



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

TENDER DOCUMENT

**For providing Manpower & Housekeeping Services to Pension Fund
Regulatory and Development Authority**

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SECTION-I

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR BIDDERS

1. Pension Fund Regulatory and Development Authority (PFRDA) was initially established by the Government of India on 10th October 2003 to promote old age income security by establishing, developing and regulating funds, to protect the interests of subscribers to schemes of pension funds and for matters connected therewith or incidental thereto, through National Pension System(NPS). The PFRDA Act 2013 governing the powers and functions of the Authority has been enacted by the Parliament and notified w.e.f. 01.02.2014. The Central Government has introduced the National Pension System (NPS) with effect from 1st January 2004. The NPS covers at present, new entrants to Central Government services (excluding Armed Forces), majority of the State Government services and autonomous bodies at their discretion and all citizens of India on a voluntary basis with effect from 1st May 2009. The website of PFRDA is www.pfrda.org.in.
2. The PFRDA is presently located at B-14/A, Chhatrapati Shivaji Bhawan, Qutub Institutional Area, Katwaria Sarai, New Delhi-110016 and requires the services of reputed, well established and financially sound Service Providers to provide Manpower & Housekeeping services purely on contractual basis.
3. The contract for providing the aforesaid manpower and housekeeping staff would continue for 02 years from the date of commencement of the contract/agreement. The period of the contract may be further extended beyond the original term, provided the requirement of the PFRDA for deployment such manpower persists at that time. The contract may be curtailed/ terminated before the contract period, owing to deficiency in service or substandard quality of manpower deployed by the selected Service Provider or because of change in the PFRDA's requirements etc. or as may be specified in the contract to be signed between the parties. The PFRDA, however, reserves right to terminate this initial contract at any time after giving one month's notice to the selected Service Provider without assigning any reasons.
4. The actual requirement at present is 45 staff (38 manpower+07 Housekeeping). The various profiles required are outsourced staff for back office work, Personal Assistant, Receptionist, Office Helpers, Store Keeper, Pantry Staff, Support Staff, Office Assistant, Data entry operator, Driver, Cleaning Staff, Housekeeping Supervisor, etc. The requirements may increase/decrease in any/ all the categories or PFRDA may seek deployment of personnel of any other category as well.
5. The interested Manpower Service Providers may submit the tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs. 2,00,000/- (**Rupees Two Lakh Only**) and other requisite documents as specified below at PFRDA's office located B-14/A, Chhatrapati Shivaji Bhawan, Qutub Institutional Area, Katwaria Sarai, New Delhi-110016 **latest by 12.08.2022 up to 15:00 hours**. The firms registered under MSME Act 2006 for supplying Manpower Services are exempted from submitting the Earnest Money Deposit (EMD) but such firms have to submit the copy of registration certificate under MSME.

6. The validity period of the bid will be three months from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by PFRDA. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.
7. The various key dates relating to **“Tender for Providing Manpower & Housekeeping Services to the PFRDA”** are cited as under:

| S.No | Key Activity | Date |
|------|---|--|
| (a) | Date of Issue | 22 nd July, 2022 |
| (b) | Last Date for receiving pre-bid queries from the Bidders by email | 1 st August, 2022 |
| (c) | Pre bid meeting and Response to pre – bid queries by email | 3 rd August, 2022 |
| (d) | Last Date and time for submission of bids | 12 th August, 2022 at 15:00 Hrs |
| (e) | Date and Time of Opening of Technical Bids | 12 th August, 2022 at 15:30 Hrs |
| (f) | Date and Time of Opening of Financial Bids | 22 nd August, 2022 at 15:00 Hrs |
| (g) | Likely date for Award of Contract | 25 th August, 2022 |
| (h) | Likely date of Commencement of deployment of required manpower and housekeeping | Will be communicated by PFRDA |

8. All pre-bid queries or clarifications sought should reach PFRDA before the last date and time mentioned at sl no. (b) of para 7 above of this tender document in softcopy formats (MS-Word only). A soft copy of pre-bid queries shall also be mailed to the e-mail address: sachin.joneja@pfrda.org.in and jaspreet.kaur@pfrda.org.in. PFRDA shall prepare and provide the responses to the queries and clarifications to the bidders in the Pre- Bid meeting and has the right not to respond to some or any of the queries at its sole discretion. The responses of PFRDA will be posted on the website of PFRDA (www.pfrda.org.in). PFRDA shall not entertain or respond to pre-bid queries received after the cut off time and Date mentioned in para 7 of this tender document.
9. PFRDA reserves the right to change any date/time mentioned in the schedule above by publishing the notice regarding the change in the PFRDA website. The tender has been invited **under two bid system i.e., Technical Bid and Financial / Price bid**. The interested agencies are required to submit two separate sealed envelopes super scribing **“Technical Bid for Providing Manpower & Housekeeping Services to PFRDA”** and **“Financial / Price Bid for Providing Manpower & Housekeeping services to PFRDA”**. Both sealed envelopes should be kept in a third sealed envelope super scribing **“Tender for Providing Manpower & Housekeeping Services to PFRDA”**. **Bids received in any manner other than as prescribed above shall be liable to be rejected summarily.**
10. The Earnest Money Deposit (EMD) of 2,00,000/- **(Rupees Two Lakh Only)** should be necessarily accompanied with the Technical bid of the service provider, in the form of

Demand Draft drawn in favour of PFRDA, New Delhi, **failing which the tender shall be rejected summarily.** In the event, the successful bidder fails to sign the agreement with PFRDA for provision of services as sought in the tender, subsequent to bid being accepted, the EMD is liable to be forfeited. The firms registered under MSME for supplying Manpower Services are exempted from submitting the Earnest Money Deposit (EMD).

11. Intermediaries registered with PFRDA are not eligible to participate in this tender process.
12. **Site Visit:** The bidder is advised to visit the premises of PFRDA to get the onsite assessment of the work on any working day between 10:00 AM to 5:00 PM by taking permission and acquaint himself with the operational system prior to the submission of the tender documents. The costs of visiting shall be borne by the bidder. Keeping in view the Covid 19 outbreak only two persons are allowed to visit at PFRDA with prior intimation. The visitors from the prospective bidders are requested to adhere with the COVID norms.
13. The Technical Bids of bidders who submit the bid in the proper format and with the required EMD will be evaluated based on the requirements as mentioned in the Application - Technical bid. Only bids which satisfy the minimum eligibility criteria specified in section II of the tender documents will be technically evaluated and marks will be awarded as per Annexure II of this bid document. **The financial bids of the ineligible bidders who do not satisfy the minimum eligibility requirement in technical bid will not be evaluated. The final ranking of the bidders will be based on the sum total of the 60% weightage to the technical evaluation marks and 40% weightage to the financial bid marks. The detailed procedure & criteria for evaluation of tender is mentioned at Section IV of the tender documents under para 49, 50 & 51.**
14. The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit @ 10% of the total value of the contract in the form of Bank Guarantee from any Scheduled Commercial Bank drawn in favour of PFRDA, New Delhi covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended / renewed by the successful service provider. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of PBG within the stipulated time shall render the contract invalid at the discretion of PFRDA.
15. The tendering Service providers are required to enclose self-attested photocopies of the documents in support of their Technical Bid, failing which their bids shall be summarily/out rightly rejected and will not be considered any further. Any reference to the year here shall mean financial year.
16. **Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.**
17. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be

attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected unless accepted by PFRDA.

18. The Technical Bids shall be opened on the scheduled time and date as mentioned in para 7 in PFRDA's Office located at B-14/A, Chhatrapati Shivaji Bhawan, Qutub Institutional Area, Katwaria Sarai, New Delhi-110016, in the presence of the representatives of the Manpower Service Providers (restricted to two persons from the side of each bidder), if any, who wish to be present on the spot at that time.
19. The Financial Bid of only those tenderers/applicants shall be opened whose Technical Bids are eligible and found to be in order. The Financial Bids shall be opened on the scheduled time and date as mentioned in para 7 at PFRDA's Office located at B-14/A, Chhatrapati Shivaji Bhawan, Qutub Institutional Area, Katwaria Sarai, New Delhi- 110016, in the presence of the representatives of the Manpower Service Providers (restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.
20. All eligibility conditions have to be satisfied on the date of submission of bid and not later.
21. The Competent Authority of the PFRDA reserves the right to annul all bids or discontinue this tender process, without assigning any reason at any time prior to signing of agreement with the successful bidder.
22. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Manpower & Housekeeping Service Provider described herein.
23. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the Service Provider or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the Service Provider. While this document has been prepared in good faith, neither PFRDA, nor any of their officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by PFRDA and any of their officers or subscribers even if any loss or damage is caused by any act or omission on the part of PFRDA or any of their officers or subscribers, whether negligent or otherwise.
24. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of PFRDA. PFRDA and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement with successful bidder.

25. Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.
26. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.
27. This document constitutes no form of commitment on the part of the PFRDA. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed Manpower Service Provider selection process.
28. When any proposal is submitted pursuant to this RFP, it shall be presumed by PFRDA that the bidder has fully ascertained and ensured about its eligibility to render service as a Manpower & House Keeping Service Provider, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Manpower Service Provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.
29. PFRDA reserves the right to vary/alter/amend the eligibility criteria for the Manpower & Housekeeping Service Provider at any time, in its discretion, before the last date of submission of proposals.
30. The Service providers shall comply with and abide by such directions that PFRDA may issue from time to time w.r.t the services being provided.
31. The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of PFRDA and will not be returned.
32. The proposal shall be valid for a period of three months from the date of opening of proposals. A proposal valid for a shorter period may be rejected as non-responsive.
33. Once the PFRDA notifies the successful bidder that its proposal has been accepted whereupon the successful bidder shall submit all original copies of the documents hitherto submitted as part of bid for verification of PFRDA. After satisfactory perusal, PFRDA shall enter into separate agreement with the successful bidder and the terms and conditions of provisions of service etc. shall be specified therein.
34. Any matter relating to the appointment of Manpower & Housekeeping Service Provider or the procedure for the appointment of Manpower & Housekeeping Service Provider shall be governed by the Laws of Union of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at New Delhi. Any dispute arising post award of contract shall be settled in accordance with the dispute resolution mechanism as stipulated in the contract to be entered into with successful bidder.

SECTION-II

MINIMUM ELIGIBILITY CRITERIA FOR MANPOWER & HOUSE KEEPING SERVICE PROVIDER

The PFRDA has set up minimum eligibility criteria for the bidding purposes. All bidding parties must meet following criteria before they apply for the bid. The bidding parties meeting the criteria must enclose their self attested or certified by CA, wherever specified, supporting documents along with the proposal.

| Sl. No. | Criteria | Supporting Document |
|----------------|---|--|
| 1 | The Registered Office or one of the Branch Offices should be located either in Delhi / New Delhi or in National Capital Region for at least past 3 Financial Years i.e. 2019-20, 2020-21 & 2021-22. | Self-Attested copy of Telephone bill/Electricity Bill/Registered Rent Agreement/Conveyance Deed/Bank statement/certificate from Bank/house tax receipt/any municipal receipt or any other document issued by the Government supporting the address(s) at Delhi, New Delhi or in National Capital Region evidencing 3 years of presence in Delhi/NCR. One document/bill for each financial year may be provided and one of the document should be atleast of quarter 4 (January 2022 to March 2022) of FY 2021-22. |
| 2 | The entity should be registered with the concerned registration authority and should be in existence for not less than last Five years from the date of application. | (*)Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act or document giving evidence of existence of proprietorship firm . i. (*) Certificate of Commencement of business is required in case of companies. ii. Certificate consequent to change of name, if applicable. In case of change in name of any type of entity (including company), certificate of name change is required. |

| 3 | Annual Revenue exclusively from Manpower/ House Keeping Services of the firm should not be less than Rs. Two Crores in each of the last 3 years i.e. 2019-20, 2020-21 and 2021-22. | <p>(i) Copies of audited balance sheet/CA Certificate should be attached for the FY 2019-20 and 2020-21. Further, for the FY 2021-22, the bidders may submit the unaudited / Provisional Balance Sheet along with the Tender. The shortlisted bidder shall submit the audited balance sheet ,if the firm conducts formal audit of its accounts within three months of awarding the contract.</p> <p>(ii) In addition, the bidders have to submit the CA certificate for the last 03 Financial Years i.e. 2019-20, 2020-21 and 2021-22 mentioning the revenue exclusively from Manpower / Housekeeping Services for the specified periods. For the FY 2021-22, CA certificate/declaration mentioning the revenue exclusively from Manpower/housekeeping services may be on the basis of provisional financial statements.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------|--|--|---------|--|----------------------|----|-------------------------------|----------------------|--|--|--|---------------------------|-----|--|------|----|---|--|--|--|--|--|--|---|--|--|--|--|--|--|---|--|--|--|--|--|--|---|--|--|--|--|--|--|---|--|--|--|--|--|--|
| 4 | Should have served for minimum of five clients of Govt./PSUs as Manpower Service/Housekeeping Provider in the past three financial years. | Self attested copies of documents/work orders in support of contracts for manpower / housekeeping services or both with Govt./PSUs for the last three financial years 2019-20, 2020-21 and 2021-22. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Mention the total number of clients presently serving. | <p>A declaration in writing (in company's letterhead) specifying the total number of clients to which services are presently being given (as per the given format). Proof of the same may be verified at a later stage.</p> <table border="1" data-bbox="690 1119 1367 1549"> <thead> <tr> <th data-bbox="690 1119 760 1272">Sr.No .</th> <th data-bbox="760 1119 873 1272">Name of the Client, Address, telephone No.</th> <th colspan="2" data-bbox="873 1119 1040 1272">Services provided</th> <th data-bbox="1040 1119 1187 1272">Amount of Contract (Rs. Lacs)</th> <th colspan="2" data-bbox="1187 1119 1367 1272">Duration of Contract</th> </tr> <tr> <td></td> <td></td> <th data-bbox="873 1272 992 1381">Type of manpower provided</th> <th data-bbox="992 1272 1040 1381">No.</th> <td></td> <th data-bbox="1187 1272 1268 1381">From</th> <th data-bbox="1268 1272 1367 1381">To</th> </tr> </thead> <tbody> <tr> <td data-bbox="690 1381 760 1423">1</td> <td data-bbox="760 1381 873 1423"></td> <td data-bbox="873 1381 992 1423"></td> <td data-bbox="992 1381 1040 1423"></td> <td data-bbox="1040 1381 1187 1423"></td> <td data-bbox="1187 1381 1268 1423"></td> <td data-bbox="1268 1381 1367 1423"></td> </tr> <tr> <td data-bbox="690 1423 760 1465">2</td> <td data-bbox="760 1423 873 1465"></td> <td data-bbox="873 1423 992 1465"></td> <td data-bbox="992 1423 1040 1465"></td> <td data-bbox="1040 1423 1187 1465"></td> <td data-bbox="1187 1423 1268 1465"></td> <td data-bbox="1268 1423 1367 1465"></td> </tr> <tr> <td data-bbox="690 1465 760 1507">3</td> <td data-bbox="760 1465 873 1507"></td> <td data-bbox="873 1465 992 1507"></td> <td data-bbox="992 1465 1040 1507"></td> <td data-bbox="1040 1465 1187 1507"></td> <td data-bbox="1187 1465 1268 1507"></td> <td data-bbox="1268 1465 1367 1507"></td> </tr> <tr> <td data-bbox="690 1507 760 1549">4</td> <td data-bbox="760 1507 873 1549"></td> <td data-bbox="873 1507 992 1549"></td> <td data-bbox="992 1507 1040 1549"></td> <td data-bbox="1040 1507 1187 1549"></td> <td data-bbox="1187 1507 1268 1549"></td> <td data-bbox="1268 1507 1367 1549"></td> </tr> <tr> <td data-bbox="690 1549 760 1562">5</td> <td data-bbox="760 1549 873 1562"></td> <td data-bbox="873 1549 992 1562"></td> <td data-bbox="992 1549 1040 1562"></td> <td data-bbox="1040 1549 1187 1562"></td> <td data-bbox="1187 1549 1268 1562"></td> <td data-bbox="1268 1549 1367 1562"></td> </tr> </tbody> </table> | Sr.No . | Name of the Client, Address, telephone No. | Services provided | | Amount of Contract (Rs. Lacs) | Duration of Contract | | | | Type of manpower provided | No. | | From | To | 1 | | | | | | | 2 | | | | | | | 3 | | | | | | | 4 | | | | | | | 5 | | | | | | |
| Sr.No . | Name of the Client, Address, telephone No. | Services provided | | Amount of Contract (Rs. Lacs) | Duration of Contract | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Type of manpower provided | No. | | From | To | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | The entity should have its own Bank Account. | Self attested copy of the Bank Account Statement for the last two months. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | The entity should have a registered Permanent Account Number (PAN) and GST registration. | Self-attested copy of PAN/GIR Card; Self attested copy of GST registration certificate or provisional GST registration certificate in respect of manpower services/Housekeeping services. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | |
|----|--|---|
| 8 | The entity should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other labour authorities including under the Contract Labour (Regulation and Abolition Act). | Self attested copy of the Employee Provident Fund registration letter / certificate. Self attested copy of the Labour License under the Contract Labour (Regulation & Abolition) Act. Self attested copy of the Employee State Insurance registration letter / certificate. |
| 9 | The entity or any of its partners/directors etc. should not have been black listed/debarred by any of the government entities or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc by any court or any authority appointed to enforce any labour laws or regulations. | Self-Declaration in the format in Annexure-I |
| 10 | The applicant should have ISO 9001:2000 or 9001:2008 Certification valid as on last date of submission of bids. | Copy of the ISO 9001 Certificate of the Bidder. |
| 11 | The applicant should list out Organizations where satisfactory housekeeping or manpower or combined services were provided during last 3 years. | Copies of the work order starting from 2019-20, 2020-21 & 2021-22 specifying value and period of the contract. |

Any other alternate supporting documents (other than the above mentioned documents) submitted by the bidders in support of their eligibility criteria may be considered by PFRDA at its discretion. If necessitated, the bidders may need to submit any additional documents in support of their eligibility criteria as requested by PFRDA within the timeline stipulated thereon.

The selected bidder shall submit all the original documents for verification with PFRDA. In case of failure to submit the original documents within the specified date the bid of the selected vendor will be summarily rejected and the bid will be awarded to next qualified bidder.

The bidders against whom action is initiated or contemplated by PFRDA for any of the misconduct during the past will not be eligible to apply under the current process. The bid submitted by such entities will be summarily rejected.

SECTION-III

REQUIREMENTS FOR MANPOWER TO BE DEPLOYED IN PFRDA BY THE SUCCESSFUL MANPOWER SERVICE PROVIDER

1. He / She should be above 18 years of age;
2. The approximate present requirement and the minimum eligibility criteria under different categories for the personnel to be deployed will be as under:-

| S. N. | Name of the Post | No. of Posts | Qualification (Academic Professional) | Minimum Experience |
|----------------------------------|--|--------------|--|--------------------|
| CLERICAL STAFF | | | | |
| 1 | Personal Assistant/ Office Assistant/Data entry Operator | 25 | Graduate with Knowledge of MS Office etc., along with typing Speed of 100-120 WPM for Personal Assistants/ working experience of office Administration for Office Assistants/ Knowledge of accounts MS Office and working experience of Tally Software for Data Entry Operators | 2 years |
| 2 | Receptionist Cum Operator | 1 | Graduate with experience as front Office Executive cum Receptionist | 2 years |
| 3 | Store Keeper | 1 | Intermediate/12th standard pass with experience in store management. | 2 years |
| SUPPORT STAFF /OFFICE BOY | | | | |
| 4 | Driver LMV | 1 | Semi -Skilled with Valid Driving License | 2 years |
| 5 | Office Helper | 10 | Un skilled - Work experience in one of the areas such as Pantry/ Catering work, File Movement & other Petty office jobs, Like handling Photocopier/ Fax machine. | 2 years |
| 6 | Cleaning Staff | 6 | Un skilled - experience in Industrial Housekeeping. | 2 years |
| 7 | Housekeeping Supervisor | 1 | Semi - skilled- Supervisory experience in Industrial Housekeeping. | 2 years |

3. His / her antecedents should have been verified by the agency from the local police authorities.

SECTION-IV

TERMS AND CONDITIONS

A. GENERAL

1. The contract shall be for a period of two years from the date of commencement of the contract unless, it is curtailed or terminated by PFRDA owing to deficiency of service, sub- standard quality of manpower deployed, breach of contract etc. as provided in the contract and non-compliance with any relevant labour laws, or change in requirements of the PFRDA or for any other reasons as stipulated in the contract to be entered into with successful bidder as mentioned in this document.
2. The contract shall automatically expire after two years from the date of commencement of the contract, unless extended further by mutual consent of contracting agency and PFRDA.
3. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the successful service provider and PFRDA.
4. The Service Provider shall cover its personnel for personal accident and death whilst performing the duty and the PFRDA shall own no liability and obligation in this regard.
5. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of PFRDA.
6. The present requirement of manpower in PFRDA as indicated in the RFP document may further increase or decrease during the period of initial contract and the successful bidder, awarded the contract, would have to provide additional manpower services, if required on the same terms and conditions. Based on the experience of the deployed personnel over and above the minimum eligibility the monthly compensation can be reviewed on mutually agreed terms.
7. The bidder will be bound by the details furnished by him/ her to PFRDA while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
8. The PFRDA reserves right to terminate the contract at any time after giving a one month's notice to the selected Service Provider without assigning any reason and shall be under no obligation, whatsoever, to continue the contract.

9. Place of Duty, Working Hours and Punctuality:

(i) For outsourced staff for back office work, Personal Assistant, Receptionist, Office Helpers, Store Keeper, Pantry Staff, Support Staff, Office Assistant, Data entry operator, Driver

- a. The personnel so deployed shall have to report for duty at the above places or a new location, in case there is change of office within NCR. No extra liability on this account will be borne by PFRDA.
- b. The normal working hours of the PFRDA will be from 09.30 a.m. to 6.00 p.m.
- c. The personnel deployed are expected to offer services from 09.30 A.M.to 06.00 P.M. on all working days (excluding ½ hr. lunch time). If need arises, the outsource staff shall have to sit late or attend the Office even on Saturday/Sunday/Gazette Holidays (as per work requirements). In case such a person is asked to work beyond 18:30 hrs., or on days when is office is closed he/she shall be entitled to a late sitting/overtime payment at double the rate of 1/8th of his/her daily wage as per hour of overtime.
- d. The formula for arriving at the no. of overtime hours beyond 18:30 hours is to be taken as under:
 - Up to First half an hour but not less than 15 minutes is to be treated as half hour and
 - There after every period not less than 15 minutes and up to half an hour is taken as half an hour. Ex: A person working for 2 hours and 15 minutes will get overtime allowance for 2½hours.

(ii) For cleaning staff and Housekeeping supervisor

The housekeeping staff shall reach office by 8 A.M. as the cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.

10. The manpower so deployed shall have to strictly adhere to punctuality with regard to office timings. Late arrivals, early departures and short leaves shall not be permitted in any manner. In case, the person deployed is absent on a particular day or comes late / leaves early on three occasions, proportionate deduction of wages/ salary for one day will be made.
11. The Service Provider shall nominate a coordinator who would be responsible for immediate interaction with the PFRDA, so that optimal services of the persons deployed by the agency could be availed without any disruption.
12. **Security Considerations:** The persons deployed by the Service Provider should not have any adverse back ground. The agency shall verify the Police antecedents of the persons whom they are recommending. Any person deployed by the service provider shall not indulge in criminal act or shall not have criminal cases registered against him/her. The agency should make adequate enquiries about the character of such persons or later it is found otherwise, the services of the agency can be dispensed with.

13. The copies of appointment letter issued by the agency to the personnel deployed by the agency in the Authority shall be provided to the Authority for verification.
14. The Service Provider shall provide to the Authority a list of all personnel so deployed with permanent and present address along with their latest photographs.
15. The Service Provider shall provide a substitute in the event of any person remaining absent for more than two consecutive days for any reason. In case of delay by the Service Provider in providing a substitute after expiry of two days absence PFRDA shall be compensated @ Rs.150/- (Rs. One Hundred and Fifty) only per day starting from the day from which the person has been absent, besides deduction in payment on pro-rata basis and which shall be deducted from the monthly bills of the service provider in the subsequent month. PFRDA shall not be required to prove any actual loss sustained by it for seeking such compensation.
16. The service provider shall provide substitute well in advance if there is any probability of the staff deployed leaving the job of the agency due to his / her own personal reasons. The payment in respect of overlapping period of the substitute shall be the responsibility of the service provider.
17. It shall be responsibility of the Service Provider to issue the employment card/photo/identity card to the workers and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Service Provider has to ensure that all its employees deployed in PFRDA invariably wear ID card during office hours.
18. The service provider shall provide two Sets of Uniform to support staff to his personnel at his own cost. The Service Provider will also ensure that the persons wear the uniform and keep it neat, clean and tidy.
19. The Service Provider shall provide pay slip duly indicating details of pay of all concerned details of statutory deduction from salary should be given to each employee while disbursement of pay. The Service Provider is responsible for timely remittance of such statutory dues deducted from the salary.
20. The Service Provider shall replace within twenty four hours any of its personnel, if they are unacceptable to the Authority because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the manpower supplied by the agency, upon receiving written notice from the Authority. Notwithstanding the above, the Authority shall have the right to ask to change/replace the personnel at any point of time without assigning any reason.
21. PFRDA shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Service Provider.
22. The Service Provider shall be responsible for any damages done to the property of the Authority by the personnel so deployed. PFRDA will be free to recover it from the security deposit given by the Service Provider or from any other dues or recover as per law.

23. The Service Provider's personnel working in the Authority should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Authority. The Service Provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
24. The Service Provider shall ensure proper conduct of his persons in the office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work etc.
25. The Service Provider shall be responsible for making payment directly to the deployed manpower by 5th of each month. The service provider should make suitable arrangement for supervision (through deployment of regular supervisory staff) of the manpower supplied and other related work at their own cost.
26. The entire financial liability in respect of manpower services deployed in PFRDA shall be that of the service provider and PFRDA shall in no way be liable for the same.
27. For all intents and purposes, the service provider shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower deployed by it. There shall be no claim by such deployed persons of any employment in PFRDA. The persons deployed by the service provider in the PFRDA shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against PFRDA
28. The service provider shall at all times guarantee payment of wages not less than that prescribed under the Minimum Wages Act or any notifications passed there under and comply with the applicable labour laws in force and give an undertaking to that effect. It shall be the responsibility of the agency to ensure all labour law compliances with respect to the manpower deployed by it and shall keep PFRDA indemnified against all claims, if any, arising from such manpower deployed by it or by any third parties or any authorities etc, arising out of the contract awarded in respect of the present tender. PFRDA ,at its discretion may provide wage revision to the staff deployed by the agency, over and above the minimum wages.
29. The service provider shall be solely responsible for the redressal of grievances if any of its staff deployed in PFRDA. The PFRDA shall, in no way, be responsible for settlement of such issues whatsoever.
30. The PFRDA shall not be responsible for any financial loss or any injury to any of the staff deployed by service provider in the course of their performing the functions/duties, or for payment towards any compensation.
31. The staff deployed by the service provider shall not claim nor shall be entitled to pay and other facilities admissible to regular / confirmed employees of the PFRDA during the currency or after expiry of the contract.
32. In case of termination of this contract on its expiry or otherwise, the staff deployed by the service provider shall not be entitled to and will have no claim for any absorption in the regular / otherwise cadres/posts in PFRDA. There shall be no employer –employee relationship between the personal deployed by service provider and PFRDA.

B. LEGAL

- 33.** The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature.
- 34.** The service provider shall be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the persons deployed by them in PFRDA. The PFRDA shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
- 35.** The service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to PFRDA to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
- 36.** The service provider shall maintain all statutory registers under the Law and submit periodical returns and statements. The Service Provider shall produce the same, on demand, to the concerned authorities and to PFRDA or any other authority under Law.
- 37.** The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended from time to time and a certificate to this effect shall be provided to the agency by PFRDA.
- 38.** In case, the service provider fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof the PFRDA is put to any loss / obligation, monetary or otherwise, the PFRDA shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the service provider, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.
- 39.** The Service provider shall submit proof of deposit of PF/ESI and of other statutory dues, paid by it in respect of its staff, deployed in PFRDA, which shall be a condition precedent for payment of its bills.

C.FINANCIAL

- 40.** The Bid should be accompanied with an Earnest Money Deposit (EMD) of Rs.2,00,000/- (Rupees Two Lakhs Only) in the form of Demand Draft / Pay Order drawn in favour of PFRDA, New Delhi failing which the tender shall be rejected summarily. The EMD amount will be refunded, without interest, to the unsuccessful bidders. The firms registered under MSME for supply of manpower services are exempt from submission of EMD.
- 41.** The Earnest Money Deposit in respect of the agencies which do not satisfy the conditions mentioned in the tender shall be returned to them without any interest after the process is over. However, the EMD in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the agency fails to sign the contract or deploy the required manpower against the initial requirement within 30 days from date of placing the order the EMD shall stand forfeited without giving any further notice.

42. In case of breach of any terms and conditions as specified in the contract and signed between the parties, or it is found that the bidder(company) has submitted any forged/false documents as a part of tender process, even after selection of the bidder, the Performance Security Deposit of the Service Providers shall be liable to be forfeited by the PFRDA besides, annulment of the contract and other legal recourse.
43. The Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by in respect of the persons deployed and submit the same to PFRDA by 3rd of the succeeding month and make the payment through NEFT/Bank Transfer only, latest by 5th the succeeding month.
44. The Service Provider will be responsible for making the payment directly to the supplied manpower; since there may be occasional delay in releasing payment by PFRDA to the Manpower Service Provider due to contingencies, payment of wages to the supplied manpower by service provider should not be linked with receiving of payment from PFRDA and shall be independent.
45. The successful bidder who is awarded the contract by PFRDA will retain all the documentary proof/papers deposited with the respective statutory bodies/Government departments, i.e., Employees State Insurance, Provident Fund and GST. All such documents/papers will be necessarily submitted within seven days by the Man Power Service Provider as and when they are requisitioned by PFRDA, failing which compensation of Rs.100/- per day shall be deducted from the monthly bill of the service provider.
46. The PFRDA reserves the right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.
47. Any delay or forbearance on the part of PFRDA or any waiver of its rights or condonation of any acts, on the part of PFRDA shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.

D. CRITERIA FOR EVALUATION OF BIDS:

48. The evaluation of Technical bid shall be done by considering the parameters listed in the technical bid form. The bidders who satisfy the minimum eligibility criteria as defined in section II of the tender document and provided documentary proof for the same will be considered for evaluation against the other parameters, which are indicated at Annexure II of this document. The bidders who do not meet the minimum eligibility criteria will be disqualified & their financial bids will not be opened.
49. After evaluation of Technical bids the financial bids will be opened. The bidder score will be determined by dividing lowest financial quote (arrived on comparison of financial quotes of all the bidders) by the financial quote of all the bidders. For example, if four agencies A,B,C,D have quoted Rs.5000,6000,7000 and 8000 respectively, then the score will be $(5000/5000)*100$, $(5000/6000)*100$, $(5000/7000)*100$, $(5000/8000)*100$. The total value in column 10 of the price bid will be considered as financial bid of the bidder.

50. The most competitive quote will be arrived by assigning 60% weightage to the Technical Bid and 40% to the Financial Bid, as follows;

| A | B | C | D | E | F | G | H |
|----------|--------------------|-----------------|-----------------|-------------------------------------|------------------------------------|-------------|----------|
| Sr.No. | Name of the Agency | Technical Score | Financial Score | 60% weightage of Col. 'C' (c *0.60) | 40% weightage of Col.'D' (d *0.40) | Total (E+F) | Ranking |
| 1 | | | | | | | |
| 2 | | | | | | | |

The committee constituted at PFRDA for evaluation of technical and financial bids may seek such additional clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time, may entail cancellation of the bid of such bidder.

SECTION-V

BIDDER DETAILS FORM/APPLICATION- TECHNICAL BID

**FOR PROVIDING MANPOWER & HOUSE KEEPING
SERVICES TO PFRDA**

(Envelope I - super scribing Technical Bid for Providing Manpower& House keeping Services to PFRDA)

| S. No | Description | Information | | | |
|-------|---|---|--|------------|----------|
| 1 | Name of Tendering Service Provider | | | | |
| 2 | Date of Incorporation of Company/Firm (Attach ROC Registration certificate/Partnership Deed/ or any other relevant legal document) | | | | |
| 3 | Details of Earnest Money Deposit | DD No. _____ date _____ of Rs. 2,00,000/- drawn on Bank/MSME registration certificate | | | |
| 4 | Name of Director/ Partner/ Proprietor | Sr No. | Name of the Director/Partner/ Proprietor | Mobile No. | Email id |
| | | | | | |
| | | | | | |
| | | | | | |
| 5 | Full Address of Registered Office: Telephone No.: FAX No.: E-Mail Address: | | | | |

| S. No | Description | Information |
|-------|--|---|
| 6 | Full address of Operating Branch/Office in Delhi /NCR : Telephone No.: FAX No. : E-Mail Address : | |
| 7 | Banker to the Service Provider (Attach self attested copy of statement of the bank account for the last 2 months) | |
| 8 | PAN No./GIR No. : (Attach self attested copy) | |
| 9 | GST registration number (in respect of Service provided) (Attach self attested copy of certificate or provisional certificate) | |
| 10 | Employee Provident Fund Registration No (Attach self attested copy) | |
| 11 | Employee State Insurance Registration No.: (Attach self attested copy) | |
| 12 | Name, designation, email id and contact no. of the official who shall be contacted in case of requirement of additional documents/clarification, if any. | Name: Designation: Email id: Contact Number: |

1. Exclusive revenue from Manpower/Housekeeping Services of the tendering Service Provider for the last 3 financial Years i.e. 2019-20, 2020-21 and 2021-22 duly certified by a Chartered Accountant: (Attach separate sheet if space provided is insufficient).

(i) Copies of audited balance sheet/CA Certificate should be attached for the FY 2019-20 and 2020-21. Further, for the FY 2021-22, the bidders may submit the unaudited / Provisional Balance Sheet along with the Tender. The shortlisted bidder shall submit the audited balance sheet **within three months** of awarding the contract.

(ii) In addition, the bidders have to submit the CA certificate for the last 03 Financial Years i.e. 2019-20, 2020-21 and 2021-22 mentioning the revenue **exclusively** from Manpower / Housekeeping Services for the specified periods. For the FY 2021-22, CA certificate/declaration mentioning the revenue exclusively from Manpower/housekeeping services may be on the basis of provisional financial statements.

| Financial Year | Exclusive Revenue from Manpower/Housekeeping Services Amount (Rs.Lacs) | Remarks, if any |
|--|--|-----------------|
| 2019-20 | | |
| 2020-21 | | |
| 2021-22 (on the basis of provisional financial statements) | | |

2. Give details of the major similar contracts handled by the tendering Service Provider during the last three years i.e. 2019-20, 2020-21 & 2021-22 in the following format (if the space provided is insufficient, a separate sheet may be attached):

| Sr. No. | Name of the Client, Address, telephone No. | Services provided | | Amount of Contract (Rs. Lacs) | Duration of Contract | |
|---------|--|---------------------------|-----|-------------------------------|----------------------|----|
| | | Type of manpower provided | No. | | From | To |
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |

3. Submit Experience Certificate from at least three clients, to whom services have been provided by tendering manpower or Housekeeping Services or Both in the past. The certificate should preferably be from Govt./PSU clients or reputed companies and the same should be submitted in original or the copy of it, should be self-attested.

4. Additional information, if any,
(Attach separate sheet, if required),

Date:

Place:

Signature of authorized person
Name:

Seal:

SECTION-VI

FINANCIAL/ PRICE BID FORMAT

(Envelope II - superscribing Financial / Price Bid for Providing Manpower & Housekeeping Services to PFRDA)

(Date)

The General Manager,
Pension Fund Regulatory and Development Authority,
Administration Department,
New Delhi

Dear Sir/Madam,

Ref: Tender for Selection of Man Power & House Keeping Service Provider to PFRDA

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

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

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

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

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

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

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

Dated this Day of 2022

(Signature) (In the capacity of)

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

(Name and Address of Company) (Seal/Stamp of bidder)

Witness Signature:

Witness Name:

Witness Address:

PRICE BID

1. Name of tendering Service Provider:

2. Rate per person per month (8 hours per day excluding ½ hour lunch) inclusive of all statutory liabilities, taxes, levies, cess etc.**. and service charges, if any:

| Sr. No. | Designation | No. of Persons required | Wages Per person # (Rs) | PF/ESI/Service Charges Etc. | | | | Total Per Person (4)+(5)+(6)+(7)+(8) (Rs) | Total (3) * (9) (Rs) |
|--|---|-------------------------|-------------------------|-----------------------------|----------|---------------------------|----------|---|----------------------|
| | | | | PF (Rs) | ESI (Rs) | SC - Service Charges (Rs) | GST (Rs) | | |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| CLERICAL STAFF | | | | | | | | | |
| A | Personal Assistant/Office Assistant/Data entry operator/outsourced staff for back office work | 25 | | | | | | | |
| B | Receptionist Cum Operator | 1 | | | | | | | |
| C | Store keeper | 1 | | | | | | | |
| SUPPORT STAFF /OFFICE BOY | | | | | | | | | |
| D | Driver LMW | 2 | | | | | | | |
| E | Office Helper | 9 | | | | | | | |
| F | Cleaning Staff | 6 | | | | | | | |
| G | Housekeeping Supervisor | 1 | | | | | | | |
| Grand Total | | 45 | | | | | | | |
| (I) Sub Total (total for the manpower(A+B+C+D+E+F+G) (amount in rupees) | | | | | | | | | |
| (II) Cost towards consumable material for House Keeping (refer para 51 & 52 of RFP) (amount in rupees) | | | | | | | | | |
| Total Monthly Charges (amount in rupee figure and words) | | | | | | | | | |

Rates quoted should not be less than the minimum wages prescribed under Minimum Wages Act., 1948 as applicable in the NCT of Delhi.

- ** (i) If the rates of any post quoted are less than the minimum wages as prescribed by Govt. of NCT of Delhi, the bid will be rejected.
 - (ii) Contractor's Administration/Service Charges cannot be "NIL" or "Zero or such that it has been kept deliberately low to secure the contract.
 - (iii) If any of the statutory liability not included above, the bid will be rejected
- PF – Provident Fund shall be paid by the Service Provider as per Rules
ESI- Employees State Insurance shall be paid by the Service Provider as per Rules. SC – Service Charge to be paid by PFRDA to Service Provider.
GST – Goods and Service Tax- As applicable

Signature of authorized person

Date:

Full Name:

Place:

Seal:

Notes:

The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities in force at the time of entering into the contract. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which services has been performed by each deployed manpower, on the basis of Attendance duly verified by the PFRDA.

SECTION-VII

ANNEXURE-I

" Self declaration - (a) No blacklisting and (b) Authenticity of the documents submitted as part of this tender"

(Part of Technical Bid)

(Date)

The General Manager,

Pension Fund Regulatory and Development Authority,
Administration Department,
New Delhi

Dear Sir/Madam,

Reg: Tender for Selection of Man Power & Housekeeping Service Provider for PFRDA

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

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

It is also declared that all the information provided as a part of this tender is true and all the documents submitted are authentic and in case any deficiency is found by the Authority at a later date even after selection, Authority may take due action as deemed fit in the circumstances including termination of the services/ contract/ agreement.

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

Thanking you,

Yours faithfully,

Place:

Signatures _____

Date:

Name _____

Seal of the Organization _____

ANNEXURE- II

Criteria for giving Weightage (marks) under Technical Bid

| Sr. No | Criteria | Total weightage given | Basis | Marks assigned |
|---------------|---|------------------------------|--|-----------------------|
| 1 | Incorporation/standing of the firm/partnership (no. of years) | 10 | Equal to 15 years and above | 1 0 |
| | | | Equal to 10 years or more than 10 years but less than 15 years | 5 |
| | | | Equal to 5 years or more but less than 10 years | 3 |
| 2 | Annual Business Revenue for all last 3 financial years individually (combined for Manpower and Housekeeping Services) | 30 | Equal to 10 crore & above | 3 0 |
| | | | Equal to 5 crore & less than 10 crore | 2 0 |
| | | | Equal to 2 crore & less than 5 crore | 1 0 |
| 3 | Number of Total Clients (Presently) | 30 | 15 Clients and above | 3 0 |
| | | | Equal to 10 and less than 15 Clients | 2 0 |
| | | | Equal to 5 and less than 10 Clients | 1 0 |
| 4 | Number of Govt/Public sector clients | 30 | 7 Clients and above | 3 0 |
| | | | 5 to 7 Clients | 1 5 |
| Total | | 100 | | |

ANNEXURE- III

Scope of Work for Housekeeping Services

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

PFRDA has occupied an area of 26,636 Sq. ft in Chhatrapati Shivaji Bhawan owned by Shri Chhatrapati Shivaji Maharaj Memorial National Trust. Its proper cleanliness and general upkeep shall be ensured by the contractor and the area occupied by the PFRDA in the Chhatrapati Shivaji Bhawan are kept in a perfect state of cleanliness and hygiene at all times to the entire satisfaction of the officers in charge of PFRDA.

PFRDA may shift to another premises in Delhi/NCR in due course or during the contract period and in such case, the upkeep of the new premises occupied by the PFRDA as per the terms and conditions of this RFP for the housekeeping services shall continue without any disruption.

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

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

3. **Jobs to be carried out Daily:**

- a. Sweeping, Cleaning, vacuuming and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies, meeting areas, cabins etc.
- b. Dusting and polishing/brushing of Low/high partitions, Glazed & Paneled partitions glass panes, venetian blinds, Door Mats, Tables, chairs, Workstations, conference rooms, Library, Visitors' rooms etc.
- c. Acid Cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet

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

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

4. **Pantry Area:**

- a) Sink, Khurra, draining boards, platforms, dado, cabinets, coolers, hot case exposed surfaces shall be cleaned and washed with approved quality liquid detergents, soap, air purifier, acids, stain removers, mopping, dusting all as directed (One time daily and also as and when required due to exigencies)
- b) Fridges, Microwave Oven within the areas should be kept clean inside and out, and defrosted when appropriate.
- c) Tea/Coffee Machines should be cleaned every day in the morning.
- d) Check & clean water dispenser & vending machine functioning every hour.
- e) Dirty glasses/Cups/Bottles should be removed immediately from conference/meeting rooms/cabins and workstations.
- f) Removal of waste papers and any garbage and blockage/choking from the entire area covered under the tender. (Two times daily and as and when required)
- g) Cleaning of baskets, bins, and disposing off all the collected refuse at designated site on daily basis (Two times daily and as and when required)
- h) Conference room / Meeting rooms/ Discussion rooms to be checked on regular intervals / call basis. Water bottles, tea cups, paper plates, crockery etc., be cleared regularly so that the area never looks dirty, Tables, cabinets, switchboards, white boards, doors and partitions etc. should be cleaned every day, water bottles to be replenished and kept clean, face tissues, notepads to be arranged. Spraying room fresheners / air fresheners daily at regular intervals. Shifting of furniture and other items from one floor to another or within the floor as and when required by the administration.

5. **Jobs to be carried out Weekly:**

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

6. The bidder has to provide workforce in sufficient numbers to maintain the premises as required and to the satisfaction of the Admin In-Charge.
7. The bidder shall, however, survey the area and make assessment of the manpower requirement on its own to maintain the premises as required by PFRDA. A Housekeeping supervisor has to be deployed by the agency who will be single point of Contact for PFRDA for all the housekeeping related matters as prescribed in this contract.
8. **Checklist Maintenance:**
Checklists has to be maintained for Toilets, general cleanliness etc. would be under administration of the supervisor. He would sign the checklist after random physical inspection of these areas.
9. The agency will have to maintain an inventory of 100% of all consumable items at all times.
10. **Storage of Housekeeping equipment**
PFRDA will provide a space to the agency from its existing space for storing the equipment, materials during the contract period. The water and electricity will be provided by PFRDA from its existing resources. In case of disruption in supply of water or electricity, agency will arrange the same at its costs, risks and responsibilities. Cleaning material & Aids to be provided by the Agency at his own cost.
11. **Cleaning material & Aids**
Cleaning material & Aids to be provided by the Agency at his own cost. Housekeeping Material/Equipment to be provided at PFRDA premises: -

Floor Duster, Liquid Soap Refills (Dettol/Lifeboy), Dettol Soap, Vim Liquid, Dish Washing, Powder (Fena), Hit Spray (Black & Red), Room Freshener (Airwick), Toilet cleaning Liquid (Harpik), Odonil cubes, Tissue Papers (Face tissue), Tissue Papers(C-Fold), Toilet Paper rolls, Toilet Brushes(WC), Domex/Lizol 5 ltr, Floor Wiper (Gala/Scotchbrite), White Dusters, Yellow Dusters, Acid, Soft Brooms, Phenyl, Colin, Toilet Brush, Hand Brush (Scrubber), Garbage Bag Big/Small, Carpet Brush, Glass Wiper, Buckets/Baskets, Gloves, Dust Pans, Naphthalene Balls, Scotches Brite Pads, Dust Control Mop, Big Size Dustbin for Garbage removal, any other material required but not specified in the tender.
12. **Compensation clause:**
The agency shall disburse the salary to its deployed manpower, inclusive of other allowance by 5th of every month, failing which compensation of Rs. 500/-per day will be payable to PFRDA up to 15th of the month.
13. Any deviation in the material quality and quantity quoted will be subject to compensation payable to PFRDA. For proper maintenance, suitable cleaning material which are environmental friendly, not harmful to human and government property should be used. If the cleaning material as per RFP/contract is not received in PFRDA between 1-10th of every month, a compensation of Rs. 1,000/- will be recoverable from the bill of defaulting service providing agency.
