General terms & conditions for Housekeeping

1) The staff shall be properly uniformed as per uniform samples to be approved by the PSDM and carry name tags.

2) The manpower supplied by the agency should be well trained in the jobs assigned to them by the Firm.

3) The plumber, Sewer man, Carpenter and Electrician to be deployed by the agency "on call" basis should have all the T & P with him and should be skilled in his jobs. They have to report to superintendent in charge of the office before commencement of work and after completion of job.

4) The agency shall deploy employees in Mission office after verifying their antecedents and obtaining police clearance. The agency will ensure that the employees in his service are above 18 years of age.

5) Working hours: The daily housekeeping works shall be done before 9.00 AM or after 6.00 PM on all working days in the office area. Other than routine cleansing, works shall be carried out on Saturdays and Sundays and/or after office time. No extra payment shall be made by the Mission to the agency for working at odd hours. Activities such as garbage removal, insecticides applications etc. shall be carried out in the evening, after office hours.

6) Sweeping, mopping, dusting, cleaning and all other allied works shall have to be completed well before 9.00 AM on all working days for the office areas and in case the work is not completed before 9.00 AM on any working day, and pro-rata deduction will be made for that day. One sweeper shall remain
present in office, daily from **9 AM to 3 PM** for cleansing whereas ever necessary.

7) Outer glasses shall be cleaned at least twice a week from inside and outside on regular basis.

8) Pantry items i.e. tea, coffee, milk, cold drinks, snacks and crockery etc shall be provided by the Mission. At least two trained and skill persons will be provided by the Agency for preparation and service. The manpower provided by the Agency will remain in uniform as approved by the Mission.

9) The contractor will be fully responsible for maintaining high standard of ambiance. Items of toiletries i.e. soap, liquid, soaps, hand towels, harpic and toilet papers etc shall be adequately provided on regular basis for cleanliness.

10) Payment will be made on monthly basis and 5% security and 2% TDS will be deducted from the monthly running bills. Maximum security to be deducted shall be Rs. 30,000/-.

11) In case the agency fails to provide the requisite manpower as per agreed terms, penalty shall be imposed and deducted from the subsequent bill @ double of the wages paid by PSDM for particular type of man power.

12) In the case of any theft/damage to the premises is caused by employees of the Agency during the tenure of contract the agency shall be responsible for the same and loss caused shall be recovered from the agency.

13) In case the agency's employee suffers from any type of injury/casualties while performing duty in PSDM office, the agency shall be wholly and solely responsible to bear any claim of employee. PSDM shall not be responsible at any level for any type of claims and legal consequences.
14) The agency shall comply with labour laws, such as Contract Labour (Regulation & Abolition) Act 1970, Industries Disputes Act 1947. Minimum Wages Act, Payment of Bonus Act; Employees Provident Funds Act; Employees State Insurance Act, and Workman Compensation Act, etc. which are in force at present or which may come into force in future.

15) The agency shall be fully responsible for disposal of solid waste as per terms and conditions of Municipal Act.

16) PSDM shall have the right to terminate this contract after giving one month’s notice without assigning any reason.

17) Technical and Financial bids may be submitted separately superscribing 'Technical Bid' and 'Financial Bid' on the cover of each envelop. Format for submission of Technical and Financial bids are given in Annexure 'A' and 'B' attached herewith.

18) The rate quoted by the agency shall remain the same during the period of contract and no extra payment will be made by the PSDM on the account of enhancement of D.C. rates etc. during the period of contract.

19) The agency shall have to enter into an agreement on a non-judicial stamp paper worth Rs. 100/- within 15 days of the award of contract. The cost of stamp papers and other documents/completion of formalities shall be borne by agency. Initially contract would be for one year which can be extended with mutual consent upto three years.

20) In case of any dispute, the decision of M.S., PSDM shall be final and binding on the agency.

21) For all disputes, the matter shall be settled within the jurisdiction of court of Chandigarh.
ANNEXURE - "A"

Format for submission of Technical Bid

1. Background of the Agency/Firm

   (Additional sheet may be added if required)

2. Turn over of the Agency/Firm
   Turn over of the firm should not be less than 25 lac P.A. during the last three years. (Attach proof of Turn over)
   (year 2013-14)
   (year 2014-15)
   (year 2015-16)

3. Details of successful assignments held during the last 5 years. (Attach proof such as allotment of work, copy of agreement etc).
   1.  
   2.  
   3.  
   4.  
   5.  
   (Additional sheet may be added if needed)

4. Assignments in hand at present (Attach Proof)
   1.  
   2.  
   3.  
   4.  

5. Details of Manpower on the rolls of the Agency (Details of Manpower along with qualification/experience may be attached on a separate sheet):

   

Sign and Stamp of the Authorised Signatory of the Agency/Firm
Annexure "B"

Format for Financial Bid

1. Lump sum rate per month
   (inclusive of all taxes)

2. Bank Draft No._______ and
   Date ______________ of earnest
   money of Rs.1000/- (Attach Bank draft)

   (Both figures and words)

   Sign and Stamp of the
   Authorised Signatory of the
   Agency/Firm