

**Punjab Cricket Association  
I.S BINDRA STADIUM, PCA, Sector-63,  
SAS Nagar, Mohali-160063.**

**TENDER DOCUMENT FOR FACILITY MANAGEMENT SERVICES OF HOUSEKEEPING  
AND ENGINEERING SERVICES, AT PCA, MOHALI**

PCA, Mohali invites Bids from reputed, resourceful and experienced Agencies/Service providers for Facility Management Services of housekeeping and Engineering Services at the I.S. BINDRA Stadium, PCA, Mohali.

Last date for submission of Tender Document is 17.06.2017 till 4:00 PM.

Opening of Tender Documents on 17.06.2017 at 4.30 PM at the I.S BINDRA Stadium, PCA, Mohali.

The Bids are to be submitted in two separate envelopes (Technical Bid & Financial Bid)

- The Technical bid will be opened first
- Financial will be opened only for eligible parties

The same shall be opened in the presence of all those applicants / their authorized representatives, who wish to remain present at the said time and venue.

The PUNJAB CRICKET ASSOCIATION (PCA), Mohali, reserves the right to reject any or all applications/bids without assigning any reasons whatsoever.

NOTE: The bidders may visit the PCA Cricket Stadium, Mohali to familiarize and acquaint themselves before submitting their respective bids.

**(Chief Administrative Officer)**

**General Conditions of the Tender**  
**Punjab Cricket Association**  
**Phase – 9, Sector-63,**  
**Mohali-160063.**

The Punjab Cricket Association, PCA Cricket Stadium, Phase –IX, Mohali, invite sealed offers from reputed and experienced Service Providers for Comprehensive Facility Management Services of Housekeeping, Engineering Maintenance and Fire fighting Systems at its above mentioned premises.

The main objective of the tender is to obtain and get professional Facility Management Services as per the standards and specifications set out in this document in particular and in terms of good industry practices in general.

Formats for submission, Terms of Reference (TOR) and Performance Specifications are enclosed. TOR describes the broad scope of work and manpower requirements and serves as a guide in the submission of the offers.

**1. Proposal Conditions**

- (a) This Request for Proposal is not an offer to contract but represents a definition of specific requirements and an invitation to recipients to submit a response addressing such requirements. Issuance of this Request for Proposal, preparation and submission of a response and the subsequent receipt and evaluation of the response by the Punjab Cricket Association, does not commit PCA, to award a contract to any bidder, even if all of the requirements stated in the Request for Proposal are met.
- (b) If a bidder is selected, the bidder must be able to commence the services immediately and **not later than 7 days after the award of contract.**
- (c) The Punjab Cricket Association may modify these requirements in whole or in part and/or seek additional bidders to submit bids. Only the execution of a written contract will bind the Punjab Cricket Association in accordance with the terms and conditions contained in such a contract.
- (d) The Punjab Cricket Association, Mohali shall not, in any way, be liable for any costs incurred by the respondents in preparing a response to this Request for Proposal or during subsequent bids. Experience will be shown by submission of work orders; agreements executed earlier, satisfactory completion of works done earlier or ongoing work certificates/testimonials from the employers.
- (e) All information contained in this Request for Proposal shall be considered “Confidential Information”. As such, the Confidential Information shall be protected and maintained in strict confidence by all the recipients of such information. Confidential information shall not be disclosed except for the sole purposes of responding to this Request for Proposal

- (f) In the event that disclosure of the Confidential Information to employees and authorized agents is necessary, Confidential Information may be disclosed to them on a need-to-know basis, but the bidder shall make these persons aware of the confidentiality of such information and they shall (and the bidder shall cause them to) be bound by the terms and conditions of this Request for Proposal
- (g) In no event shall this document, or any subsequent documents that may be made available in connection with this Request for Proposal, be copied, transcribed, or false representation/mis-representation of facts. PCA has the right to pursue the case for distribution in whole or in part without the specific and prior written authorization of Punjab Cricket Association, Mohali. Furthermore, PCA reserves the right to require the return or destruction of all documents including extracts, summaries and related notes given to the bidders in connection with their Request for Proposals.
- (h) The PCA also reserves the right to further negotiate the bid amount with successful bidder. However in no event, PCA is liable to pay/enter into a contract with successful bidder more than a final quote submitted by successful bidder.

## **2 Minimum Eligibility Criteria:**

- (a) Three year **immediate previous** relevant experience in providing satisfactory Facility Management Services, in **reputed hotels** and/or equivalent Government/PSU Guest House in Chandigarh/Mohali/Panchkula/Delhi having **minimum** about 30 rooms. The document in support of experience for Facility Management Services should preferably include Housekeeping and Engineering Maintenance, as part of one comprehensive work order. However, for routine building maintenances separate work orders as experience documents if not included in main experience document will have to be submitted. Experience will be shown by submission of work orders; agreements executed earlier and satisfactory completion of works or ongoing work certificates/testimonials from the employers.
- (b) Three single work orders of last three years for Facility Management Services (housekeeping, Engineering maintenance, as part of one comprehensive work order) of annual billing of not less than **Rs 40 lakhs each**. The minimum annual turnover for three immediate previous years should be Rs. 2.5 Corers each.
- (c) The Service Provider should have requisite registration for EPF, ESI, Labour & Service Tax/**GST** etc. and should have filed returns in at least last three years. Copy of the returns of **EPF/ESI** in each of the last three years showing the category-wise number of employees with EPF registration should be submitted along with Tender.
- (d) The Copy of work orders should be supported by the contact details of the employers i.e. name and address of the employer, contact persons, mobile, and telephone numbers, so that the experience documents can be verified independently. The nature of the facility management service provided (housekeeping, engineering maintenance etc.), period of the work, number of rooms in the guest house/hotel where services provided, and value of the contract, etc should be indicated if not already mentioned in the work order/agreement/satisfactory completion certificates.
- (e) **The audits certification for annual turnover as per Proforma III enclosed with this tender document should be submitted, along with audited balance sheet of immediate previous three years.**

- (f) In addition to the above, any other information/document which will help in assessment of the business competence and financial soundness of the party to undertake this service contract at Mohali may be provided.
- (g) The bidder should also provide declaration/affidavits to confirm the following:-
  - (a) They have not been convicted in a court of law & no criminal case is pending against them.
  - (b) They have not been black listed by any vendor for non compliance or non performance or any other reason by what so ever.
  - (c) They have not been declared as defaulter by EPF and ESI department.

### **3 Submission of Bids**

Bids will be submitted in two separate envelopes namely, "Technical Proposal" and "Financial Proposal" shall be sealed together in the third envelope super scribing Financial Proposal & Technical Proposal preceded by the project title – "Response to Proposal for Housekeeping Services + Engineering Maintenance Services + Fire Fighting System Services at PCA Stadium, Mohali, followed by "Technical Proposal" and "Financial Proposal" (as the case may be) for proper identification

#### **(a) Technical Proposal:**

The Technical Bid to be submitted as per formats enclosed in **Appendix 1 of Annexure "B"** shall comprise the following:

- (i) Tender Acceptance form **(in the given format Proforma I)**
- (ii) Bidders Organization Status, Copy of Certificate of Incorporation, ISO and other Certificates, Memorandum & articles of association, Brief profile of the Company, Membership of relevant national and international relevant organizations **(in the given format Proforma II)**
- (iii) Financial status **(in the given format Proforma III)**
- (iv) Relevant Experience, detailed list of major works executed clearly indicating work-wise certificates / letters for proof, client, and client contact no, nature of work (Housekeeping, Engineering Maintenance, Fire Fighting, etc.), annual billing of the work, duration of work, size of the work in terms of number of rooms, etc. **(in the given format Proforma IV)**
- (v) Organization Chart of Engineering, and Housekeeping services. **(in the given format Proforma V)**
- (vi) **Earnest Money Deposit of Rs. 1, 00,000/=** (Rupees One lakh only) in the form of pay order/Demand Draft of a scheduled bank in favour of M/s Punjab Cricket Association, Mohali.
- (viii) The supportive documents to prove eligibility on the basis of the points above and on the following should be submitted.
  - a. Audited financial statements of the previous 3 financial years along with copy of income tax returns.
  - b. Details copy of registration with sales tax, VAT, income tax, GST, ESI,EPF and other authorities as required under the law.

- (ix) Any other documents in support of technical suitability of the bidder for carrying out the facility management services.
- (x) Declaration/Affidavit as mentioned in point 2(g) above
- (xi) All the documents including mentioned in point no.2 (minimum Eligibility criteria as per this tender document, should be submitted.
- (xii) Non refundable Tender fee of Rs.5000/- in form of Pay order/Demand draft in favour of "Punjab Cricket Association" from any Scheduled Bank.

**(b) Financial Proposal:**

The Financial Bid shall be submitted as per formats enclosed in **Appendix 2 of Annexure "C"** and shall comprise the breakup of the manpower/labour cost, material cost and service charges etc.

**Consumable material with cleaning tools and equipments** of reputed brand (as per list mentioned in Draft agreement) is accepted.

**4. Proposal Preparation Cost**

Please note that the cost of preparing the bids, presentation and of negotiating the contract including site visits etc. will be borne by the bidders themselves and in no case will be reimbursable by the Punjab Cricket Association, Mohali.

**5. Local site conditions**

It will be imperative on each bidder to fully acquaint himself of all local conditions and factors, which may have any effect on the execution of works/services covered under these documents and specifications. Intending Bidders should visit the site and make themselves thoroughly acquainted with the local site conditions. It is suggested to the bidders to conduct a demographic study to identify the local utility areas (markets/locality/residential areas, communication and transport conditions, effective labour and materials required to be involved and other features) which will help the bidders to consider all such factors during estimation for performing services as indicated in this Bid Document.

It must be understood and agreed that all the factors have properly been investigated and considered while submitting the bids. No financial adjustment arising thereof shall be permitted by the Punjab Cricket Association, Mohali, which are based on lack of such clear information. Further, no claim for financial adjustment to the contract awarded on these specifications and documents will be entertained by the Punjab Cricket Association, Mohali.

**6. Price Bids**

The bidders are required to quote a lump sum fee for the first year of contract, after taking into consideration the minimum manpower required and list of consumables as mentioned in the draft agreement, inclusive of all prevailing taxes and service charges except the statutory service tax/**GST** for the Facility Management Services in the prescribed format. The lump sum fee to be quoted in Indian rupees shall be for one year contract starting from the date of commencement of services. A lumpsum increase of

Rs.50,000 plus Service Tax/GST and Rs.60,000/- plus Service Tax/GST for Second and Third Year of the Contract respectively is accepted, if the contract is further extended by PCA keeping in view the performance of the Company. However, the mentioning of Contract fee for Second/Third year does not bind PCA to extend the contract. **The fee for the annual contract** shall be payable in twelve equal monthly installments. Any bidder **may** raise a question **48hrs** before the date of submission of tender, which is considered to be of general interest, the Punjab Cricket Association, Mohali reserves the right to communicate both question and answer to all other respondents/bidders. In this event, the identity of the bidder(s) raising the issue will not be disclosed. **The contract shall be initially valid for a period of one year and can be extended for further 2 years on the assessing the performance on year to year basis at the discretion of the PUNJAB CRICKET ASSOCIATION, MOHALI.** In addition, the statutory service tax/GST if payable shall be paid separately on submission of proof of payment to the Government.

The bidders are required to consider all the costs like manpower, consumables, tools and equipments of reputed brand & good quality required for providing the services except linen and Guest Room Consumables.

#### **7. Language**

All information in the bid shall be in English. Information in any other language shall be accompanied by its translation in English. Failure to comply with this requirement shall disqualify a bid. In the event of any discrepancy in meaning, the English language translation of all documents shall prevail.

#### **8. Signature of the Bidder**

The bid must contain the name, residence and place of business of the authorized person or persons making the bid. The same must be signed by the Bidder with his usual signature. The names of all persons signing shall be stamped, typed or printed below the signature. Bids by a Corporation/Company must be signed with the legal name of the Corporation/Company and by the President/Managing Director or other person or persons authorized to bid on behalf of such Corporation/Company in the matter. Significant evidence of authority of the person signing on behalf of the Bidder in the form of Power of Attorney or Board Resolution should be furnished with the Bid.

#### **9. Vague and Indefinite Expressions**

Proposals submitted by the bidders and containing vague and indefinite expressions such as "subject to availability" etc. will not be entertained. Full responsibility is to be accepted by the bidder.

#### **10. Late Bids**

Bidders are advised in their own interest to ensure that the proposals reach the PCA well before the closing date and time of Bid (Proposal) Submission. Any bid received after the dead line for submission may be rejected or returned unopened.

#### **11. Equal information Policy**

Should any bidder raise a question, which is considered to be of general interest, the

Punjab Cricket Association, Mohali 48hrs before submission of the Tender.

**12. Earnest Money Deposit (EMD):**

The bidders are required to pay an earnest money deposit of one lac rupees (Rs 1, 00,000.00) in the form of demand draft in favour of M/s Punjab Cricket Association, payable at Mohali.

The D.D. for EMD must be enclosed in the envelope containing the technical proposal. Any Proposal without EMD shall be liable for rejection. The amount of EMD shall not carry any interest.

**13. Return of EMD**

A) Unsuccessful bidder:-

The EMD paid by the unsuccessful bidders shall be refunded/ returned to them without interest, after the award of work is finalized by the Punjab Cricket Association, Mohali in reasonable time frame upto 30 days after the date of opening of Tender on the request letter submitted by the bidder.

B) Successful bidder:-

The Earnest money of successful bidder will be converted into security deposit for the contract period and returned without interest after the expiry of contracted term/extended term after making adjustments/receivables, if any.

**14. Forfeiture of EMD**

The EMD of Successful bidder will be forfeited incase of following:-

- a.) Non signing of contract within Seven days of allotment of work.
- b.) Breach of any clause of the agreement.

**15. Bid Validity Period**

The bid shall be kept valid for a period of thirty days (30) days from the Stipulated last date of submission of bids provided the non-refund of EMD. The overall offer for the assignment and bidders quoted prices shall remain unchanged during the period of validity. In case the bidder withdraws, modifies or changes his offer during the bid validity period, the Earnest Money deposit paid by him shall be forfeited without assigning any reason thereof.

**16. Rejection of Proposals**

16.1 The Punjab Cricket Association, Mohali reserves the right to accept or reject any or all proposals without giving or assigning any reason for its decision.

16.2 Tenders are liable to be rejected in case any of the particulars/prescribed information is either missing or incomplete in any respect and/or if the prescribed conditions are not fulfilled.

Those applicants, who are found eligible after evaluation of the technical bids, shall only qualify for consideration while opening of financial bids. Financial bids of all qualifying

bidders will be opened after intimation is given to all qualified bidders, who if they so desire, can remain present.

## **17. Right to Accept or Reject Any or All Bids**

Evaluation of proposals shall be at the sole discretion of the Punjab Cricket Association, Mohali and no suggestion and/or communication shall be entertained in this regard. The Punjab Cricket Association Mohali, reserves the right to reject or accept or to annul the bidding process and reject all the bids at any time prior to the award of contract, without thereby incurring any liability towards the affected bidders or any obligation to inform the affected bidders of the grounds for action.

## **18. Examination of proposals**

Examination of Proposals shall be done in two stages as below:

### **18.1 Technical Bid**

Technical bids received and found valid will be evaluated by the Punjab Cricket Association, Mohali to shortlist proposals which can best provide the complete works/services under the terms of reference, specifications and documents. The bidder should take enough care to submit all the information sought by the Punjab Cricket Association, Mohali in the desired formats. The short listing will be done by assessing the capability of the bidders on the basis of the relevant experience of the bidders, and other certifications, detailed approach and methodology for providing services to the Association indicating their deployment, monitoring, quality assurance plans, their financial status and their memberships of national/international organizations of the relevant field.

### **18.2 Financial Bid**

The Bidder will quote a lump sum price for conducting the assignment. The price Bid is to be provided in the formats given in Appendix 2 of Annexure C. Significant lack of clarity on any cost of item as called for above could lead to the bid being rejected, if it hinders a uniform evaluation process, even if the bid meets all other bidding and technical criteria.

Those pre-qualified applicants in the technical bids shall only qualify for consideration of opening of financial bids. Financial bids of all qualifying bidders will be opened for which intimation will be given to all pre qualified bidders who if they so desire can remain present.

## **19. Letter of Acceptance (LOA)**

Subsequent to the evaluation of proposals and declaration of the Successful Bidder, the Punjab Cricket Association, Mohali will notify the Successful Bidder in writing by issuing a Letter of Acceptance indicating that the Bid has been accepted.

## **20. Service Agreement**



The successful bidder would be invited to execute the Service Agreement, which would have, apart from other things, certain specific obligations to be discharged by him. The Draft Service Agreement is attached to this document as Annexure A.