glass cleaning from inside & outside and other facade areas (Glass well).
- d. Windows including their frames
- e. Granite & other stone slabs
- f. Toilets including its fittings & fixtures are , mirrors and sanitary ware, Cafe and Pantry areas
- g. Water tanks.
- h. Wooden Floor Polishing.
- i. Vacuum cleaning of upholstery of sofas and other upholstered chairs.
- j. Cleaning of name plates and signage.
- k. Furniture & fixtures including wall hangings, murals etc
- l. All equipments / installations like ACs including grills & diffusers, light fittings,
- m. DG Sets, Telephone instruments / Computer systems, Printers & Photocopiers etc
- n. Removal and disposal of garbage from the premises
- o. Spray room freshener as per the directions / schedule prescribed by the officer-in-charge

- p. Place consumables like toilet papers, towels, handwash etc at the appropriate place as and when required.

4.1.3 Civil & Mechanical work:-

Work under this category entails maintenance and repair of all civil works in “premises”, including but not limited to masonry works, carpentry works, minor concrete repair, painting / anti-rust coating of metal pipes, joints, equipment etc., oiling / greasing of equipments, door closures, doors, joints an any other works related to preventive maintenance of the premises. Tightening of nuts and bolts of chairs and tables, repairs of wheels. Polishing of door handles / closures and other fittings with brasso / silvo.

a) Electrical Works:- Work under this category covers maintenance and repair of:-

- I. all electrical distribution boards;
- II. electrical distribution panels/fittings/fixtures;
- III. external, internal and street lighting along with lighting of the façade of the “premises”
- IV. Turning off the lights / equipments when not required.
- V. HVAC System.
- VI. Power & UPS System.

b) Sewerage, sanitary & plumbing Works etc:- Work under this category covers the maintenance and repair works within the premises of:

- I. sanitary installations including clearing of blockages in sanitary line
- II. Toilet fittings & Fixtures.
- III. drain maintenance & repair including clearing of blockages
- IV. water distribution and operation;

V. Periodical cleaning & maintenance of water tanks;

4.1.4 Operation of equipments

Operation of equipment / machinery / systems like DG Sets, HVAC, UPS, electrical panels, firefighting equipment etc as per the prescribed schedule or as directed / required from time to time.

NOTE: All the spares parts for repair / maintenance of the equipments for the above works shall be provided by PUNJAB INFOTECH, However, the contractor shall have to deposit the old replaced part/parts with PUNJAB INFOTECH. The contractor shall intimate PUNJAB INFOTECH in advance of any requirement of spares so that there is no delay in provision of any service / repair etc. The contractor shall report and damages / loss to the officer-in-charge immediately on same coming to his notice / knowledge.

4.1.5 Pest Control Solutions:-

Work falling under this category covers the following:

- a. Anti Termite Control (Once in Six months)
- b. General Pest Control
- c. Rodent Control
- d. Wood Protection (once in Six months)
- e. Anti Mosquito Treatment

The pest control shall be carried out by the agency as per schedule pre-approved by PUNJAB INFOTECH.

4.1.6 Detailed Schedule of of Work / guidelines

The following is the detailed schedule of the routine minimum work which is to be carried out besides any other repair and maintenance work the contractor may be called upon to perform as per the terms of engagement. The contractor may be called upon to do any other related additional work not specified below or as specified elsewhere in the RFP.

Area	Frequency	Type of cleaning required
Entry point/stair cases area of 5 th & 6 th Floor	As required, min 4 times a day	Cleaning with brooms and collection and disposal of garbage.
Toilets Blocks	Every two hours or as required minimum 4 times a day	With a good quality floors cleaner equivalent or Dettol. All the mopping with similar disinfectant of reputed make duly approved by PUNJAB INFOTECH
Urinals	Every two hours or as required minimum 4 times a day	Clean with Harpic / SANI FRESH or any other good quality cleanser and place naphthalene balls air fresheners
WCs	Every three hours or as required minimum 4 times a day	Clean with Harpic / SANI FRESH or any other good quality cleaner. At the end use cubes or air freshener at an ideal place.
Toilets Block Walls and Tiles & ceilings	Daily	Wall and floor tiles shall be washed with the good quality cleaning powder and mop with dry cloths. Ceiling metal tiles to be mopped with dry / wet cloth
All Toilets including the ones attached with MD, Chairman & Executive Directors rooms	Minimum once a day or as and when required	Check daily and replenish regularly as and when required soap, toilet paper, tissues, hand towels etc should be available at all times in all the toilets
Floor Area	Daily	Cleaning should be done with the prescribed machine
	Weekly	Cleaning should be done with the prescribed machine using good quality cleaning powder/liquid soap to make the area stain free.
	Once every three months	Polishing of floor should be carried out using mansion polish of reputed make and floor polishing machine.
Light Fittings & Ceiling Fans and other areas of the building and exteriors	Fortnightly or as And when directed	Removal of cobwebs, removal of dust using vacuum cleaner and keeping it clean

All Glass Partitions, windows and doors including the frames thereof	Daily & weekly	To be cleaned using cleaning material (Colin etc) once a week. At the end to be wiped using normal newspaper. Daily cleaning to be done using dry cloths to remove any dust or spots.
Work Stations	daily	All panels to be dusted both inside and outside and cleaned with dry cloth, Stains (if any) to be removed using liquid soap. Dusting to be done daily.
All Furniture in office, rooms, wall hangings, blinds, curtains, decorative etc.	Daily	Cleaning of tabletops to be done using wet cloths. Stain to be removed using liquid soap. All chairs & furniture & fixtures to be dusted daily.
Filing Cabinets	weekly	To be cleaned in the presence of a representative of the branch in charge with or without disturbing files.
Computer Terminal PC's Printer, Photostatting machine Fax and Telephone Instruments	Weekly	To be wiped with soft cloth lightly dampened in a good quality solution to be used for cleaning of such types equipments.
Air Conditioning units outer covers and grills	Weekly	Covers/grills which can be removed to be washed using good quality liquid soap. Air filters to be cleaned weekly
Water Cooler/ Dustbins /Water Flasks/Buckets	Weekly	To be cleaned with good quality detergent
Water storage tanks	Monthly	To be cleaned manually or mechanically and afterwards the required quantity of standard quality of disinfectant to be added.
Sewer Cleaning	As and when required and when directed by PUNJAB INFOTECH	Sewer/Storm sewer lines are to be kept clean within the complex up to the point of connection to the city sewer
Cafeteria	Every 3 hours	Cleaning of the floors & furniture and removal of garbage from dustbins
Pest Control	Once every three months	General Pest Control is to be done with standard quality pesticides quarterly, but other treatments like

		anti termite proofing, wood protection to be done once in six months and rest other pest controls such as Rodent Control, and anti- mosquito treatment shall be done with standard quality chemicals as and when required.
Polishing / painting / oiling / greasing for maintenance activities	Every 3 months	As required or as directed by the officer-in-charge
Façade cleaning of the well glasses	Every 1 months	Bidder will make it own arrangement to clean glasses of the well.

4.1.7 Minimum requirement of Manpower:

The contractor will ensure ready availability of manpower as specified in the **scope of work** at all times. PUNJAB INFOTECH may, however, reduce or increase the number required as per the needs of the site.

NOTE: - The Manpower services shall need to be provided for specified shifts on all week days.

4.1.8 Minimum qualifications for certain manpower to be deployed:

1. **SUPERVISOR** : Must have three years experience of handling jobs of similar size.

Minimum Responsibilities: -

- a. Checking of duty staff of the Contractor.
- b. Looking after maintenance schedule / records
- c. Maintenance of Log & complaint Book
- d. Interaction with Officer-in-Charge
- e. Monitoring of daily, weekly, monthly work routine.
- f. Maintenance of checklist for every task.

- g. Maintenance of Stock Register / Books of consumable material
- h. Responsibility of availability of material and procurement of the same.
- i. Responsibility for delivery and quality control of services on site
- j. Keeping a watch on the stock of stores / consumables / spares to be supplied by the contractor to ensure availability There should not be any delay in provision of the services on account of non-availability of stores / consumables / spares.
- k. Responsible for keeping record of preventive maintenance

2. ELECTRICIAN : ITI certificate holder in Electrical Trade.

Minimum Responsibility:

- a. Changing and repair of equipment.
- b. Checking on health of System / Machine / Equipments and carrying out required repairs etc.
- c. Interaction with the PUNJAB INFOTECH officer-in-charge and informing him about the repair and maintenance activities required and for smooth functioning of the office.

3. PLUMBER : ITI Certificate holder in Plumbing Trade.

Minimum Responsibilities:-

- a. To check valves for leakage.
- b. To check pipe lines for leakage.
- c. To check water pressure on taps and cistern.
- d. To check water tanks
- e. To carry out repair works in all plumbing fittings & fixtures.
- f. Repair and maintenance as and when required.

4. **Other manpower:** so deployed shall perform their duties as per the scope of works and as directed by the officer-in-charge



Section 5 Proposal Formats
(Not to be uploaded in Pre bid & Technical Bid)

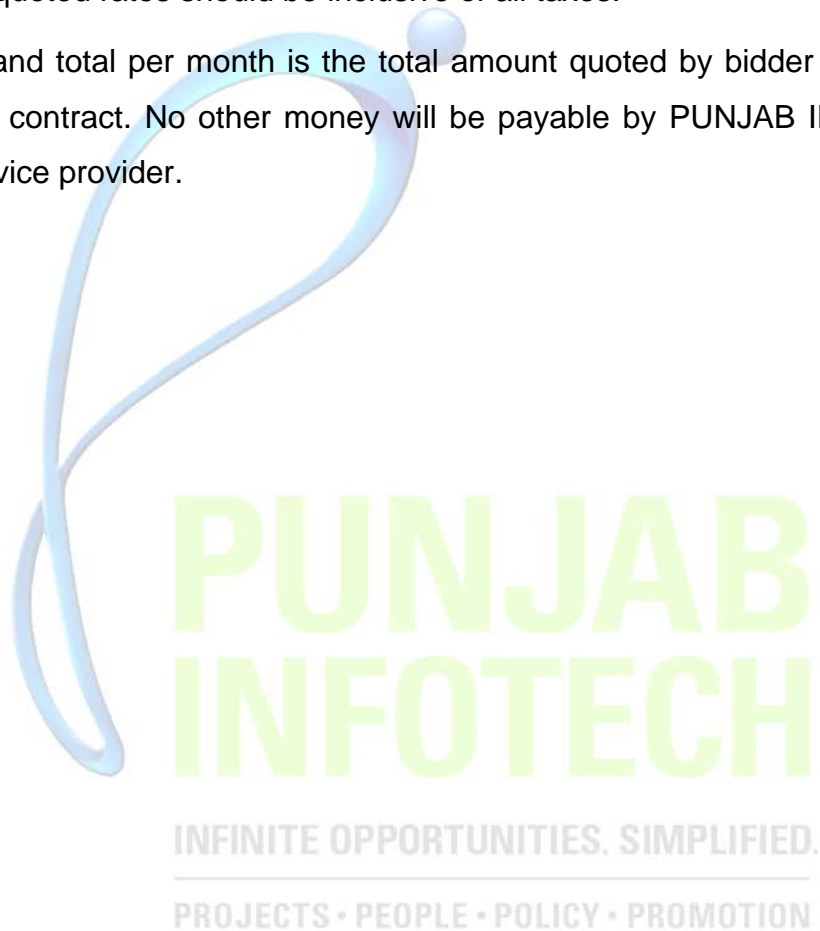
Form 1 Financial Proposal Format

Details	Nos.	Amount per month (Rs.)
Supervisor	01	
House Keeping boys	04	
Electrician	01	
Plumber Services (Min 2 monthly visits)	On demand	
Tools for repair & maintenance	Monthly	
Cleaning equipment charges	Monthly	
Cleaning Material	Monthly	
Other consumables	Monthly	
Pest control charges	Monthly	
Other charges, if any	monthly	
Grand total per month		

Note:

- I. The work to be executed is broadly as per the statement of work but additional directions may be given by the Officer-in-charge. The quoted rates should factor the scope/ schedule /quantum of work & equipment / tools required for the execution of the service contract as mentioned therein and at other places in the RFP.
- II. The manpower to be deployed at 5th & 6th Floor, Udyog Bhawan, Sector 17, Chandigarh and may vary from time to time depending upon the requirement. The billing for the services will be done based on the actual manpower deployed as determined from the attendance records.

- III. Cleaning material (e.g. Phenyl, Lizol, brooms, dusters, pans etc) and other consumables (toilet paper, handwash, toilet soap etc) will comprise of all such items required for satisfactory performance of the services even if not specified in the RFP. PUNJAB INFOTECH may direct the contractor to provide / use any such material for satisfactory performance of services.
- IV. Other charges, if any, e.g. service charges which may be added by the bidders as per their structuring of the budget for the entire service contract.
- V. All the quoted rates should be inclusive of all taxes.
- VI. The grand total per month is the total amount quoted by bidder for the entire service contract. No other money will be payable by PUNJAB INFOTECH to the service provider.



Date:

Reference No. : PICTC/Admin/2014/1

[Bidders are required to submit the covering letter as given here on their letterhead]

To

*Managing Director
PICTC LTD, 5th & 6th Floor, Udyog Bhawan
18 Himalaya Marg, Sector 17,
Chandigarh - 160017*

Sub: Proposal for Selection for House Keeping and Maintenance Services

Dear Sir,

1. We, the undersigned, having carefully examined the referred RFP, offer to Propose for House keeping and maintenance services for the Corporate Office, 5th & 6th Floor, Udyog Bhawan, Sector 17, Chandigarh, in full conformity with the said RFP.
2. We have read the all the provisions of RFP and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this Proposal, consisting of this letter and Financial Proposals, the duly notarized written power of attorney, and all attachments, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
6. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.
7. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.

8. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.

Signature.....
In the capacity of.....

Duly authorised to sign Proposal for
And on behalf of.....

Date.....

Place.....

[* Strike off whichever is not applicable]



PUNJAB
INFOTECH

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Form3 Company Profile Form

S.No.	Particulars	Details		
1.	Name of the Organization Address (Regd. Office) Email: Telephone No. & Fax: Website:			
2.	Name of the contact person: Telephone: Email:			
3.	Type of Organization (PSU / Limited/Pvt. Ltd. / Partnership / Any Other)			
4.	Chief of the Organization: Email : Telephone :			
5.	Registration details: Company Registration			
6.	PAN / GIR No.(enclose certificate) Service Tax registration no ESI & PF no			
7.	Activities of the company: (List the activities)			
8.	List of financial / Insurance sector / PSUs/Government clients (with contact details like address, contact person, phone number and email ID)			
9.	Turnover of the company for the last 3 years: (Enclose certificate from the Chartered Accountant)	Year	Turnover	
		2011-12		
		2012-13		
		2013-14		
10.	Total No. of Employees: Technical Staff Non Technical Staff			
11.	No of offices in the Tricity (Chandigarh, Mohali and Panchkula)			
12.	Provide information in respect of major assignments executed by the company. Proof of work executed for Central / State / Govt. / PSU/Private Organisations must also be attached(Order Value of Each should not be less than 12 lacs per	Details of client along with address, telephone and Fax number	Order Value (Rs. Lacs)- Annual	Job description

	annum)			
13.	List of employees with qualification & Experience retained by the firm as resource operations plan person nos (self Declaration)			
14.	Operation plan for executing the Contract (as per point no 2.4.1)			

I hereby declare that the above information is true to best of my Knowledge.



(Signature of the Authorized Person)

Date & Place:

**PUNJAB
INFOTECH**

INFINITE OPPORTUNITIES. SIMPLIFIED.

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Form 4 Prior Experience Form

(Using the format below, provide information in respect of major assignments executed by the company. Proof of work executed for Central / State / Govt. / PSU/Private Organisations must also be attached)

S.No	Details of client along with address, telephone and Fax number	Order Value (Rs. Lacs)	Job description
1.			
2.			
3.			
4.			

INFINITE OPPORTUNITIES. SIMPLIFIED.

(Signature of the Authorized Person)

PROJECTS • PEOPLE • POLICY • PROMOTION

Date :

Name :

Place :

Designation :

Business Address :

Seal :

Form 5: Understanding of Work & Methodology- Form5

The proposed methodology and work plan shall be described as follows:

1. Understanding of SOW (scope of work)

The Applicant shall clearly state its understanding of the SOW and also highlight its important aspects. The Applicant may supplement various requirements of the SOW and also make precise suggestions if it considers this would bring more clarity and assist in achieving the Objectives laid down in the SOW.

2. Methodology and Work Plan for the assignment

The Applicant will submit its methodology for carrying out this assignment, outlining its approach toward achieving the Objectives laid down in the SOW. The Applicant should specify the sequence and locations of important activities, and provide a quality assurance plan for carrying out the Housekeeping & Maintenance Services.

3. It is certify that there is no /yes relative / ex employee of our organization is working with Punjab Infotech.

Place :

Designation:

Business Address :

Seal

**PUNJAB
INFOTECH**

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Date:

Reference No. : PICTC/Admin /2014/001

CONTRACT AGREEMENT

THIS AGREEMENT is made on the <<day>> day of <<month>> 2011

BETWEEN:

Punjab Information & Communication Technology Corporation Ltd (Punjab Infotech) , a State Government Undertaking having its office at the <<----->> hereinafter referred to as "**The Corporation**" (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the FIRST PART;

AND

M/s <<name of selected Contractor>>, incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) and place of business at <<business address of Contractor>> hereinafter referred to as "**The Contractor**" (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the SECOND PART;

WHEREAS

- a) The Corporation is desirous that the Contractor should provide House keeping and Maintenance services for 5th & 6th Floor, Udyog Bhawan, Sector 17, Chandigarh.
- b) The Contractor, having represented to the Corporation that it has the required professional skills, and personnel and resources, has agreed to provide the services on the terms and conditions set forth in this Contract;

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- a) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.
- b) The following documents in relation with Request For Proposal issued for selection of Consultants shall be deemed to form and be read and construed as part of this Agreement viz:
 - Invitation to the Bidder
 - Instructions to Bidders (ITB)
 - General Contract Conditions (GCC)

- Scope of Work (SOW)
 - All Annexure, amendments, supplements, corrigendum or clarifications thereto
 - Notification of Award.
- c) The contract shall begin from the date of signing of the contract, as and when the services would be handed over to the contractor.
- d) The mutual rights and obligations of the Corporation and the Contractor shall be as set forth in the Contract, in particular:
- the Contractor shall carry out the services in accordance with the provisions of the Contracts;
 - the Contractor shall provide its services as per RFP and will be responsible , to hold the Corporation's interest paramount, strictly avoid conflicts.
 - the Corporation shall make payments to the Contractor in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

Signed by:
(Name and designation)
Authorized Signatory of the Corporation

Witness 1

Signed by:
(Name and designation)
Authorized Signatory of the Contractor

Witness 2







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Instructions to the Bidder

Appendix A - Instructions for e-Tendering

S.No	Title	Description																														
1	Punjab e-Tendering Website	http://etender.punjabgovt.gov.in																														
2	View and print Tender Documents Free of cost	To Download/ View the tender notifications and corrigendum follow the steps given below: a) Click on "TENDER SEARCH" after opening the e-Procurement website. b) Provide all or any one of the options like "Tender Number", "Region", "Estimated Cost", "Request Dates (from and to)", "Tender Submission date" or "any key words from Tender Description" c) Click "Submit" to view the results. A list of tenders will appear on the screen. d) Click on  to view. e) Click  to print.																														
3	Digital Signatures	The user must be in possession of a valid Digital Signature Certificates (DSC) which may be procured from any of the authorized Certifying Authority (CA), such as; MTNL, TCS, e-mudhra, N-code, Sify etc. In case of any problem in compatibility of DSCs, e-Procurement helpdesk may be contacted.																														
4	e-Payment Options and procedure	Following options are available for making e-Payment: <table border="1" data-bbox="608 1137 1455 1576"> <thead> <tr> <th>Mode of payment →</th> <th>IPG</th> <th>Net Banking</th> <th>OTC</th> <th>NEFT</th> </tr> </thead> <tbody> <tr> <td>Purpose & Amount ↓</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registration Fee Rs 2247.00</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td>No</td> </tr> <tr> <td>Tender Fee (differs for each tenders)</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Processing Fee (0.1 % of tender estimated value + service tax – Varies between Rs 562.00 to Rs 5618.00) Rs 2247.00 for tenders where estimated value is not known</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td>No</td> </tr> <tr> <td>EMD (differs for each tenders)</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> </tbody> </table> <p>Procedure for e-Payment through OTC /NEFT: a) Take a print of challan from the e-payment gateway. b) Pay the amount in your bank and collect the receipted copy duly stamped by the bank and note UTR Number. c) Upload the scanned copy of challan and payment details including UTR Number in the e-tendering web site.</p>	Mode of payment →	IPG	Net Banking	OTC	NEFT	Purpose & Amount ↓					Registration Fee Rs 2247.00	Yes	Yes	No	No	Tender Fee (differs for each tenders)	Yes	Yes	Yes	Yes	Processing Fee (0.1 % of tender estimated value + service tax – Varies between Rs 562.00 to Rs 5618.00) Rs 2247.00 for tenders where estimated value is not known	Yes	Yes	No	No	EMD (differs for each tenders)	Yes	Yes	Yes	Yes
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EMD (differs for each tenders)	Yes	Yes	Yes	Yes																												

5	Registration	<p>Steps to be followed for registration of bidders:</p> <ol style="list-style-type: none"> Click on “Register” and fill the online registration form. Pay the registration fee of Rs. 2247/- through e-Payment Gateway (IPG and Net Banking). Note the User ID and Password allotted by the system. Upload following documents in scanned format:- <ol style="list-style-type: none"> Request on Company Letter Head PAN Card Enlistment certificate, if any. Registration Acknowledgement <p>After this the bidder will have to contact Punjab e-Procurement Helpdesk for the activation of his User ID.</p>
6	Login & Participation in the Tendering process	<p>Log in with your User Id and Password (which was allotted by the system after registration). For participating in the tendering process follow the instructions given below:</p> <ol style="list-style-type: none"> Insert the PKI (which consists of your DSC) in your PC USB port (make sure that necessary driver software of PKI is installed in your system). To open the Microsoft Internet Explorer (from the Desktop of your computer) click on the Internet Explorer icon, or Go to Start > Programs > Internet Explorer. Type etender.punjabgovt.gov.in in the address bar, to access the Login Screen. Enter e-Procurement User Id and Password, click on “Go”. Click on “Click here to login” for selecting the DSC. Select the Certificate and enter DSC Password. Re-enter the e-Procurement User Id & Password. Select the Department (in this case Punjab Information & Communications Technology Corporation Ltd.) from the drop box in whose tender you intend to participate.
7	Online Query Resolution System/ Pre-bid meeting	<p>Under the Department selected as explained at ser. No. 6 above click on the tender, then take the “email” option and you will be able to upload your queries under the “Pre-bid meeting” option.</p>
8	Online Request for Tender Documents	<p>Steps to be followed for online request for tender:</p> <ol style="list-style-type: none"> Click on “Un Applied” to view / apply for new tenders. Click on  for online request. Pay the Tender Fee and Processing Fee online. Click  to view the tender documents which are available in the user profile (<i>Tender document screen appears</i>). Click on “Click here to download” to download the documents on your desktop
9	Other Department tenders	<p>To apply for other Department tenders, Click on “Select Department” to switch over to other Department Tenders and repeat procedure given at ser 7 above.</p>
10	Pay EMD and update details in the web site	<p>Steps to be followed for uploading supporting documents:</p>

11	Upload files – Technical Sheet/ Price bid Sheets and attach documents to the tender	<p>a) From the  screen click on “Click here to enter EMD Details” (which is displayed in “Red color”) to feed the EMD details and upload the scanned copy of challan with UTR Number in case payment is made through OTC or NEFT.</p> <p>b) When the user finishes with the payment of EMD, the “Red color” will automatically turn to “Black color”.</p> <p>c) Click “Click here to Download Empty Document” and download the editable Technical/ Price bid documents and save the same without changing the “File Name” on your Desktop.</p> <p>d) The user may log off and fill up the editable documents off line in his own time.</p> <p>a) From the  screen click on “Click here to Upload the Filled File” (which is displayed in “Red color”)</p> <p>b) Select the filled file/ files which were saved in the same name.</p> <p>c) Click on “OK” to upload the filled Technical and Price bid documents to the tender. (Note that when the user uploads the filled Technical and Price Sheet, the “Red color” will automatically turn to “Black color” which reflects that user is ready for the final submission).</p> <p>d) Click “Click here to Attach the General Documents” to upload all the documents which are already saved in the vendor profile.</p> <p>e) Attach the required documents to the concerned tender from general document section to the tender document screen.</p>
12	To Submit the Tender	<p>a) Bids once submitted cannot be revised. Therefore, prior to submission, verify whether requisite documents have been attached and uploaded.</p> <p>b) Note down / take a print of “bid control number” once it is displayed on the screen.</p>
13	To view the tender opening process	<p>Tender opening event can be viewed online as per procedure given below:</p> <p>a) Log in with your User Id and Password (which was allotted by the system after registration).</p> <p>b) Select Department from “Select the Department” drop down box.</p> <p>c) Click on “OPENED”. Click on the  icon to view bid documents of all bidders participating in the tendering process.</p>
14	e-Procurement Help Desk details	<p>a) Office Address: Punjab Infotech, (e-Procurement Helpdesk), S.C.O - 101, 2nd Floor, Sector – 47 C, Chandigarh.</p> <p>b) Visiting Hours: 8 AM to 8 PM (Monday to Sunday except Public Holidays)</p> <p>c) Contact Details:</p> <ol style="list-style-type: none"> a. Tel : 0172-3953764 b. Fax : 0172-3934665 (Fax) c. Mobile : 09257209340, 08054628821 <p>d) E-mail : etender.helpdesk1@punjabinfotech.gov.in</p>