

VAIKUNTH MEHTA  
NATIONAL INSTITUTE OF COOPERATIVE MANAGEMENT (VAMNICOM)  
SAVITRIBAI PHULE PUNE UNIVERSITY ROAD, PUNE - 411 007

## **TENDER NOTICE FOR HIRING OF MANPOWER SERVICES**

Open Tenders in sealed envelopes are invited from reputed registered manpower agencies having 3 years minimum experience for providing the services of Front Office Manager & Executives, Technical Staff / Non-Technical Staff, Housekeeping and Gardener at VAMNICOM, Pune for a period of one year with effect from **1<sup>st</sup> January, 2022 to 31<sup>st</sup> December, 2022**. **The period of the above services will be extended next upto 3 years (yearly basis) on satisfactory performance of the agency.**

The separate details for each segment of manpower services are available on the Institute website [www.vamnicom.gov.in](http://www.vamnicom.gov.in)

**TENDER DOCUMENT FOR PROVIDING SERVICES OF HOUSKEEPING AND  
GARDENER**

<b>Tender Document No.</b>	<b>:</b>	<b>VM-GAD/OUTSS/2022-23</b>
<b>Earnest Money Deposit (EMD)/ Security Deposit</b>	<b>:</b>	<b>Rs. 5,00,000.00 (Refundable) (Rs. Five Lacs only)</b>
<b>Processing Fee</b>	<b>:</b>	<b>Rs. 1000.00 (Non refundable)</b>
<b>Pre-bid Meeting</b>	<b>:</b>	<b>09/12/2022 (Friday) at 11:30 AM</b>
<b>Date of Issue Blank Tender Form (to be downloaded from the website only)</b>	<b>:</b>	<b>02/12/2022</b>
<b>Last Date of Submission of Tender</b>	<b>:</b>	<b>16/12/2022 [before 05:30 PM]</b>

Any other additional information which is not included in Technical Bid / Financial Bid, if any, may be given on a separate sheet of paper and inserted in respective envelope.

The Director, VAMNICOM, Pune reserves the right to cancel the entire tender process without assigning any reason thereof.

## **About the Institute:-**

Vaikunth Mehta National Institute of Cooperative Management (VAMNICOM) is a premier National Institute financed by Ministry of Cooperation, Govt. of India.

VAMNICOM is a nerve centre of Cooperative Education, Training and Research. Besides, conducting Management Development Training Programmes in various functional areas of management, the Institute offer two years full time PGDM-ABM programme, PGCBM programme for in-service officers working and Diploma in Management of Computer Operations for middle level and operational level personnel in the cooperatives.

VAMNICOM associates with various international agencies / organizational like International Cooperative Alliance (ICA), International Labour Organization (ILO), Food & Agricultural Organization (FAO), etc. The Institute has also been an active promoter in establishment of Centre for International Cooperation and Training in Agricultural Banking (CICTAB) which is engaged in organizing training programmes in the field of agricultural / rural banking to professionals from SAARC countries and other countries.

## **About Institute's campus**

The administrative, academic and residential campus of Institute is spread in 15 acres land situated between Land of Savitribai Phule Pune University, Bhosalenagar colony and Khadki Cantonment Board. The academic and administrative block of the Institute is situated in Plot "A" campus and Hostel & residential block each is situated in Plot "B" campus.

### **Plot A campus consist of**

- (i) VAMNICOM Bhawan
- (ii) CME Building
- (iii) Sahyadri Guest House with boarding facilities for 100 guests / participants
- (iv) Himalaya Guest House with 5 VVIP suites
- (v) Mess of Himalaya Guest House and Sahyadri Guest House
- (vi) Open Cafeteria
- (vii) Shivneri Auditorium
- (viii) Jubilee Hall
- (ix) Approach road / link road

### **Plot B campus consist of**

- (i) Godavari Boys Hostel
- (ii) Indrayani Girls Hostel
- (iii) Students Hostel
- (iv) Residential quarters (61 Nos. - Type I to V category)

## **A scope of Housekeeping and gardening**

Institute intends to maintain cleanliness and hygiene in all buildings in the premises of both campus of Plot A and Plot B through professional and experience housekeeping manpower.

Services of Gardeners are required to enhance greenery in and around Institute building and maintain lawns of several size in Plot A and Plot B campus.

**Salary to Housekeeping staff and Gardeners** - The Institute will pay gross salary of Rs. 18,486/- per month to Housekeeping and Gardeners as per Central Government Notification applicable to un-skilled category and salary will be paid through manpower supply agency.

Gross Salary to Housekeeping Supervisor and Gardener Supervisor will be paid @ Rs. 20,488/- per month as per Central Government Notification applicable to semi-skilled category through manpower supply agency.

**Qualification of Housekeeping Supervisor** - The housekeeping supervisor should have minimum qualification of graduate or equivalent qualification from reputed Institute with minimum one year supervisory experience.

**Qualification of Gardening Supervisor** - The gardening supervisor should have minimum qualification in landscape gardening / floriculture from reputed Institute with minimum one year supervisory experience or working in gardening field in a reputed institute / organizations.

**Housekeeping and Gardening Strength and Gross Salary -**

Sr. No.	Particulars of manpower	Nos.	Gross salary
1	Housekeeping Supervisor	01	Rs. 20,488/- per month
2	Gardening Supervisor	01	Rs. 20,488/- per month
3	Housekeeping staff	25	Rs. 18,486/- per month
4	Gardener for plot A	10	Rs. 18,486/- per month

**Scope work of House keeping**

**Operations to be done daily**

- 1.1 The first round of cleaning and dusting working the entire complex should be completed before 9.15 AM daily by deploying adequate number of persons.
- 1.2 Sweeping and wet mopping of the entire covered area of buildings including corridors/verandah/lobby area daily. The verandah and lobby area must be mopped thrice daily.
- 1.3 Sweeping of the internal roads and Auditorium and open area daily.
- 1.4 Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
- 1.5 Cleaning of main gate, Brass plates, Name Plates, Sign boards etc.
- 1.6 Cleaning drinking water cooler areas including attached sinks and tiles etc.
- 1.7 Dusting of all furniture such as tables, chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire complex should be cleaned daily.
- 1.8 Sweeping of terrace in each building shall be completed daily as per norms.
- 1.9 Collection of all the sweepings, garbage and waste and its disposal
- 1.10 Cleaning of all the Toilets in the administrative block, Officers' Mess, Gymnasium, Auditorium thrice daily and once in other areas.
- 1.11 Washing of urinal Pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with clean cloth.
- 1.12 Filling of liquid soap in soap containers and putting of air freshener/sanitary

cubes/naphthalene balls in urinal pots, urinal mats, etc.

- 1.13 The house keeping personnel shall be deployed on Saturdays also for the removal of cobwebs in the corridors, rooms, chambers and lavatories, removal of dust accumulated on the walls, window panes and ventilators in the toilets and thorough washing, rubbing and cleaning of corridors.
- 1.14 Shifting of furniture and other equipments, files etc. whenever required.
- 1.15 Indoor plants pots, mats and carpets are to be cleaned and its periodical shifting(for exposure to sunlight)
- 1.16 It shall be ensured that while carrying out the activities of dusting and cleaning the files/papers/documents etc. and the electronic gadgets etc. are not tampered with in any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.
- 1.17 Any other work assigned by the administration/authority concerned.

#### **Operations to be carried out fortnightly/on demand**

- a. Scrubbing of floors of corridors/verandah/lobby with scrubbing machine and scrubbing of staircases manually with brushes
- b. Removal of dirt and dust collected on the ceiling domes in the administrative block with high pressure and water jet machine.
- c. Removal of dirt and dust from the exterior walls of the buildings, floor tiles in the open area etc. and any other area with high pressure water jet machine as and when desired by the NACIN administration.
- d. Vacuum cleaning of the sofas and other places and items as directed by the NACIN administration.

#### **Supply of machinery/consumable materials required for cleaning.**

All the Housekeeping materials/ consumables, such as Brooms, Mop sticks and other cleaning materials etc. / machinery like vacuum cleaner and any other machinery as required to execute the above jobs will be supplied by the department.

#### ***Scope of Horticulture and Landscaping:-***

The purpose of Horticultural & Landscaping work is that whole premises (outdoor and indoor) of VAMNICOM, Pune must look presentable, to make the premises environmental friendly and also to make positive impression over our valued visitors and public who visit here for various purposes. The Supervisor has to undertake all such jobs/activities required to maintain the office premises in a presentable condition for all the time whether such activities are elaborated hereunder or not. While undertaking this work, the roads and paths are to be formally planted with medium to tall flowering plants. The Supervisor will develop the parks and lawns at the open space at the office premises in consultation with the Administrative Officer and then simultaneously maintain all the existing as well as the developed lawns/parks. Supervisor will also develop a nursery for seasonal and perennial type of flowers and plants. He will maintain and plant flower pots at inner premises in consultation with Administrative Officer and ensure that the flowers and plants in those pots do not die or suffer in any manner and that he will change them periodically for their good maintenance.

### **1. Description of Horticulture & Landscaping work to be executed:-**

- a) All plant materials shall be healthy, sound, and vigorous, free from plant diseases insects, pests, or their eggs, and shall have healthy, well-developed root systems. Replacement of dead or decayed plants by new ones whenever necessary at free of cost and maintaining ever fresh look garden landscape and keeping them in good condition till the entire maintenance period. All plants shall be hardy under climate conditions similar to those in the locality of the project. All material must be protected from the Sun and Weather until planted.
- b) To maintain all the trees, plants, shrubs, hedges and lawn as are existing on the date of start of contract and any other lawn/park/plants developed thereafter.
- c) To plant trees, shrubs etc by excavation/digging as and when required in the interest of the beautiful maintenance of the ambience/park/lawn of VAMNICOM, Pune
- d) To prepare and maintain flower beds, seasonal and perennial both.
- e) To prepare and maintain flowers and decorative plant pots both in indoor and outdoor at designated places to be decided in consultation with the Administrative Officer.
- f) To maintain Cutting of grass in lawns, pruning of plants at required intervals and removing the waste to the proper place should be done to give uniform look in all Lawns and gardens.
- g) Regular watering of grass, lawns, trees, plants, shrubs etc. and hoeing and weeding in and around them.
- h) Spraying of insecticide and fungicide application/spreading of chemical and manure as and when required/ advised, any material will not be supplied by VAMNICOM, Pune.
- i) Any other job which is required to make the Institution from Horticulture point of view beautiful with lush green environment.
- j) The gardeners should demonstrate own initiative for horticultural up gradation of VAMNICOM, Pune, and Seasonal plants for the same should be prepared and submitted to the Administrative Officer.
- k) The existing flower beds to be maintained with alteration (if required) by planting summer and winter seasonal flowers.
- l) Pruning of overcrowded branches, watering, manuring and weeding along with other.
- m) Weeding, soil preparation, manuring, pest controlling, trimming, training etc. as where and when required.
- n) Clean cultivation, regular feeding, pest controlling, soil preparation, trimming, pruning etc. are important maintenance operation and to be followed where and when/ as per schedule/ advised.

### **Job Profile of Housekeeping Supervisor**

- Ensure proper cleanliness of all buildings and premises mentioned as above in the heading "about the Institute campus"
- Ensure proper deployment of housekeeping staff for regular cleaning of rooms, corridor, toilets, etc.
- Maintain adequate attendance of housekeeping staff and any shortcomings due to leave of housekeeping staff may be managed by a group of housekeeping staff for meant reliever duty.

- Keep proper planning for special cleanliness of Jubilee Hall, Shivneri Auditorium, Classrooms, etc. on receiving advance information for arrangement of functions in those premises before commencement of functions.
- Ensure availability of adequate cleaning materials by maintain proper log book / register for receipt and issue of cleaning materials.
- Assessment and deployment of additional housekeeping staff for hosting / arrangement of special events / exhibitions, etc.
- Ensure proper dress code of housekeeping staff
- Drainage should be highly satisfactory especially during monsoon.

### **Job profile of Gardening Supervisor**

- Maintenance and creation of greenery in and around the campus with the proper planning of watering, cutting of grass of lawns, trimming of shrubs and decorative tree
- Planning of growing of siblings of seasonal flowers for maintenance of gardens, lawns of Institute
- Proper Planning of plantation of fruit and decorative plants in the campus in professional way in order to enhance the ambience of the Institute
- Maintaining of nursery for seasonal plants

### **About Manpower Supplying Agency -**

The Institute seek quotations as detailed above from the reputed manpower supplying agencies in and around Pune city who has experience and expertise in providing services of housekeeping staff and gardeners in reputed Institute, Govt. offices and other organizations.

### **Payment to Manpower Supplying Agency -**

The Institute will pay to Manpower Supplying Agency / Vendor on the basis of their monthly bills submitted to the Institute. The monthly bill may include salary released to the Housekeeping staff, Gardeners and respective Supervisors as per Central Government Notification as stated above wherein DA each subject to revision by every six months plus services charges in percentage plus GST.

## 1. Instructions to fill-up the Tender Document

- 1.1 The Bidders should submit their bids, complete in all respect, in two separate sealed envelopes:
  - i) **Envelop No. 1 - Marked as Technical Bid**: Containing TECH BID information and Demand Draft of Rs. 1000.00 for Processing Fee & Rs. 5,00,000.00 (Rs. Five Lacs only) for Earnest Money Deposit/Bid Security respectively **drawn in favour of DIRECTOR, VAMNICOM, Pune and payable at Pune.**
  - ii) **Envelope No. 2 - Marked as Financial Bid**: Containing the **Financial Bid only.**
- 1.2 The Bidder should submit the tender documents, complete in all respect (envelopes of Technical Bid and Financial Bid should be submitted in a single envelope). The sealed envelope should be marked as "**Tender for Providing Manpower Services**". Name, address and contact details of the agency must be clearly visible on each envelope.
- 1.3 Bids, received, shall be opened in the presence of Authorized Officials of VAMNICOM and the bidders who choose to remain present. If any of the required papers/certificates as specified in the Tender are not included or found fictitious will be disqualified. The rejection of the tender document at Technical Bid stage should not be questioned by the agency. VAMNICOM will not be answerable in such cases.
- 1.4 The pre bid meeting will be held on 09/12/2022 (Friday) at 11:30 AM with the officials of VAMNICOM and interested bidders for clarification / suggestions if any regarding Tender Document. Any doubt/query will not entertain before Pre bid meeting.
- 1.5 Technical Bid will be opened on 20/12/2022 (Tuesday) at 10:00 AM in the presence of officials of VAMNICOM and Representatives of Tenderers (presence of representative of the Tenderers is optional)
- 1.6 The Financial Bid will be opened on the same day i.e. on 20/12/2022 (Tuesday) at 02:00 PM in the presence of Authority of VAMNICOM Pune and the Representative of the Tenderers, who qualify the Technical Bid.
- 1.7 The Financial Offer shall be valid for 3 months from the opening of the tender.
- 1.8 Quotations over phone/e-mail will not be accepted. Bids received without sealed covers and rates not quoted in specified proforma will not be accepted. Bids may be submitted by registered post or in person. However, any delay on this account shall not be accepted.
- 1.9 Each page of the Bid submitted needs to be properly numbered, stamped and signed. Loose paper(s) will not be accepted.



- 1.10 The Tenderer must not disclose any details pertaining to their Financial Bid in the Technical Bid Envelope. If any details of the Financial Bid is found in the Technical Bid, the offer of such Tenderer will be summarily rejected.
- 1.11 Tender document must be submitted on or before the last date of the tender submission, as specified in this document.

The Registrar  
Vaikunth Mehta National Institute of Cooperative Management.  
Chaturshrungi, Savitribai Phule Pune University Road,  
Pune 411 007, Maharashtra

- 1.12 After the last date no tender document will be accepted.

## 2. Submission of Tenders

### 2.1 Format of Covering letter

Bidders name and address

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To

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The Registrar  
VAMNICOM  
Savitribai Phule Pune University Road  
Pune - 411 007  
Maharashtra

**Sub.: Bid for “providing Housekeeping & Gardening services” at VAMNICOM, Pune - Reg.**

Sir,

In response to the Tender Document No. VM-GAD/OUTSS/2022-23 Dt. \_\_\_\_\_ for providing the manpower services of Housekeeping and Gardener at VAMNICOM, Pune in conformity with the terms and conditions, laid down therein, I/we, hereby, submit my/our duly filled Offer letter, in conformation of this Tender Document.

1. I/we agree to provide the manpower services of Housekeeping and Gardner at the rate quoted by me/us.
2. I/we have issued a Demand Draft pertaining to Earnest Money Deposit (EMD) / Security Deposit of Rs. 5,00,000.00 vide D.D. No. \_\_\_\_\_ Dated / / 2022 drawn on \_\_\_\_\_ Bank.
3. I/we have also issued a Demand Draft pertaining to processing fee of Rs.1000.00 (non refundable) vide D.D. No. \_\_\_\_\_ Dated / /2022 drawn on \_\_\_\_\_ Bank.
4. The required documents, as asked in this tender document, has been submitted by me/us in the Technical Bid envelope.
5. Quotation for providing manpower services at VAMNICOM are given in the prescribed format in Financial Bid envelope separately.
6. I, hereby certify that the information furnished by me/us above is correct to the best of my/our knowledge. We understand that if, any deviation is found in the above statement at any stage, our company/firm will be black listed and our Bid Offer will be rejected.
7. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations, if any.
8. We understand that you are not bound to accept any Proposal you receive.

Thanking you,

Your's faithfully,

(Signature & Stamp)  
Signature of the Bidder with  
Name and Designation

## 2.2 A) PROFORMA OF TECHNICAL BID:

### TECHNICAL INFORMATION ABOUT THE AGENCY:

#### Profile of the Agency:

Sl. No.	Particulars	Information
1	Demand Draft of Rs. 5,00,0000.00 and Rs. 1000.00 as a proof of Earnest Money Deposit (EMD)/Security Deposit and Tender Document Processing fee respectively	
2	Name of the Agency	
3	Postal Address of the Agency	
4	Telephone No. of the Agency	
5	Mobile Number of Proprietor	+ 91 -
6	E-mail address of the Agency	
7	Website of the Agency	
8	Nature of the Company (please tick the appropriate word)	Private Ltd./ Public Ltd./ Proprietary /Partnership/Other
9	Actual number of staffs working in bidders Organization /Agency	
10	Total Experience for providing Manpower Services	
11	The Bidder shall provide their personal client list for providing manpower services in Govt./Semi Govt. / Academic Institutions alongwith no. of Housekeeping staff and Gardener engaged	
12	Pan No. of the company	
13	License / Registration No. with the appropriate authority for engaging the services of Housekeeping workers and Gardeners with attested copies of the license.	
14	The successful agency shall have to submit the license under the Contract Labour (Regulation and Abolition) Act 1970, for the work of contract assigned.	
15	Certified True copy of Certificate of Registration under Shops & Commercial Establishment Act 1948, along with renewal entries.	

<b>Sl. No.</b>	<b>Particulars</b>	<b>Information</b>
16	Certified / true copy of Registration certificate under Employee Provident Fund & Miscellaneous Provision Act 1952	
19	Certified / true copy of registration certificate under ESIC Act	
20	GST No. of the Company	
21	Certified copies of last three years Annual balance sheet & Profit and Loss A/c and Income Tax Returns filed i.e.2019-20, 2020-21, 2021-22.	
22	Declaration on letter head that, the company /agencies had never been black listed / debarred by organsiation in recent past for any cause/reason will remain disqualified for technical bid.	

*Note: All document mentioned from 1 to 22 above are compulsory.*

**Signature:**  
**Seal of the Company:**

2.3 (B) FINANCIAL BID ENVELOPE:

Monthly Rate of wages for One Supervisor and Housekeeping Staff under Minimum Wages Act - 1948, as amended from time to time, applicable to Central Government Institutions.

		Amount in (Rs.)			
Sl. No.	Particulars of Rate	HK Supervisor	Gardener Supervisor	HK Staff	Gardening Staff
<b>A</b>	<b>EARNINGS:</b>	<b>Semi-Skilled Category</b>	<b>Semi-Skilled Category</b>	<b>Un-Skilled Category</b>	<b>Un-Skilled Category</b>
1	Basic per month as on 1/12/2022				
2	DA				
3	<b>Total Gross Salary</b>				
<b>B</b>	<b>Other Allowances payable by Manpower supplying agency</b>				
4	1) Employee EPF Contribution (@ 13% on Minimum Rs. 15,000/-)  2) ESCI @ 3.2% (if Basic + DA is below Rs. 22,000/-)  3) L.W.F. (Labour Welfare Fund)				
	<b>Total salary</b>				
<b>C</b>	<b>DEDUCTIONS:</b>				
5	PT -				
6	PF -				
7	ESIC -				
8	LWF				
9	Total Deduction				
10	Total Net Wages payable (A +B - C)				
11	Agency Charges in percentage (%) on total net wages payable.				
12	GST 18 %				
13	Total amount payable by the Institute				

Note: Agency is requested to calculate actual wages payable for the month December, 2022 by a Central Govt. Institutions.

## 2.4 Other documents to be enclosed

- a) The Bidder has to sign and put their stamp on each page of Terms and conditions of Tender document provided by the VAMNICOM, Pune.
- b) If the company has ISO Certification, copy of the same has to be submitted.

*Note: If any of the above documents are found invalid or incomplete, the tender will be considered as non-responsive and liable for rejection.*

## 3. TERMS AND CONDITIONS:

1. The above Technical Bid and Financial Bid envelopes marked separately should be kept in one big envelope and to be sent under sealed cover addressed to Director VAMNICOM, Pune on or before 05:30 PM of 16<sup>th</sup> December, 2022.
2. The processing fee of Rs.1000.00 (Rupees one thousand only), which is non-refundable, should be paid by Demand Draft in favour of the **Director, VAMNICOM, Pune** payable at Pune along with the Tender document, signed on each page. **In absence of processing fee, quotation will not be considered and will be liable to be rejected.**
3. The successful Agency has to deposit interest free Earnest Money Deposit / Security Deposit of Rs 5,00,000.00 (Rupees Five Lakhs only) which will be returned to the Agency within 60 days of completion of the contract, subject to the satisfactory performance of the agency and its obligations under the contract and will subject to such deductions, as the Institute found necessary to penal the Agency for any offences of the Terms & Conditions.
4. The Agency will undertake the Housekeeping services as per the duty chart given herein and ensure cleanliness and sanitation of Administrative Building, (VAMNICOM BHAVAN), CME Building, Sahyadri Guest House (100 rooms), Himalaya Guest house (6 rooms), Jubilee hall, Shivneri Auditorium, Director's bungalow, Open Cafeteria Plot-B Residential complex, Godavari Boys Hostel (36 rooms), New Boys Hostel (50 rooms), Indrayani Girls Hostel (16 rooms) and main approach road and any other work assigned by Competent Authority from time to time.
5. The agency will undertake the Gardening work of Plot "A" and Plot "B" as per the direction of representative of VAMNICOM, Pune. Garden of Plot "A" and Plot "B" should be maintained in proper manner.
6. The agency shall be wholly responsible for the payment to all the engaged staffs through the agency as per the payment of Minimum Wages Act - 1948. As and when the minimum wage rate is changed by the Government, the agency shall have to pay the revised rates to Housekeeping staff and Gardeners as on that date.
7. The Agency should first pay wages to his own workers through Bank Account and submit the proof of payment thereof along with proof of PF, ESI, PT etc. deposited with the Government agency, as per Labour Laws/Rules, without any link or connection of time/date of receipt of payment from VAMNICOM to Agency. The Agency should submit their bill for reimbursement of payment on or before 5<sup>th</sup> of every month.
8. **All Cleaning materials and equipments will be supplied by VAMNICOM.**
9. The agency shall ensure that 1 Supervisor + 25 Housekeeping Staff and 1 Gardening Supervisor and 10 Gardeners are deployed at VAMNICOM, every day, in proper uniform. In

- case the agency fails to provide the above manpower on any day(s), the proportionate deduction will be made from the monthly bill. Besides this, the VAMNICOM shall have a right to impose suitable penalty as per the discretion of the Director.
10. The VAMNICOM discourages any kind of nepotism in the appointment of any staff through the Agency. If any employee of this Institute, including the Director, forces the Agency to employ his/her relatives/friends, the Agency must inform this matter to the Competent Authority. Failing which, suitable penalty may be imposed upon the Agency.
  11. Every housekeeping staff and gardener to be supplied by the Agency shall not be less than 18 years and not more than 50 years of age and the Agency shall obtain and submit, to VAMNICOM, a medical certificate of each of the Housekeeping staff & Gardener to certify that he/she is not suffering from any disease or major ailment and he/she is physically fit to do the prescribed work.
  12. The Agency shall comply with the requirements under provision of Minimum Wages Act, PF, ESI and other Liabilities under Labour Laws.
  13. The Agency shall provide prescribed uniform with Identity Card to his Housekeeping staff and Gardener. Without proper uniform and identity card, no Outsourced Staff will be allowed to attend the duties at VAMNICOM, Pune.
  14. The Agency shall ensure that Housekeeping staff & Gardeners abides by VAMNICOM's rules and maintain decorum.
  15. VAMNICOM follows its security regulations/policies such as those relating to frisking or full body scanner or metal detectors during entry and exit at VAMNICOM's Security Gate(s). VAMNICOM possess the right to check any staff or worker of the Agency and the workers must co-operate during the security check.
  16. The agency must abide by sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act 2013.
  17. In case of failure to provide satisfactory service, on a single occasion, a penalty of Rs.5000.00 (Rupees Five Thousand only) will be charged, for every such occasion(s).
  18. The Housekeeping staff of the Agency shall be well mannered and well behaved and the Agency shall replace or substitute any of the Housekeeping staff against whom there is a reasonable complaint or grievance of misbehavior, negligence in work or incompetency.
  19. The contract can be terminated by VAMNICOM by giving one month's notice in writing to the Agency. On the other hand, the Agency can request in writing to the Institute to terminate the contract. This request is not binding upon the Institute.
  20. VAMNICOM will provide office table, chair and store room facilities for keeping uniform, equipments and other cleaning materials etc.
  21. The Agency shall be solely responsible for the entire payments/contributions etc. mandatory under various Labour Laws such as ESI, Employees Provident Fund, Payment of Bonus Act, and Payment of Gratuity Act etc. to the Housekeeping staff engaged by the Agency.

22. Statutory deductions applicable shall be deducted from all payments made to the company or agency as per rules and regulations in force and in accordance with the GST Act and Income Tax Act prevailing, from time to time.
23. The Agency shall submit records of EPF Return/ESI Return, GST return, etc. on or before 10th of every month. In absence of this, the payment will not be released to the Agency for that particular month.
24. The Agency shall submit day to day attendance Sheet of the Housekeeping workers duly attested by the authorized person of the Agency.
25. VAMNICOM reserves the right to change/modify any terms and conditions.
26. Any loss or damage to VAMNICOM resulting from an act of Housekeeping worker / Gardener during contract period shall be borne by the Agency and shall be liable to be recovered from any amount due to the Agency hereunder.
27. The Agency shall give appointment letter to each Housekeeping staff and Gardener shall submit a copy thereof to VAMNICOM.
28. The Agency shall not assign this contract to any other agent or agency without the prior written consent of VAMNICOM.
29. If any of the Agency's Housekeeping staff / Gardner suffers injury or accident while on VAMNICOM'S Premises, the Agency will be solely responsible for payment of compensation or damages, if any, to the housekeeping staff/Gardener. The Agency shall indemnify VAMNICOM against all disputes, claims or actions raised by the Housekeeping staff or by anybody who claim through him. The Agency shall obtain necessary workmen's insurance to cover this liability and submit the document to VAMNICOM, Pune.
30. The authorized person of the VAMNICOM shall be entitled to supervise the disbursement of wages to the Housekeeping staff and Gardener of the Agency.
31. Director VAMNICOM reserves the right to reject this contract at any time without assigning any reason.
32. All disputes, arising between VAMNICOM and the Agency shall be settled by the Director, VAMNICOM, Pune. The Arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 or any amendment thereof for the time being in force. Arbitration proceedings shall take place in Pune. The award of the arbitrator shall be a reasoned award and shall be final and binding on the Parties. The arbitration proceedings shall be conducted and the award shall be rendered in English language. Subject to above, the Courts at Pune shall have exclusive jurisdiction in respect of all matters.

#### 4.1 The duty hours of services of Housekeeping staff as follows:

Sl. no.	Particulars	Time		Total hours
		From	To	
1		07.00 AM	10.00 AM	03 Hours
2	Breakfast (30 Mins.)	10.00 AM	10.30 AM	<b>Break</b>
3		10.30 AM	01.30 PM	03 Hours
4	Lunch (30 Mins.)	01.30 PM	02.00 PM	<b>Break</b>
5		02.00 PM	03.30 PM	01.30 Hours



## 4.2 SCHEDULE FOR HOUSEKEEPING WORK

TIME: 7 AM to 03:30 PM

Sr. No	Description	Area	Periodicity
1.	Sweeping, Cleaning, Swabbing and Attending the Sanitary Block	(a) All Rooms of Administrative Building, Main entrance, Seminar/Classrooms, parking areas	Daily
			Daily
		b) Lunch room for Class-III and IV Employees and Recreation Room in Sahyadri Guest House, Gymnasium.	Daily
2.	Cleaning of Toilets and Urinals	Administrative Building (VAMNICOM Bhavan), CME Building, Sahyadri Guest House, Himalaya Guest House, Director Bungalow, Jubilee Hall, Shivneri Auditorium, Jaganath Community Hall and Mess (Sahyadri & Himalaya Guest House Kitchens)	Daily
4.	Cleaning of all Wash basins	-- Do --	Daily
5.	Swabbing of Floors	Administrative Building (VAMNICOM Bhavan) and all Guest houses	Alternative Days
6.	Removal of Cobwebs & Cleaning of Windows Fans	Main Building and all Guest houses, Godavari & Indrayani Hostel (Boys and Girls Hostel)	Fortnightly
7.	Cleaning of Roads and Open Place	Main Building, Sahyadri & Himalaya Guest houses	Daily
8.	Cleaning of Window and Cleaning of Tables & Chairs in the Class Rooms, Cleaning of Furniture in the unoccupied Rooms of the Hostel when Allotted	Main Building, Sahyadri & Himalaya Guest House, Godavari Boys Hostel and Indrayani Girls hostel, Jubilee Hall, Community Hall, CME Building, Class Rooms	Daily
9.	Sweeping of floor	Mess Premises	Daily
10.	Cleaning of Open Drains	Administrative and Residential Complex	Whenever required
11.	Collection of garbage from Residential complex	Collecting of garbage from Residential complex	Daily
11.	Cleaning of the Premises	Guest houses, Director's bungalow campus	Daily
12.	Cleaning of Outer Surrounding of the Campus, Drains	Internal road of the premises from Gate No. 1 to 6 and Residential Complex	Daily
13.	Cleaning of Road	Internal road of Administrative Block, Sahyadri Guest House, Himalaya Guest House, Main Gate No.1 to 6 and Residential Complex	Daily
14.	General Cleanliness	Including removing grass outside the garden and lawns and tree cutting etc.	Weekly

## 5. EVALUATION CRITERIA:

Sl. No.	Technical score	Maximum marks
1	Specific experience of Agency for providing the Housekeeping Services in Govt. Institutions, Offices and other organizations: Experience upto 15 Yrs. = 25 Marks upto 10 Yrs. = 15 Marks upto 5 Yrs. = 5 Marks > below 3 Yrs = 0 Marks	25 Marks
2	Statutory documents required License from Labour Commissioner to employ contract labour = 10 marks GST Certificate of the Agency = 05 marks Registration Certificate under Shop and Commercial EST Act- 1948 = 5 marks Income Tax Returns (3 yrs.) = 5 marks	25 Marks
3	Financial status (in terms of average annual Turnover) of last three years. Annual Turnover above 75 Lakhs = 25 marks upto 50 Lakhs = 10 marks upto 40 lakhs = 5 marks below 20 lakhs = 0 marks	25 Marks
4	Performance Certificates from various Government Organization and Other Private Agencies. 15 Certificate / Appreciation Letter(s) = 25 marks 10 Certificate / Appreciation Letter(s) = 15 marks 08 Certificate / Appreciation Letter(s) = 10 marks 05 Certificate / Appreciation Letter(s) = 05 marks Below 05 Certificate = 0 marks	25 Marks

### Method of Selection:

The financial bid will be opened of those Agencies only who have scored **minimum 75 marks out of 100** marks in the Technical Bid. The agency who have scored less than 75 marks, they will be disqualified and their financial bid will not be opened. Accordingly the work order will be awarded to the L1 Bidder. The Successful bidder has to provide their original documents to the Competent Authority for verification before placing work order.