



**PONDICHERRY UNIVERSITY  
GUEST HOUSE-I  
R.Venkatraman Nagar, Kalapet,  
Puducherry – 605 014.**

**PU/GH/2014-15/**

**Dt.25.09.2014**

**TENDER NOTICE**

**Tender notice for providing housekeeping services**

**Pondicherry University invites sealed quotations under Two Bid System (Technical & Financial) for providing housekeeping services and providing manpower such as kitchen helpers /room boys and office boy for the Convention-cum-Cultural Complex and Guest House –I in sealed covers.**

**The complete details regarding type of work, number of personnel required, eligibility conditions, EMD, address and method for submission of bid documents etc., are available on the university website [www.pondiuni.edu.in](http://www.pondiuni.edu.in).**

**The last date and time for submission of tender is 27.10.2014 by 02.00 PM.  
Tender Box will be opened at 03.00 pm on 27.10.2014.**

**REGISTRAR**

## TENDER NOTIFICATIONS



**PONDICHERY UNIVERSITY**  
**GUEST HOUSE-I**  
**R.Venkatraman Nagar, Kalapet,**  
**Puducherry – 605 014.**

Web Site: [www.pondiuni.edu.in](http://www.pondiuni.edu.in)

Phone No.0413-2654931

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### TENDER DOCUMENT

**Sub: “Inviting Bid for Housekeeping Services and for providing Manpower through service contract” - Reg.**

1. Sealed competitive Bids are invited by Pondicherry University, Pondicherry, from the reputed/registered agencies for providing House Keeping Services and Manpower such as kitchen helpers/room boys and office boy through service contract initially for a period of 01 (one) year w.e.f 01.10.2014, for the Convention cum Cultural Complex and Guest House-I as indicated below:

Sl.No	Category of	No. of persons	Minimum qualifications or/and experience
1.	House Keeping Services	05 (1supervisor + 4 sweepers)	2 Years Experience in Housekeeping Services.
2.	Kitchen helpers/ Room boys	03 (01 for each shift)	2 Years Experience as Kitchen helpers/Room boys.
3.	Office boy	01	02 Years Experience as Office boy.

2. An outline of tasks to be carried out:- (Also refer Annexure A)

Sl.No	Category of Manpower	Responsibilities
1.	House Keeping	Cleaning and moping the complex consisting of two floors, accommodating in itself 24 guest rooms, auditorium, dining hall & kitchen, seminar halls, museum and F.M. Station. Also to clean the entire building including the staircases, parking open area (within the compound wall) etc. The covered area is 3280 sq.mtr. and open areas is 15881.69 sq.mtr.

2.	Kitchen helpers/ Room boys	<p>The Kitchen helpers are required to wash work tables, cutting blocks and boards, refrigerators, walls and other surfaces in the kitchen. To remove the waste materials and places it outside. Wash trays, pots, glasses and pans and scrap food from the dishes. Also, kitchen/cook helpers will assist the cooks. They have to wash, peel and slice vegetables. Kitchen helpers assist in the dining area as well. They may be responsible for removing used dinner wares from tables and counters.</p> <p>As room attendants, every day, they are required to visit guest rooms/suites, stripping the beds, replacing fresh linen and providing clean towels to guests. The room attendants provide light cleaning including dusting, vacuuming, cleaning the bathrooms, washing windows and mirrors and emptying garbage before new guests arrive. Replenish supplies of toiletries, coffee, tea items daily. They will also to check over the inventory of room furnishings, after guests depart and inform the manager, if anything is missing or damaged. They will also hand over any items that have been left behind by guests to the office and also ensure that all appliances, televisions, heating and cooling systems are functioning properly.</p>
3.	Office boy	<p>To open and close office on a daily basis. To deliver and pick up mail, messages, documents, files, packages and other items from the office of the Assistant Registrar (Guest House-I) and to handover to the Manager (Guest House-I). To attend to bank related works and other office works of the Guest House-I.</p>

### 3. Quoted Price:

(a) The Bidder shall quote rates such as wages as per minimum wages prescribed by the Ministry of Labour & Employment, Government of India, cleaning materials etc. and other statutory costs and Service Charges (including profit and administrative charges) as per the format attached (**Format-II**). The wages for the persons deployed shall be in accordance with the minimum wages as per Minimum Wages Act.

(b) The rate quoted shall be fixed for the duration of the contract and shall not be subject to adjustment except the statutory provisions, if amended.

(c) The Bidder shall deposit Rs.17,000/- (Rupees seventeen thousand only) in the form of DD drawn in favour of the Finance Officer, Pondicherry University, payable at Pondicherry as earnest money along with the Bid. The earnest money shall be returned to the unsuccessful bidders after the award of the contract.

(d) The selected firm has to furnish performance security in the form of Bank Guarantee/DD for an amount equal to 10% of the bid amount valid for fourteen months from the date of award of the contract. The performance security shall be submitted within 10days from the date of Notification of Award. The earnest money shall be returned only after the performance security is submitted by the Contracting Agency.

4. Each Bidder must submit only one **Bid**.

**5. Validity of Bid:**

The Bid shall remain valid for a period not less than 90 days after the deadline fixed for submission of Bids/till finalization of tender process.

**6. Terms and Conditions:**

- (a) The remuneration shall be disbursed to the persons deployed through bank.
- (b) The Contracting Agency will ensure payment by the 5<sup>th</sup> of every succeeding month to their employees provided to the Pondicherry University Guest House, as per the rate of monthly remuneration and other charges quoted without any deduction.
- (c) The Contracting Agency will submit the invoice along with proof of disbursement in triplicate after making the payment to the employees provided to the Pondicherry University Guest House, supported with the following documents:-
  - (i) Details of disbursement made to the staff for each payment.
  - (ii) Proof of payment of statutory obligation such as EPF, ESI, Service Tax and any other applicable tax.
  - (iii) Payment to the Contracting agency will be released within 15 days from the date of the receipt of the invoice.
- (d) The Contracting Agency will provide Uniforms & Identity Cards to all its employees deputed to the guest house as per the format suggested by the Indenting Office valid for the period of contract.
- (e) The Contracting Agency shall comply with all statutory obligations.
- (f) In case of absence on any working day, the monthly remuneration will be regulated as per the following formula:

***Total Monthly Remuneration = Monthly remuneration – A1***

$$\text{Where A1} = \frac{\text{Monthly remuneration}}{\text{Nos. of days in the month}} \times \text{Nos. of days of absence}$$

- (g) The Candidates/Manpower provided by the Contracting Agency shall be accepted only after scrutiny by the committee constituted for this purpose. Therefore, minimum three-four bio-data shall be made available against each slot in each category. The candidates may be produced for interview by the appointed committee. No conveyance or any other charges will be paid by Pondicherry University Guest House for this purpose. In case, none is found suitable then additional bio-data shall be made available by the contracting agency. The replacement of a Candidate on account of absence/unsuitability for Pondicherry University Guest House shall be made within 24 hours. In case, it is necessary, the contractor must be in a position to provide extra housekeeping staff at the same rates.
- (h) The contracting agency will be required to sign an agreement with Pondicherry University (specimen agreement for providing housekeeping services and for providing manpower services is available in the Pondicherry University Guest House and may please be seen for reference).

(i) In case of any loss, theft/sabotage caused by/attribution to the personnel deployed, the Pondicherry University Guest House, reserves the right to claim and recover damages from the Contracting Agency.

## **7. Evaluation of Bid:**

Interested agencies are requested to submit the details of their experience in the field and other particulars in **Format-I** along with a **Demand Draft for Rs.17,000/-** in favour of the Finance Officer, Pondicherry University towards EMD (**in a separate cover**) and the rates in **Format-II** for manpower and material (**in a separate sealed cover**) to the **Officer-in-Charge (Guest House)**, Pondicherry University on or before **27.10.2014 (2.00PM)** which will be opened on the same day at **3.00PM**.

Tenders without submission of prescribed **Format-I and EMD** will be rejected.

The financial bids (**Format-II**) of only those agencies who are prequalified based on the details furnished in **Format-I** will be opened and taken into account.

Interested agencies are advised to visit the Convention-cum-Cultural Centre Complex of the University before submitting **Format-I & Format-II**. Clarifications, if any may be obtained from the **Assistant Registrar (Guest House-I)** on Telephone No.**0413-2654931 or 0413-2655070**.

**Duly filled in Format-I along with DD towards EMD and Format-II with quoted rates should be put in separate sealed covers.**

The indenter will evaluate and compare the Bids determined to be substantially responsive i.e which are properly signed, and conform to the terms & conditions in the following manner:

(i) The bid will be treated as non-responsive if following documents are not attached:-

- (a) Brief profile of the company and evidence to establish that the bidder has successfully executed contracts of similar nature and magnitude in the last 3 (three) years.
- (b) Audited Balance sheet & Profit and Loss Account.
- (c) List of clients/customers during last 3 years along with cost of assignment.
- (d) PAN NO. and current IT clearance certificate.
- (e) Attested copy of proof of EPF registration.
- (f) Attested copy of proof ESI registration.
- (g) Attested copy of proof Service Tax Registration.
- (h) The Bidder shall deposit an EMD for a sum of Rs.17,000/- in the form of DD drawn in favour of the Finance Officer, Pondicherry University payable at Pondicherry along with the Bid. The earnest money shall be returned to the unsuccessful bidders after the award of the contract.

ii) Remuneration of staff, quoted below the minimum wages shall render the Bid disqualified for evaluation. As per Chief Labour Commissioner (Central)'s order No.1/11(6)/2013-LS.II dated.19.09.2013, the minimum wage for the above works is Rs.257/- per day (Basic – Rs.150/- and DA – Rs.107/-).

iii) The rate towards cost of materials should be given separately. Materials used should be branded ones and of good quality.

- iv) The evaluation will be done for all the items put together. Lowest price will not be the only criteria for award of contract.
- v) Terms and conditions for cleaning, sweeping and for the other jobs are enclosed at Annexure 'A'.

**8. Award of Contract:**

- (a) The indenter will award the contract to the bidder whose Bid has been determined to be substantially responsive on all aspects and lowest price will not be the only criteria for award of contract.
- (b) The Indenter reserves the right at the time of award of contract to increase or decrease the requirement of manpower indicated in para 1 above.
- (c) The indenter prior to the expiration of the Bid validity period will notify the bidder whose Bid is accepted for the award of contract. The terms of the accepted offer shall be incorporated in the contract.
- (d) Notwithstanding the above, the indenter reserves the right to accept or reject all Bids and to cancel the bidding process and reject all Bids at any time prior to the award of the Contract.

**9. Last date and time of receipt of Bids:**

You are requested to submit the Sealed Bids superscribed on the envelope as "Bids for providing Housekeeping & Manpower Services on Service Charge Basis" latest by **27.10.2014 (Monday)** before **2.00PM** Opening at **3.00PM** on the same date.

The Indenter looks forward to receive the Bid as per the formats attached (**Format-I & Format-II**) and appreciate the interest of the service provider in the Pondicherry University Guest House.

**REGISTRAR**

**PONDICHERRY UNIVERSITY  
FORMAT-II  
(FORMAT OF BID)**

Sl. No	Category of manpower	Numbers	Unit monthly remuneration	Service charges including overhead and profit	Monthly unit rate	Total monthly Cost (Col.6x3)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Sweepers Supervisor	04 01				
2.	Kitchen helpers/ Room boys	03				
3.	Office boy	01				

**PONDICHERRY UNIVERSITY GUEST HOUSE REQUIRES CLEANING MATERIALS FROM AGENCY, THE COST OF WHICH TO BE QUOTED BELOW.**

**NOTE:**

1. Cleaning Materials shall be quoted separately. Cleaning Materials Cost per month = Rs.....
2. Service Tax shall be quoted separately. Service Tax Rate = Rs.....
3. In case of discrepancy between unit price and total price, the unit price shall prevail.

We agree to provide the above service of manpower and to abide by the terms & conditions contained in the Bid Document and also agree to enter into the agreement as per the format provided by the Pondicherry University Guest House. EMD of Rs..... (Rupees ..... ) is furnished herewith vide Bank Draft No. .... dated ..... drawn on .....

(Bidder)

Signature: .....

Name: .....

Date & Time: .....

**TERMS AND CONDITIONS FOR CLEANING/SWEEPING/JOB ETC: FOR PONDICHERRY UNIVERSITY GUEST HOUSE**

- 1.Name of the Office/ Institution : Pondicherry University  
Convention-cum-Cultural Complex
- 2.Address/Location of the Building : East Coast Road, Pillaichavady, (opp. to  
Pondicherry Engineering College),  
Pondicherry – 605014.
- 3.Area of the Building including open space : covered area – 3280 sq.mtr.  
open area – 15881.69 sq. mtr.
- 4.No. of days during the Month for which the Service : on all days  
is required

**SCOPE OF WORK:**

A. **HOUSE KEEPING**

**Daily work** from 7:30 AM to 4.30PM (including one hour break for breakfast and lunch) or as may be decided by the officer in-charge Pondicherry University Convention-cum-Cultural Complex.

- (1) Sweeping of entire area of the Convention-cum-Cultural Complex including the Guest House and surroundings of building and collection of all waste material and disposal of the same as per instructions of the Manager.
- (2) Cleaning of the floor area with wet floor dusters and detergent disinfectants etc. once in the morning before 08.00 AM and thereafter every 2 hours specially in the areas like corridors, stairs and reception etc. Spray of flit etc, in the rooms for keeping the rooms free from mosquitoes, flies etc.
- (3) Cleaning and washing of toilets and urinals using deodorants, detergent and disinfectants once in the morning and again in the afternoon or as may be specified by the Manager.
- (4) Sweeping and cleaning of open areas, roads, passage, lawns etc, within the boundary of the Pondicherry University Convention-cum-Cultural Complex.
- (5) Regular dusting/cleaning of furniture (tables and chairs) and equipments, telephones almirahs, doors and windows in all the rooms/suites and other spaces of the Convention-cum-Cultural Complex every day.
- (6) Provision of soap and liquid soap in the toilets and placing sufficient quantity of naphthlene balls/cakes and odonil cakes in the urinals. The contractor will ensure that the toiletries mentioned above are always available near each washbasin in the building.
- (7) The removal of drainage blockages, sewage line cleaning, cleaning of terrace by removing dust, by removing weeds and cleaning of overhead water tanks, cleaning rain water pipes etc.

**Items of work to be done generally once in a week**



- (1) Washing and scrubbing of floor areas with detergents and dirt removing agents.
- (2) Acid cleaning of sanitary wares, without damaging their shines.
- (3) Removing stains from floors, doors and partitions by using surf or any suitable detergent as are necessary without leaving and undesirable post cleaning marks.
- (4) Cleaning of filled surface in the corridors and staircases.
- (5) Cleaning of water storage tanks and water coolers, if any.
- (6) Polishing of number plates of the rooms/suites and cleaning of all other name plates/boards.
- (7) Dusting and cleaning of fans, electrical fittings, window panes with glass cleaning chemical/agents and cleaning of partition paneling etc.
- (8) Removal of cobwebs in all the rooms/suites and other spaces of the Pondicherry University Guest House.

**B. KITCHEN HELPERS/ ROOM BOYS**

(1) The Kitchen helpers are required to wash work tables, cutting blocks and boards, refrigerators, walls and other surfaces in the kitchen. To remove the waste materials and place them outside. Wash trays, pots, glasses and pans and scrap food from the dishes. Also, kitchen/cook helpers will assist the cooks. They have to wash, peel and slice vegetables. Kitchen helpers assist in the dining area as well. They may be responsible for removing used diner wares from tables and counters.

(2) As room attendants, every day, they are required to visit guest rooms/suites, stripping the beds, replacing fresh linen and providing clean towels to guests. The room attendants provide light cleaning including dusting, vacuuming, cleaning the bathrooms, washing windows and mirrors and emptying garbage before new guests arrive. Replenish supplies of toiletries, coffee, tea items daily. They will also check over the inventory of room furnishings, after guests depart and inform the manager, if anything is missing or damaged. They will also turn in any items that have been left behind by guests and ensure that all appliances, televisions, heating and cooling systems are functioning properly.

**C. OFFICE BOY**

(1) To open and close office on a daily basis. To organize and secure materials. To deliver and pick up mail, messages, documents, files, packages and other items from the office of the Assistant Registrar (Guest House) and to handover to the Manager (Guest House). To attend to bank related works and other office works of the Guest House-I.

**D. REQUIREMENTS FROM THE STAFF OF THE AGENCY - THEIR DUTIES AND BEHAVIOUR ETC.**

- (1) The Contractor shall comply with all the laws and regulations applicable in the matter of such workers as are engaged by it.
- (2) The Contractor's staff shall not disturb the employees of the Pondicherry University Guest House or make any sort of noise in the Guest House premises.
- (3) The Contractor's workers shall be polite, courteous, well behaved and honest.

- (4) The Contractor shall be fully responsible and liable for any theft, burglary, fire or any other mischievous deed done by his workers.
- (5) The antecedents of all the workers will be got verified from police by the agency before deployment for work.
- (6) The Contractor's workers shall not enter into any unlawful activity within the Pondicherry University Convention-cum-Cultural Complex premises and shall have a good moral character.
- (7) The Pondicherry University shall have the right to impose cash penalty on the Contractor or deduct such amounts from its security deposit in case the Pondicherry University Convention-cum-Cultural Complex is put to any financial loss directly or indirectly by any act of omission or commission on the part of the Contractor's workers.
- (8) The Contractor shall be directly responsible for the payment of wages, which should not be less than the minimum wages prescribed by the Government of India and will include such other benefits as may be available to its employees under the relevant Acts and Regulations applicable in the State. Pondicherry University shall not entertain any such claim of the person employed by the Contractor and shall not be liable for it.
- (9) Insurance and accident risks of the workers will be the responsibility of the Contractor.
- (10) All the workers of the Contractor shall be free from infectious diseases.
- (11) The Contractor will ensure that proper licence/permission from the concerned authorities, wherever applicable, are obtained promptly.
- (12) The Contractor shall in no case transfer the services it is required to perform under this agreement to any other contractor or person without prior permission from the Pondicherry University in writing.
- (13) The Contractor shall employ the required number of workers to ensure that the work is done in time to the satisfaction of the officer in-charge, Pondicherry University Guest House.
- (14) The Pondicherry University reserves the right to order any worker of the Contractor to leave the premises of the Pondicherry University Guest House, if his/her presence at any time is felt undesirable.

**E. GENERAL CONDITIONS:**

**(1) AGREEMENT**

For one year extendable for one year with the consent of both parties and outstanding performance of the work done during last year by the Contractor.

**(2) TERMS OF PAYMENT**

The Pondicherry University shall pay the agreed amount to the Contractor on monthly basis after completion of the month. In case the work is found unsatisfactory 50% payment will be with held and it will be released only when the work is found as of quality and to the satisfaction of the officer in-charge, Pondicherry University Guest House.

**(3) ROOM FACILITY**

A small room shall be provided for the storage of materials to the Contractor free of cost during the period of contract. No name plate of Contractor shall be allowed on the room and nobody will be allowed to stay in it.

**F. NOTICE OF TERMINATION OF CONTACT**

- (1) The contract can be terminated without assigning any reasons by giving two months notice in writing by either side.

**G. STOCK AND SUPPLIES**

The Contractor shall maintain sufficient stock of various items such as towels, dusters, soaps, phenyl, detergent, odonil, neptholine balls etc, so as to meet normal requirement. The Contractor shall not be permitted to stop supply in any items for any reason.

**H. SUPERVISION**

The Contractor shall authorize a person to supervise the cleaning and maintenance service who will report to the designated officer of the Pondicherry University Guest House.

**I. RATES**

Rates must be fixed on per month basis for the whole unit (covered area, open are, surroundings, stairs, lobbies, corridors, toilets etc.) and for all items of work.

**J. ARBITRATION:**

In case of any dispute between the Contractor and the Pondicherry University Guest House arising out of or in relation to the agreement, the dispute shall be referred to a sole Arbitrator to be appointed by the Pondicherry University Guest House and the decision of such Arbitrator shall be conclusive and binding on both the parties. The arbitration shall be governed by the provisions of the Indian Arbitration Act-1940.

**K. JURISDICTION:**

The Courts at the station will have jurisdiction over all legal disputes under this agreement.

**PONDICHERY UNIVERSITY**  
**GUEST HOUSE-I**  
**FORMAT-I**

(To be submitted duly filled – in by the Agencies/firms about their performance and experience. To be supported by documentary evidence wherever possible.)

1. Name of the Agency/firm :
2. Address :
3. Annual turnover of the Agency/firm  
during last three years (give year wise details) :
4. Details of:-
  - (a) Total number of permanent employees  
of the agency/firm :
  - (b) Temporary employees :
5. Whether registered with the Labour Department :
6. If yes, give full particulars  
(copy of the registration should be enclosed) :
7. Experience in the field:
  - (a) Govt. organizations :  
Indicate full details like name of the  
organization, period of engagement, number  
of employees deployed, nature of services  
provided etc.
  - (b) Private organizations: :  
(with full details as above)
8. Experience in the field of other house keeping  
Services like repairs and maintenance of rooms/  
Office, catering services etc :  
(Details should be furnished in a separate sheet)
9. Certificate of past performance in the field  
(Copies to be enclosed) :
10. Brief profile of the company and evidence to :  
establish that the bidder has successfully  
executed contracts of similar nature and  
magnitude in the last 3 (three) years.  
(details should be furnished in a separate sheet)

11. Audited Balance sheet & Profit and Loss Account :  
(copies to be enclosed)
12. List of clients/customers during last 3 years :  
along with cost of assignment  
(with full details)
13. PAN NO. and current IT Clearance Certificate :  
(copy of the PAN card and IT Clearance  
Certificate should be enclosed)
14. EPF registration :  
(attested copy of proof of EPF registration  
should be enclosed)
15. ESI registration :  
(attested copy of proof of ESI registration  
should be enclosed)
16. Service Tax Registration :  
(attested copy of proof of Service Tax  
registration should be enclosed)
17. Other relevant details if any :  
EMD (Rs.17,000/-)                      D.D.No:  
Date :

**SIGNATURE OF THE AGENCY**

N.B Envelope to be superscribed "Details of performance and experience" (Format-I)

**PONDICHERRY UNIVERSITY  
GUEST HOUSE  
FORMAT-II**

No	Category of manpower	Numbers	Unit monthly remuneration	EPF rate	ESI rate	Service charges (including) overhead and profit	Monthly unit rate	Unit OTA rate per hour	Total monthly Cost
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
	Sweepers	04							
	Supervisor	01							
	Kitchen helpers/ Room boys	03							
	Office boy	01							

**Note:**

- 1.All cleaning materials, equipments, machinery and tools required to keep the premises neat and tidy should be provided by the agency. Cost of the material per annum = Rs.....
- 2.Service tax shall be quoted separately. Rate of service tax = .....%

We agree to provide the above services of manpower and to abide by the terms and conditions and also agree to enter into the agreement. Bid security of Rs..... is furnished herewith wide bank draft number ..... dt ..... drawn on .....

Signature

Name & Address of the Agency/Firm

Date :

Time: