



PONDICHERRY UNIVERSITY

(A Central University)

Bharat Ratna Dr. B.R. Ambedkar Administrative Building,
R. Venkataraman Nagar, Kalapet, Puducherry – 605 014

Tender No. PU/ESTT/NT14/2017-18/340

Dated: 26.10.2017

TENDER BID DOCUMENT

TENDER FOR

“Providing of Housekeeping Services” in Pondicherry University

(Visit us at www.pondiuni.edu.in)

Non-transferable

Price of Bid Document: Rs.2360/- (Rs. 2000 + 18% GST)



PONDICHERY UNIVERSITY

(A Central University – Accredited with ‘A’ Grade by NAAC)

R.V. Nagar, Kalapet, Puducherry-605 014

Ref. No. PU/ESTT/NT14/2017-18/340

Date: 26.10.2017

NOTICE INVITING TENDER FOR PROVIDING HOUSE KEEPING SERVICES

Pondicherry University invites sealed tenders under two bid system (Technical Bid & Financial Bid) from reputed agencies/contractors for providing House Keeping Services in the campus of the Pondicherry University located at R. Venkataraman Nagar, Kalapet, Puducherry 605 014, Pondicherry University Community College at Lawspet and Pondicherry University Campus at Karaikal for a period of one year, renewable for a further period of 1 year on performance assessed by the committee constituted by the Pondicherry University. Terms and Conditions for providing House Keeping services are in “Annexure I”. The agencies who fulfill the following requirements only are eligible to participate in the tender:

The tender forms have to be downloaded from the University Website www.pondiuni.edu.in and submitted along with Demand Draft towards cost of tender for an amount of Rs.2360/- (Rs. 2000 + 18 % GST) drawn in favour of the Finance Officer, Pondicherry University, payable at Puducherry. For further details, please visit our website. The tenderers are requested to refer to the website regularly for any corrigendum/further notifications if any.

Last date and time for submission of tender document	:	21.11.2017 at 2.30 P.M.
Opening of Eligibility/Technical bids	:	21.11.2017 at 3.00 P.M.
Date of opening of Financial bids	:	The tenderers shortlisted in Eligibility/Technical bid will be informed later.

The completed tender documents (Technical Bid & Financial Bid) should be submitted on or before the due date and time of submission at the following address.

The Deputy Registrar (Administration)
Pondicherry University
R.V. Nagar, Kalapet
Puducherry – 605014.

REGISTRAR (i/c)

ELIGIBILITY CRITERIA FOR ELIGIBILITY/TECHNICAL BID

1. TO BE GIVEN BY TENDERER

a. Letter of Transmittal (Form-2)

The Tenderer also should submit a self-undertaking/letter of transmittal for accepting all the terms and conditions of the Pondicherry University in enclosed format in **Form -2**

b. Tender Processing fee

The Tenderer should, download the tender document from the University website: www.pondiuni.edu.in. The filled in tender document should be submitted along with a Demand Draft for Rs.2360/- (Inclusive of GST) drawn from any of the scheduled banks towards the cost of tender document drawn in favour of the Finance Officer, Pondicherry University, Puducherry and payable at Puducherry. The name of the Tenderer should be written on the backside of the Demand Draft.

c. Earnest Money Deposit

The Tenderer should enclose a Demand Draft for Rs.7,00,000/- (**Rupees Seven lakhs only**) towards Earnest Money Deposit drawn in favour of the Finance Officer, Pondicherry University, Puducherry and payable at Puducherry. The Demand Draft should have been drawn from any of the scheduled bank after the date of call of tender. If exempted from payment of EMD, a copy of exemption certificate issued by Competent Authority duly attested should be enclosed (Self-attestation accepted). The name of the Tenderer should be written on the backside of the Demand Draft.

d. Details of similar works – last 3 years (Form-4)

The applicant should have successfully completed works as follows during the last 3 years ending 31-3-2017.

One similar completed work costing not less than Rs. 50 lakhs

"**Cost of work**" shall mean completed cost as mentioned in the final bill for housekeeping maintenance services, if any, carried out under single contract including cost of materials, if any, supplied by clients. However the cost of materials issued free of cost shall not be considered for calculating the cost of work, "**Similar work**" for this clause means **comprehensive housekeeping Services**. Necessary documentary proof like completion certificates in case of works carried out for Government department and TDS in case of works carried out for private parties should be enclosed in addition to the completion certificate.

e. Details of work in progress (Form-5)

The Tenderer should have at least one running contracts for providing House Keeping Services with annualized contract value of not less than Rs. 50 lakhs.

f. Structure and type of organization (Form-7)

Details regarding the structure and type of organization in **form - `7'** enclosed

g. Details of machines and equipments (Form-8)

Details of machines and equipments to be used with the justifications of place/frequency of its use for proper and timely execution of the work.

h. List of materials to be used with the justification of place/frequency of its use/brand/quantity/Area (Form-9)

i. Number of Employees to be employed with the justification and place of area to be covered.

j. Number of Supervisors to be deployed and the area of work.

k. Waste disposal mechanism used in the previous organization and proposed to be used in Pondicherry University

l. Number of personnel to be deployed area wise (or) Number of machines to be used area wise or the personnel and the proportion to be mentioned

m. The tender should have to give a Self affidavit that, the firm should not have been blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India.

n. Copy of the terms and Conditions (Annexure-I), duly signed, in token of acceptance of the same should be attached.

2. LIST OF DOCUMENTS TO BE OBTAINED FROM ALL THE PREVIOUS EMPLOYER's (Copy of the Agreement to be enclosed)

Performance/Appraised Report (Form -6)

Performance report of works referred to in form '4' and form '5' in **Form - `6'** enclosed. The applicant's performance in respect of completed works and ongoing works should be certified by a competent authority and should be obtained and delivered in sealed covers.

3. LIST OF PROOF TO BE OBTAINED FROM THE BANK/FINANCIER

- a) Solvency of Rs.50 lakhs certified by the bankers of the applicant dated later **than the date of publication of this tender.**
- b) Payment mode/System to the employees for not less than 3 months (Current year) to be certified by the bankers of the applicant.

4. LIST OF PROOF TO BE OBTAINED FROM THE GOVERNMENT

- a. GST Enrolment / Registration Certificate
- b. ISO Certification / or any other Quality Assessment Certificate.
- c. Certificate of Registration of the Firm
- d. The tenderer should have a valid Labour Licence for current year under Section 12(1) of the Contract Labour (Regulation and Abolition) Act, 1970.
- e. Proof of EPF/ESI payment to the employees for not less than 3 months (Current year).

5. LIST OF PROOF TO BE OBTAINED FROM THE AUDITOR

- a. Audit Certificate/Financial Statement for the previous year
- b. Financial information to be signed by the Auditor (Form 3)

6. The Tenderer may assess and inspect the entire Campus and other areas about the nature and quantum of work before quoting. The approximate area and details of the buildings are indicated in Annexure II.

7. If any of the Tender documents are rejected for any reasons the cost of the Tender Document will be forfeited. No claim in this regard will be entertained at any point of time by the Tenderer.

8. Interested tenderers for providing the House Keeping services should download the tender document from Pondicherry University website (www.pondiuni.edu.in) and submit sealed tenders in dual cover as given below:-

ENVELOPE 1 — with superscription “**Envelope 1 –Eligibility/Technical Bid**” should contain the documents mentioned in the **(FORM 1).**

ENVELOPE 2 — with superscription “**Envelope 2 –“FINANCIAL BID”**” should contain the financial bid as enclosed in the **(FORM 10).**

Both the envelope should be **put in another envelope**, sealed and **superscribed as “Tenders for House Keeping Services in Pondicherry University”** should either be deposited in the Tender Box kept open in the Office of the Deputy Registrar (Administration), Pondicherry University or addressed to the Deputy Registrar (Administration), Pondicherry University, R.V. Nagar, Kalapet, Puducherry- 605 014 so as to reach the Deputy Registrar (Administration) through Registered Post or Courier on or before **21.11.2017 by 2.30 P.M.** Late tenders will not be considered. Eligibility / Technical bid and Financial bid should be kept in separate covers. In case both Eligibility bid/Technical bid and Financial bid were kept in a single closed cover, the same will be rejected.

9. OTHER CONDITIONS

- (i) The details as to the documents relied upon by the tenderer and mentioned in the Eligibility/Technical bid shall be specifically referred to by mentioning the Page No. in the Checklist of documents submitted in form -1.
- (ii) All the documents attached to the tender document should be self attested with the seal of the tenderer. All the pages of the Tender documents should be signed by the Tenderer.
- (iii) All additional details as required in the tender conditions should be attached with the tender documents and all the pages of the tender documents along with such enclosures should be serially numbered by the tenderers. Tenderers should certify the total number of pages contained in the tender documents as indicated in the Eligibility/Technical Bid and shall also enclose a declaration to that effect.
- (iv) If the cover superscribed “Eligibility Bid/Technical Bid” does not contain any of the details required and proof thereof, the tender of such Tenderer shall summarily be rejected. If any of the required details furnished by the tenderers proved to be false at a later date, the tender/agreement will be cancelled forthwith.
- (v) Tenderers are required to read carefully all the Terms and Conditions at **Annexure I.**

- (vi) Tenders will be opened on **stipulated date** only and the Eligibility/Technical bids will be opened on the same day in the presence of the available tenderers/authorized representatives. The date of opening of financial bid of the pre qualified tenderers will be intimated later individually and through website.
- (vii) **Validity of Contract period:** 12 months (Based on the performance, the contract may be extended for another 12 months as decided by the Pondicherry University).
- (viii) The validity of the tender will be over within 90 days and no further communication shall be entertained in this regard.
- (ix) **Quoting the lowest rates of the percentage of Service Charge alone will not be the criteria for selection of tender. The Financial bid will be related to the technical bid and presentation by the tenderer.**

10. TENDER PROCESS:

StageI: Opening of Eligibility/Technical Bid

Persons attending the opening of the Eligibility bid, should submit a letter of authorization issued by the tenderer under the signature and seal of the tenderer if anyone other than the tenderer is attending. Without such a letter of authorization, no person will be permitted to attend the opening of Eligibility Bid/Technical Bid. Eligibility Bid/Technical Bid will be opened in the presence of the available tenderer/authorized representatives.

Checklist of document submitted in the **form-1**, Letter of transmittal in the **form -2** enclosed with Demand Draft towards cost of the Tender Document and Earnest Money Deposit only to be verified on the date of opening of Eligibility/Technical bid.

StageII: Evaluation of Tender documents:

After opening the Eligibility Bid/Technical Bid in the presence of the tenderers, technical evaluation would be done by the Officers of the University to shortlist the eligible tenderers based on evidenced material made available with reference to parameters indicated in the tender schedule. The result of evaluation and list of tenderers short listed would be intimated to such short-listed tenderers and displayed in the Website in due course.

Stage III: Presentation

The Shortlisted tenderers who qualify in the Eligibility/Technical bid will be invited to explain their respective proposals, the process adopted, overall plan, schedule, quality control, quality assurance and other salient points in a Power point presentation with justifications with power point presentation

- a. **Suitability of the proposal:** Overall plan for the proposed Housekeeping Services.
- b. The methodology proposed to be adopted for effective redressal of the housekeeping services complaints.
- c. The methodology proposed to be adopted for effective housekeeping services of various facilities.
- d. Methodology proposed to be used for major breakdown of housekeeping services.
- e. Methodology proposed to be adopted for supply of essential men and materials required for housekeeping services.
- f. Effective use of manpower without compromising on the service.
- g. Organizational structure proposed to be deployed at site and at the back office.
- h. Methodology proposed to be adopted for disposal of waste.

Based on the evaluation, list of tenderers would be short listed and intimated and also displayed in the Website in due course.

Stage IV: Opening of Financial Bid

Financial bids of such shortlisted tenderers in stage III will be opened on the date communicated, in the presence of available tenderers/their authorized representatives. Based on evaluation of Financial Bid, the successful tenderer will be selected.

11. Selected Tenderer will be assigned the responsibility of House Keeping for Pondicherry University Campus, Kalapet, Pondicherry University Community College, Lawspet, and Pondicherry University Campus at Karaikal.
12. The Selected Tenderer will have to execute an agreement, in a stamp paper worth Rs. 100/- (Rupees One Hundred only) at their own expenses after remitting Rs 20,00,000/- (Rupees Twenty lakh only) towards performance security deposit in the form of a demand draft drawn in favour of the Finance Officer, Pondicherry University, payable at Puducherry or after submitting a unconditional, irrevocable Bank Guarantee for Rs 20,00,000/- (Rs Twenty

lakh only), valid for a period of 18 months in favour of Finance Officer, Pondicherry University. The amount of Performance Guarantee will be forfeited in case the Tenderer breaches the terms of contract, discontinues his services without prior notice/any loss is incurred by the Pondicherry University.

13. Either party may terminate the contract by giving the other party three months prior written notice of the same and this Agreement will stand terminated on the expiry of the three months period provided always that the contractor has fulfilled and complied with all his obligation to the Pondicherry University in connection with and under this Agreement upto the date of such termination.
14. In case of breach of any of the terms of this Agreement by the contractor, Pondicherry University shall be entitled to terminate this Agreement immediately without giving any written notice to the Contractor for the same. In such a case, Pondicherry University shall be entitled to retain hereunder or which become due after termination thereof, any amount which, according to Pondicherry University is due and owing to it by the contractor arising directly under this Contract.
15. The successful tenderer should immediately on acceptance of tenders, **open a separate Current Account in the name of the tendering firm with the Indian Bank viz Pondicherry University Branch located within the University campus at Kalapet, Puducherry 605 014. On entering into agreement, the successful Tenderer should cause to open separate Savings Bank accounts with Indian Bank, Pondicherry University branch to each of the employee of the Tenderer deployed for the House Keeping service of the University facilitating payment of monthly salary through Current Account of tendering firm in Indian Bank to the SB account of such employees by the Tenderer.**
16. The rates quoted should be in tune with the Government regulations as applicable to the type of contract under this tender.
17. The Pondicherry University reserves the right to reject the tender process at any stage without assigning any reason thereof in the interest of the University.

REGISTRAR (i/c)
PONDICHERRY UNIVERSITY

ANNEXURE – I

**Terms and Conditions for providing House Keeping Services
in the Pondicherry University Main campus,
Pondicherry University Community College at Lawspet and
Pondicherry University campus at Karaikal**

1.1 The selected Tenderer will enter into an agreement with the University and personnel for providing House Keeping Services for Pondicherry University Main Campus located at R. Venkataraman Nagar, Kalapet, Puducherry, Pondicherry University Community College at Lawspet and the Pondicherry University Campus at Karaikal.

- a) They should have work experience of atleast 3 years in Housekeeping services
- b) No person who has been convicted by a competent court/who has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the Armed Forces of the Union, State police organization, Central or State Governments shall be employed or engaged by the Tenderer.
- c) Details of building and approximate area to be covered under House Keeping services are given in the Annexure -II.
- d) The requirement of the services of Housekeeping manpower in this University may further increase or decrease during the period of contract and the tenderer would have to increase or decrease the manpower supply, if required on the same terms and conditions.**

1.2 Duration of the contract shall be for one year subject to quarterly appraisal and review by the University authorities and in case the job performed is not found to be satisfactory, the contract shall be terminated by giving notice of one months to this effect. However, the contract can also be terminated by giving a written notice of three months by either side. A record of every lapse small or big will be maintained by the Pondicherry University & if required, a weekly meeting with the representative of the Contractor with a person authorized by the Deputy Registrar (Admn) will be held and minutes of the same recorded for compliance. A monthly meeting with the Contractor or authorized Representative of the contractor will be held for follow-up actions.

SCOPE OF WORK

2.1 Rendering Housekeeping Services in Pondicherry University Main Campus, Community College and Karaikal Campus.

- 2.1.1 The details of the buildings are indicated in Annexure II
- 2.1.2 The scope of the Housekeeping service includes all manpower, materials and services.
- 2.1.3 Continuous monitoring of calls and complaints regarding housekeeping work allocation to labourers.
- 2.1.4 Generation of reports for housekeeping operation and services.
- 2.1.5 The service provider shall provide and maintain proper & efficient housekeeping services in the premises by deploying sufficient number of trained and experienced personnel.
- 2.1.6 All statutory requirements like EPF, ESIC shall be provided to the persons employed.
- 2.1.7 Child labour is strictly prohibited.
- 2.1.8 The age limit for the housekeeping staff shall be 50 years.

2.2 Materials, Consumables & Spares:

- 2.2.1 All the consumable materials required for the day-to-day proper cleaning of the premises shall be supplied by the contractor.
- 2.2.2 However, the material required to maintain the standard of housekeeping shall be deemed to have been included in the scope of work.
- 2.2.3 Machines & equipments for the services will be supplied by the contractor.
- 2.2.4 The faulty equipment shall be replaced / repaired immediately so as not to affect the work.

2.3 Housekeeping:

- 2.3.1 Standard Cleaning Services and Procedures as defined below shall be provided by the service provider. For these services all consumables (like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals and liquid soaps for toilets. Etc) will be provided by the service provider.
- 2.3.2 For cleaning chemicals/material, the service provider has to use standard and widely used brands with the approval of the Administration.
- 2.3.3 In case of any conference / seminar / workshop additional attention shall be paid to keep the premises clean.

2.4 Sweeping:

2.4.1 Sweep clean all corridor and floor areas.

2.4.1.1 Damp Mopping of Tiles, Vitrified floors, Kota / marble /cement/mosaic floors, staircases, elevators floor, sidewalls and entrance areas.

2.4.1.2 Floors shall be free of dirt, mud, sand, footprints, liquid spills, and other debris.

2.4.1.3 Chairs, and easily movable items shall be moved to clean underneath.

2.4.1.4 During inclement weather, the frequency may be higher than the minimum agreed schedule. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.

2.4.1.5 After sweeping all floors, areas shall be machine scrubbed wherever necessary

2.4.1.6 Sweep Clean of debris from walkways, driveways and all around the building.

2.4.1.7 The minimum frequency of cleaning in various areas is indicated in Annexure II.

2.4.2 The cleaning frequency specified is indicative only. However, the actual frequency required to maintain the standard of housekeeping shall be deemed to have been included in the scope of work.

2.5 Vacuuming:

2.5.1 Appropriate type of vacuum cleaner shall be used to ensure adequate cleaning.

2.5.2 When completed, the area shall be free of all litter, lint, loose soil and debris.

2.5.3 Any chairs, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.

2.6 Toilets Cleaning:

2.6.1 Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities using suitable non- abrasive cleaners and disinfectants.

2.6.2 All surfaces shall be free of grime, soap mud and smudges.

2.6.3 Cleaning of mirrors, glass windows, etc.

2.6.4 Refilling of soap dispenser with liquid soap in all toilet / bathrooms shall be performed.

2.6.5 The frequency of cleaning of toilets in various buildings is given in Annexure II.

2.6.6 The cleaning frequency specified is indicative only. However, the actual frequency required to maintain the standard of housekeeping shall be deemed to have been included in the scope of work.

2.6.7 The toilet shall be cleaned on all days.

2.6.8 In case of any conference / seminar / workshop additional attention shall be paid to keep the premises clean.

2.7 Trash Removal:

2.7.1 Emptying all waste paper baskets, from all floor areas, and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.

2.8 Glass Surface Cleaning:

2.8.1 All glass at entrance doors louvers of the premises would be cleaned using damp and dry method.

2.8.2 Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned.

2.8.3 Removal of grease marks or fingerprints on glass counters and partitions. This cleaning shall be done using approved all purpose cleaner and lint free cloth.

2.9 Damp & Dry Cleaning:

2.9.1 Wipe clean all White boards of class rooms, meeting rooms, Conference rooms, workstations, etc.

2.9.2 Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.

2.10 Deep Cleaning:

2.10.1 Stairways, Surrounding Common Areas, Terraces, generator rooms, AHU Rooms, Car parking, etc.

2.10.2 Ceilings, Walls, Partitions, etc.

2.10.3 Toilets and Washrooms.

2.11 Window Glass Cleaning:

2.11.1 Interior & Exterior glass will be cleaned on both sides, throughout the building. Safety devices shall be used for cleaning at the heights.

2.11.2 Exterior cleaning of the glasses where accessible / at reachable height.

2.11.3 Dusting window- sills and blinds.

2.12 Sanitizing:

2.12.1 Office Desk paper bins shall be cleaned and sanitized.

2.12.2 All washroom dustbins shall be thoroughly cleaned and sanitized.

2.12.3 All telephone / PC / printers / monitors and other instruments shall be cleaned properly.

2.12.4 Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectant.

2.13 Sweep Cleaning:

2.13.1 Sweep Cleaning external common areas like terrace, parking areas, pathways, Walkways etc.

2.14 Dusting & Wiping:

2.14.1 Dusting & wiping light and fan fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks

2.15 Scrubbing:

2.15.1 Scrubbing of all floor areas with scrubbing machines.

2.16 Stair case:

2.16.1 Stair case will be swept, mopped and dusted once a day.

2.16.2 Wall skirting, windows ledges and window glass (from inside) will be cleaned on a daily basis.

2.16.3 Handrails will be buffed on a daily basis.

2.16.4 Doors will be wiped and cleaned daily.

2.16.5 Fire extinguishers will be dusted on a daily basis

2.16.6 Ensuring that Fire exit routes are clear without stacking of any material

2.17 Common Areas

2.17.1 Entrances, car parks, paving, paths, roads within the zone must be maintained so that no debris, litter or dirt are seen after cleaning.

2.17.2 Cleaning of Terrace of all buildings twice in a month.

2.17.3 Cleaning of signages to be carried out at regular intervals.

2.17.4 All hard paved areas to be cleaned periodically through appropriate mechanized means.

2.17.5 Cleaning of common area / long corridor shall be carried out using approved mechanical equipments and no hand scrubbing / mopping will be allowed.

2.18 Cleaning activity during Institute holidays / vacations

2.18.1 The furniture inside the class room / seminar / meeting / conference rooms shall be taken out and the entire room shall be deep cleaned. The furniture shall be cleaned thoroughly and rearranged in proper position. This activity shall be carried out twice in a year during winter and summer vacations and proper record should be maintained for the same.

2.19 Inspections:

2.19.1 The service provider shall keep sufficient number of supervisors to monitor activities of their staff to ensure proper housekeeping services.

2.19.2 Supervisors should develop an inspection checklist that is tailored to the individual work area.

2.19.3 The check list for cleanliness should be fixed at appropriate location and shall be signed by the supervisor as a token of inspection of the respective area.

2.19.4 All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the checklist as a cleanup guide.

2.19.5 During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the Pondicherry University

2.20 Inspection

2.20.1 Pondicherry University may appoint a committee to inspect the service rendered by the service provider and check the level of housekeeping services.

2.20.2 Any deficiency observed and pointed out by the committee shall be rectified by the service provider.

3 Nature of work in Departments, Schools & Office buildings:

Cleaning of the floor area with mechanical as well as manual and other equipment like the wall cleaning machine shall be used. Wet floor dusters and detergents, disinfectants and other materials as necessitated shall be provided in sufficient quantity. Only branded products shall be allowed to be used. The cleanliness operation shall be completed once in the morning before opening of the office and thereafter every 2 hourly specially in the area like corridors, lifts and reception etc. Spraying of Finit & Room freshener in the rooms as and when required.

Regular dusting/cleaning of office furniture (table and chairs) and equipments, telephones, book cases, filing cabinets, almirahs, doors, windows, etc. before opening of the office upto 9.00 A.M everyday. High quality chemicals & sturdy vacuum cleaner to be used for the purpose.

4 Items of work to be done generally daily

- 4.1. All the toilets should be cleaned 3 times daily with cleaning materials, 1st cleaning before 9.00 A.M., 2nd cleaning at 12.00 Noon and 3rd cleaning at 3.00 P.M.
- 4.2. Cob webs to be removed daily.
- 4.3. The surroundings of the buildings to be swept/cleaned and maintained neatly.
- 4.4. Labourer should be present in the respective posting place during the working hours.
- 4.5. Mopping of floors with cleaning materials, appropriate machines, tools, disinfectant solution in faculty / Officer's Chambers, computer labs, seminar halls, and common areas & corridors etc. to be done daily two times.
- 4.6. Waste generated from the buildings to be removed daily twice and placed in the waste bins or specifically identified locations.

5 Items of work to be done generally once in a month

- 5.1. Once in a month all the toilets to be cleaned by acid wash.
- 5.2. Wherever required, floor cleaning machines may be used.

6 Working Hours:-

6.1 Normally the working hours shall be from 07.30 Hrs to 16.30 Hrs excluding lunch break of one hour on all working days ie. Monday to Friday. Payment will be made only for the days on which the housekeeping service has been engaged. The Service Provider may be called upon for the services on Saturdays, Sunday or Labour holidays also, if required, without any extra charge other than pro-rata wages as per the Minimum Wages Rules.

6.2 The Service Provider should install and maintain a “Biometric Attendance System” for each Schedule of building to record the attendance of the employees, as per the specification given by the Registrar or Joint Registrar or Deputy Registrar as authorized by the Registrar, at his/her cost. If required, Pondicherry University will provide “Biometric Attendance System” to the Service Provider and the cost of the same will be recovered from the Service Provider. Daily Attendance Report generated should accompany the monthly claim for reimbursement and this will be the basic record for calculating the wages for each person.

6.3 Daily Biometric Attendance Report shall be generated at 10.00 A.M. every day and the same should be submitted to the authorities appointed by the University who will arrange to verify the correctness of the attendance with reference to the actual manpower deployed in different buildings. At the end of the shift at 4.30 P.M., Biometric Attendance Report should be generated and the same should be submitted to the officer concerned. The officer concerned shall verify and authenticate the Daily Biometric Attendance report on daily basis.

6.4 The service provider should install and maintain the Bio-metric Attendance Systems and manual attendance as well duly closed daily for each schedule of buildings, to provide uniform to the housekeeping personnel, other statutory requirement to protect them from occupational hazards the expenditure in this regard to be borne by the contractor.

6.5 The Tenderer should ensure that Daily Biometric Attendance report is authenticated by the officer concerned on daily basis without fail. Daily attendance report so authenticated by the officer concerned should be forwarded to the Administration for record purpose.

6.6 The service provider should prepare total manpower engaged and no. of mandays based on the daily/monthly biometric attendance report duly authenticated by the officer concerned for the particular months to be submitted to the Deputy Registrar, Administration on or before 2nd day of the succeeding month for verification. After verification, the same should be communicated to the Service Provider, based which the Service Provider should prepare wage bill register and make payment as per the tender conditions.

6.7 Any absenteeism of labourer on any day is to be made good by providing a substitute standby without loss of time to ensure that the work is uninterrupted.

7 Details of Personnel:-

7.1 The Service Provider shall furnish the following documents in respect of the individual attendance who will be deployed by it in the University before the commencement of work.

- a) List of Persons short listed by Service Provider for deployment at Pondicherry University, Puducherry, and their Bio-data containing full details i.e. photo, date of birth, Aadhaar no., marital status, address, contact no. etc should be provided to JR (Admn) / DR (Admn) for approval. After getting approval, those persons are allowed to be engaged.
- b) Character certificate from a Gazetted officer of the Central/State Government.

7.2 The Service Provider shall provide identity cards at their own cost to the personnel deployed in the University carrying the photograph of the personnel and personal information as Employee ID number, Name, Date of Birth, Period of Contract and Identification mark etc.

8 Conduct / Misconduct of the Personnel:-

8.1 In case, the person employed by the Contracting Company / Firm / Service Provider commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence and security risks, the Service Provider will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the University within 24 Hrs of being brought to their notice.

8.2 The Service Provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking etc in the office premises.

8.3 The Service Provider shall be responsible for any theft of the items by his personnel from the rooms or any other area of the University. The details of the stolen materials/stores, will be given to the Service Provider in writing by the designated authority and the full cost of the material reported stolen will be recovered from the Service Provider within 4 weeks from the date of theft. The decision of the University authorities on this will be final and binding on the Service Provider.

9 Duties, Behavior, Staff Requirement etc

Wherever & whenever required, the firm will engage additional manpower without extra cost to the university for satisfactory work performance.

10 Stock and Supply

The Service Provider has to supply the consumables every month in advance as per the list provided by the tenderer in the Eligibility/Technical Bid, which will be stocked in the University premises allotted by the Administration. The Store room rent and electricity charges will be applicable.

The Service Provider has to take the consumable on weekly basis from the officer concerned and the same has to be fully utilized in the respective buildings on that week. Necessary registers should be maintained by the contractor for the same. No materials should be given without the knowledge of the department staff. The materials register should be submitted along with claim bill for verification.

The Service Provider should supply the requirement of additional quantity of material without any extra cost on the part of the University in case the already deposited material are found to be inadequate for that month.

Adequate branded quality of the Cleaning materials and Consumables should be used daily for keeping the Buildings in a neat, clean and hygienic manner.

11 Supervision/Inspection

1. The Service Provider should appoint the supervisor mentioned in the Technical Bid at their own cost who will have to supervise all the places and buildings every day and obtain the signature from the respective Head of the Department and submit the consolidated report submitted to the who will certify the monthly claim bill.
2. The supervisor's name and mobile number should be made available to the Administration before commencement of work.
3. **Sanitary-Hygiene Certificate** for each building once in a month should be certified by the committee to be constituted by the authorities

12 SERVICE PROVIDER REPRESENTATIONS AND WARRANTIES

- 12.01 The selected tenderer will have to represents, provide warrants and shall confirms to the Pondicherry University that:
- 12.02 He/She has the necessary skills, knowledge, experience, expertise, required capital net worth, adequate and competent Facility staff, systems, equipment and procedures and capability to duly perform its obligations in accordance with the terms of the Agreement and to the satisfaction of the University, provided, however, that the Pondicherry University's judgment as regards the quality and skills of the Tenderer and his Facility Staff shall be final and binding on the Tenderer.
- 12.03 The personnel deployed by the applicant for the job shall meet the following requirements:
- Should be medically fit
 - Should possess good conduct and discipline
 - Should not have any criminal records
- 12.04 The Service Provider shall not engage/employ persons below the age of 20 years and above the age of 50 years
- 12.05 In hostel and library zone, the service needs to be provided in all 7 days of the week. If any other place needs 7 days and 24 x 7 basis work will be intimated later from time to time.
- 12.06 **For Girls Hostel, only female housekeepers shall be engaged. For Boys Hostel, only male housekeepers shall be engaged.**
- 12.07 The execution of the Agreement and providing services hereunder by the Tenderer to the Pondicherry University does not and will not violate, breach of any covenants, stipulations or conditions of any Agreement, Deed entered into by the Tenderer with any third parties.
- 12.08 Service Provider shall abide by all laws of the land including, Labour Laws (ESI, PF, Bonus, Income Tax or any other extra taxes levied by the Government), Companies Act, Tax Deduction liabilities, Welfare measures of his employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Service Provider, and it shall not involve the Pondicherry University in any way what-so-ever.
- 12.09 The Service Provider shall submit an irrevocable and unconditional Bank Guarantee for not less than Rs.20,00,000/- (Twenty Lakhs only) in favour of the Finance Officer, Pondicherry University towards Performance Guarantee for due compliance of contract obligations to the satisfaction of the Pondicherry University and to make good any loss or damage caused to the Pondicherry University owing to acts in pursuance/violation of terms herein. The Bank Guarantee will be valid for a period of at least 18 months from the date of commencement of the contract. In case the period of contract is extended based on performance appraisal beyond one year, the validity of Bank Guarantee should also be extended as may be required by the University.

12.10 The selected Tenderer shall arrange to have a Branch Office in Puducherry, if not already existing.

13 TENDERER'S COVENANTS

13.01 The selected Tenderer will issue detailed working instructions to their employees which should get approved by the Administration, Pondicherry University. This, inter-alia, implies that each individual should know and execute his/her responsibilities.

13.02 The Tenderer shall supply uniforms (all weather) with Name plates to the persons engaged by him. The Pondicherry University shall not allow any employee of the Tenderer to work inside the Pondicherry University without uniform except in cases where in specially asked for. The Tenderer must ensure that no labours shall work without uniforms and other safety accessories like mask, shoes and gloves etc.

13.03 The contractor shall provide Supervisors/Asst. Supervisors wherever the House Keeping services are provided. They shall be in-charge for the overall act of cleaning in respect of that building/section/units/wards

13.04 The Tenderer shall provide the required equipment required for carrying out the House Keeping work.

13.06 In the event of any misdemeanor like sleeping during duty, being under the influence of liquor/drugs or indecent or insolent behavior by any House Keeping staff, such personnel will be removed from duty immediately and shall not be deployed at the University in future. This condition will apply also to those personnel found abetting with another person in any sorts of misdeeds.

13.07 House Keeping staff on off duty will not be allowed to visit any duty spots.

13.08 The right to increase/decrease the strength of House Keeping staff posted at any time, rests with the Pondicherry University.

13.09 The following documents will be maintained by the the Tenderer :-

- a) Daily Attendance Register
- b) Stock Register of consumables

The above Registers should be submitted to the Administration.

13.10 The equipments/tools required for House Keeping and the Consumables required for House Keeping services will be supplied by the Service Provider, cost of which is to be included in the Profit margin or Service Charges quoted by the Tenderer.

13.11 The selected Tenderer will forfeit the Performance Guarantee for Rupees Twenty lakhs furnished in the form of an irrevocable and unconditional bank guarantee, in case the Tenderer discontinues their service without prior notice/any loss is incurred to the properties of Pondicherry University.

- 13.12 In case of any loss/damage caused, not due to natural calamities, or an Act of GOD, to the property of the University where the complicity or laxity of the House Keeping staff of the Tenderer is suspected, a joint enquiry will be held to apportion responsibility and determine the quantum of compensation to be paid by the contractor. If, after enquiry, it is not able to pinpoint the responsibility, the decision of the Registrar, Pondicherry University will be final and binding on both parties.
- 13.13 **Period of contract:-**The period of agreement will be for one year from the date of award of the contract/acceptance by the Pondicherry University. However, the contract can be renewed for additional term based on the performance and assessed by the committee.
- 13.14 The selected Tenderer shall be responsible and liable for and shall indemnify Pondicherry University and keep the Pondicherry University indemnified, safe and harmless at all times, against:-
- Any and all claims, liabilities, damages, losses, costs, charges, expenses, proceedings and actions of any nature, whatsoever made or instituted against or caused to or suffered by Pondicherry University directly or indirectly by reason of:-
1. any wrongful, incorrect, dishonest, criminal, fraudulent or negligent work, default, failure, bad faith, disregard of its duties and obligations hereunder, service, act or omission of or by the Contractor and / or any of his/her Staff, and/or
 2. any theft, robbery, fraud or other wrongful act or omission by the Tenderer and / or any of his/her Staff.
- 13.16 The Service Provider shall not appoint any Sub-Tenderer to carry out any obligation under the contract.
- 13.17 The Service Provider shall take day to day instructions from Executive Engineer (Civil).
- 13.18 The Service Provider shall be responsible for all injuries and accidents to persons employed by him. He will also cover his personnel for personal accident while performing the duty. The cost of such insurance to the House Keeping staff should be borne by the Service Provider and **this will not be reimbursed** by the University.
- 13.19 The Service Provider shall be responsible for the good conduct and behavior of his employees. If any employees of the Service Provider is found misbehaving with the staff member / student of the Pondicherry University, he shall terminate the services of such employees on the recommendation of the Administration. The Service Provider shall issue necessary instructions to its employees to act upon the instructions given by the Administration, Pondicherry University.
- 13.20 The scope of work, description and the terms and conditions maintained herein above are only indicative and not exhaustive and the Tenderer shall meet any other requirements of Pondicherry University from time to time, relating to the House Keeping Services.

14. PAYMENT TERMS

14.01 The House Keeping should be paid at the following rates.

1. **For Pondicherry Area: House Keeping staff: Rs.307/-** (Basic Rs.150 + Variable DA Rs.157) each per shift of eight hour duty per day as per the Minimum Wages Act as approved by Government of India in respect Sweeping and Cleaning for Puducherry Area.
2. **For Karaikal Area: House Keeping staff: Rs.246/-** (Basic Rs.120 + Variable DA Rs.126) each per shift of eight hour duty per day as per the Minimum Wages Act as approved by Government of India in respect Sweeping and Cleaning for Area 'C' as notified by Chief Labour Commissioner(C).
3. The existing rate as above will be adopted as wages to the Housekeeping personnels. After implementation of 7th pay commission to the employees of Pondicherry University, new wages as per the minimum wages act as approved by the Government of India, will be considered.
4. After consideration of new wages, whenever Government of India revises the minimum wages, such revised wages will be applicable. The tenderer will be paid the revised wages to the employee from the date of revised after getting the necessary approval from the University authorities.
5. The Contractor should make payment to the House Keeping personnel at the above rates **for the period actually employed in a month**. The above rates mentioned under Sl. No. 1 and 2 will be the Base Rate on which the agreed percentage of Service charges payable to the contractor are to be calculated.
6. The above base rate/minimum rates of wages include also the wages for weekly day of rest.
7. For the purpose of calculation of Service Charges, "Basic + Variable Dearness Allowance (VDA)" is called as Base Rate. Percentage quoted by the Tenderer in the financial bid will be applied on the Base Rate to arrive at the service charges payable to the Tenderer.

14.02 Payment made by the contractor as mentioned above will be reimbursed by the University.

14.03 **Payment towards employer's contributions for EPF and ESI alongwith Administrative & other charges will BE REIMBURSED by the University** immediately after making payment of monthly salary to the House Keeping staff on the 5th day of the succeeding month. The contractor should calculate the Employer's portion of EPF & ESI as per extant Rules of GOI for each of the House Keeping staff (including the

Administrative and other charges) engaged for the House Keeping service of the University. Employer's portion of EPF & ESI contribution so calculated along with Employees' portion of EPF & ESI deducted from the monthly wages of the House Keeping staff concerned, should be remitted to the respective organizations concerned [EPFO AND ESIC] including administrative and other charges as per the list so as to give credit to the respective accounts as per Rules on or before 10th of the succeeding month.

After making payment to the respective organizations, the contractor should submit a claim for reimbursement of Employer's contribution including administrative and other charges enclosing the proof of payment as acknowledged by EPF/ESI organizations on or before 15th day of the succeeding month along with the claim for reimbursement of wages paid to the House Keeping staff.

The University after verification of the correctness of the documents submitted by the Service Provider would reimburse only the Employer's portion of EPF, ESI including administrative charges, wages paid to the House Keeping Staff and other charges by within 30 days from the date of receipt of claim bill for reimbursement of wages.

If the University takes time to reimburse the claim bill for the previous months due to any administrative reasons if any, the Service Provider should have a financial capability to release the salary to their House Keeping employees on the 5th day of the every month. If, the Service Provider are fails to release the salary on 5th day of every month it will lead to termination of contract or forfeit the performance guarantee of Rupees Twenty Lakhs.

Claims relating to the subsequent month will be entertained only when all claims for the previous month had been submitted to the University.

The details of deductions made towards employees' portion of EPF and ESI contributions as available in the Wage Bill Register should agree with the payment made to the respective organizations in respect of all House Keeping personnel.

14.04 PAYMENT OF SERVICE CHARGES TO THE CONTRACTORS

Monthly Service charges to the Service Provider will be paid by the University at the agreed percentage calculated on the Base Rate as detailed at para 14.01.7 above subject to production of the following certificates in two aspects :-

- (i) Sanitary hygiene certificate for each building once in a month and
- (ii) Stock and supply certificate for every month.

14.05 The Service Provider should prepare a wage bill register every month containing the following details.

1. Name
2. Designation
3. ID No.
4. EPF No.
5. ESI No.
6. No of days worked
7. Basic
8. VDA (Variable Dearness Allowance)
9. Base rate (Basic + VDA)
10. Gross = Base rate x No. of days
11. Recoveries
 - i. EPF
 - ii. ESI
 - iii. Advance, if any
 - iv. Uniform
 - v. Penalty/fine, if any, etc.
12. Net payment [10 minus 11]
13. Employer Contribution towards
 - i. EPF
 - ii. ESI
14. Service Charge
15. Grant Total = [10 +13+14]

- (a) The Service Provider should recover the eligible amount of contribution towards EPF/ESI organizations, from the employees and remit the same to the respective organizations along with the eligible amount of Employer's portion of the contributions as per rules and submit proof thereof. In respect of wages relating to overtime duty, contribution towards EPF should not be recovered as per the existing Rules. If the amount remitted by the contractor is less than the eligible amount relating to Employees and Employer's Contribution to the EPF&ESI organizations, such amount will be withheld from the monthly claim made by the Service Provider for service charges.

(b) The Service Provider should pay the monthly wages to his employees by the 5th day of the next month, to the month of employment. The contractor should submit the following claims to the University on or before the 15th day of the succeeding month for

(i) Reimbursement of the wages paid to the House Keeping staff relating to the preceding month.

(ii) Reimbursement of Employer's contribution towards EPF and ESI remitted to the respective organizations relating to the preceding month AND

(iii) Payment of Service Charges

(c) Claim for Reimbursement of the wages paid should be submitted to the University with the following documents:

i. Wage Bill Register - The Wage Bill Register so prepared should contain all the information/details mentioned at para **14.05**.

ii. Copy of Bank advice memo (from Indian Bank, Pondicherry University Branch only) for crediting to the individual SB account of the House Keeping staff

iii. Any other documents/proof as required by the Registrar/Deputy Registrar (Admn) for verification.

iv. Biometric Attendance reports duly authenticated by the University authorities.

(d) Claim for the Payment of Service Charges should be submitted to the University with the following documents:

i. Calculation sheet showing the Total amount of Service Charges payable.

The Service Provider should ensure that the net amount as per the wage bill registers agrees with the amount deposited with the respective SB accounts of all the House Keeping personnel. The Service Provider should furnish a certificate in the claim, to the effect that details of net amount as per the Registers agrees with the total amount credited as per the Bank Advice Memo to the respective SB a/c of the House Keeping staff. Difference, if any, between the Net amount payable to the House Keeping personnel and amount credited to the Bank for disbursement to the respective SB accounts of the House Keeping staff, will be withheld from the claim of reimbursement.

ii. The University will, after verification of the claim for its correctness, make payment within thirty days after the date of receipt of the claim from the contractor.

14.06 The Service Provider should open a current account for the Service Provider and cause to open separate SB Accounts to each of the House Keeping staff employed by the contractor for the University ***with Indian Bank located within University campus at Kalapet, Puducherry 605 014/*** Indian Bank, Karaikal Branch (for House Keeping personnel engaged at PU Karaikal Centre) and payment should be made to the

employees through current account of the Service Provider in Indian bank to SB accounts of the each employees only. No cash payments should be made to any House Keeping personnel whether it is wages or advance. Such payments will not be considered by the University.

- 14.07 (a) In the Financial bid, tenderers are requested to quote a percentage rate over the base rate towards their service charges covering all their incidental charges as per terms including Profit Margin.

Service charges so quoted shall cover all liabilities/incidental expenditure and the cost of equipment/tools required for House Keeping and daily consumables materials required for providing House Keeping services to maintain the premises in neat and clean manner, and all other liabilities of the tenderer including Profit Margin of the Tenderer.

Before quoting the rate in the financial bid, the Tenderer should visit the buildings as given in the Annexure II to assess the quantum and cost of cleaning materials required for the House Keeping services.

This percentage rate of service charges will be taken for comparison among tenderers for acceptance of tender. While evaluating the financial bids, mere quoting low rates alone will not confer any right to such tenderer seeking acceptance. The University reserves its right to evaluate the financial bid comprehensively on the basis of better qualifications. This percentage rate will be applied on the Base Rate only as detailed in para 14.01.7 above. Employer's contribution towards EPF and ESI along with administrative charges, reimbursed by the University, will not be taken into account for computing the service charges.

- (b) **Quoting unworkable rate of service charges will not be considered and is liable to be rejected.** The decision of the Registrar in this regard will be final and no further correspondence will be entertained.

- 14.08 a. Service charges so agreed will cover all liabilities of the tenderer as per terms and conditions of contract, provision of Equipment/Machines required for House Keeping services and consumables materials required for House Keeping services in the Tender conditions and Profit Margin.

b. Amount recovered from the House Keeping personnel towards their contribution [employees contribution] towards EPF and ESI, should be remitted IN FULL to the respective EPFO and ESIC.

c. Rates prescribed by the EPFO and ESIC towards recovery of contributions should be STRICTLY FOLLOWED.

- 14.09 a. The tenderer should **NOT** recover any amount from the wages payable to the House Keeping personnel **OTHER THAN**
- i. Employees portion of EPF / ESI as per rules
 - ii. Towards penalty/fine, if any, imposed on account of lapse/failure, etc on the part of the House Keeping staff relating to his/her duties/works

- iii. Towards recovery of advances, if any, already made to the House Keeping personnel by the tenderer.
 - iv. Charges for Uniform, if any.
 - v. One time registration fee, if any (approval may be obtained from the Competent Authority)
- b. In case, the Service Provider makes payment to any House Keeping staff in the nature of Advances, such as Personal Advance, Festival Advance, etc., such payments should be made only through the SB account of the respective House Keeping personnel. No cash payment should be made in this regard. Details of such advance payments made should be furnished every month to the Administration for verification of recoveries shown the Wages Bill Register.
- c. If any complaints received from the employees or any discrepancies are noticed after making of payment to the employees to the SB accounts, its lead to termination and forfeit the performance guarantee.
- 14.10 During the currency of contract, in case, the Government of India increases daily wages from the present rate, the increased rates will be paid to the employees from the date of effect. No increase in amount, other than the minimum wages in the present rate as increased by GOI will be considered by the University. Under any circumstance, the percentage of Service Charges quoted and accepted in the tender will not be affected by this variation.
- 14.11 Pondicherry University shall be entitled to set off against and deduct and recover from the service charge and any other sums payable by Pondicherry University to the contractor at any time, tax, levy or any other amount whatsoever which may be required to be deducted by order of any Court/Authority under any law now in force or which may come into force during the currency of this Agreement as also any and all amounts which may be or become payable by the Contractor to Pondicherry University under this Agreement.
- 14.12 The Service Provider shall pay its employees wages at the rates as agreed upon in the contract as stated above.
- 14.13 There shall not be any Master-Servant or Employer- Employee relationship or any legal or Contractual relationship between the University and House Keeping staff of the Service Provider for any purpose including any claim, disputes, rights & duties etc between the Service Provider and his personnel. The University will not be responsible or liable to pay any sum or do any act or obligations under law like EPF, ESI, Gratuity, Leave Salary, Bonus or any statutory deductions etc., to the said personnel of the Service Provider and Service Provider alone shall be responsible and liable for all such obligations. The House Keeping staff whose services are provided by the Service Provider shall at all times and

for all purpose be regarded as employees of the Service Provider who shall also be responsible for necessary service benefits due to the House Keeping staff as per rules/Laws applicable in such cases.

14.14 The Service Provider shall alone be responsible & entitled to act in pursuance of this Contract and the Service Provider shall not directly or indirectly transfer, assign or makeover any rights and obligations of the contract or any part thereof to any other persons.

14.15 In the event of any losses or damages to any Properties or effects of University by theft, Pilferage, the Service Provider shall alone be responsible & liable to pay, reimburse & indemnify all losses & expenses suffered or paid or payable by the University.

14.16 House Keeping staff engaged shall be given proper training by the Service Provider.

14.17 **Penalty for improper housekeeping:** If any violation in the cleaning schedule will attract suitable penalty mentioned below subject to the ceiling limits mentioned therein for specific lapses found during the period of contract and will be recovered from the monthly payments i.e. Reimbursement of wages and Payment of Service Charges.

- Non-compliance of housekeeping schedule - Rs.5000/- per incident
- Non-deployment of housekeeping personnel - Rs.800/- per person
- Non-use / less use of materials - Rs.1000/- per incident
- Non-use / less use of tools and plants - Rs.1000/-
(per equipment per day)
- Failure / late (more than 1 hour) to attend
Emergency housekeeping complaints - Rs.1000 per incident
- Damage to the institute property - as per actual repair /
Replacement cost + 20%
- House Keeping staff found sleeping on duty/
Other kinds of negligence of duty - Rs.1000/- (Per staff)
- Misusing of official telephone
or computer -Rs.1000/- (in addition
recovering the actual
cost of misuse)

Any other lapse not covered above to be decided by the University, keeping in view of the seriousness and gravity of the lapse (please refer below for additional clauses).

1. In case of any unsatisfactory service, deduction upto 10% of the amount due for the month will be imposed on the Service Provider. In case of late attendance/absence during working hours/loitering during working hours by any personnel of the agency, the Administration reserves the right of reduction of any amount from the bill payable as it may deem fit.

2. Any other penalty deemed fit to be imposed on the Bidder with prior notice. This notice is only for those clauses which are not defined above.

14.18 All correspondence regarding House Keeping & payment of bills etc., or any other matter shall be done only with the Registrar of the University through the Deputy Registrar (Admn) or authorized person.

15 TERMINATION

15.01 Either party may terminate the contract by giving the other party three months prior written notice of the same and this Agreement will stand terminated on the expiry of the three months period provided always that the contractor has fulfilled and complied with all his obligation to the Pondicherry University in connection with and under this Agreement upto the date of such termination.

15.02 In case of breach of any of the terms of this Agreement by the Service Provider, Pondicherry University shall be entitled to terminate this Agreement immediately without giving any written notice to the Service Provider for the same. In such a case, Pondicherry University shall be entitled to retain hereunder or which become due after termination thereof, any amount which, according to Pondicherry University is due and owing to it by the contractor arising directly under this Contract.

16 POST TERMINATION RESPONSIBILITY OF THE SERVICE PROVIDER

16.01 Upon termination of this Agreement, the Service Provider shall immediately deliver to Pondicherry University all the Documents and any/all data, held by it and which are in possession/custody/control of his staff, to Pondicherry University. The Service Provider shall also forthwith remove all his staff together with his machines/equipment whatsoever from the premises of Pondicherry University as directed by the University. This is further subject to the fact that Pondicherry University may at its option direct the Service Provider to finish any particular work/works which may at the date of termination be outstanding.

16.02 Any breach of the obligation or delay in its implementation shall without prejudice to Pondicherry University's other rights at law will, result in levy of compensation at the rate of Rs.10,000/- per day with interest thereon at the rate of 18% per annum. This amount may without prejudice to all other rights of recovery vesting by law in Pondicherry University be, also recovered from the outstanding amounts, if any, of the Service Provider which may at the date be outstanding and remain in the hands of Pondicherry University.

17 NON EXCLUSIVE

17.01 It is agreed and clarified that this Agreement is on a non-exclusive basis and the parties are at liberty to enter into similar agreements with others. Provided, however, the Service Provider shall ensure that his entering into agreements with other parties, shall not in any way conflict with or affect PONDICHERRY UNIVERSITY's interests, rights, remedies under this Agreement or in law.

18 ARBITRATION

18.01 In the event of disputes, differences, claims and questions arising between the parties hereto arising out of this Agreement or anyway relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavour to resolve such differences, disputes, claims or questions by mutual discussion and failing such settlement, the same shall be referred for arbitration by an Arbitrator appointed by Pondicherry University. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re-enactment thereof for the time being in force and shall be held in Puducherry. In case the Arbitration award is not acceptable to either of the parties, they may approach courts having jurisdiction at Puducherry.

REGISTRAR (i/c)

Signature
Authorized representative of the
Tenderer with Seal

ANNEXURE -II**Pondicherry University
Details of Housekeeping Work**

S.No	Name of the buildings	Floor area to be clean (Sqm)	No. of Toilets	No. of Urinals	No. of Washbasins	No. of Bath rooms	No. of Times clean
1	Administrative building & Drivers room	5520	44	17	50		3
2	Students Service Centre	488	7	6	9		3
3	Examination Wing	4368	32	12	22		3
4	Department of Management Studies	1432	10	6	12		3
5	Lecture Hall Complex- II	1720	34	18	27		3
6	School of Management	5520	76	36	57		3
7	School of Performing Arts & Theater	1015	8	5	13		3
8	Guest House – II	800	19	19	19		3
9	Transit hostel	435	8		9		3
10	Central Library	2640	23	11	18		3
11	Library Annex building	3400	22	15	22		3
12	Horticulture wing	222	4	1	4		3
13	HR Tem building		1		1		3
14	Dept. of Physical Education & sports	720	12	5	9		3
15	Centre for Electronic Media	320	7		7		3
16	Rajiv Gandhi Cricket Stadium	1120	22	4	6		3
17	Thiruvalluvar Stadium	1200	11	20	4		3
18	School of Maas Communication	2960	30	12	31		3
19	School of Tamil	1280	16	9	19		3

S.No	Name of the buildings	Floor area to be clean (Sqm)	No. of Toilets	No. of Urinals	No. of Washbasins	No. of Bath rooms	No. of Times clean
20	School of Humanities	5200	44	15	46		3
21	School of Social Sciences	5200	50	31	74		3
22	UMISARC	1920	24	18	22		3
23	Food Technology & CMW	2720	21	8	69	1	3
24	Health Centre	540	3		3		3
25	Gents gym	216	1		2		1
26	Ladies gym	216	1		2		1
27	Gents hostel-Food Tech building	-	9	2	3	6	3
28	V.C's official residence	360	5	1	5	4	3
29	Bharathidasan Gents hostel	532	9	9	12	9	3
30	Subramanya Bharathiyar	452	9	9	12	9	3
31	Kamban	932	9	9	19	9	3
32	Tagore	972	9	9	19	9	3
33	Kalidass	240	9	9	10	9	3
34	Valmigi	1332	13	36	31	24	3
35	Kannadasan	1332	13	36	31	24	3
36	Kabirdass	1332	13	36	31	24	3
37	Ilango Adigal	1376	13	36	37	24	3
38	Moulana Abul kalam	1332	13	36	31	24	3
39	Dr. SRK	1332	13	36	31	24	3
40	C.V.Raman	1468	25	36	40	48	3
41	Cauvery – Girls hostel	932	27		28	24	3
42	Sarashwathy	424	12		15	12	3
43	Ganga	1416	29		35	29	3
44	Yamuna	240	22		21	20	3
45	Kalpana Chawla	1320	27		30	27	3

S.No	Name of the buildings	Floor area to be clean (Sqm)	No. of Toilets	No. of Urinals	No. of Washbasins	No. of Bath rooms	No. of Times clean
46	Medam Curie	1520	44		63	82	3
47	Old estate build- Women's hostel	234	6		4		3
48	Amudham mega mess	-	2		2		3
49	Additional mega mess	-	4		4	2	3
50	E-13 Quarters Girls hostel	-	5		6		3
51	E-8 Quarters Girls hostel	-	4			3	3
52	Mother Theresa mess	-	2		4		3
52	DDE	2380	13	13	25		3
53	Shopping Complex	90	2		2		3
54	Department of Bio Technology	1536	20	7	20		3
55	Day Care Centre & PPS	216	6		2		3
56	Department of Earth Science	4976	49	24	44		3
57	Bio Informatics	2384	16	9	18		3
58	Dept. of Chemistry & Additional lab	2610	34	16	24		3
59	Lecture Hall Complex- I	2872	26	14	17		3
60	Science Block-I	5600	44	24	70		3
61	Science Block-II	5720	65	33	64		3
62	CIF	688	4	4	4		3
63	Animal & Marine House Building	152	2		3		2
64	IPLS		1		3		2
65	Dept. of Mathematics & Statistics	1800	26	20	21		3
66	Mathematics Additional building	834	14	8	14		3

S.No	Name of the buildings	Floor area to be clean (Sqm)	No. of Toilets	No. of Urinals	No. of Washbasins	No. of Bath rooms	No. of Times clean
67	Dept. of Physics & Additional Lab	2160	25	12	22		3
68	Centre for Pollution Control	1922	24	18	25		3
69	GET & Nano science buildings	3800	23	16	32		3
70	Guest House – I	3056	44	10	45	24	3
71	Pondicherry University Community College		15	21	13	6	3
Karaikal campus							
72	Admn & Academic blok	7476	121	56	110		3
73	Boys hostel –I	8640	26		13	24	3
74	Boys hostel –II	448	16		16	16	3
75	Girls hostel	4480	12		8	12	3

Note:

1. The above mentioned area is indicative and for reference only. The tenderers should visit all of the above buildings and it's surrounding to assess the actual quantum of work, minimum men and equipment requirement for delivering superior quality of housekeeping services. No extra claim will be entertained for any deviation in the above information.
2. The cleaning frequency specified is indicative only. However, the actual frequency required to maintain the standard of housekeeping shall be deemed to have been included in the scope of work.