

## **PANJAB UNIVERSITY, CHANDIGARH**

### **TENDER NOTICE FOR OUTSOURCING OF CLEANING & HOUSEKEEPING SERVICES**

Dean Student Welfare Office, Panjab University, Chandigarh invites e-tenders under two-bid system from eligible registered / licensed outsourcing firm/agency registered with Labour Department of any State Govt./ Central Govt. for the supply for providing services on contract basis for the period of one year extendable upto 3 years from the date of contract based on yearly/annual satisfactory report. The interested agencies are required to submit the technical and financial bid separately. The tender documents shall be uploaded in 2 parts i.e. part one contains documents for technical bid and part two will contain financial bid. Documents download start date for e-tender will be 29.07.2017 at 10:00 A.M.; the last date of submission of e-tender will be 21.08.2017 at 10:00 A.M. and e-tender will be open on 21.08.2017 at 11:00 A.M. Tender Opening coincide with a holiday or an unforeseen situation, the same will be deferred to the next working day.

The tender document containing eligibility criterion, scope of work and terms & conditions can be downloaded from the e-tender website of Chandigarh Administration <http://etenders.chd.nic.in/nicgep>. The tender fee of Rs. 2000/- (non-refundable) and bid security EMD should be paid through Demand Draft @ 2% of the total quoted value, issued by any nationalize bank payable at Chandigarh in favour of the 'Registrar, Panjab University, Chandigarh'. The Demand Draft on account of tender fee of Rs. 2000/- (non refundable) and EMD should be deposited in the office of the Dean Student Welfare before submission of e-tender i.e. 21.08.2017 upto 10:00 A.M and scanned copy of the both the Demand Drafts (on account of tender fee and EMD) should be uploaded in the e-tender.

The criterion of selection as well as rejection is defined in the tender document. The bid shall remain valid for 90 days from the date of opening of technical bid. Any future clarification and / or corrigendum(s) shall be communicated through Chandigarh Administration website.

The University reserves the right to reject any or all the quotations or accept them in part or to reject the lowest quotations without assigning any reasons. The University also reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

**Dean Student Welfare,  
Panjab University, Chandigarh**

## **SCOPE OF WORK**

**Total area of International Hostel is 63, 195 Sq. Ft. (covered area) and 22372 Sq. Ft. (Lawn area) and Girls Hostel No. 10 is 78090 Sq. Ft. (covered area) and 26825 Sq. Ft. (Lawn area):**

**Services required for the above hostels as fixed by the committee are as under:**

1. The contractor is expected to depute staff for cleaning:
  - Common areas including office space, dining area, common area, toilets & kitchen area & visitor rooms.
  - Window panes.
  - Parking area.
2. Necessary material & equipments will be provided by the Contractor for mechanize cleaning.
3. The contractor is expected to properly maintain the lawns of the Hostels.
4. In addition, round the clock lady attendant **exclusively** for International hostel is to be provided. (Attendant will remain in the hostel to help the students and also for maintaining various records).

The contractor is also expected to employ a supervisor for the supervision of the above said work.

## **TERMS AND CONDITIONS**

1. The outsourcing firm/agency should be registered / licensed manpower supplier firm registered with Labor Department of any State Govt. / Central Govt. for the supply of skilled, semi-skilled and unskilled manpower.
2. **The interested outsourcing firms/agencies should quote their composite rate/s per hostel for providing the required services as mentioned in the scope of work. The interested parties are advised to visit the site for assessment of services to be provided according to covered/uncovered area.** All direct/indirect liabilities of services provided/engaged for outsourced services will be the sole responsibility of the outsourcing firm/agency. **It is mandatory to provide the analysis of the total quoted value with respect to the manpower to be engaged.**
3. **Tender without EMD @ 2% of the total quoted value will not be accepted. (Physical EMD shall be deposited under sealed cover only).**
4. The outsourcing firm/agency shall have to furnish a performance bank guarantee of 05% of total contract value of one year before awarding of contract refundable after

successful execution / completion of the contract. The EMD deposited by successful bidder shall only be refunded after the firm furnishes performance guarantee. The said Performance Guarantee should be in favour of Registrar, Panjab University, Chandigarh. No interest will be paid on EMD or PGD.

5. The outsourcing agency/firm must fulfill all conditions required under Labour Contract Employment Act as amended from time to time.
6. The outsourcing agency/firm shall be governed by the Govt. of India laws and interpretations in accordance with such laws. The outsourcing agency/firm shall abide by all the law of land including Labour Laws (PF, Income Tax, GST, TDS or any other extra taxes levied by the Government), companies Act, Tax deduction liabilities, welfare measures of its employees and all other obligation that is being instructed in such cases and are not essentially enumerated and defined herein, though any such burden / duty shall be the exclusive responsibility of the contractor and it shall not involve Panjab University, Chandigarh in any way whatsoever. Compliance of these provisions shall be ensured at the time to making monthly payments. The outsourcing agency/firm shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to Panjab University, Chandigarh to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
7. The outsourcing agency/firm will submit a certificate regarding Income Tax paid for the last three financial years i.e. 2014-15, 2015-16 and 2016-17.
8. The tender should contain satisfactory performance report from past & present clients.
9. The payment(s) to be made to the outsourcing firm/agency are subject to deduction of taxes leviable by any Government as per rules from time to time and will be made after the completion of every month.
10. The outsourcing agency/firm will be responsible for making the payment directly to the supplied manpower by 7<sup>th</sup> of each month.
11. The outsourcing agency/firm shall make the payment to the supplied manpower by depositing payment in their bank accounts.
12. The contracting agency shall ensure that the manpower deployed for the mentioned outsourced services be competent for the job assigned to them. However, the DSW office reserves the right to assess the competence of provided manpower
13. Identity card must be issued by man power supplier firm.

14. The outsourcing agency should make suitable arrangement for supervision of the manpower supplied and other related works.
15. The outsourcing agency should have minimum 2 years' experience to supply the manpower to any Government / Semi Government University/ Educational Institution or organization of repute for various jobs and should have annual minimum turnover of Rs. 5 crores (five) crores for last three years. Audited balance sheet certified by the Chartered Accountant to be attached.
16. The outsourcing agency/firm shall be responsible for all injuries and accidents to persons employed by him. The workers shall be insured against personal accidents arising out of and during the course of their duties. In the event of injury, illness or accidents to any worker, Panjab University, Chandigarh will not be liable to pay any compensation or any other proceedings. The insurance cover shall include the liability under the Workmen's Compensation Act.
17. Lowest quoted rates fulfilling all the aspects in regard to the scope of work will be the primary criterion for evaluation of financial bid.
18. The outsourcing agency/firm shall not appoint any sub company / agency to carry out any obligation under the contract.
19. The outsourcing agency/firm shall maintain a daily attendance register including the number and names of the workers engaged in the office for works as per scope of the contract. Also it shall maintain a complaint book, which should be made available to the authorities as and when required.
20. The outsourcing agency/firm shall maintain all necessary registers and display notices as per mandatory requirement under the law of land.
21. The contract shall commence from the date of receipt of acceptance of the work order which shall be accepted by the outsourcing agency/firm within not more than 10 days from the receipt of the order or 15 days from the date of said order, whichever is earlier and shall continue till one year unless it is curtailed or terminated by Panjab University, Chandigarh.
22. The contract initially will be for a period of one years of i.e. from the date of contract. However, it can be extended upto three years on the same terms & conditions subject to satisfaction of the work.
23. If the outsourcing firm/agency wants to rescind the contract voluntarily or otherwise, he shall give a notice of at least 3 months failing which the amount of security deposit

including any other dues will be recovered from him for making alternate arrangement till the new contract is assigned to the other party.

24. If the outsourcing firm/agency repeatedly violates the terms and conditions of the contract or fails to provide cleaning & housekeeping services despite Panjab University, Chandigarh having served him proper notices, the contract shall be liable to be terminated and security so deposited shall be forfeited.
25. The outsourcing agency/firm shall submit a copy of labour license obtained from the Labour Commissioner along with the tender.
26. In case of any damage or loss caused to Panjab University, Chandigarh property by the manpower deployed by the firm/agency, the same shall be charged from the outsourcing agency/firm. It must be ensured by the outsourcing agency/firm by submitting an affidavit on non-judicial stamp paper of RS. 100/- stating therein that he will bear this loss.
27. The loss caused to Panjab University, Chandigarh on account of negligence / dereliction of duties by the employees of the outsourcing agency/firm, shall be established after a joint inquiry comprising the representatives of Panjab University, Chandigarh and outsourcing agency/firm, and Panjab University, Chandigarh shall be within its right to make it good from the outsourcing agency/firm.
28. The outsourcing firm/agency shall replace immediately any of its personnel who is not found suitable to Panjab University, Chandigarh because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from Panjab University, Chandigarh. No association or trade union activities will be allowed by the manpower supplied by the agency.
29. The outsourcing firm/agency shall immediately provide a substitute in the event of any person leaving the job due to his / her personal reasons. The delay in providing a substitute beyond three working days shall attract a pre-estimated agreed liquidated damage @ double the minimum wages per day on the outsourcing agency/firm.
30. Panjab University, Chandigarh is not responsible for any dispute of manpower deployed for outsourcing, and the manpower so deputed shall not be in any way be the employees of Panjab University, Chandigarh.
31. For all intents the outsourcing firm/agency shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed by him / her in Panjab University, Chandigarh. The persons deployed in Panjab University,

Chandigarh shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the competent authority of Panjab University, Chandigarh.

32. In case of termination of this contract on its expiry or otherwise, the persons employed by the service provider firm shall not be entitled to and will have no claim for any absorption not for any relaxation for absorption in the regular / otherwise capacity in Panjab University, Chandigarh.
33. In case of disputes for non-payment of wages to the deputed manpower or any other dispute, the payment due to the outsourcing agency/firm can be withheld till settlement of the dispute by Panjab University, Chandigarh or on the orders of the Court of law.
34. Notwithstanding the above, Panjab University, Chandigarh reserves the right to accept or reject any tender or reject all tenders at any time prior to award of the contract, without assigning any reason, whatsoever, and without incurring any liability or obligation, whatsoever to the affected bidder(s).

### **Conditions for e-tender:-**

1. The tender documents shall be uploaded in 2 parts:-
  - i) Part-1-Shall contain scanned copies of the following documents:
    - a) Tender fee of Rs. 2000/- & EMD @ 2% of the total cost proposed by the bidders
    - b) Attested copy of supporting documents w.r.t. incorporation / existence /registration of agency. (e.g. Limited /Private Limited Corporation/Proprietorship/Partnership/ Co-operative Society).
    - c) Attested copy of PAN / GIR Card/ Service Tax registration/GST
    - d) Attested copy of valid labour license from the Labour Commissioner.
    - e) C.A certified copy of the IT return filed by the agency for last three years 2014-15, 2015-16, 2016-17 showing annual turnover.
    - f) Attested copy of the PF registration letter & ESI registration letter / certificate.
    - g) Affidavit regarding non-blacklist of firm (Must not be blacklisted by the Govt. / Semi-Govt./Corporation/Private Organization).
  - ii) Part-2- shall contain financial bid
  - iii) Hard copies of documents uploaded by the bidder must reach the office of the Dean Student Welfare before submission of e-tender i.e. 21.08.2017 upto 10:00 A.M also along with copy of tender document duly signed and stamped by the authorized signatory of the agency in token of their acceptance & Documents relating to experience/client served.
2. (a) The demand draft of Rs. 2000/- (non refundable) on account of tender fee in favour of the **Registrar**, Panjab University should be deposited in the office of the Registrar, Panjab University before submission of e-tender and scanned copy uploaded to the e-tendering website within the period of bid submission.
- 2 (b) Earnest money in the form of requisite demand draft drawn in favour of First Party i.e. **The Registrar, Panjab University, Chandigarh** shall be scanned and uploaded to the E-Tendering website within the period of bid submission without which bid shall be considered incomplete & non responsive and shall not be considered. **The physical EMD shall be deposited under sealed cover in the DSW office, Student Centre, IInd floor, Sector-14, PU, Chandigarh and the scanned copy of EMD uploaded shall be deposited before the closing date of the tender.**
3. The tenderer shall have to furnish an affidavit as under:-
  - a) I/we hereby declare that
  - b) I/we have not been black listed, debarred/suspended by any Govt./ Semi Govt./Corporation/Private organization during the last seven years.
4. Bid document can be downloaded from the website of Chandigarh administration <http://chandigarh.gov.in> or <http://etenders.chd.nic.in/nicgep>
5. The bidders shall have to submit their bids online in electronic format with digital signature. For participation in the e-tendering process the bidders need to register themselves on [etenders.chd.nic.in/nicgep](http://etenders.chd.nic.in/nicgep)

6. The bid shall be uploaded in electronic format on the website [etenders.chd.nic.in/nicgep](http://etenders.chd.nic.in/nicgep) scanned copies of earnest money deposit and affidavit etc. uploaded along with the bid within prescribed time limit.
7. In case the contractor /bidder need any clarification/assistance he can contact the office of the Dean Student Welfare on any working day during office hours.
8. Panjab University reserves the right to reject any of all the application /tender without assigning any reason. Overall lowest bid will be criteria for finalization of tender.
10. In case the date of receipt/opening of tender is declared or happens to be public holiday, the tender will be received/opened on the next working day at the stipulated time.
11. The submitted bid shall become invalid and rejected if:  
The bidder is found ineligible on account of following:-
  - i) The bidder does not deposit the Demand Draft on account of tender fee and EMD Fee within the stipulated period in the office of the Registrar
  - ii) The bidder does not upload all the documents as stipulated in the bid documents.
  - iii) If any discrepancy is noticed between the documents as uploaded at the time of submission of bid and the hard copies as submitted physically by the tenderers in the office by the tender opening authority.
  - iv) Non submission of any documents as required and not fulfilling the eligibility in regards of point 1 (a to m) at page no. 7 as mentioned in the conditions of e-tender.*
12. Instruction to bidders regarding e tendering process:-
  - i) Tenders without digital signature will not be accepted by the electronic tendering system. No tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.
  - ii) Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been uploaded with the bid failing which tender will be rejected summarily.
  - iii) It will be mandatory for all the bidders to upload all the documents.
  - iv) The University will not be responsible for any delay in online submission of the bids due to any reason whatsoever.
  - v) The bidder should submit his valid Email ID in the undertaking for further correspondence regarding the tender.
  - vi) The earnest money deposited same as scanned in the tender failing which the matter will be submitted to higher authority.
13. Agreement shall be drawn with the successful tenderer. Agreement will be on Award of contract.
14. The payment will be released after the deduction of any penalty that may be imposed by the competent authority as per contract agreement.
16. Tender shall be accompanied with earnest money as above in shape of demand draft in favour of First Party P.U i.e. **Registrar , PU, Chandigarh.**
17. Canvassing whether directly or indirectly, in connection with tender is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
18. For any technical issue related to electronic tendering portal, bidders may contact IT cell, DIT, Additional Deluxe Building 5<sup>th</sup> floor, sector 9 Chandigarh or e-mail at [etender@chd.nic.in](mailto:etender@chd.nic.in), phone no. 0172-2740641, 0172-2740003



**A. ORDER FOR ARRANGEMENT OF DOCUMENT TO BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF MANPOWERS**

- i. List of manpower for deployment in Panjab University, Chandigarh containing full details i.e. date of birth, marital status, address, medical fitness certificate etc.
- ii. Bio-Data of all persons.
- iii. Character Certificate.
- iv. Certificate of verification of antecedents of all persons by local police authority.
- v. Contract agreement duly signed.

**B. SCHEDULE OF TENDER DOCUMENT & TENDER NO.**

- i. Document download start date: 29.07.2017; 10:00 A.M.
- ii. Document download end date: 21.08.2017; 10:00 A.M.
- iii. Last Date of submission of tender: 21.08.2017; 10:00 A.M.
- iv. Date of opening of tender: 21.08.2017; 11:00 A.M.

To

The Dean Student Welfare,  
Panjab University, Chandigarh  
Pin- 160014, India

**Sub: Submission of proposal for providing outsourcing services (cleaning & housekeeping) at Panjab University, Chandigarh.**

Sir,

We, the undersigned, offer to provide the outsourcing services for housekeeping & cleaning for a period of ..... in accordance with your E-tender No..... dated ....., We are hereby submitting our proposal, which includes this technical proposal and a financial proposal submitted through e-tendering.

We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification. The prices quoted by us in the financial proposal (Form F-1) are valid till six months from the date of submission of the quotation, we confirm that this proposal will remain binding upon us and may be accepted by you at any time before the expiry date.

Prices have been arrived independently without consultation, communication, agreement of understanding (for the purpose of restricting competition) with any competitor.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that Panjab University, Chandigarh is not bound to accept the lowest or any proposal or to give any reason for award, or for the rejection of any proposal.

We have understood and accepted the terms and conditions of tender document.

Yours faithfully,

Signature \_\_\_\_\_

Name \_\_\_\_\_

Seal of Firm with Registration number of Firm

Details of other organizations where such contracts undertaken during last three years (documents in proof to be attached)

Proforma containing details of other organization where such or similar contracts were undertaken.

Sl. No.	Name & Address of the organization with contact No.	No. of personnel supplied	Period of Contract	Whether Govt./semi Govt./ Autonomous Bodies / PSUs/ Industries etc.	Amount of Contract	Reason for termination (if currently no valid)
1						
2						
3						
4						
5						

This information to be given with technical Bid for Annual Contact for providing outsourcing service for housekeeping & cleaning.

**Declaration by the Tenderer**

This is to certify that I/We before signing this tender No.....dated..... have read and fully understood all the terms and conditions contained herein and undertake myself / ourselves to abide by them.

Signature of Tender with seal

Name

Seal

Office Address

Phone

***NOTE***

Submission of all the documents mentioned above along with declaration is mandatory. Non-submission of any of the information above may attract rejection of the bid.