

SOCIETY FOR THE PROMOTION OF I.T. IN CHANDIGARH

(SPIC LOGO)

RFP NO.SPIC/FMHC/2009/01

REQUEST FOR PROPOSAL
(Proprietary and Confidential)

FACILITY MANAGEMENT AND HOUSEKEEPING SERVICES FOR
THE RAJIV GANDHI CHANDIGARH TECHNOLOGY PARK
(RGCTP), ENTREPRENEURS DEVELOPMENT CENTRE (EDC) AT
THE R.G.C.T.P. AND FOR THE OFFICE OF THE SOCIETY FOR
THE PROMOTION OF I.T. IN CHANDIGARH.

SPIC- Centre of Excellence
PEC Campus, Sector 12,
Chandigarh-160012
Tel :91-172-2744235
E- mail: info@spicindia.com

**REQUEST FOR PROPOSAL
FOR FACILITY MANAGEMENT AND HOUSE KEEPING SERVICES**

RFP No. SPIC/FMHC/2009/01

The Society for the Promotion of I.T. in Chandigarh (hereinafter referred to as “**SPIC, Chandigarh**”) invites from established and reputed professional organisations who are engaged in and having experience in Facility Management and Housekeeping Services to render a sealed proposal to provide total facility management and housekeeping for the Entrepreneurs Development Centre (“**EDC**”) at the Rajiv Gandhi Chandigarh Technology Park (“**RGCTP**”) and the office premises of SPIC in Chandigarh. Only firms and organisations registered or incorporated in India with annual billing for services of more than Rupees 1 crore, and having the capability to provide the entire bouquet of services being sought, are eligible for submitting the proposal.

The EDC at the RGCTP is located in a total land area of 1.5 acres. The office of SPIC is located on the 3rd floor of the SPIC – Centre of Excellence Building in the Punjab Engineering College Campus, Sector 12, Chandigarh.

SPIC is considering to award total service contract within the scope of Facility Management and House Keeping Services under one umbrella consisting of the following services :

- Maintenance and on demand repair in the EDC at RGCTP and at SPIC, Chandigarh. Repair work mainly includes masonry works, carpentry works, minor concrete repair, electrical repairs, sanitary, sewerage and plumbing repairs etc.
- Cleaning & housekeeping of rooms and common areas of the buildings.
- Sanitary works.
- Electrical works.
- Road and drain maintenance & repair .
- Water distribution and operation & maintenance of water tanks .
- Pest Control.

- Any other activities as may be considered on merit.

The area in which the services of facility management and house keeping are to be rendered is called the “specified area” and is defined as the area falling within the compound of the EDC at the RGCTP and the area falling under the SPIC-Centre of Excellence, PEC Campus, Chandigarh.

I. Administrative Information

CONTACT DETAILS

Any questions concerning technical specifications or Statement of Work (SOW) requirements must be directed to:

Name	
Address	
Phone	
FAX	
Email	

Any questions regarding contractual terms and conditions or proposal format must be directed to:

Name	
Address	
Phone	
FAX	
Email	

TIME SCHEDULE

Event	Date
1. RFP Distribution to Vendors	
2. Written Confirmation of Vendors with Bid Intention	
3. Questions from Vendors about scope or approach due	

4. Responses to Vendors about scope or approach due	
5. Proposal Due Date	
6. Target Date for Review of Technical Proposals	
7. Final Vendor Selection Discussion(s)--Week of	
8. Anticipated decision and selection of Vendor(s)	
9. Anticipated commencement date of work	

The submission of the proposal, queries and all other terms and conditions are detailed in the following sections of this document. The address for communication is as given on the *cover page* unless other-wise expressed specifically in any part of this document for a specific requirement.

This document comprises the Request for Proposal (RFP). This document has to be read in its entirety. The terms and conditions for the RFP encompasses all the terms and conditions mentioned in this document.

II. Guidelines for Proposal Preparation

TECHNICAL BID:

The respondents to this RFP must provide the following information in the Technical Bid supported with the relevant documentation, namely -

1. Brief description of the organization, including its organization structure and the number of employees.
 - a. Name of the organization and complete address including branches; if any.
 - b. Status of the firm: Proprietor /Partnership/ Reg. Company/ Co-op. Society.
2. Bankers and their addresses.
3. Reference list of major clients and projects of similar nature executed in the last 3 years giving nature & scope of services, method & technology applied, manpower deployed & other relevant details.
4. At least three jobs of similar nature of value approximately Rs.25 lakhs per

year executed in the last 3 years along with proof of assignment from the client.

5. PAN (Income Tax) details (including photocopy of the PAN card)
6. Financial statements for the last 3 years, duly certified by a chartered accountant.
7. Proof of ESI & PF registration.
8. List of employees with qualifications & experience retained by the firm as resource persons.
9. Details of the technology adopted as well as the associates/consultants having existing contract with the firm for various specialized jobs.
10. The respondents shall submit a specific plan for complying with the terms of this RFP, including but not limited to:
 - a. Use of appropriate technology;
 - b. Quality Control strategy;
 - c. Appropriate methods proposed that will produce the required deliverables;
 - d. Compliance with work specifications, industry standards, etc.
 - e. A sound work management plan, including demonstration of the allocation of sufficient resources to complete all aspects of the work as per Statement of Work.
 - f. a brief description of how a budget for these services may be structured without financial figures.

COMMERCIAL BID:

The format and details to be specified in the Commercial Bid shall include how a budget for these services may be structured along with the financials. Hence, the respondent shall provide their Commercial Bid in the same format as proposed by them in point 10 f. above.

III. Respondent's Eligibility Criteria and Criteria for Evaluation:

(a) Eligibility

- Minimum 3 years experience in the field of complete facility management and housekeeping services.
- The firm shall be registered/incorporated in India.
- The firm/organization should have proven capabilities of providing such services in at least 3 reputed organizations/Educational Institutions/I.T. Companies having similar facilities.
- Annual turnover during the last 3 years should be Rs.1 Crore (average).

(b) Procedure for Evaluation of Proposals in Response to RFP

1. All offers which do not contain specified documents will be summarily rejected and no further evaluation will be carried out.
2. Offers which do not fulfill the following will be summarily rejected:
 - a. Solutions not confirming to standards specified.
 - b. Part offers other than what is specified.
3. Balance offers will be technically evaluated as per the following criteria:
 - a. Technical feasibility and execution plan of the vendor.
 - b. Detailed presentation by the vendor.
 - c. Verification of claims made by the vendor.
 - d. Technical capability of the vendor.
4. Commercial offers of only those respondents qualifying in the technical evaluation will be opened for further processing.

Award of the contract resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to SPIC in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

SPIC reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor,
- Accept other than the lowest priced offer,

- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

IV. Statement of Work and Deliverables

The detailed “Statement of Work” is as per **Annexure - I**, which is annexed to the RFP. The respondents must read the same carefully before submitting their Technical Bid and Commercial Bid.

V. Submission and the process of evaluating the RFP

Two-Stage Evaluation Process

For the purpose of the RFP, a two-stage evaluation process will be followed. The response to the present RFP will be submitted in two parts, i.e., the Technical Bid and the Commercial Bid (in hard copies). The bidder will have to submit the ‘Technical Bid’ and the ‘Commercial Bid’ separately but within the stipulated date and time. The ‘Technical Bid’ will contain exhaustive and comprehensive technical details, whereas the ‘Commercial Bid’ will contain the pricing information. **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.**

In the first stage, only the ‘Technical Bids’ will be opened and evaluated for suitability. Those respondents who technically qualify would be called for making a detailed presentation before the designated officials of SPIC. Respondents satisfying the technical eligibility requirements shall be short-listed after the presentations.

In the second stage, the Commercial Bids of only those respondents, who have been short listed as per the aforementioned paragraph, on the basis of evaluation of their Technical Bids and presentation, will be opened.

VI. General Guidelines

- a) SPIC may call for any clarifications/additional particulars required, if necessary, on the technical/commercial bids submitted. The respondents have to submit the clarifications/ additional particulars in writing within the date and time specified for the same. The respondent's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.
- b) The commercial bid should contain the quotation for the entire service contract as envisaged in the Statement of Work referred to earlier in this document and in the supporting annexures.
- c) 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 conditions of the proposal. No plea of insufficient information will be entertained at any time.
- d) The respondent shall submit the Bids properly filed or bound so that the papers are not loose.
- e) 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.
- f) 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 to carry out the service contract, if any.
- g) 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.
- h) 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.
- i) The response to the RFP should be delivered as mentioned in the Bid schedule. Bids may be sent by registered post or by hand delivery, so as to be received at the address given above.
- j) Receipt of the bids shall be closed as mentioned in the bid schedule. Bids received after the scheduled closing time will not be accepted by SPIC under any circumstances. SPIC will not accept bids delivered late for any reason whatsoever including any delay in the postal service, courier service or delayed bids sent by any other means.

k) The bid should be signed by the bidder or any person duly authorised to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents and bind the bidder. All pages of the tender documents except brochures if any are to be signed by the authorised signatory.

l) The bid 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.

m) The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the RFP forms. Failure to furnish all information required by the RFP Documents 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.

n) SPIC may at its discretion abandon the process of the selection of the service provider at anytime before notification of the award. SPIC reserves the right to pre-pone or post-pone the pre-bid conference date. However, bidders will be informed the date of pre-bid conference in advance to submit their queries to SPIC seeking clarification.

o) All information (bid forms or any other information) to be submitted by the bidders may be submitted as a softcopy also in MS – Word in a CD and should be kept in the respective sealed covers. The bidders may note that no information is to be furnished to SPIC through e-mail except when specifically requested and such queries are to be confirmed in writing.

p) The bidders or their authorised representatives may be present at the time of the opening of the technical bid. Only two persons per bidder will be allowed to be present at the time of the opening of the technical bids. No bid shall be rejected at bid opening stage except for bids received late. 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 to represent them 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 quotations/bids will still be opened at the scheduled time at the sole discretion of SPIC.

VII. Instructions for submission

Sealing and Marking of Technical and Commercial Bids

(i) The proposal should be submitted in two separate sealed covers containing Technical (Technical Bid) and Commercial (Commercial Bid) Proposals super-scribed as mentioned below.

(ii) The proposal in one original and two photo copies shall each clearly identify the respondent submitting them and shall be labeled "Original TECHNICAL BID" or "Copy TECHNICAL BID", as appropriate. Each then shall be sealed in a separate envelope labeled "Original Bid" or "Copy Bid", as appropriate. All envelopes shall then be sealed in one envelope or parcel marked "Technical Bid for providing Facility management and House Keeping Services – Not to be opened before Technical Bid opening" in the top left hand corner. In the event of any discrepancies between the 'Original' and the 'Copy' of the TECHNICAL BID, the Original shall govern.

(iii) The proposal in one original and two photo copies shall each clearly identify the respondent submitting them and shall be labeled "Original COMMERCIAL BID" or "Copy COMMERCIAL BID", as appropriate. Each then shall be sealed in a separate envelope labeled "Original Bid" or "Copy Bid", as appropriate. All envelopes shall then be sealed in one envelope or parcel marked "Commercial Bid for providing Facility Management and House keeping Services– Not to be opened before Evaluation of Technical Bid" in the top left hand corner. In the event of any discrepancies between the 'Original' and the 'Copy' of the COMMERCIAL BID, the Original shall govern.

(iv) The sealed covers containing the Technical Bid and the Commercial Bid should in turn be put in one single sealed outer envelope to be super-scribed as "Technical and Commercial Bids for Facility Management and House Keeping Services".

(v) A declaration has to be given by the bidder stating that "No relative of the bidder is working in SPIC". If anyone working in SPIC is related to the bidders, the name, designation and the department where the person is posted may be given.

(vi) The e-mail address and phone/fax numbers of the bidder should also be indicated on the sealed cover.

(vii) The Bids shall be addressed and submitted to:

**SPIC- Centre of Excellence
PEC Campus, Sector 12,
Chandigarh-160012
Tel.: 91-172-2744235**

NOTE: Adherence to terms and conditions: The respondents who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in this RFP. If the responses contain any extraneous conditions put in by the respondents, such responses will be disqualified and will not be considered for the selection process.

VIII. Amendments to RFP Document

a) All amendments to the RFP Document may be issued by SPIC 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 SPIC website.

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

IX. Language of Bids

All bids and supporting documentation shall be submitted in English.

X. Period of Bid Validity

The Bids will be treated as valid for a period of 180 days from the closing date for submission of the bid.

XI. Correction of Errors

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 SPIC, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

XII. Domestic Presence

The successful respondent will have to have presence in or in the proximity of Chandigarh during the entire period of contract.

XIII. Acceptance or Rejection of Bid

SPIC reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

XIV. Duration and Condition of Engagement

1. The period of engagement envisaged as per the RFP between SPIC and the selected service provider for the purposes of providing the services as detailed in the Statement of Work of this document shall be for a period of 2 (two) years from the date of signing of the agreement.
2. SPIC reserves the right to terminate the services of the service provider at any point of time without assigning any reasons. In such case, payment would be made commensurate with the completed period for which the work was done.
3. The respondent who is awarded the contract for services shall not use the name of SPIC without their prior written permission to advertise/promote itself in any manner whatsoever.

XV. Disclaimer

SPIC 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 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 SPIC and/or any of its officers or employees.

XVI. No legal binding relationship

It may be noted that no binding legal relationship will exist between any of the respondents of this RFP and SPIC, until the execution of a contractual agreement.

XVII. Execution of Service Level Agreement and a Non Disclosure Agreement

The respondent who is selected for rendering the services as envisaged by the RFP, shall execute-

(a) a Service Level Agreement (SLA), which would include all the services and terms and conditions thereof to be extended as detailed herein and as may be prescribed by SPIC; and

(b) a Non-Disclosure Agreement (NDA), the pro forma of which shall be given by SPIC.

The above specified agreements should be executed within 30 days from the date of acceptance of letter of appointment issued by SPIC.

XVIII. Remuneration, Fees and Terms of Payment

(a). The fees for services rendered will be inclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable, at the date of signing the agreement and subject to deduction of all statutory deductions applicable, if any. The service tax as applicable shall be paid by the service provider and SPIC will not reimburse the same to them.

(b). The fees as determined and provided for in the SLA shall be paid to the service provider for each month within the first ten days of the succeeding month.

XIX. Notification of Award

The acceptance of the proposal and award of tender subject to the contract, 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 Mr. Anil Prashar, Centre Manager, SPIC – Centre of Excellence, PEC Campus, Sector – 12, Chandigarh – 160 012.

XX. Authorised Signatory

The selected bidder/respondent shall indicate the authorised signatories who can discuss and correspond with SPIC, with regard to the obligations under the SLA. The selected bidder/respondent shall submit at the time of signing the SLA and NDA, a letter on its letter head specifying the official(s) of its organisation who have the authority to discuss as well as sign the agreements/contracts with SPIC. The selected bidder/respondent shall furnish proof of signature identification for the above purposes as required by SPIC.

XXI. Signing of Contract

The selected bidder/respondent shall be required to enter into a contract with SPIC as specified earlier in this RFP, within 30 days of the award or within such extended period as may be given by SPIC.

XXII. Right to Reject Bids

SPIC reserves the absolute right to reject the response/proposal if it is not in accordance with its requirements and no correspondence will be entertained by SPIC in the matter. The bid is liable to be rejected if,

- It is not in conformity with the instructions mentioned in this RFP document;
- It is not properly/duly signed;
- It is received through fax, telex or telegram;
- It is received after expiry of the due date and time;
- It is incomplete, including non-furnishing of the required documents;
- It is evasive or contains incorrect information.
- There is canvassing of any kind.

XXIII. Vicarious Liability

The selected bidder/respondent 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 assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the selected bidder/respondent shall be paid by them alone and SPIC shall not have any direct or indirect liability obligation, to pay any charges, claims or wages of any of the selected bidder's/respondent's employees, agents, contractors, subcontractors etc. The selected bidder/respondent shall agree to hold SPIC

and its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature, caused to SPIC through the action of its employees, agents, contractors, subcontractors etc.

XXIV. Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the selected respondent, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the prior written consent of SPIC.

XXV. No Employer-Employee Relationship

The selected respondent or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with SPIC or any of its employees/officers/ staff/representatives/ personnel/agents.

XXVI. Subcontracting

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 SPIC.

XXVII. Resolution of Disputes, Applicable Law and Jurisdiction

The responses and any contract(s) resulting there from shall be governed by and construed according to the Indian Laws.

All dispute or differences whatsoever arising between the selected bidder/respondent and SPIC out of or in relation to the construction, meaning and operation or effect of the contract, with the selected bidder/respondent, or breach thereof shall be settled amicably.

However, if the parties are not able to resolve any dispute or difference aforementioned amicably, the dispute / difference shall be referred to arbitration as governed by the provisions of the Indian Arbitration and Conciliation Act, 1996, under the exclusive jurisdiction of the courts at Chandigarh.

The award shall be final and binding on both the parties and shall apply to the contract.

XXVIII. Notices

Any notice given by one party to the other pursuant to the contract shall be sent to the other party (as per the address mentioned in the contract) in writing either by hand delivery or by registered post or by courier and shall be deemed to be complete only on obtaining acknowledgement thereof; or by telegram or by telex or by facsimile or by other electronic media and in which case, the notice will be complete only on confirmation of receipt by the receiver.

STATEMENT OF WORK

A. Scope of Work

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

1. Cleaning and Maintenance:

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

- All covered area
- Open Area including the parking space
- Terrace Area
- Glass Panes
- Toilets

2. Civil Works, Electrical Works & Plumbing/Sewerage:

a. Civil Works:-

Work under this category entails maintenance and repair of all civil works in the “specified areas”, including but not limited to masonry works, carpentry works, minor concrete repair etc.

b. Electrical Works:-

Work under this category covers maintenance and repair of-

- all electrical distribution boards;
- electrical distribution panels/fittings/fixtures;
- external and internal lighting along with lighting of the façade of the “specified areas”.

c. Plumbing and Sewerage Works:-

Work under this category covers the maintenance and repair of –

- sanitary works;
- drain maintenance & repair within the “specified areas”;
- water distribution and operation;
- maintenance of water tanks;

NOTE: All the spares for the above works shall be provided by SPIC, However, the agency shall have to deposit the old replaced part/parts with SPIC.

3.Pest Control Solutions:-

Work falling under this category covers the following:

- Anti Termite Control
- General Pest Control
- Rodent Control
- Wood Protection
- Anti Mosquito Treatment

The pest control shall be carried out by the agency as per plan pre-approved by SPIC.

B. Detailed Scope of Work

The following is the detailed and regular schedule of work which is to be carried out besides any other repairs and maintenance work the agency may be called upon to perform as per the terms of engagement.

	Area	Frequency	Type of Cleaning required
1.	Toilets Blocks	Every two hours or as required minimum 4 times a day	Initially with a good quality floors cleaner equivalent of Dettol. All the mopping with Harpic or similar disinfectant of

			reputed make dully approved by SPIC.
	Urinals	Every two hours or as required minimum 4 times a day	Clean with Harpic/SANI FRESH or any other good quality cleaner and place naphthalene balls.

	WCs	Every two 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	Daily	Wall and floor tiles shall be washed with the good quality cleaning powder and mop with dry cloths
	All Toilets attached with officer rooms	Daily or as and when required	Check daily and replenish regularly as and when required soap, toilet paper, should be available every time in all the toilets
2.	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.
3	Light Fittings & Ceiling Fans	Fortnightly	Removal of cobwebs, removal of dust using vacuum cleaner and keeping it clean.
4	Glass Partitions, windows and doors	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.

5	Work Stations	Weekly	All panels to be dusted both inside and outside and cleaned with dry cloth, Stains (if any) to be removed using liquid soap. Daily dusting to be done.
6	All Furniture in office, rooms and labs.	Daily	Cleaning of tabletops to be done using wet cloths. Stain to be removed using liquid soap. All chairs to be dusted daily.
7	Filing Cabinets	Monthly	To be cleaned in the presence of a representative of the branch in charge with or without disturbing files.
8	Computer Terminal Printer, EPBAX and Telephone Instrument	Weekly	To be wiped with soft cloth slightly dampened in a good quality solution to be used for cleaning of

			such types equipments
9	Air Conditioning units outer covers and grills	Fortnightly	Covers/grills which can be removed to be washed using good quality liquid soap. Air filters to be cleaned weekly.
10	Water Cooler/Dustbins/Water Flasks/Buckets	Weekly	To be cleaned with good quality detergent.
11	Under grounds storage tanks and storage tanks on terrace	Monthly	To be cleaned manually or mechanically and afterwards the required quantity of standard quality of disinfectant to be added.
12	Sewer Cleaning	As and when required and instructed by SPIC	Sewer/Strom sewer lines are to be kept clean within the complex up to the point of connection to the city sewer.
13	Pest Control	Once every three months	General Pest Control is to be done with standard quality pesticides quarterly, but other treatments lie anti termite proofing, Rodent Control, Wooden Protection and anti mosquito treatment shall be done with standard quality chemicals as and when required.

C. Minimum requirement of Manpower

S.No.	Category	Manpower
1.	Supervisor	01
2.	House Keeping Boys	07
3.	Electrician	01
4.	Plumber	01
	Total	10

NOTE: - The Manpower services are to be provided for 8 hrs a day/ 6 days a week, Monday to Saturday.

D. Minimum requirement for certain manpower to be deployed

1. SUPERVISOR : Must have three years experience of handling his/her job.

Minimum Responsibilities: -

- Checking of staff
- Looking after maintenance schedule
- Maintenance of Log Book
- Interaction with SPIC Management
- Monitoring of daily, weekly, monthly work routine.
- Maintenance of checklist for every task .
- Maintenance of Stock Register/Books of consumable material
- Responsibility of availability of material and procurement of the same.

2. ELECTRICIAN :

Profile :

1. ITI certificate holder in Electrical Trade.

Minimum Responsibility :

- Changing and repair of equipment.
- Checking on health of System/Machine/Equipments and carrying out required repairs etc.
- Interaction with Site Manager.

3. PLUMBER :

1. ITI Certificate holder in Plumbing Trade.

Minimum Responsibilities :-

- To check valves for leakage.
- To check pipe lines for leakage.
- To check water pressure on taps and cistern.
- To check water tanks and carry out repair works(in all cases)

4. **Other manpower so deployed shall perform their duties as per the scope of works.**

E. Instructions for Cleaning :-

1. The flooring area, corridors, halls, reception area of the building should be cleaned with the machine which does the wet scrubbing of floor and dry vacuuming simultaneously. It should be able to easily remove oil/dirt/grease etc from the floor.
2. Windows , ceilings, side walls, overhead pipes, façade & Glass should be cleaned with the TTS machine. This machine should have telescopic polls brush and can easily reach up to 20 ft height.
3. Driveway, parking areas payment and outer areas etc should be cleaned with the Flipper Manual Sweeper/or equivalent machine.
4. Oil spillage, Equipment cleaning carpeted area shall be cleaned with the Vacuum Cleaner or equivalent machine.
5. SPIC will provide free of cost electricity & water to the contractor for the said machinery, from the existing source points with in the complex.

F. TERMS & CONDITIONS :-

1. Nothing extra shall be paid due to loss/damages caused by rain, flood war, epidemic , strike or any other natural calamity.

2. No claim of on account of paucity of funds, change in priority or any other causes what so ever shall be entertained and the vendor have not right to go for arbitration in the court.
3. No material for cleaning shall be issued by SPIC. The vendor shall be responsible for arranging all the material required for cleaning.
4. The vendor shall furnish the bank guarantee from a scheduled bank acceptable to SPIC on the Performa provided. The amount of the Bank Guarantee shall be 10% of the contract price awarded. The period of validity of this Bank Guarantee shall be six months beyond the date of expiry of contract period.
5. The vendor shall be required to sign the contract agreement with in 7 days of the intimation of the acceptance of tender to him. Failure on his part to do so may result in invalidation of the contract and forfeiture of the securities and earnest money.
6. SPIC will provide towels, toilet soap & toilet roll/paper to the vendor and the vendor will place it in the toilets as and when required.
7. Income tax shall be deducted from all bills as per rule.
8. The vendor shall be required to get the requisite Labor License for the persons deployed for the requisite work from the concerned department .A copy of this shall has to be submitted to SPIC immediately after the award of contract. No payment shall be released in the absence of this document.
9. The vendor shall furnish to SPIC the police verification of labour/manpower supplied by him.
10. The vendor shall be responsible for paying the minimum wages as specified by the Govt. from time to time .The vendor shall deduct PF, ESI & other statutory deductions in respect of each worker (deployed by him) as per the instructions of Govt. Of India/Chandigarh Administration . The vendor will be fully responsible to deposit all the funds with the concerned authorities well within the specified dates. SPIC will not be responsible on any part of this kind.
11. The vendor shall ensure that only qualified staff is employed by him as per the qualification schedule given in this document.

12. In case of any theft during the tenure of the contract the vendor shall be responsible for the same and loss due to theft shall be recovered from the subsequent bill of the vendor.
13. In case of any damage to the property of SPIC due to negligence of the manpower deployed by the vendor, the vendor shall have to make good the losses suffered by SPIC, failing which the loss shall be recovered from the subsequent bill of the vendor.
14. The manpower deployed by the vendor shall wear a neat, clean and proper uniform (issued to them by the vendor and approved by SPIC) and should be well dressed in all the manners during the duty hours. The vendor shall also issue proper laminated identity cards to his worker deployed in the complex, who shall permanently display their identity cards while on duty.
15. Discipline, proper health and welfare of the manpower shall be the responsibility of the vendor and any indiscipline/misconduct on the part of the deployed workers shall be promptly attended by the vendor. On the direction of SPIC authorities the vendor shall replace any manpower so deployed.
16. The vendor will provide a list of employees along with their qualification/experience.
17. In case the vendor's employee suffers from any type of injury while performing duty in the "specified area", the vendor shall be wholly and solely responsible to bear any claim of the employee. SPIC shall not be responsible at any level.
18. The rates should be quoted by the vendor including all the liabilities, taxes, allowances (to be paid by the vendor to the employees such as DA, PF, Bonus, Leave , Medical, ESI, Conveyance, Weekly rest etc.) loading , unloading and carriage of material. SPIC shall not be responsible for any sort of liability over and above the rates accepted by SPIC this work.
19. The vendor shall strictly follow minimum wages act ,1948 and subsequent amendments issued from time to time.
20. The vendor shall abide by all laws, rules/regulations and other instructions issued by the Government/ Chandigarh Administration related to labour laws.

21. The vendor shall be fully responsible to dispose of solid waste as per law .
22. If any information furnished by the bidder is found to be false at any stage, the bid may be rejected or agreement terminated. The amount whatsoever withheld by SPIC shall be forfeited or loss recovered.
23. The vendor shall always maintain hygienic conditions for working environment of SPIC.
24. Experienced supervisors of the vendor shall monitor the housekeeping team.
25. Cleaning Equipment like Dry/Wet vacuum, high power cleaner, Flippers shall be provided by the vendor.
26. The vendor shall supply all the tools/plants, to be used for repair work to his manpower.
27. In case the vendor 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 SPIC for the purpose.
28. The payment shall be made on monthly basis at the end of each month after deducting statutory taxes and security amount etc. as explained in this document.
29. The vendor 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 vendor shall be liable for following 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 SPIC free from any penalty or prosecution which may arise on account of any lapse or violation on the part of the vendor or their manpower.
30. The inspection or checking by the authorized representative of SPIC shall be made to ensure the effective carrying out of the work assigned and if any shortcoming is found, suitable reduction from the payment of the vendor shall be made. For checking, the performance of the vendor will be judged on 10% of the samples of related works checked and accordingly pro rata deduction shall be made from the entire amount payable to him. A 10% sample check and its outcome shall reflect and shall be taken to

assess 100% performance and shortcoming thereof by the vendor while executing the contract on day to day basis.

31. In case of any dispute, the order of the Finance Secretary, Chandigarh Administration shall be final.