

ਇਸ਼ਤਿਹਾਰ ਨੰ: ੦੨

ਮਿਤੀ: ੦੧/੦੩/੨੦੨੬

ਦਫਤਰ ਡਿਪਟੀ ਕਮਿਸ਼ਨਰ, ਪਟਿਆਲਾ।

ਟੈਂਡਰ ਨੋਟਿਸ

ਮੰਦਿਰ ਸ਼੍ਰੀ ਕਾਲੀ ਦੇਵੀ ਜੀ/ਸ਼੍ਰੀ ਰਾਜ ਰਾਜੇਸ਼ਵਰੀ ਜੀ ਪਟਿਆਲਾ ਦੀ ਸਫਾਈ ਦਾ ਠੇਕਾ ਸਫਾਈ ਏਜੰਸੀਆਂ ਨੂੰ ਦੇਣ ਲਈ ਇਸ ਨੋਟਿਸ ਰਾਹੀਂ ਸਾਰੀਆਂ ਫਰਮਾਂ/ਏਜੰਸੀਆਂ ਨੂੰ ਸੂਚਿਤ ਕੀਤਾ ਜਾਂਦਾ ਹੈ ਕਿ ਜੇਕਰ ਕੋਈ ਵੀ ਫਰਮ/ਏਜੰਸੀ ਇਹ ਕੰਮ ਕਰਨਾ ਚਾਹੁੰਦੀ ਹੈ ਤਾਂ ਮੰਦਿਰ ਸ਼੍ਰੀ ਕਾਲੀ ਦੇਵੀ ਜੀ ਪਟਿਆਲਾ ਦੀ ਵੈਬ-ਸਾਈਟ mandirkalidevijipatiala.org ਤੇ ਅਪਲੋਡ ਕੀਤੀਆਂ ਗਈਆਂ ਸ਼ਰਤਾਂ ਨੂੰ ਧਿਆਨ ਵਿਚ ਰੱਖਦੇ ਹੋਏ <https://eproc.punjab.gov.in> ਤੇ ਆਨਲਾਈਨ ਟੈਂਡਰ ਮਿਤੀ 25.03.2026 ਨੂੰ ਸ਼ਾਮ 05:00 ਵਜੇ ਤੱਕ ਅਪਲਾਈ ਕਰ ਸਕਦੀਆਂ ਹਨ।


ਵਾ: ਡਿਪਟੀ ਕਮਿਸ਼ਨਰ,
ਪਟਿਆਲਾ।

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one years at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

FROM

Advisory Managing Committee, Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Notice Inviting Request for Proposal

No. - «Tender_No»

Dated: «Tender_Date»

Online bids are hereby invited on behalf of Advisory Managing Committee, Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala from eligible entities for the work mentioned below:

Name of Work	Estimated Project Cost (In lacs)	Bid Security/ EMD (In Lacs)	Performance Security	RFP Document Fee
Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala	74.56 Lacs	EMD 2 % of the Estimated Project Cost (Rs.1,49,119/-)	«Performance_Security_» 5% of the Project Cost (Rs.3,72,796/-)	Rs 1,000/-

1. RFP documents can be seen on the website: <https://eproc.punjab.gov.in> and downloaded from the portal <https://eproc.punjab.gov.in> by the eligible entities registered on the portal.
2. Document Fee has to be paid online through e-payment mode during the "Downloading of RFP Document & Payment of RFP Document Fees of Rs. 1000/- on e-procurement portal.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

3. The prospective bidder shall be required to submit an EMD equivalent to 2% value of the estimated project cost i.e., Rs. **1,49,119/-** through e-payment mode on e-procurement portal as per terms of the RFP.
4. The prospective bidder shall be required to submit a Performance Security equivalent to 5% value of the project cost i.e., Rs. **3,72,796/-** Lacs in the form of Bank Guarantee to the Authority as per terms of the Agreement.
5. The RFP may be postponed or cancelled at any time due to administrative reasons and no claim shall be entertained on this account.
6. Possession of DSC Class-3 and registration of the Concessionaire on the portal i.e., <https://eproc.punjab.gov.in> is a prerequisite for e-tendering. For further details and e-tendering schedule, visit website <https://eproc.punjab.gov.in>.
7. The project duration is 1 year, may be extended further for one year subject to satisfactory performance of the concessionaire and with the approval of competent authority.

Jay Arora,

**Chairman
Advisory Managing Committee
Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala**

[Handwritten mark]

[Handwritten mark]

[Handwritten mark]

[Handwritten mark]

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Disclaimer

1. The information contained in this Request for Qualification cum Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form, by or on behalf of Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
2. This RFP is not an agreement and is neither an offer nor invitation by Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their key submissions, technical bid and financial bid pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived by Authority in relation to the Project.
3. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for Authority, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.
4. Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
5. The Authority, its employees and advisors, make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with pre-qualification of Bidders for participation in the Bidding Process.
6. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

in this RFP.

7. The Authority may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
8. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority/ULB, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

Handwritten signatures and initials in blue and green ink, including a blue checkmark, a blue signature, a green signature, a blue signature, a blue signature, and a blue signature.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Definitions

The words and expressions beginning with capital letters and defined in this RFP shall, unless repugnant to the context, have the meaning ascribed herein. The words and expressions beginning with capital letters but not defined herein, but defined in the Concession Agreement, shall, unless repugnant to the context, have the meaning ascribed thereto therein. The undermentioned words and expressions used in this RFP shall have the meaning set out below:

Applicable Law	Shall mean all laws, brought into force and effect by the Government of India or the State Government of Punjab, including rules, regulations and notifications made thereunder, and judgments, decrees, injunctions, writs and orders of any court of record, as may be in force and effect during the subsistence of the Concession Agreement
Applicable Permits	Shall mean all clearances, licenses, permits, authorisations, no objection certificates, consents, approvals and exemptions required to be obtained or maintained under Applicable Laws in connection with the construction, operation and maintenance of the Project during the subsistence of the Concession Agreement
Concession Agreement	Shall mean the agreement to be executed by the Selected Bidder/SPV with the Authority for discharging obligations related to the Project and includes any amendment or modification made to the said agreement in accordance with the provisions thereof
Concession Period	Shall mean the period of one (1) year, may be extended further for one year subject to satisfactory performance of the concessionaire and with the approval of competent authority.
Concessionaire	Shall mean the SPV incorporated by the Selected Bidder to implement the Project and sign the Concession Agreement with the Authority.
Concessions Authority/ Authority	Shall mean the MC Advisory Managing Committee, Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala
Financial Capacity	Shall have the meaning ascribed to it in Clause 3.3
Letter of Award	Shall mean a formal written document from the Authority to the successful bidder that the bid has been accepted and the contract has been awarded to them
Project	Shall mean providing c Services at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala , as per terms and conditions of the Concession Agreement
Project Area	Shall mean and refer to the entire geographic area under Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala within which the Concessionaire shall provide Housekeeping / Sanitation manpower services.
Selected Bidder	Shall mean the Bidder that has been issued the Letter of Award by the Authority for the Project



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

SPV or Special Purpose Vehicle	Shall mean the company under the Companies Act, 2013 or Limited Liability Partnership under The Limited Liability Partnership Act 2008, incorporated by the Selected Bidder for discharging its obligations with respect to the Projects in terms of the Concession Agreement.
Technical Capacity	Shall have the meaning ascribed it in Clause 3.2

Handwritten signatures and initials in blue and green ink.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Introduction

1.1 Project Background

The Advisory Managing Committee, Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala invites proposals from eligible and reputed managed, financially sound and legally compliant manpower service agency for providing comprehensive sanitation, housekeeping and allied support services. The selected Agency shall be fully responsible for deployment of trained manpower, provision of equipment and consumables, supervision, statutory compliance and overall service delivery in accordance with the terms and conditions specified herein.

The Authority has decided to carry out the bidding process (defined hereinafter) for the selection of the Concessionaire to whom the project may be awarded.

1.1.1 The brief particulars of the Project are as follows:

Name of the Project	Estimated Project Cost (In INR)
Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala	74.55 Lacs

1.1.2 The Selected Bidder would be required to provide the undermentioned Project related services including inter alia the following, within the jurisdiction of the Authority:

The objective of this RFP is to ensure high standards of cleanliness, hygiene and operational efficiency through a performance-based contract incorporating measurable service levels, robust monitoring mechanisms, financial safeguards and statutory compliance.

- Ensuring temple sanctity and adherence to discipline norms.
- Daily sweeping, mechanized cleaning, mopping, dusting and sanitization of all internal and external areas.
- Deep cleaning and periodic disinfection of rooms, washrooms, corridors, staircases, public areas and offices.
- Segregation, collection and scientific disposal of waste in compliance with applicable municipal and environmental rules.
- Deployment of adequate supervisors for monitoring attendance, discipline and service quality.
- Provision, operation and maintenance of cleaning equipment, machinery and consumables at no additional cost.
- Maintenance of attendance through biometric system and submission of detailed monthly compliance reports.



REQUEST FOR PROPOSAL

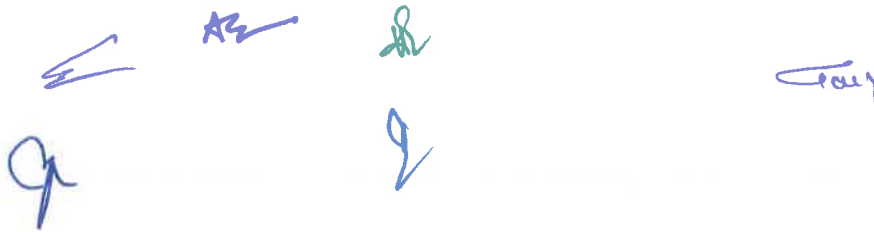
Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

- Police verification and medical fitness of deployed staff.

1.1.3 Any User Fee collected is Authority income and would be collected by the Authority to by any agency decided by the authority.

1.1.4 The Authority shall receive Proposal(s) and other documents pursuant to this Request for Proposal ("RFP") as modified, altered, amended and clarified from time to time and such Proposal(s) and other documents shall be prepared and submitted in accordance with terms of this RFP. The Proposal(s) shall be evaluated by the Auhority.

1.1.5 The estimated cost of the project (the "Estimated Project Cost") has been specified in clause 1.1.1 above. The assessment of actual cost, however, will have to be made by the Bidders.



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

1.2 General Information

- 1.2.1 The statements and explanations contained in this RFP are intended to provide a proper understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the Concessionaire set forth in the Concession Agreement or Authority's right to amend, alter, change, supplement or clarify the scope of Project, the concession to be awarded pursuant to this RFP or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the Authority.
- 1.2.2 The Authority shall receive Bids pursuant to this RFP in accordance with the terms set forth in this RFP and other documents to be provided by the Authority pursuant to this RFP, as modified, altered, amended and clarified from time to time by the Authority (collectively the "**Bidding Documents**"), and the Bid shall be prepared and submitted in accordance with such terms on or before the date specified for submission of the Bid (the "**Bid Due Date**").
- 1.2.3 The Selected Bidder shall be required to incorporate a company under the Companies Act, 2013 or Limited Liability Partnership under The Limited Liability Partnership Act 2008 (the "**SPV**"), which shall undertake obligations with respect to the Project and execute the Concession Agreement with the Authority (the "**Concession Agreement**").

[Handwritten signatures and initials in blue and green ink]

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

2. Brief description of Bidding Process

2.1 General

The Authority has adopted a single stage online bidding process consisting of submission of a technical bid and a financial bid (both terms are defined hereafter) (the **“Bidding Process”**) for selection of the Bidder for award of the Project. Any person intending to participate in the Bidding Process online, is required to get registered for the electronic tendering system on the portal <https://eproc.punjab.gov.in>. For more details, please see the information in registration info link on the home page.

Eligibility and qualification of the bidder (The **“Bidder”**, which expression shall, unless repugnant to the context, include the members of the Consortium) will be first examined based on the details submitted (**“Technical Bid”**) with respect to eligibility and qualifications criteria prescribed in this RFP. The financial bid submitted online (**“Financial Bid”**) shall be opened of only those Bidders whose Technical Bids are responsive to eligibility and qualifications requirements as per this RFP. For avoidance of doubt, it is clarified that Bid has to be submitted online only. No physical hard copy of the Bid is to be submitted by the Bidders.

- 2.1.1 Bidders shall be required to examine the Project in greater detail, and carry out, at their cost, such studies with respect to the Estimated Project Cost, before submitting their respective Bid for award of the Project.
- 2.1.2 Bidders are encouraged to carry out due diligence to inform themselves fully about the Project and the local conditions before submitting the Proposal by paying a visit to the Authority and the Project Area, sending written queries to the Authority, and attending a Pre-Proposal Conference on the date time and venue specified in this RFP document
- 2.1.3 The Bids are to be submitted online and are required to be digitally signed, therefore, the Bidders are advised to obtain DSC.
- 2.1.4 The Bidders may be called for a technical presentation to share their approach and methodology for undertaking the Project including their views on the Project milestones and timelines.
- 2.1.5 The Authority reserves the right to visit at its own cost, one or more Project Area(s) listed by the Bidder in its list of experience, to independently verify and satisfy itself about the quality of work performed and also verify the certificates filed by the Bidder, as part of Bidding Documents. Bidders shall be responsible to organize meetings with their respective clients and also take around Authority's team in the Project Area(s).
- 2.1.6 Any queries or request for additional information concerning this RFP can also be submitted through email on Email-ID mentioned in this RFP document. The Authority reserves the right not to respond to vague and frivolous queries. The subject of the email shall mention the following:

“QUERIES/REQUEST FOR ADDITIONAL INFORMATION: REQUEST FOR PROPOSAL FOR



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

The pre-bid queries should be submitted in the format specified below to be considered for response.

Pre-bid queries not submitted in the prescribed format shall not be responded to.

Sr. No.	Page No.	Clause No.	Query	Suggestion, If any
1.				
2.				
3.				
4.				
5.				
Name & Designation of Point of Contact:				
Contact No.:				
Email Id:				
Organization:				

(Handwritten marks and signatures)

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

2.2 Schedule of Bidding Process

2.2.1 The Authority would endeavour to adhere to the following schedule: However, the Authority may, at its own discretion, revise or extend any of the timelines set-forth in this schedule.

Activity Description	Date & Time
Online Submission of Bid (from)	11.03.2026 at 11:00 AM
Last date of Bid Submission	25.03.2026 at 05:00 PM
Opening of Pre-Qualification/Technical Bid	27.03.2026 at 10:00 AM
Opening of Financial Bid	27.03.2026 at 03:00 PM

2.2.2 The date and time will be binding on all the Bidders. The Bidders are required to complete the stage within the stipulated time as per the schedule to continue their participation in the Bidding Process. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined in the Instruction to Bidders.

2.2.3 The pre-bid meeting will be held in The office of the AuthorityNA..... .

2.2.4 Any queries relating to Bidding Documents should be given in favour of, Advisory Committee of Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji at Patiala e-mail dharamarthdcoffice@gmail.com.

2.2.5 Key dates are subject to change in case of any amendment in schedule as intimated by concerned officer of the Authority.

2.3 Instructions to Bidders

2.3.1 Number of Bids and costs thereof:

No Bidder shall submit more than one Bid for the Project. A Bidder applying individually or as member of a Consortium shall not be entitled to submit another Bid either individually or as a member of any Consortium, as the case may be. The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Bidding Process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

2.3.2 Cost of RFP Document Fee

The cost of the RFP document is Rs. 1000/- This fee is non-refundable.

2.3.3 Submission of RFP Document Fees:



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

The Bidder shall pay to the Authority a non-refundable sum of Rs 1000/- to be paid online through payment gateway during the "Downloading of RFP Document & Payment of RFP Document fees", as the cost of downloading the Bidding Documents ("Document Fees") on e-procurement portal.

2.3.4 Submission of Bid Security/EMD:

The Bid Security deposit of Rs. 1,49,119/- should be submitted through e-payment mode on e-procurement portal.

2.3.5 Right to accept and to reject any or all Bids

Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

- (i) The Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP or the Bidding Documents. Failure of the Authority to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.
- (ii) The Authority reserves the right to reject any Proposal and appropriate the Bid Security if in case it is found during the evaluation or at any time before signing of the Agreement or after its execution or during the period of subsistence of the Agreement that:
 - a. The Bidder has made a material misrepresentation or has furnished any materially incorrect or false information, or
 - b. The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.
- (iii) Any misrepresentation or furnishing an / improper response shall lead to disqualification of the Bidder.. The Bidder shall be disqualified forthwith if not yet appointed as the Concessionaire either by issue of the Letter of Award ("LoA") or entering into of the Agreement, and if the Bidder has already been issued the LoA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in the RFP, be liable to be terminated, by a communication in writing by the Authority to the Bidder, without the Authority being liable in any manner whatsoever to the Bidder or Concessionaire, as the case may be. In such an event, the Authority shall forfeit and appropriate the Bid Security or EMD as the case may be for, inter alia, time, effort, cost and effort of Authority, without prejudice to any right or remedy that may be available to Authority.
- (iv) Further, in case of disqualification or rejection occur after appointment of Concessionaire or in case the Concessionaire does not sign the Agreement, then the Authority shall take any such

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

measure as it deems fit in the sole discretion of the Authority, including annulling the Bidding Process and proceeding with re-tendering the Services.

2.3.6 Other Instructions

- (i) The Bidders shall submit details of their Financial Bid in the online templates of the online Bid. The Bid has to mandatorily be submitted online.
- (ii) Bidders must strictly abide by the stipulations set forth in notice inviting RFP.
- (iii) In case any bidder does not comply with procedure given above, the Bidder shall be disqualified from the Bid. Such defaulting Bidder may be de-listed without any notice for failing to abide by the strictly approved terms of notice inviting Proposals in response to the RFP.
- (iv) The Bids which are not accompanied by Bid Security or do not strictly follow the requirements set out in this RFP, are liable to be rejected summarily.
- (v) Bids which are subjective or dependent upon the quotations of another bidder shall be summarily rejected.
- (vi) The Bids of the bidders which do not satisfy the eligibility criteria (i.e., Technical Capacity and Financial Capacity set out in Clause 3.2 & Clause 3.3 in the RFP Document) are liable to be rejected summarily without assigning any reason and no claim whatsoever on any account will be considered in such cases of rejection.

2.4 Amendment of RFP

2.4.1 At any time prior to the deadline for submission of Bids, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by Bidders, modify the terms of this RFP by the issuance of any addendum/corrigendum.

2.4.2 In order to provide the Bidders a reasonable time for taking an addendum or corrigendum into account, or for any other reason, the Authority may, in its sole discretion, extend the Bid Due Date.

Preparation and Submission of Bids

2.6.1 Language and Currency

2.6.1.1 The Bid and all related correspondence and documents shall be written in **English** language. Supporting documents and printed literature furnished by the Bidder with the Bid may be in any other language provided that they are accompanied by an appropriate notarized translation into English. Supporting materials that are not translated into English shall not be considered. For the purpose of interpretation and evaluation of the Bid, the English language translation shall prevail.

2.6.1.2 The currency for the purpose of the Bid shall be **Indian Rupee (INR)**.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

2.6.2 Validity of Bid

- 2.6.2.1 The Bid shall indicate that it would remain valid for a period 120 (One Hundred Twenty Days) from the Bid Due Date (Bid Validity Period). The Authority reserves the right to reject any Bid that does not meet this requirement.
- 2.6.2.2 Prior to expiry of the original Bid Validity Period, the Authority may request the Bidders to extend the period of validity for a specified additional period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder agreeing to the request will not be allowed to modify its Bid but would be required to extend the validity of its Bid Security for the period of extension.

2.7 Bid Security

- 2.7.1 The Bidder will be required to deposit, along with the Bid a Bid Security/EMD 2 % of the estimated project cost i.e. Rs.1,149,119/- through e-payment mode on e-procurement portal. The Bid shall be summarily rejected if it is not accompanied by the Bid Security.
- 2.7.2 The Bid Security shall be returned to unsuccessful Bidder(s) within a period of thirty (30) days from the date of announcement of the Successful Bidder. The Bid Security submitted by the Successful Bidder shall be released upon furnishing of the Performance Security in the form and manner stipulated in the Concession Agreement.
- 2.7.3 The Bid Security shall be forfeited in the following cases:
- If the Bidder fails to meet the requirements and provision of the RFP;
 - If the Bidder withdraws its Bid during the interval between the Bid Due Date and expiration of the Bid Validity Period; and
 - If the Successful Bidder fails to provide the Performance Security within the stipulated time or any extension thereof provided by the Authority.
 - For grounds provided in the Bid Security.
- 2.7.4 Bidder(s) may note that the Authority will not entertain any deviations to the RFP Document at the time of submission of the Bid or thereafter. The Bid to be submitted by the Bidder(s) will be unconditional and unqualified and the Bidder(s) would be deemed to have accepted the terms and conditions of the RFP Document with all its contents including the Agreement. Any conditional Bid shall be regarded as non-responsive and would be liable for rejection.

2.8 Correspondence

- 2.8.1 Preference should be given to e-communication for the sake of transparency. However if any correspondence is required in hard copy it should be submitted to the following in writing.

Attn. of	Chairman, Advisory Managing Committee, Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala
-----------------	---

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Address	Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala
Phone/Fax No.	0175-5061953
Email-Id	dharamarthdcoffice@gmail.com

2.8.2 No interpretation, revision, or other communication from the bidders regarding this solicitation shall be valid unless it is in writing and is signed by the Authorized signatory. The Authority may choose to send to all Bidder(s) or will upload on the website /portal written copies of responses, including a description of the enquiry.

2.9 Format and Signing of Bid

2.9.1 The Bidder shall provide all the information sought under this RFP and upload the same online as a part of its online submission of Bid. The Authority will evaluate only those Bids that are received in the required formats and complete in all respects. Any and all conditional Bids shall be liable to be summarily rejected.

2.9.2 The online submission of the RFP shall be submitted by the bidder in the following three separate modules:

'EMD' - Bid Security Deposit

The online Bid Security shall contain reference details of the Bid Security Deposit & Bid Document Fee instrument and scanned copy of documents.

'TI' - Technical Bid

The online Technical Bid shall contain the information and scanned copies of the Documents/Certificates as required to be submitted supporting eligibility criteria and technical Bid.

'CI' – Financial Bid

The Online Financial Bid shall contain the "Information related to Price Bid of the Tender". The bidder can submit their Bid Documents as per the dates mentioned in the schedule above, subject to the following conditions:

- a. The Bid Document without Bid Security money will not be opened.
- b. The Bid Document of the bidder who does not satisfy the Pre-Qualification and Technical Bid Criteria in the bid documents is liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.

2.9.3 The Bid submitted by the Bidder shall remain valid for acceptance during the Bid Validity Period. If any bidder withdraws his Bid before the said period, any modifications in the terms and conditions of the Bid, the said Bid Security shall stand forfeited.

2.9.4 Technical Bid shall include scanned copies of:

- (a) Acknowledgement of RFP Document as per **APPENDIX-I**;
- (b) Covering Letter cum Project Undertaking as per **APPENDIX-II**;

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

- (c) Anti-Collusion Certificate as per **APPENDIX-III**;
- (d) Format for Not Being Blacklisted or Debarred as per **APPENDIX-IV**;
- (e) Power of Attorney for signing of Bid as per the format at **APPENDIX-V**;
- (f) Bidder Incorporation Certificate;
- (g) Bidder PAN card;
- (h) Bidder GST No;
- (i) Bidder Memorandum of Association (MOA);
- (j) Bidder Articles of Association (AOA);
- (k) Bidder TAN Certificate;
- (l) Details of Bidders as per **ANNEXURE – I**;
- (m) Financial Capacity of the Bidder as per **ANNEXURE – II**;
- (n) Financial Capacity Documents/Certificates as mentioned in Clause 3.3
- (o) Summary of Eligible Projects as per **ANNEXURE – III**;
- (p) Details of Eligible Projects as per **ANNEXURE – III (A)**;
- (q) Technical Capacity Documents/Certificates as mentioned in Clause 3.2
- (r) Statement of Legal Capacity as per **ANNEXURE – V**;
- (s) Detailed Technical Proposal as per **Annexure-VIII**;

2.9.5 Financial Bid as per the format set out in **ANNEXURE – VI**.

2.9.6 Other Documents: The Bidder must enclose the following with the bid:

- Experience Certificate(s) along with Agreement and Work Order of the project shall be furnished in support of Project claimed for Technical Capacity, clearly stating experience of collection & transportation and processing & disposal of municipal solid waste.
- Certificate(s) from its Statutory Auditor/ Chartered Accountant in support of its Financial Capacity.
- The Bidder should submit charter document or board resolution in favour of the executant to support the Power of Attorney.
- Certificate showing Credit Facility/ solvency issued from a Scheduled/ Nationalized bank.

2.10 Bid Due Date

2.10.1 Bids should be submitted before the Bid Due Date mentioned in the Schedule of Bidding Process in the manner and form as detailed in this RFP Document Applications submitted by either facsimile transmission or telex will not be acceptable.

2.10.2 The Authority, at its sole discretion, may extend the Bid Due Date by issuing an Addendum online only.

2.11 Late Bids

Any Bid received after the Bid Due Date will not be Entertained.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

2.12 Modification and Withdrawal of Bids

The Bidders are not allowed to modify or withdraw the Bids; once they are submitted.

2.13 Confidentiality

Information relating to the examination, clarification, evaluation and recommendation for the shortlisted Bidder(s) shall not be disclosed to any person not officially concerned with the process. The Bidder will treat all information submitted as part of Bid in confidence and will ensure that all who have access to such material treat it in confidence. The Bidder will not divulge any such information unless it is ordered to do so by any Government authority that has the power under law to require its disclosure.

2.14 Clarifications

To assist in the process of evaluation of Bids, the Authority may, at its sole discretion, ask any Bidder for clarification on its Bid. The request for clarification and the response shall be in writing. No change in the substance of the Bid would be permitted by way of such clarifications. However, such clarification(s) may without prejudice include clarifications with respect to minor deviations found in the Bid and shall be provided within the time specified by the Authority for this purpose.

If a Bidder does not provide clarifications sought under this Clause above within the prescribed time, its Bid shall be liable to be rejected. In case the Bid is not rejected, the Authority may proceed to evaluate the Bid by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the Proprietary data.

All documents and other information supplied by the Authority or submitted by the Bidder shall remain or become the property of the Authority. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. The Authority will not return any Bid or any information provided along therewith.

2.15 Correspondence with the Bidder

Save and except as provided in this RFP, the Authority shall not entertain any correspondence with any Bidder in relation to the acceptance or rejection of any Proposal.

Several handwritten signatures and initials in blue ink are scattered across the page. There are approximately seven distinct marks, including a checkmark-like symbol, a signature that looks like 'A', a signature that looks like 'S', a signature that looks like 'C', a signature that looks like 'E', and a signature that looks like 'M'.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

3. Eligibility of Bidder

3.1 Basic pre-qualification criteria:

3.1.1 The Bidder may be a single entity to implement the Project.

3.1.2 A Bidder may be a natural person or a body corporate including Proprietorship Firm, Partnership Firm, Limited Liability Partnership (LLP) registered under the LLP Act, 2008, as amended from time to time or a Private Limited / Public Limited Company registered under the Companies Act, 1956/2013 as amended from time to time

3.1.3 The Bid should include a brief description of the roles and responsibilities with reference to financial, technical and operation and maintenance (O&M) obligations.

3.1.4 A Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the authority shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security, as the case may be, without prejudice to any other right or remedy that may be available to under the Bidding Documents or otherwise. Determining the Conflict of Interest shall be the prerogative of Concessions Authority.

3.1.5 Any entity which has been barred by the Central/ State Government, or any entity controlled by the Central/State Government, from participating in any project, and the bar subsists as on the date of Bid, the said entity would not be eligible to submit a Bid for the Project, either individually or as member of a Consortium.

3.2 Technical Capacity Criteria:

For demonstrating technical capacity and experience (the "Technical Capacity"), the Bidder shall have to fulfil the following conditions. The Bidder's competence and capability for projects undertaken in last 5 (five) years prior to the Bid Due Date:

Sr. No.	Parameter	Criteria
1.	The Bidder shall have a minimum of two (2) years of experience in successful execution and management of providing Housekeeping / Sanitation services at prominent religious places, hotels, public institutions, government establishments, commercial complexes, hostels, dharamshalas etc., in India during the last 5 (five) years preceding the Bid Due Date. The Bidder shall submit satisfactory completion/experience certificates issued by a competent authority not below the rank of Executive Engineer or	<ul style="list-style-type: none">• One (1) Project of 80% of the project capacity in terms of similar requirement and work handled.• Two (2) Projects of 50% of the project capacity in terms of similar requirement and work handled.• Three (3) projects of 40% of the project capacity in terms of similar requirement and work handled.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

	equivalent officer/ authorized administrative authority, clearly specifying the nature of services, duration of engagement, cost of the project, manpower and infrastructure deployed, and satisfactory performance of the Bidder.	
--	---	--

Note:

- The eligible projects claiming "the Technical Capacity" should have been executed for any at prominent religious places, hotels, public institutions, government establishments, commercial complexes, hostels, dharamshalas etc., in India during the last **5 (five) years** preceding the Bid Due Date with direct contract with them. No sub-contract project experience shall be considered for qualification to Technical Capacity.
- The Bidder should furnish the details of a minimum three years of eligible experience in successful execution and management of providing Housekeeping / Sanitation services at prominent religious places, hotels, public institutions, government establishments, commercial complexes, hostels, dharamshalas etc., in India during the last **5 (five) years** preceding the Bid Due Date. Certificates must be issued not below the rank of Executive Engineer or Equivalent in regard to Technical Capacity.

3.3 Financial Capacity Criteria

For demonstrating financial capacity, the Bidder shall have to fulfil the following conditions (the "Financial Capacity"):

- (i) The Bidder shall have an average annual turnover of at least 40% of the estimated project cost in the last three financial years (FY 2022-23 FY 2023-24 & FY 2024-25) preceding the financial year in which the bid is invited.

Joint Venture (JV) or Consortium is not allowed.

- (ii) The Bidder shall demonstrate a positive net worth and shall have been a profit-making organization (with Net Profit after Tax) in each of the last three financial years ((FY 2022-23 FY 2023-24 & FY 2024-25) preceding the financial year in which the bid is invited.

For the purposes of this RFP, Net Worth means:

- a. In case the Bidder is a company, the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation; and
- b. In case the Bidder is a trust or a society, the sum of available corpus and reserves.
- c. In case for Partnership firm shall mean: Assets (including cash)- all liabilities.
- d. For Sole Proprietorship shall mean: Total assets-total liabilities.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

- (iii) Bidder shall have availability of credit facilities/ solvency of not less than 10% of the estimated Project Cost at the time of submission of this bid. The bidder shall furnish Certificate for availability of Credit Facility/ solvency issued from a Scheduled/ Nationalized bank for meeting the fund requirement to this effect and the credit facility/ solvency certificate older than four months from Bid due date will not be accepted.

Note: The Bid must be accompanied by the Audited Annual Reports of the Bidder with valid UDIN for the last 3 (three) financial years (FY 2022-23 FY 2023-24 & FY 2024-25), at the close of the preceding financial year prior to the Bid Due Date.

4. Bid Evaluation

4.1 Tests of responsiveness

4.1.1 Prior to evaluation of the Bid(s), the Authority will determine whether each Bid is responsive to the requirements of the RFP Document. A Bid shall be considered responsive if:

- a. It is received as per format prescribed under the RFP;
- b. It is received by the Bid Due Date including any extension(s) granted by the Authority;
- c. It is signed and marked as stipulated in the RFP document.
- d. It is accompanied by the Power of Attorney as specified in RFP and in the case of a Consortium, the Power of Attorney as specified in RFP.
- e. Besides above it contains all the information and documents (complete in all respects) as requested in this RFP;
- f. It contains information in formats specified in this RFP;
- g. It does not contain any condition and
- h. It is not non-responsive in terms hereof.

4.1.2 The Authority reserves the right to reject any Bid which in its opinion is non- responsive and no request for modification or withdrawal shall be entertained by the Authority in respect of such Bids.

4.1.3 Conditional Bid shall not be considered. Any Bid found to contain conditions attached, will be rejected.

4.2 Part I – Technical Bid

4.2.1 Bidders who meet the Pre-Qualification requirements as specified in this RFP shall be considered qualified to proceed to the Technical Bid evaluation stage.

4.2.2 Technical Bid Evaluation: The Bid Evaluation Committee (BEC) shall evaluate the Technical Proposals only Bidders who meet the technical and financial capacity criteria shall be considered

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

qualified in the Technical Bid and shall be eligible to proceed to the next stage of Financial Bid opening.

In the event that a Bidder submits a Bid for the Project, and the Bidder does not meet the Technical or Financial Capacity as described under Clause 3.2 and 3.3 above, the Bidder shall be disqualified, and the Financial Bid of such Bidder shall not be opened.

4.3 Part II – Financial Bid

The Bidder with the lowest quoted rates/ton ("L1 Bidder") for Development of Integrated Solid Waste Management (Collection, Transportation, Processing & Disposal) for MC Ludhiana shall be deemed the Successful Bidder (Concessionaire).

5. Selection of Bidder

5.1 The Concessionaire shall be selected based on the Lowest Cost Selector (LCS) method, where the technically qualified bidder with the lowest financial bid (L1 Bidder) shall be awarded the tender.

The selection process shall involve:

- Technical evaluation of bids to qualify bidders.
- Opening of financial bids of technically qualified bidders.
- Award of tender to the L1 Bidder.

5.2 In the event that multiple Bidders quote the same rates (the "Tie Bidders"), the selection shall be made in favour of the Bidder with the higher Net Worth as on 31st March 2025.

6. Appointment of Concessionaire

6.1 Upon selection of the Successful Bidder, the Authority shall issue a Letter of Award (LoA) in duplicate to the Successful Bidder. The Successful Bidder shall, within three (3) days of receipt of the LoA, sign and return the duplicate copy of the LoA to the Authority as acknowledgement. Failure to return the signed LoA by the stipulated date may result in Authority appropriating the Earnest Money Deposit (EMD) as damages, unless an extension of time is granted.

6.2 The issuance of the LoA shall not confer any rights upon the Successful Bidder. The Authority reserves the right to annul the award process, including the execution of the Agreement, without liability or obligation, and without providing reasons.

6.3 Upon issuance of the LoA, the Authority shall release the EMD of all Bidders, except the Successful Bidder.

6.4 Following acknowledgement of the LoA, the Successful Bidder shall execute the Agreement within the prescribed period. The Successful Bidder shall not be entitled to seek any deviations, modifications, or amendments to the Agreement.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

7. Performance Security

- 7.1 The successful bidder shall be required to submit a Performance Security equivalent to 5% value of the Project Cost i.e., 3,72,796/- Lacs. in the form of Bank Guarantee/ Insurance Security Bond issued by any Scheduled/ Nationalized Bank to the Concessioneing Authority as per terms of the Agreement.
- 7.2 The Performance Security shall be submitted within the four (4) days of issuance of Letter of Award to the Successful Bidder. Once the Performance Security is received by the authority, the Earnest Money Deposit shall be refunded to the successful bidder withing seven (07) days.
- 7.3 If the Successful Bidder fails to submit the Performance Security within the stipulated time or any extension thereof provided by the Concessioneing Authority, the Authority reserves the right to cancel the Letter of Award issued to the Successful Bidder without notice and invoke the Earnest Money Deposit (EMD) of such Successful Bidder.
- 7.4 No interest shall be payable on the Performance Security deposited with the Authority.
- 7.5 The Performance Security shall be forfeited if the Concessionaire:
- abandons or fails to perform the contract at any time during the Project Period; or
 - submits fake or bogus documents in the tender to gain the contract, resulting in termination of the contract.
 - The Performance Security shall also be forfeited if the Concessionaire fails to perform the contract at any time does not repeatedly empty with the performance standards or in other events as provided elsewhere in the contract.
- 7.6 The Performance Security shall be released to the Concessionaire only upon fulfilment of all the following conditions:
- Successful implementation of the project as stipulated in the agreement.
 - Effective management, operation, and maintenance of all services under this agreement.

8. Notification and Issue of Letter of Award

The Selected Bidder shall be issued a Letter of Award within 7 days of the finalising of the Financial Bid.

9. Special Purpose Vehicle 'SPV'

- 9.1 Where the Selected Bidder is a single entity, it shall be mandatory to incorporate a company under the Indian Companies Act, 2013 or Limited Liability Partnership under The Limited Liability Partnership Act 2008 as a Special Purpose Vehicle ("SPV") to implement the Project. The Selected Bidder shall hold shareholding of at least 51% (fifty one percent) of the paid up and subscribed equity of the SPV until expiry of the 1-year period from the LOA and shall have

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

minimum 26% (twenty six percent) of the paid up and subscribed equity during the remaining Concession Period.

9.2 The Selected Bidder, in addition to incorporating the SPV, comply with the following additional requirements:

- a) SPV incorporated by the Selected Bidder shall be used for implementing the Project only and on completion of the Project shall be wound up.
- b) The Selected Bidder shall maintain books of accounts in accordance with, Applicable Laws and provisions of the Concession Agreement.

10. Fraud and Corrupt Practices

The Applicants participating in the bidding process and responding to the RFP and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Concessions Authority may reject an application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

Without prejudice to the rights of the Concessions Authority under the RFP herein above, if an Applicant is found by the Concessions Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFP issued by the Concessions Authority during a period of 2 (two) years from the date such Applicant is found by the Concessions Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this RFP, the following terms shall have the meaning hereinafter respectively assigned to them:

- a. "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the Participating ULBs who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the Concession Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Participating ULBs, shall be deemed to constitute influencing the actions of a person connected with the a) Bidding Process); engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Concession Agreement, as the case may be, any person in

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

respect of any matter relating to the Project or the LOA or the Concession Agreement, who at any time has been or is a legal, financial or technical adviser of the Participating ULBs in relation to any matter concerning the Project;

- b. "fraudulent practice" means misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- c. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
- d. "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Participating ULBs with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- e. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

11. Miscellaneous

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Patiala shall have the exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process. The Authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;

- Suspend and/ or cancel the Bidding Process and/ or amend and/ or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
- Consult with any Bidder in order to receive clarification or further information;
- Pre-qualify or not to pre-qualify any Bidder and/ or to consult with any Bidder in order to receive clarification or further information;
- Retain any information and/ or evidence submitted to the Concessions Authority by, on behalf of, and/ or in relation to any Bidder; and/ or
- Independently verify, disqualify, reject and/ or accept any and all submissions or other information and/ or evidence submitted by or on behalf of any Bidder.

It shall be deemed that by submitting the Bid, the Bidder agrees that the Concessions Authority, its employees, agents and advisers are irrevocably, unconditionally, fully and finally indemnified from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder and

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

the Bidding Documents, pursuant hereto, and/ or in connection with the Bidding Process, to the fullest extent permitted by Applicable Law, and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or in future.

12. Scope of Work

The objective of this contract is to appoint a professionally competent and technically equipped agency for providing holistic housekeeping, sanitation, mechanized cleaning, and hygiene management services within the entire temple premises including indoor and outdoor areas, dormitories, administrative offices, langar halls, public congregation spaces, corridors, toilets, parking areas, drainage systems, and all associated infrastructure.

The services shall be delivered using modern mechanized cleaning systems, eco-friendly chemicals, and trained manpower in order to maintain the sanctity, hygiene, aesthetic appeal, and spiritual environment of the holy shrine at all times, including during peak rush days and religious festivals.

GENERAL OBLIGATIONS OF THE AGENCY

The Selected Agency shall:

- a) Provide comprehensive mechanized and manual cleaning services.
- b) Ensure uninterrupted housekeeping services on a 24x7 basis where required.
- c) Deploy adequate manpower in shifts to ensure continuous cleanliness.
- d) Provide all machinery, tools, tackles, consumables, chemicals, uniforms, and protective equipment at its own cost.
- e) Maintain strict discipline and decorum suitable to a religious institution.
- f) Ensure compliance with all environmental and waste management laws.

12.1 AREA-WISE DETAILED SCOPE OF SERVICES

12.1.1 Dormitories and attached washroom.

The Agency shall undertake the following:

1. Daily brooming, mechanized sweeping, and wet mopping using disinfectant solutions.
2. Deep cleaning of floors once every week using automatic floor scrubbers.
3. Use of marble/stone-safe chemical disinfectants daily.
4. Spot cleaning and stain removal on tiles and flooring.
5. Damp dusting and wiping of furniture, fixtures, beds, racks, and fittings daily.
6. Changing of linen and preparation of bed making (if included in scope).
7. Cleaning of electric switches, sockets, fans, tube lights, and fixtures on alternate days.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

8. Removal of cobwebs on alternate days.
9. Cleaning of windows, balconies, and grills weekly or as directed.
10. Scrubbing of skirting areas weekly to remove stains and dirt.
11. Immediate removal of waste from dustbins and replacement of liners.
12. Maintenance of daily, weekly, and monthly inspection checklists.

12.1.2 Washrooms

1. Daily scrubbing of toilet floors using disinfectant and deodorizing chemicals.
2. Cleaning of WC, washbasins, mirrors, taps, towel rods, buckets, mugs, and fittings.
3. Descaling of sanitary fixtures weekly.
4. Drain inspection and removal of blockages.
5. Odor control using air fresheners and enzyme-based solutions.

12.1.3 Common Toilets / Public Washrooms

1. Continuous cleaning and sanitization throughout operational hours.
2. Mechanized scrubbing of floors using walk-behind auto scrubbers.
3. Cleaning of wall tiles and partitions daily.
4. Cleaning of exhaust fans and electrical fittings on alternate days.
5. Removal and hygienic disposal of sanitary waste.
6. Ensuring washrooms remain dry and slip-free at all times.
7. Maintaining replenishment of soap, tissue rolls, and related consumables (if included).
8. Maintenance of detailed cleaning logs.
9. Zero tolerance shall apply for unhygienic conditions.

12.1.4 Corridors / Lobbies / Waiting Areas / Reception / Staircases / Elevators / Basement

1. Daily mechanized sweeping and mopping.
2. Deployment of ride-on scrubber dryers in large congregation halls.
3. Cleaning of railings, barricades, glass panels, and seating areas daily.
4. Regular sanitization of elevator cabins and buttons.
5. Removal of litter at frequent intervals during peak hours.
6. Weekly scrubbing of skirting and corners.
7. 24x7 cleanliness maintenance in public congregation areas

12.1.5 Administrative Offices

1. Daily sweeping and mopping of floors.
2. Damp dusting of furniture, tables, chairs, cupboards, and files.
3. Cleaning of switches, computers (external cleaning only), and electrical appliances.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

4. Weekly cleaning of windows and blinds.
5. Vacuum cleaning of sofas and upholstered furniture.
6. Intensive cleaning once every month including deep scrubbing.

12.1.6 Langar Hall & Kitchen Areas

Langar Hall

1. Continuous cleaning during serving hours.
2. Immediate removal of food waste and spillages.
3. Mechanized scrubbing of floors at end of each serving cycle.
4. Sanitization using food-grade disinfectants.
5. Cleaning of dining tables and seating arrangements.

Kitchen Areas

6. Frequent washing and mopping of floors.
7. Cleaning of cooking and serving areas.
8. Cleaning of exhaust hoods and ducts (external cleaning).
9. Scrubbing of skirting and tiled walls.
10. Regular cleaning of drainage channels to prevent blockages.

Removal of garbage and segregation as per Solid Waste Management Rules

Outer / Open Areas / Courtyards / Parking Areas/Jutta Ghar etc.

1. Daily sweeping using mechanical sweepers.
2. High-pressure jet cleaning of paved areas weekly.
3. Removal of leaves, dust, and debris.
4. Cleaning of dustbins and replacement of liners daily.
5. Cleaning of roof tops and balconies weekly.
6. Desilting and cleaning of drains, manholes, and sewer lines.
7. Removal of blockades in drainage chambers

12.2 MECHANIZED CLEANING EQUIPMENT (As per need/ requirement of authority)

The Agency shall deploy modern equipment including but not limited to:

1. Ride-on Floor Scrubber Dryers
2. Walk-behind Auto Scrubbers
3. High Pressure Jet Cleaning Machines
4. Wet & Dry Industrial Vacuum Cleaners



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

5. Single Disc Scrubbing Machines
6. Steam Cleaning Machines
7. Mechanical Sweepers
8. Carpet Shampooing Machines (if applicable)
9. Backpack Vacuum Systems
10. Automatic Brushers and Polishers

All machinery shall be maintained in proper working condition, and standby equipment shall be available.

12.3 WASTE MANAGEMENT & ENVIRONMENTAL COMPLIANCE

8. The Agency shall:
 - a) Ensure segregation of waste at source (wet, dry, recyclable, religious waste).
 - b) Dispose of waste as per Solid Waste Management Rules and SPCB guidelines.
 - c) Maintain records of waste collection and disposal.
 - d) Use biodegradable and eco-friendly chemicals wherever possible.

Verification, Welfare and Compliance:

The Agency shall:

- a. Complete police verification of all deployed personnel within one month.
- b. Conduct half-yearly medical examination of staff.
- c. Ensure salary payments directly into employee bank accounts.
- d. Comply with all labour laws and statutory obligations including EPF, ESI, insurance and welfare benefits.

Payment and Statutory Compliance

- a. Payments to all the staff deputed in the project shall be made as per DC rates applicable from time to time.
- b. Service charges shall remain fixed during contract period.
- c. Agency shall submit proof of statutory compliance every month.

MANPOWER QUALIFICATION & EXPERIENCE

Cleaning Staff

1. Minimum 1–2 years' experience in institutional cleaning (temples, hospitals, airports, malls, railway stations, etc.).
2. Physically fit and medically certified.
3. Police verification mandatory.
4. Trained in use of mechanized cleaning equipment.

Supervisors

- Minimum 3 years' supervisory experience.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

- Knowledge of cleaning schedules and mechanized equipment.
- Capable of maintaining inspection registers.

Site Head

- Minimum 5 years' experience in large institutional housekeeping.
- Responsible for overall coordination and quality control.

ESSENTIAL ISO CERTIFICATIONS

The Bidder must possess valid:

1. ISO 9001:2015 – Quality Management System
2. ISO 14001:2015 – Environmental Management System
3. ISO 45001:2018 – Occupational Health & Safety Management

Copies of valid certificates shall be submitted.

The Agency shall:

4. Maintain daily cleaning checklists.
5. Maintain complaint resolution register.
6. Conduct internal audits.
7. Submit monthly performance report.
8. Ensure complaint response time within 15 minutes in public areas.

CONDUCT & DISCIPLINE

- a) Staff shall maintain religious decorum.
- b) Strict prohibition on smoking, alcohol, tobacco, or non-vegetarian food.
- c) Uniforms and ID cards mandatory.

Contract Period

The contract shall remain valid for one (01) years.

1. Manpower Requirement Shall be as follows:

Sr. No.	Morning Shift		Evening Shift		Remarks
	Cleaning Staff	Supervisors	Cleaning Staff	Supervisors	
1	12	1	12	1	From Sunday to Friday
2	15	2	15	2	For Saturdays and Navratras

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Note: The manpower mentioned above is tentative in nature and can increase or decrease on day, event wise. Minimum 10% of the manpower illustrated above shall be female staff. Further, the agency shall keep a buffer of minimum 10 % of the manpower and equipment's mentioned above for emergency scenarios.

[Handwritten signatures in blue and green ink]

[Handwritten mark]

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

13. BOQ

Sr. No.	Description of item	Quantity	Rate in figures	Unit	Amount
1	Carry out day to day mechanized housekeeping (inclusive of machinery) and other essential maintenance activities of Shri Kali Devi Mandir, Patiala such as cleaning of floor, stone path, G.Ts. toilets, sewer lines, furniture, door, windows, roofs, walls by sweeping, scrubbing, wherever required by high pressure washing, vaccuming, shampooing, polishing etc. and other related activities like collection of garbage along with required, chemicals and required man power etc complete and as per the direction of authority (including Sunday and Holidays) As detailed below, 1. Walk behind scrubbers with operator 6.00 AM to 2.00 PM ----- 1 No. 2. Ride on scrubber with operator 2.00 PM to 10.00 PM----- 1 No. 3. SafaiKarmachari 6.00 AM to 2.00 PM--- 11 Nos 4.SafaiKaramchari 2.00 PM to 10.00 PM ---11 Nos 5. Supervisor 6.00 AM to 2.00 PM ---- 1 No. 6. Supervisor 2.00 PM to 10.00 PM -- -- 1 No	12	562567.5	Per month	6750810
2	Procurement of material for day to day cleaning, sweeping work.				
	i) Floor cleaner for cleaning of approved make (Lizol or Equivalent) (1 Ltr per day)	365	122.96	Lt	44880.4
	ii) PVC scrubbers/ iron scrubbers of approved make (Scotch Brite or Equivalent) (15 no per month)	180	21.24	Each	3823.2
	iii) Pocha (12 Nos for one month)	144	224.2	Dozen	32284.8
	iv) Hard Broom (15 nos in month)	180	36.58	Each	6584.4
	v) wiper (6 Nos per month)	72	126.5	Each	9108
	vi) Natural Degreaser for G.T.	120	230	Lt	27600

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

3	Providing Plumber for maintaining water supply in good working condition, water tanks and drainage sump.	12	18753.8	per month	225046
4	Providing and additional 06 no. Safai Karamchari in addition to main item no.1 for cleaning, sweeping and lifting of garbage for 65 days in each shift i.e (6.00 AM to 2.00 PM and 2.00 PM to 10.00 PM) Shri Kali Devi Mandir, Patiala	390	653.3	per day	254802.6
5	Providing additional 02 no. supervisor in addition to main item no. 1 for cleaning, sweeping and lifting of garbage for 65 days from Shri Kali Devi Mandir, Patiala in two shift i.e (6.00 AM to 2.00 PM and 2.00 PM to 10.00 PM) as per direction of Engineer in charge.	130	776.8	per day	100987.6
	Total				7455927

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

14. Concession Period

Shall mean the period of one (1) year subject to satisfactory performance of the concessionaire and with the approval of competent authority commencing from the date of the signing of concession agreement with the Authority. The Concessionaire shall adhere to the following timelines: The temple complex shall be visibly and operationally securitized within 5 days from the date of issuance of the Letter of Award (LoA).

15. Project Area and Project Site

15.1 Shall mean and refer to the entire geographic area under Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala within which the Concessionaire shall provide Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala.

16. Obligations of the Authority

16.1 The Authority shall provide to the Concessionaire, required facilitation, required complex access, rest rooms, washrooms, changing rooms required for the services. Existing infrastructure for the purposes of this Project.

16.2 The Authority shall pay the Fees to the Concessionaire on a monthly basis, as per the agreed-upon terms and conditions. The payments shall be made within 15 days of receiving the verified monthly bill as detailed in this RFP.

17. Payment Terms

17.1 Monthly Fee

The Concessionaire shall be entitled to receive a Monthly Fee, denominated in Indian Rupees (INR), as specified in the Concession Agreement.

17.2 Monthly Billing and Payment

17.2.1 The Concessionaire shall submit a monthly bill for the services, staff and deployed etc., along with all supporting documents, to the Authority by the 5th day of each month.

17.2.2 The monthly payment to the Concessionaire shall be calculated as follows:

- "Penalties/Liquidated Damages" means any penalties or liquidated damages levied on the Concessionaire in accordance with the Concession Agreement.

17.2.3 Within 15 days of receiving the verified monthly bill, the Authority shall disburse 80% of the bill amount to the Concessionaire.

17.2.4 The remaining 20% of the bill amount shall be released after deduction of penalties, if any, along with the payment of the subsequent bill.



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

17.2.5 All payments shall be made through electronic transfer to the Concessionaire's designated bank account after deducting statutory deductions

17.2.6 Any disputes or disagreements regarding the payment terms shall be resolved through the dispute resolution mechanism specified in the Concession Agreement.

[Handwritten signatures and initials in blue and green ink]

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

18. Key Performance Indicators and Service Level Agreements:

I. Brief Description of the Penalties & Damages are as follows:

Sr. No.	Violation	Monitoring Mechanism	Penalty
1	Non-wearing of uniform by the Staff.	Spot inspection conducted by Authority user complaint management body	1000/- per employee per violation
2	Non-wearing of I-D Card by the Staff.	Spot inspection conducted by Authority user complaint management body	1000/- per employee per violation
3	Smoking of cigarettes or use of any tobacco products or pan chewing / playing of cards or consumption of liquor / alcohol or eating of non-vegetarian food within or around the premises.	User Complaint and Verification by Authority user complaint management body	1000/- per complaint
4	Misbehave with the pilgrims/ Office staff	User Complaint/ verification	1000/- per complaint.
5	Non-submission of character / antecedent verification from Police department after 60 days of LoA.	Verification by Authority	200/- per person per month
6	Non- submission of medical fitness certificate of engaged manpower after 60 days of LoA.	Verification by Authority	500/- per person on half yearly basis
7	Shortage of Manpower (if noticed in any Unit)	User Complaint or/ and Verification by Authority User complaint management body	1000/- per short person per day
8	Deployment of un-skilled in place of semi- skilled/ skilled or semi-skilled in place of skilled manpower.	Verification by Authority user complaint management body	1000/- per deviant person per day
9	Carrying/ stealing of donation items/ money	User Complaint upon Verification by Authority user complaint management body	5000/- per incident standard or five times the cost of item stolen whichever is higher.
10	Asking money donation from devotees	User Complaint upon Verification by Authority user complaint management body	1000/- per complaint.
11	Delay on reporting	Verification by Authority	500/- per hour/ per person
12	Non clean dormitories, consumables not there, used of dirty	User Complaint or/ and Verification by Authority User complaint management body	2000/- per complaint.
13	Non Cleanliness of corridors/ common spaces/ inward and	Complaint basis / Verifaicon	1000/- per complaint

(Handwritten signatures and initials in blue and green ink)

REQUEST FOR PROPOSAL

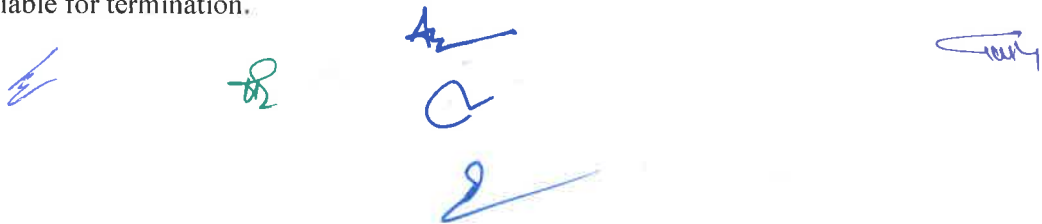
Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

	outward area of the temple premises		
14	Unauthorised donation boxes/ anyone collecting donation	User Complaint or/ and Verification by Authority User complaint management body	1000/- per complaint
15	Failure in keeping the washrooms clean at all instances	User Complaint or/ and Verification by Authority User complaint management body	1000/- per instance
16	Failure to place consumables in required places of rooms, dormitories, common washrooms etc.,	User Complaint or/ and Verification by Authority User complaint management body	1000/- per instance
17	If any complaint is received against the firm/security guards/supervisors, a notice shall be issued. If no improvement is observed even thereafter, appropriate action, including penalty and/or termination of contract, shall be taken in a sequential manner.		On receipt of a complaint, the following penalties shall be imposed sequentially: ₹1,500/- for the first complaint, ₹3,000/- for the second complaint, and ₹5,000/- for the third complaint. Upon receipt of the fourth complaint, the security deposit shall be User Complaint or/ and Verification by Authority User complaint management body
18	In addition to above, if any other negligence or issue reported		1000/- per person per day

Note: * "Instance" shall mean the period of Four (4) Hours.

It may be noted that there is no cap on the amount of penalties and damages being levied on the concessionaire, it may be as high as 100% of the billed amount.

II. If the penalties exceed the 50 percent amount of the monthly billing by the concessionaire then the same shall be construed as Concessionaire Event of Default, which shall make this Agreement liable for termination.



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

19. Project Implementation Schedule

Sr. No.	Particulars	Timeline
1	Date of Issuance of Letter of Award	T
2	Submission of Performance Security	T+4 Days
3	Signing of Concession Agreement	T+3 Days

20. Confidential Information and Proprietary Data

20.1 Proprietary Data

All documents and other information provided by the Authority or submitted by a Bidder to the Authority will remain or become the property of the Authority, as the case may be. Bidders should not use any information provided by the Authority in connection with the Bid Process for any purpose other than for preparation and submission of their Bids.

20.2 Confidentiality Obligations of the Authority

The Authority will treat all information, submitted as part of a Bid as confidential and will require all those who have access to such material to treat it in confidence. The Authority may not divulge any such information or any information relating to evaluation of Bids or the qualification of Bidders unless:

- a. such publication is contemplated under this RFP;
- b. such publication is made to any Person who is officially involved with the Bid Process or is a retained professional advisor advising the Authority or the Bidder on matters arising out of or in connection with the Bid Process;
- c. it is directed to do so by any statutory authority that has the power under law to require its disclosure;
- d. such publication is to enforce or assert any right or privilege of the statutory authority and/or the Authority or as may be required by law (including under the Right to Information Act, 2005); or
- e. in connection with any legal process.

21. Governing Law & Jurisdiction

21.1 Governing Law

The Bid Process, this RFP and the Bids shall be governed by, and construed in accordance with, the laws of India.

21.2 Exclusive Jurisdiction

[Handwritten signatures and initials in blue and green ink are present in this section.]

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

The competent courts at Patiala shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bid Process, this RFP and the Bids.

22. Dispute Resolution

22.1 In the event of any dispute, difference, or claim arising between the Parties in connection with the said Agreement, the Parties shall promptly meet to resolve the issue through discussion.

22.2 A Dispute Settlement Committee, chaired by the Deputy Commissioner, Patiala shall attempt to settle disputes at the first stage. The authorized representative of the Concessionaire shall be permitted to participate in the dispute settlement procedure. If the Committee fails to resolve the issue within 30 days, the parties may seek redress from the Divisional Commissioner, Patiala Government of Punjab, whose decision shall be final and binding. Notwithstanding any dispute or reference for redressal, the Concessionaire shall -continue to do the project work as stipulated in the Agreement.

23. Force Majeure

23.1 For the purposes of this Agreement, "Force Majeure" means any event or circumstance which is beyond the reasonable control of the Party affected, including but not limited to:

- Acts of God, such as earthquakes, hurricanes, floods, or other natural disasters
- War, terrorism, civil unrest, or other hostilities
- Fire, explosion, or other catastrophic events
- Epidemics, pandemics, or other widespread illness
- Strikes, lockouts, or other labour disputes
- Unforeseen governmental actions, regulations, or laws
- Unforeseen environmental hazards or contamination
- Any other event or circumstance which is beyond the reasonable control of the Party affected

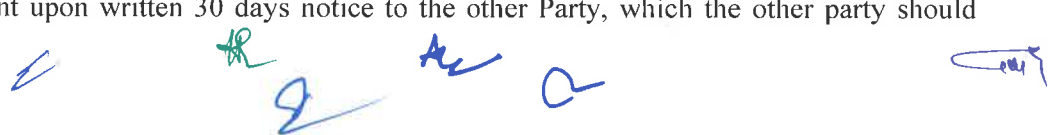
23.2 The Party affected by the Force Majeure event shall notify the other Party in writing within 3 working days as per the Punjab State calendar of the occurrence of the Force Majeure event.

23.3 Upon notification of the Force Majeure event, the Party affected shall be relieved of its obligations under this RFP, to the extent that such obligations are affected by the Force Majeure event, in case the other Party agrees, which it shall considering reasonableness.

23.4 The Party affected by the Force Majeure event shall use reasonable efforts to mitigate the effects of the Force Majeure event and to resume performance of its obligations as soon as possible.

23.5 The relief from obligations under this Agreement due to a Force Majeure event shall not exceed 60 days from the date of notification.

23.6 If the Force Majeure event continues for a period exceeding 60 days, either Party may terminate this Agreement upon written 30 days notice to the other Party, which the other party should



REQUEST FOR PROPOSAL


Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

considering reasonableness or is in complainer of dispute resolution machine set forth in this RFP.

- 23.7 Any disputes arising out of or related to the Force Majeure event shall be resolved through the dispute resolution mechanism set forth in this RFP.

24. Termination of Contract

1. The firm shall be required to give a three months' written notice to the Competent Authority before leaving/withdrawing from the tender/contract.
2. If the firm fails to commence the work within the stipulated time, or fails to execute the agreement, or fails to comply with the terms and conditions of the agreement, the Chairperson shall have the right to cancel/terminate the tender with immediate effect. In the cases mentioned here in clause 24.2, the performance bank guarantee shall be forfeited.
3. The Chairman, Advisory Managing Committee, Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Devi Ji, Patiala reserves the right to cancel this work/contract without assigning any reason whatsoever.



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Appendices

APPENDIX I: Format for Acknowledgement of RFP Document

Date:.....

.....

To
The Chairman,
Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Dear Sir,

Re: Request providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

The undersigned hereby acknowledges and confirms receipt of the Request for Proposal (RFP) Document for the captioned Project from the Advisory Committee of the temple and conveys its intention to submit a Bid for the Project under Public Private Partnership.

.....Name of the Bidder
.....Signature of the Authorized Person
.....Name of the Authorized Person

Note:

- On the Letterhead of the Bidder



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

APPENDIX II: Format for Covering Letter cum Project Undertaking

Date:.....

.....

To
The Chairman,
Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Dear Sir,

Re: Request providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

We have read and understood the Request for Proposal (RFP) Document in respect of the Project provided to us by the Authority. We hereby submit our Bid for the captioned project.

We confirm that our Bid is valid for a period of 120 (one hundred twenty) days from (Bid Due Date).

We hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid we hereby represent and confirm that our Bid is unqualified and unconditional in all respects and we agree to the terms of the Concession Agreement, which will also forms a part of the RFP Document provided to us.

Dated thisDay of.....,2026.

.....Name of the Bidder

.....Signature of the Authorized Person

.....Name of the Authorized Person

Note:

- On the Letterhead of the Bidder.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

APPENDIX III: Format for Anti-Collusion Certificate

Date:.....

.....

To
The Chairman,
Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Re: Request providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

We hereby certify and confirm that in the preparation and submission of this Proposal, we have not acted in concert or in collusion with any other Bidder or other person/s and also not done any act, deed or thing which is or could be regarded as anti-competitive.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

Dated thisDay of.....,2026.

.....Name of the Bidder

.....Signature of the Authorized Person

.....Name of the Authorized Person

Note:

- On the Letterhead of the Bidder.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

APPENDIX IV: Format for Not Being Blacklisted or Debarred

(On Rs. 100/- Non-Judicial Stamp Paper)

- We [Name of Bidder Company], having its registered office at [Registered Office Address] declare that:
 1. We have not been debarred by any other Municipal Corporation/Council/ Central and State Govt. body in India.
 2. We have not been debarred or blacklisted by any Department/Board/Corporation of the Government of India or any State Government.
 3. We have not been debarred or blacklisted by any Public Sector Undertaking (PSU).
- We declare that the above statements are true and correct to the best of our knowledge and belief.
- We, [Name of Bidder Company], hereby verify that the contents of this affidavit are true and correct, and we sign this affidavit in the presence of the Notary Public.

Dated thisDay of.....,2026.

.....Name of the Bidder

.....Signature of the Authorized Person

.....Name of the Authorized Person

I, [Notary Public Name], Notary Public, do hereby attest that [Name of Bidder Company] has appeared before me and has sworn to the truth of the contents of this affidavit.

[Signature of Notary Public]

[Seal of Notary Public]



REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

APPENDIX V: Format for Power of Attorney for Signing of Bid

(To be executed on Stamp Paper of Rs.100/-)

Know all men by these presents, we (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./Ms. (Name & Residential Address) son/daughter/wife of..... and presently residing at ,who is presently employed with us/the Lead Member of our Consortium and holding the position of, as our true and lawful attorney (here in after referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for **providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one years at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala** including but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre- Applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority/ Departments, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Advisory Committee **Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala** in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us and/or till the entering into of the Agreement with the Advisory Committee Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2025.

For

.....
(Signature, name, designation and address)

Witnesses:

1.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

2.

(Notarised)

Accepted

..... (Signature)

(Name, Title and Address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Wherever required, the Bidder should submit for verification the extract of the charter documents such as a board or shareholder's resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legislation Convention, 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Apostile certificate.

The block contains several handwritten signatures in blue and green ink, scattered across the lower half of the page. There are approximately seven distinct marks, some appearing to be initials or short names.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Annexures

ANNEXURE-I: Details of Bidder

1. Details of Bidder

(a) Name:

(b) Country of incorporation:

(c) Address of the corporate headquarters and its branch office(s), if any, in India:

(d) Date of incorporation and/ or commencement of business:

2. Brief description of the Company including details of its main lines of business and proposed role and responsibilities in this Project:

3. Details of individual(s) who will serve as the point of contact/ communication for the Advisory Committee:

(a) Name:

(b) Designation:

(c) Company:

(d) Address:

(e) Telephone Number:

(f) E-Mail Address:

4. Particulars of the Authorised Signatory of the Bidder:

(a) Name:

(b) Designation:

(c) Address:

(d) Phone Number:

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

ANNEXURE-II: Financial Capacity of the Bidder (CA Authorized)

Annual Turnover:

Bidder Type	Name of the Entity	Turnover in Three Financial Year (In INR)		Average Annual Turnover of three Financial Year (FY 2022-23, FY 2023-24, FY 2024-25) (In INR)
		FY 2022-23		
Bidder		FY 2022-23		
		FY 2023-24		
		FY 2024-25		

Net Worth:

Bidder Type	Bidder Name	Net Worth in Three Financial Year (IN INR)	
		FY 2022-23	
Bidder		FY 2022-23	
		FY 2023-24	
		FY 2024-25	

Instructions:

1. The Bidders shall attach copies of the balance sheets, financial statements and Annual Audited Reports with UDIN for last 3 (Three) financial years preceding the financial year in which the bid is invited. The financial statements shall:
 - a. Reflect the financial situation of the Bidder or Consortium Members and its/ their Associates where the Bidder is relying on its Associate's financials;
 - b. Be audited by a statutory auditor/ chartered accountant;
 - c. Be complete, including all notes to the financial statements; and
 - d. Correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).
2. For the purposes of this RFP, the term net worth means following:
 - a. "Net worth" for company shall mean the aggregate value of the paid-up share capital and all reserves created out of profits of the company and securities premium account after deducting aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation.
 - i. Net Worth for Partnership Firm would mean: [Fixed Assets +Trade Receivables + Current Assets] – [Firms Loan +Current Liabilities]

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

- ii. Net worth for Trust or Society would mean: - Capital/Corpus +Free Reserves.
- iii. Net Worth for Individual Person shall mean: Assets (including cash) LESS All Liabilities.
- iv. Net Worth for Sole Proprietorship would mean: Total Assets - Total Liabilities
3. The Bidder shall provide an Auditor's certificate/Chartered Accountant certificate with UDIN specifying the net worth of the Bidder and also specifying the methodology adopted for calculating such net worth.
4. The bidder shall furnish Certificate for availability of Credit Facility/ Solvency Certificate issued from a Scheduled/ Nationalized bank for meeting the fund requirement to this effect and the Solvency certificate older than four months from Bid due date will not be accepted.

Handwritten signatures and initials in blue and green ink, including a signature on the right and several initials in the center.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

ANNEXURE - III: Summary of Eligible Projects

Summary Table

Name of Applicant Claiming the Project Experience:							
Sr. No.	Brief project Description	Project Award Date (Project(s) awarded in preceding 5 years from bid due date shall only be considered)	Operation Date/ Expected Date of Completion	Project Cost in INR (Cr.)	Project Capacity (duration and manpower, other infrastructure deployed)	Claiming Entity's Share in the Project (%)	
List Eligible Projects							
1							
2							
3							

Instructions:

1. Bidders are expected to provide information in respect of each Eligible Project in this Annexure. Bidders should also refer to the Instructions below.
2. The Details of each of the works mentioned in the above table must be provided separately in Annexure III (A).
3. Experience for any activity relating to an Eligible Project shall not be claimed by two or more Members of the Consortium. In other words, no double counting by a consortium in respect of the same experience shall be permitted in any manner whatsoever.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

ANNEXURE - V: Statement of Legal Capacity

(To be forwarded on the letterhead of the Bidder)

Ref.

Date:

To
The Chairman,
Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

Dear Sir,

We hereby confirm that we satisfy the terms and conditions laid out in the RFP document. We have agreed that..... (insert name) will act as the Authorized Signatory of our company.

We have agreed that (insert individual's name) will act as our representative/will act as the representative on its behalf and has been duly authorized to submit the RFP. Further, the authorised signatory is vested with requisite powers to furnish such letter and authenticate the same. Further it is stated that the company has the required legal capacity to take on the assignment in this RFP.

Thanking you,

Yours faithfully,

(Signature, name and designation of the authorised signatory)

For and on behalf of.....

To be attested by concessionaire/s bank.

The block contains several handwritten signatures. There are two blue ink signatures on the left side, one above the other. In the center, there is a blue ink signature that looks like 'M'. To the right of that, there is a green ink signature. On the far right, there is a blue ink signature that appears to be 'Sury'.

ANNEXURE -VI (Financial Bid)

Name of Agency		
Particulars	Security Guard Ex Servicemen Minimum Wages as per DC Rate (Per Person)	Supervisor Minimum Wages as per DC Rate (Per Person)
Minimum Wages as per DC Rate (Monthly)		
EPF		
ESI		
Service Charge		
GST		
Total		

Signature of Proprietor of Firm

Address

Contact No.








REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

ANNEXURE -VIII: Format for Detailed Technical Proposal

Detailed Technical Proposal Requirements:

Bidders are required to submit a Detailed Technical Proposal for the project. The proposal should include the following chapters:

1) Technical Approach and Methodology: In this chapter, the Bidder should:

- Demonstrate their understanding of the project objectives and scope.
- Explain their technical approach and methodology for delivering the project, including the tools, techniques, and processes to be employed.
- Highlight the key challenges and problems to be addressed and their importance.
- Outline the expected outputs and deliverables, including the level of detail and quality standards.

2) Project Plan: In this chapter, the Bidder should:

- Present a detailed project plan, including process design and process flow diagrams.
- Outline the main activities, tasks, and milestones, including their duration, phasing, and interdependencies.
- Provide a project schedule, including key deliverables and completion dates.
- Ensure consistency with the technical approach and methodology and demonstrate an understanding of the Terms of Reference (TOR).

3) Organization and Staffing: In this chapter, the Bidder should:

- Propose the structure and composition of their project and operational team.
- List the main disciplines and expertise required for the project.
- Identify the key experts and proposed technical and support staff.
- Outline the roles and responsibilities of each team member.

4) Risk Assessment and Mitigation Plan: In this chapter, the Bidder should:

- Identify and assess the various categories of risks associated with the project implementation and operation phases.
- Evaluate the likelihood and potential impact of each risk.
- Propose a risk mitigation plan, including strategies for controlling and monitoring risks.
- Outline contingency plans for risks that may occur.

5) Operation and Maintenance Plan: In this chapter, the Bidder should:

- Propose a plan for the operation and maintenance of the project deliverables.
- Outline the strategies and procedures for ensuring the continued functionality and performance of the deliverables.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

- Identify the resources and personnel required for operation and maintenance.
- Ensure that the operation and maintenance plan is aligned with the project objectives and scope.
- Ensure that the O&M activities prioritize the provision of a high-quality experience for citizens and employees, including maintaining acceptable environmental conditions, adhering to health and safety standards, and providing employees with necessary training, equipment, and resources.

Note: The Bidder may be required to make a PowerPoint presentation to showcase their approach, methodology, project plan, and overall technical proposal, which will be evaluated to assess their understanding of the project.

The Technical Proposal is a critical document that will serve as the basis for the final approval of the Detailed Project Report (DPR). Therefore, all bidders are advised to exercise proper due diligence in preparing their technical proposals. The final approval of the DPR will be solely based on the Technical Proposal submitted by the bidder.

The image shows several handwritten signatures and initials in blue and green ink. There are two blue signatures, one green signature, and a blue signature on the right side. The signatures are scattered across the page, likely indicating approval or review of the document.

REQUEST FOR PROPOSAL

Providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of one year at Temple Shri Kali Devi Ji / Shri Raj Rajeshwari Ji, Patiala

ANNEXURE -IX: Existing Infrastructure

(To be filled by the Authority)

1. Details of Equipment and Infrastructure:

Sr No	Description.
1.	«Machine»

Handwritten signatures and initials in blue and green ink are scattered below the table. These include a large blue signature on the left, several blue initials (AZ, a circle, and a horizontal line), a green 'x' mark, and a blue signature on the right.

Name of work: Other Operational and Maintenance expenses in the year 2026 ot 27

Sub Head: Mechanized Housekeeping Work at Mandir Shri Mata Kali Devi Ji. Patiala.

Estimated Cost:
Duration: 1 year

Item No	Description of item	Quantity	Rate in fitures	Unit	Amount
1	Carry out day to day mechanized housekeeping(inclusive of machinery) and other essential maintenance activities of Shri Kali Devi Mandir, Patiala such as cleaning of floor, stone path, G.Ts. toilets, sewer lines, furniture, door, windows, roofs, walls by sweeping, scrubbing, wherever required by high pressure washing, vaccuming, shampooing, polishing etc. and other related activities like collection of garbage along with required, chemicals and required man power etc complete and as per the direction of authority (including Sunday and Holidays) As detailed below, 1. Walk behind scrubbers with operator 6.00 AM to 2.00 PM ----- 1 No. 2. Ride on scrubber with operator 2.00 PM to 10.00 PM----- 1 No. 3. SafaiKarmachari 6.00 AM to 2.00 PM--- 11 Nos 4.SafaiKaramchari 2.00 PM to 10.00 PM ---11 Nos 5. Supervisor 6.00 AM to 2.00 PM ----1 No. 6. Supervisor 2.00 PM to 10.00 PM ---- 1 No	12	562567.5	Per month	6750810
2	Procurement of material for day to day cleaning, sweeping work. (for three years)				
	i) Floor cleaner for cleaning of approved make (Lizol or Equivalent) (1 Ltr per day)	365	122.96	Litre	44880.4
	ii) PVC scrubbers/iron scrubbers of approved make (Scotch Brite or Equivalent) (15 no per month)	180	21.24	Each	3823.2
	iii) Pocha (12 Nos for one month)	144	224.2	Dozen	32284.8
	iv) Hard Broom (15 nos in month)	180	36.58	Each	6584.4
	v) wiper (6 Nos per months)	72	126.5	Each	9108
	vi) Natural Degrease for G.T.	120	230	Litre	27600
3	Providing Plumber for maintaining water supply in good working condition, water truf and drainage sump.	12	18753.8	per month	225046
4	Providing and additional 06 no. Safai Karamchari in addition to main item no.1 for cleaning, sweeping and lifting of garbage for 65 days in each shift i.e (6.00 AM to 2.00 PM and 2.00 PM to 10.00 PM) Shri Kali Devi Mandir, Patiala	390	653.3	per day	254802.6
5	Providing additional 02 no. supervisor in addition to main item no. 1 for cleaning, sweeping and lifting of garbage for 65 days from Shri Kali Devi Mandir, Patiala in two shift i.e (6.00 AM to 2.00 PM and 2.00 PM to 10.00 PM) as per direction of Engineer in charge.	130	776.8	per day	100987.6
	Total				7455927