



Tender for

Tender for Job contract for HVAC maintenance and Operation

at

Inter-University Centre for Astronomy & Astrophysics (IUCAA)
Post Bag 4, Ganeshkhind, Savitribai Phule Pune University Campus,
Pune 411 007, India, Tel. (020) 25604100 Fax: (020) 25604699

Technical Bid



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Tender for Job contract for HVAC maintenance and Operation at IUCAA

Inter-University Centre for Astronomy & Astrophysics (IUCAA)
Post Bag 4, Ganeshkhind, Savitribai Phule Pune University Campus,
Pune 411 007, India

Name of Work: **Job contract for HVAC Maintenance and Operation at IUCAA**

A. Name of Vendor / Firm / Company _____

Postal Address _____

Telephone Off. _____

Telex / Fax _____

Email ID _____

Signature & Seal of Bidder



Inter-University Centre for Astronomy and Astrophysics

Tender for

Tender for Job contract for HVAC maintenance and Operation at IUCAA

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Tenders Published on Web Portals

The Director, Inter-University Centre for Astronomy & Astrophysics, Savitribai Phule Pune University Campus, Ganeshkhind, Pune – 411007, invites technical & financial bids from reputed vendors / bidders for **“Job contract for HVAC Maintenance and Operation at IUCAA ”**.

Interested parties may view and download the tender document from Government Central Procurement Portal <http://eprocure.gov.in/eprocure/app>, and the same is also available on IUCAA’s website <https://www.iucaa.in/tenders>.

IUCAA reserves the right to reject any or all of the tenders without assigning any reason.

Administrative Officer (Purchase)

SECTION – I

Tender Information

Inter-University Centre for Astronomy and Astrophysics (IUCAA), Post Bag 4, Ganeshkhind, Savitribai Phule Pune University Campus, Pune 411 007, invites sealed tenders in two-bid system, i.e., “Technical Bid” and “Financial Bid” from reputed vendors for “**Job contract for HVAC maintenance and operation In IUCAA**”

Tender available on CPPP	: From 13/01/2023 from 1100 hrs.
Submission of questionnaire for Pre-Bid Meeting	: 23/01/2023 up to 1100 hrs.
Pre-Bid Meeting	: 24/01/2023 at 1100 hrs.
Closing date & time for receipt of tender	: 03/02/2023 at 1100 hrs.
Tender opening date & time	: 06/02/2023 at 1100 hrs.
Place of tender opening	: IUCAA’s office
Earnest Money Deposit (EMD)	: Rs.1,00,000/- (Rs. One Lac Only)

- 1) Bidders shall ensure that their tenders, complete in all respects, are uploaded at <https://eprocure.gov.in/eprocure/app> on or before the closing date and time indicated as above,
- 2) EMD should be paid through **NEFT/RTGS** only. Photo copy of transaction ID or UTR no. should be uploaded along with technical bid. The firms registered under Micro Small Enterprises (MSE) are exempted from payment of EMD.
- 3) Tender fees shall not be applicable for tender documents downloaded by the bidder. (In order to promote wider participation and ease of bidding, no cost of tender document will be charged for tender documents downloaded or uploaded on CPPP by the bidder)
- 4) **Minimum turnover of the bidder must be: a) for MSEs: should not be less than Rs. 1,00,00,000/- (One Crore only) per annum during the last 3 financial years, i.e., 2019-2020, 2020-2021 and 2021-2022 and b) for other than MSEs: Rs. 1,50,00,000/- (One Crore and Fifty lakhs only) per annum during the last 3 financial years, i.e., 2019-2020, 2020-2021 and 2021-2022. Those bids not fulfilling this criterion will be summarily rejected without assigning any reasons thereof.**
- 5) In the event of any of the above-mentioned dates being declared as a holiday / closed day for IUCAA, the tenders will be received/opened on the next working day at the appointed time.
- 6) The Administrative Officer (Purchase), IUCAA, Pune - 411007 on behalf of IUCAA reserves the right to postpone the date of opening of tender without assigning any reason.
- 7) **The bidder must have head office at Pune for providing effective and efficient services at least for last 5 years otherwise tender will be rejected.**
- 8) Technical Bid consists of all documents mentioned in the Technical Bid form along with EMD. Financial Bid consists of the prices and for all Commercial Terms and Conditions. Tender in which any of the prescribed condition (s) is not fulfilled or any condition including that of conditional rebate is put forth by the bidders, shall be summarily rejected. However, the tenders with unconditional rebate will be considered.
- 9) IUCAA reserves the right to reject any or all of the tenders without assigning any reason.

Estate Manager
Inter-University Centre for Astronomy and Astrophysics,
Post Bag 4, Ganeshkhind, Pune 411 007 Tel. (020) 25604100
Email- nitin_ohol@iucaa.in

SECTION - II

Technical Bid Form

Tender for Job contract for HVAC maintenance and Operation at
IUCAA (to be printed on company's letter head)

01	Bidder's Name (firm/company Name) and Address	
02	Company registration / Shop Act License No. and Validity Period/Date (If applicable)	
03	Nature of Business & Establishment Year	
04	Telephone Nos. <i>Mobile No.</i> <i>Fax Nos.</i> <i>E-mail</i>	
05	Contact Person <i>Name</i> <i>Designation</i> <i>Mobile #</i> <i>E-mail</i>	
06	EMD Paid	
07	NSIC / MSME Registration Certificate (valid certificate to be attached)	
08	PAN Details PAN no. (Photocopy to be attached)	
09	PF/ESI/GST/Professional Tax details Reg. no. PF (copy to be attached) Reg. no. ESI (copy to be attached) Reg no. GST (copy to be attached) Reg no. Profession Tax (copy to be attached)	
10	Organizational Capability (staff strength) <i>No. of Supervisors ... No of Staff...</i>	
11	Financial capacity over last minimum 3 years (Income tax return/Certified balance sheet of the firm along with CA's certificate for the respective year's turnover) FY 2018-2019 FY 2019-2020 FY 2020-2021 FY 2021-2022	
12	Last Five years continuous experience of the firm in the field of providing such services in Central Govt. establishment/Autonomous bodies of GOI/Corporation of GOI/Reputed Public or Private Organizations (Provide details in enclosed tabular form)	

13	<p>Provide following details of Three major/best jobs completed / ongoing of similar nature (You may be required to arrange for inspections of at least two such projects) Client Certificate (form no V) to be attached</p> <p>a) <i>Name & address of the Office/Company</i> Start date Completion date if any Value Scope of work <i>Client contact details (Name, tele, fax, e-mail).</i></p>	
	<p>b) <i>Name & address of the Office/Company</i> Start date Completion date if any Value Scope of work <i>Client contact details (Name tele, fax, e-mail).</i></p>	
	<p>c) <i>Name & address of the Office/Company</i> Start date Completion date if any Value Scope of work <i>Client contact details (Name tele, fax, e-mail).</i></p>	
14	<p>No. of staff/supervisors registered under ESI & EPF separately. Documentary proof of such is required and may be attached.</p>	
15	<p>A brief enlistment of Clients with whom your organization has worked (with contact details)</p>	
16	<p>List any arbitration cases/ legal disputes on Current/ previous projects - Mention name of project, reason for dispute, party filing the suit and current status)</p>	
17	<p>List any awards, recognitions on previously executed projects</p>	
18	<p>Prepared and Submitted by (Name & Signature)</p>	
<p>Notes –</p> <ol style="list-style-type: none"> 1. The Inter-University Centre for Astronomy & Astrophysics, Pune reserves the right to accept or reject any or all applications without assigning any reason. 2. The vendors/bidder has to fill/complete the technical bid form in all respect. Every statement made in the technical bid format should be supported by documentary proof for consideration and all pages of the tender should be verified and signed by the authorised person in this behalf. Otherwise the tender is liable to be rejected. 3. Please support Work in hand and completed work information with copy of the Work order/Contract from the client. 4. The agency must have an office at Pune for providing effective and efficient services for at least 5 yrs. 5. Please note that quoting the lowest is not the criteria for selecting the Agency. It shall be based on the qualification, experience of the technician's and performance of the Agency and Tender Evaluation Process mentioned in the tender. 		

SECTION - III

COMMERCIAL TERMS

1. Introduction

- 1.1 The Purchaser has issued these tender enquiry documents for purchase of goods and/or services as mentioned in Section -V (Scope of Work).
- 1.2 This section provides the relevant information as well as instructions to assist the prospective bidders in preparation and submission of tenders. It also includes the mode and procedure to be adopted by the purchaser for receipt and opening as well as scrutiny and evaluation of tenders and subsequent placement of contract.
- 1.3 Before formulating the tender and submitting the same to IUCAA, the bidder should read and examine all the terms, conditions, instructions etc. contained in the tender documents. Failure to provide and/or comply with the required information, instructions etc. incorporated in these tender documents may result in rejection of its tender.

2. **Language of Tender:** The tender submitted by the bidder and all subsequent correspondence and documents relating to the tender exchanged between the bidder and IUCAA, shall be written in the English language, unless otherwise specified in the tender enquiry. However, the language of any printed literature furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail.

3. **Eligible Bidders:** This invitation for tenders is open to all bidders who fulfill the eligibility criteria specified as above.

4. **Tendering Expenses:** The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and for subsequent processing the same. IUCAA will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the tendering process.

5. **Content of Tender Enquiry Documents:** The relevant details of the required goods and services, the terms, conditions and procedure for tendering, tender evaluation, placement of contract, the applicable contract terms and, also, the standard formats to be used for this purpose are incorporated in the above-mentioned documents. The interested bidders are expected to examine all such details etc. to proceed further.

6. Amendments to Tender Enquiry Documents:

- 6.1 At any time prior to the deadline for submission of tenders, IUCAA may, for any reason deemed fit by it, modify the tender enquiry documents by issuing suitable amendment(s) to it.
- 6.2 In order to provide reasonable time to the prospective bidders to take necessary action in preparing their tenders as per the amendment, IUCAA may, at its discretion extend the deadline for the submission of tenders and other allied time frames, which are linked with that deadline.

7. **Clarification of Tender Enquiry Documents & Pre-Bid Meeting:** A bidder requiring any clarification or elucidation on any issue of the tender enquiry documents may take up the same with IUCAA in writing by e-mail. A pre-bid technical meeting will be held at IUCAA, Pune on **24/01/2023 at 1100 hrs.** to discuss and resolve the queries and doubts, if any from the prospective bidders. Clarifications / questionnaire sought should be sent by email to **tenders.estate@iucaa.in** latest by **1100 hrs. on 23/01/2023.** Clarifications / discussions / minutes of the pre-bid meeting will form a part of the tender document. Pre-bid meeting will be arranged at IUCAA.

8. **Contacting IUCAA:**
- 8.1 From the time of submission of tender to the time of awarding the contract, if a bidder needs to contact IUCAA for any reason relating to this tender enquiry and / or its tender, it should do so only in writing to **tenders.estate@iucaa.in**.
- 8.2 In case a bidder attempts to influence IUCAA in its decision on scrutiny, comparison and/or evaluation of tenders and/or awarding the contract, the tender of the bidder shall be liable for rejection in addition to appropriate legal actions being taken against that bidder, as deemed fit by IUCAA.
9. **Corrupt or Fraudulent Practices:** IUCAA requires that the bidders who wish to bid for this project have highest standards of ethics. IUCAA will reject a bid if it is found that the Bidder recommended for award is engaged in corrupt or fraudulent practices while competing for this contract. IUCAA may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded a contract if at any time if it is found by IUCAA that the bidder has engaged in corrupt and/or fraudulent practices during the execution of contract.
10. **Interpretation of the clauses in the Tender Document/Contract Document:** In case of any ambiguity in or dispute arising out of or related to (including the interpretation of any of the clauses in this tender document/purchase order/contract), decision of the Director, IUCAA or his nominee shall be final and binding on all parties.
11. **Tender currencies:** The bidder shall quote only in Indian Rupees.
12. **Tender Prices:** Bidder has to check and fill all the fields mentioned in the price bid.
13. **Taxes:** GST shall be levied as per prevailing rates (present rate of GST is 18%).
14. **Earnest Money Deposit:** The earnest money is required to protect IUCAA against the risk of the bidder's unwarranted conduct as amplified under GCC
- 14.1 The amount of EMD will be Rs. 1,00,000/- (Rs. One Lac Only)
- 14.2 The EMD shall be denominated in Indian Rupees.
- 14.3 The EMD shall be furnished through **NEFT/RTGS** only bank details are as follows: -
Name of the Beneficiary - Inter-University Centre For Astronomy & Astrophysics
Bank Account Number - 98060100000188
Nature of Bank Account - Saving Bank Account, MICR NO. - 411012053
Name of the Bank - Bank of Baroda
Address of the branch - Bank of Baroda, IUCAA Extension counter,
Pune University Campus, Pune -411007. Bank Branch Code –EXTPOO,
IFSC Code- BARB0EXTPOO, Swift Code-BAR B IN BB PCB
- 14.4 Unsuccessful bidder's earnest money will be returned to them without any interest. In case of the bidder(s) whose offer is accepted, the EMD will be converted in to **Performance Security**. The present percentage (%) of Performance Security is 3% of the PO/Contract value. However, the balance amount of Performance Security has to be deposited separately through NEFT/RTGS. The percentage (%) of Performance security will be considered as per the Govt. of India norms at the time of execution of the contract agreement.
- 14.5 EMD of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. The successful bidder's earnest money will be forfeited, if he fails to furnish the balance amount of Performance security within the specified period.

15. Tender Validity

- 15.1 The tenders shall remain valid for acceptance for a period of 6 months after the date of tender opening prescribed in the tender document. Any tender valid for a shorter period shall be treated as unresponsive and rejected.
- 15.2 In exceptional cases, the bidders may be requested by IUCAA to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by mail or by fax followed by surface mail. The bidders, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender and they are also to extend the validity period of the EMD accordingly. However, a bidder who does not agree to extend its tender validity, his EMD will not be forfeited, but his tender will not be considered for further process.
- 15.3 In case the day up to which the tenders are to remain valid falls on/ subsequently declared a holiday or closed day for the purchaser, the tender validity shall automatically be extended up to the next working day.

16. Preparation of Bids:

- 16.1 For preparation of bid, the bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids. After selecting the tender document same shall be moved to the 'My favourite' folder of bidders account from where bidder can view all the details of the tender document.
- 16.2 Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 16.3 Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- 16.4 Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- 16.5 Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, GST & other details etc., under "My Space/ Other Important Document" option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16.6 The tender documents may be downloaded from <http://eprocure.gov.in/eprocure/app> till the last date of submission of tender. The Tender must be submitted online through CPP Portal <http://eprocure.gov.in/eprocure/app>
- 16.7 **The bidder should submit the bid online in two parts viz. Technical Bid and Financial Bid.** Technical Bid in cover-1 & Financial Bid in ".Xls" format in cover-2

17. Submission of Technical and Financial Bids:

- 17.1 All pages of the bid (except for un-amended printed literature) shall be initialed by the person or persons signing the bid. The bidder's name stated on the proposal shall be the exact legal name of the firm.
- 17.2 Any other condition or guideline for submission of the bids shall be notified by IUCAA if it finds necessary.
- 17.3 IUCAA may, at its discretion, extend the deadline for the submission of bids by amending the bidding documents, in which case all rights and obligations of IUCAA and Bidder previously subject to the deadline will thereafter be subject to the deadline as extended.

- 17.4 At any time prior to the deadline for submission of bids, IUCAA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, notify changes in the bidding documents through an amendment.
- 17.5 The amendments, if any, shall be notified on the CPP portal and the amendments shall be binding on all the bidders. Hence, the bidders shall view the notification in complete before submitting their bids.
- 17.6 The bidder responding to announcement shall be deemed to have read and understood the documents in complete. Where counter terms and conditions have been offered by the bidder, the same shall not be deemed to have been accepted by IUCAA, unless a specific written acceptance thereof is obtained.

SUBMISSION OF BIDS:

- i. Bidder should log into CPP Portal well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay.
- ii. Bidder should submit the EMD as per the instructions specified in the NIT / tender document. The details of the EMD should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- iii. While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accept the same in order to proceed further to submit their bid.
- iv. Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- v. Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- vi. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- vii. **If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**
Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.
If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected, including forfeiture of EMD.
The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.
- viii. Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.**
- ix. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall **take print out of system generated acknowledgement** number and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- x. Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.

- xi. All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology.
- xii. Technical & Financial bids has to be uploaded on or before **Bid Submission End Date & Time** mentioned in the tender documents

Assistance to Bidders

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender. The contact number for the helpdesk is 020-25604134/36 between 10:30 hrs. to 17:00 hrs.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002 and 0120-4001005. The helpdesk email id is support-eproc@nic.in
- All interested eligible bidders are requested to submit their bids online on CPP Portal <http://eprocure.gov.in/eprocure/appas> per the criteria given in this document:
 - a. Technical Bid should be upload online in cover-1.
 - b. Financial Bid should be upload online in cover-2

Both Technical and Financial Bid covers should be placed online on the CPP Portal (<http://eprocure.gov.in/eprocure/app>).

TECHNICAL BID: Signed and Scanned copies of the Technical bid documents as under must be submitted online on CPP Portal: <http://eprocure.gov.in/eprocure/app> . List of Documents to be scanned and uploaded (Under Cover-1) within the period of bid submission: -

- i. Scanned Copy of EMD / MSE Certificate
- ii. Scanned copy of duly filled Undertaking / Acceptance Letter along with proof of having head office in Pune for the past five years, i.e. from April 1, 2017 till date.
- iii. Scanned copy of duly filled Technical Bid form (Section II) along with supporting documents & commercial / legal terms & conditions with proper seal and signature of authorized person on each page of the bid submitted.
- iv. Scanned copies of the duly filled Declaration Form
- v. Scanned copy of blank tender with seal and signature on each page

FINANCIAL BID

- i. The currency of all quoted rates shall be Indian Rupees.
- ii. In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.Xls” format i.e. Price Bid Excel sheet attached as ‘.Xls’ with the tender and based on the scope of work, service conditions and other terms of the tender document. It should include all costs associated with the Terms of Reference/Scope of Work of the assignment.

18. **Withdrawal of Tender:** No tender shall be allowed to be withdrawn after the deadline for submission of tender and before expiry of the tender validity period. If a bidder withdraws the tender during this period, IUCAA shall have right to forfeit the earnest money furnished/deposited by the bidder along with the tender.

19. Tender Opening:

19.1 IUCAA will open the tenders at the specified date and time and at the specified place as indicated. In case the specified date of tender opening falls on declared holiday or closed day for the purchaser, the tenders will be opened at the appointed time and place on the next working day.

19.2 In the case of two-bid system mentioned above, the technical bids are to be opened in the first instance, at the prescribed time and date. These bids shall be scrutinized and evaluated by the competent authority / committee with reference to parameters prescribed in the tender document. Thereafter, in the second stage, the financial bids of only the technically qualified / acceptable offers (as decided in the first stage) shall be opened for further scrutiny and evaluation by giving an advance intimation to the technically successful bidders. IUCAA reserves the right to select the vendor on the basis of past performance and experience of the firm. The decision of IUCAA shall be final and representation of any kind shall not be entertained on the above. IUCAA shall have no obligation to convey reason for rejection of any bid.

20. Preliminary Scrutiny of Tenders:

20.1 The tenders will first be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the tender enquiry document. The tenders, which do not meet the basic requirements, are liable to be treated as unresponsive and shall be ignored.

20.2 The following are some of the important aspects, for which a tender may be treated to be unresponsive and shall be ignored;

- Tender is unsigned or incomplete.
- Tender validity is shorter than the required period.
- Required EMD has not been provided/paid.
- Bidder has not agreed to give the required performance security.
- Bidder has not agreed to essential condition(s) specially incorporated in the tender enquiry.
- tender is conditional tender.

21. Minor Informality/Irregularity/Non-Conformity: If during the preliminary examination, IUCAA finds any minor informality or irregularity or non-conformity in a tender, IUCAA may waive the same, provided it does not constitute any material deviation or financial impact and, also, does not prejudice or affect the ranking order of the bidders. In case, if IUCAA conveys its observation on such 'minor' issues to the bidder by asking the bidder to respond by a specified date, and the bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, such tender will be liable to be ignored.

If IUCAA observed, that vendor had inadvertently missed out to submit some documents asked in the technical bid form, then IUCAA may ask vendor to submit the same. IUCAA may convey its observation on such 'minor' issues to the bidder by registered/speed post/email/fax etc. asking the bidder to respond by a specified date. If the bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, such tender shall be liable to be rejected/ignored.

22. Opening of Financial bids: -

22.1 The Financial bids of all eligible, technically qualified and shortlisted bidders will be opened. The date and time of opening of financial bids shall be informed only to the shortlisted bidders.

22.2 IUCAA- reserves the right to accept the offer in full or in parts or reject summarily or partly & cancel the bid without giving any reason.

23. Bidder's capability to perform the contract

23.1 IUCAA, through the above process of tender scrutiny and tender evaluation will determine to its satisfaction whether the bidder, whose tender has been determined as the lowest evaluated responsive tender is eligible, qualified and capable in all respects to perform the contract satisfactorily.

23.2 The above-mentioned determination will, inter alia, take into account the bidder's financial, professional capabilities for satisfying all the requirements of IUCAA as incorporated in the tender document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the bidder in its tender as well as such other allied information as deemed appropriate by IUCAA.

24. Notification of Award: IUCAA will notify the successful bidder that its tender for goods and/or services, has been accepted. The notification of award shall constitute the conclusion of the contract. IUCAA will inform the successful bidder in due course by e-mail.

25. Issue of Contract: After notification of award, IUCAA will send the duly executed contract/work order to the successful bidder by email/registered/speed post etc. The successful bidder shall return a copy of the order, duly executed and dated, to IUCAA in person / by registered / speed post / courier within fifteen days of receipt of the same from IUCAA, failing which IUCAA may treat the contract to be repudiated.

26. Performance Security(PS) / Performance Bank Guarantee: Within 15 days from the date of award of Contract, the successful bidder shall submit a Performance Security for 3% amount of the yearly contract value. The PS shall be paid through NEFT/RTGS. Photo copy of transaction ID or UTR no. must be provided. The EMD will be converted in to **Performance Security**, however, the balance amount of Performance Security has to be deposited separately through NEFT/RTGS. In the event of any amendment issued to the contract, the bidder shall, within 15 days of issue of the amendment, furnish the performance security of the corresponding amendment value, rendering the same valid in all respects in terms of the contract, as amended. If bidder fails to submit balance performance security amount within 15 days, from the date of award of Contract/ Work Order/Amendment, there shall be a penalty of Rs.1000/- per day up to a maximum of 5% of the PO/Contract value.

26.1 Subject to above, IUCAA will release the performance security without any interest to the bidder on completion of the bidder's all contractual obligations and contract period.

26.2 Failure of the successful bidder in providing performance security and/ or returning contract copy duly signed in terms of GCC above shall make the bidder liable for forfeiture of its EMD and, also, for further actions by IUCAA against it.

26.3 If the bidder furnishes Performance Bank Guarantee to IUCAA for an amount equal to three per cent (3%) of the total yearly value of the contract, valid up to contract period + sixty days, then the amount of Performance Security will be refunded. Performance Bank Guarantee must be issued by a Nationalised Bank in India and in the prescribed form as provided in **Form I** of this document.

26.4 In the event of any loss due to bidder's failure to fulfill its obligations in terms of the contract, the amount of the performance security shall be payable to IUCAA to compensate for the same. IUCAA shall have the right to deduct full or part of the performance security and shall refund the balance amount, if any, to the Agency on the termination/completion of the term of the Contract.

27. Payment

- 27.1 The successful bidder (Agency) shall submit bills once in a month latest by the 3rd of every month. IUCAA will make payment within 10 working days. All deductions due to IUCAA shall be made from such bills.
- 27.2 The Agency shall submit the monthly bills excluding the amount towards Gratuity, Bonus and Leave with Wages. These statutory payments (Gratuity, Bonus, Leave with Wages etc.) will be paid as and when due and after submission of proof of payment made to the employees, employed by the Agency during the contractual period at IUCAA.
- 27.3 GST will be paid /reimbursed as per prevailing rates. & TDS will be recovered as per prevailing rates of Income tax act.
- 27.4 Payment of Wages and other conditions of employment of workers should be not inferior to as stipulated in the Minimum Wages Act. All formalities and procedures prescribed under the Contract Labour Act, Minimum Wages Act and other related acts should be strictly adhered to. IUCAA's responsibility as Principle Employer should be fully protected. The necessary legal registers, forms, returns, and liaison with local (concerned authorities) etc. required as per the law of the land are to be maintained by the Agency and should be made available for inspection by the Inter-University Centre for Astronomy and Astrophysics at any time. The Agency will have its workers covered under ESI, PF and other Acts as applicable from time to time at its own cost.
- 28. Taxes and Duties, Fees etc.:** Bidder shall be entirely responsible for payment of all taxes, duties, fees, levies and statutory payments etc. during the contract period.
- 29. Minimum Amount of Third-Party Insurance (Bidder/Agency All Risk Policy):** In case of any bodily injury to any employee during the course of his employment, the provisions of the Workmen's Compensation Act shall prevail. The Agency should have insurance cover policy in this regard at its own cost. The Agency will have to produce copy of the insurance cover (Workman Compensation Policy) for verification as and when required; failing which IUCAA may treat the contract to be repudiated.
- 30. ESI, PF & other regulatory rules & laws:** Agency has to cover his workers & staff under ESI & PF scheme and comply with local laws & statutes dealing with employment of persons necessary reports to be submitted.
- 31. Termination and Penalty:** It shall be the primary responsibility of the Agency that work contract is executed as per terms and conditions stipulated under this contract to the complete satisfaction of IUCAA. If performance is not found to be satisfactory, IUCAA may deduct a minimum of Rs.1000/- per day in each case subject to maximum deduction of 5% of scheduled monthly payment in a calendar month. In extreme cases, IUCAA may issue show cause notice to Agency giving 15 (fifteen) days for improvement, failing which the work contract shall be liable to be terminated along with forfeiture of the performance security. Decision of IUCAA in this regard shall be treated as final and binding on the Agency. If the Agency refuses to carry out the work under this contract at any stage before the expiry of the period of contract, the work contract shall be liable to be terminated by IUCAA without giving any notice along with forfeiture of the performance security. In such situations IUCAA may get the work done from any other person/firm at the risk and cost of the Agency till new contract is awarded or 60 days period whichever is earlier. An expenditure so incurred by IUCAA shall be deducted from the payments due to the Agency. During the absence of any employee, suitable substitute will be provided by the Agency, failing which, a penalty of Rs. 1000/- per day, per person will be deducted from the monthly bill of the Agency. If the Agency fails to ensure 95% attendance of total man days consecutively for three months, it shall be sufficient ground for termination of the work contract and forfeiture of the performance security.

- 31.1 **Termination for insolvency:** If the bidder is declared by any competent authority/court as bankrupt or otherwise insolvent, the contract shall be deemed to be terminated from the date of such declaration however, such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to IUCAA.
- 31.2 **Termination for convenience-** IUCAA reserves the right to terminate the contract, in whole or in part, by serving written notice to the bidder at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of IUCAA. The notice shall also indicate interalia, the extent to which the bidder's performance under the contract is terminated, and the date with effect from which such termination will become effective. The goods and services which are complete and ready in terms of the contract for delivery and performance within thirty days after the bidder's receipt of the notice of termination may be accepted by IUCAA following the contract terms, conditions and prices. For the remaining goods and services, IUCAA may decide:
- a) to get any portion of the balance completed and delivered at the contract terms, conditions and prices; and / or
 - b) to cancel the remaining portion of the goods and services and compensate the bidder by paying an agreed amount for the cost incurred by the bidder towards the remaining portion of the goods and services.
- 31.3 IUCAA, reserves the right to terminate the said contract at any time on the ground of ineffective services rendered by the agency. IUCAA will be the sole judge to determine the facts.

32. Force Majeure: Notwithstanding the provisions contained in tender document clauses, the bidder shall not be liable for imposition of any such sanction so long the delay and/or failure of the bidder in fulfilling its obligations under the contract is the result of an event of force majeure.

- 32.1 For purposes of this clause, force majeure means an event beyond the control of the bidder and not involving the bidder's fault or negligence and which is not foreseeable. Such events may include, but are not restricted to, acts of IUCAA either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, and freight embargoes.
- 32.2 If a force majeure situation arises, the bidder shall promptly notify IUCAA in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by IUCAA in writing, the bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
- 32.3 If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of force majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.
- 32.4 In case due to a force majeure event IUCAA is unable to fulfill its contractual commitment and responsibility, IUCAA will notify the bidder accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

33. Settlement of Disputes

- 33.1 Any dispute arising out of the terms of this contract or in the interpretation of any clause herein shall be settled by mutual discussion between the nominated authorities of IUCAA and the Agency or their authorized representatives. The Director of IUCAA will be the final authority in resolving such disputes.

- 33.2 In the event of a dispute or difference which cannot be resolved by mediation, the same shall be referred to an Arbitration Tribunal consisting of three members. Either party shall give notice to the other regarding its decision to refer the matter to arbitration. Within 30 days of such notice, one Arbitrator shall be nominated by each party and the Umpire Arbitrator shall be nominated by agreement between the parties to this agreement. The venue of the arbitration will be Pune. Subject to the aforesaid, the Arbitration and Conciliation Act, 1996 with amendments and the rules there under and any statutory modification thereof for the time being in force shall apply to the Arbitration proceedings.
34. **Governing language: The** contract shall be written in English language following the provision as contained in tender document. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in English language
35. **Applicable Law:** The contract shall be interpreted in accordance with the laws of India.
36. **Contacting IUCAA Authorities:** No bidder shall contact any of the IUCAA authorities on any matter relating to his bid, from the time of the opening of the bids to the time the contract is awarded.
37. **Committee Duly Constituted by IUCAA Reserves the Right to Accept any Bid and to Reject Any or All Bids:** Committee duly constituted by IUCAA reserves the right to reject, accept or prefer any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its actions and decisions. IUCAA also reserves the right to accept any bid in part or split the contract between two or more bidders.

SECTION - IV

GENERAL TERMS AND CONDITIONS

1. The contract will initially be for a period of three months from **April 1, 2023**. The same may further be extended for a period of nine months and thereafter on yearly basis, if the performance of the Agency is found satisfactory in the opinion of IUCAA. Either party may terminate the agreement during the operative period, by giving one month's advance notice in writing. The contract may further be extended, subject to the performance of the Agency.
2. The agency should obtain the requisite license for running the establishment from authorities such as Municipality, Local Authority, State/Central Government, Labour Law Department at its own cost. The agency will have to maintain registers/records as required under provisions of various Acts. IUCAA shall not be responsible in any way for any breach of these rules and regulations by the agency.
3. On the termination of the contract by either of the parties for any reason, the Agency shall return to IUCAA all materials supplied by IUCAA and refrain from using the premises of IUCAA permitted for their use during contract together with fixtures and articles therein in good condition.
4. The agency shall not transfer or assign to or share benefit of this agreement with anyone else without the consent in writing of IUCAA.
5. The agency shall at all time keep IUCAA effectually indemnified against all actions suits proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or reason of anything done or omitted to be done by the agency.
6. The agency will cooperate with all other agencies at campus.
7. None of the employees of the agency will have any right to various facilities offered by Inter-University Centre for Astronomy and Astrophysics to its staff and participants.
8. All the material required for general maintenance of the electrical equipment, will be made available by IUCAA.
9. Within one month from the receipt of the contract, the agency has to submit the police verification report of the deputed persons at IUCAA. No separate cost will be paid for the same.
10. IUCAA, reserves the right to terminate the said contract at any time on the ground of ineffective services rendered by the agency. IUCAA will be the sole judge to determine the facts.
11. The agency shall be responsible for taking good care of all equipment at Pune. The agency should employ qualified AC Operators. It should bring to the notice of IUCAA the repairs and maintenance works to be undertaken from time to time to keep the equipment in working conditions.
12. The agency should keep the usage of the water and electricity to a responsible level. If it is found that water and electricity is not used properly and involves wastage, IUCAA reserves the right/option to levy charges/penalty on the agency.
13. The agency hereby agrees and undertakes to return to IUCAA all materials supplied by IUCAA on termination of the contract and hand over peaceful possession of IUCAA's premises in Pune allotted for their use during contract together with fixtures and articles therein in good condition and undertake to return all materials/equipment etc. supplied by IUCAA.
14. Proper maintenance is the essence of this contract.
15. The agency will be responsible for the safety and security of the material/equipment provided to them for maintenance work. IUCAA has a right to recover the amount towards damages or loss of any equipment/item from the agency or to impose penalty in case of any negligence found on the part of agency or its employees.
16. To the extent possible mechanized/automated equipment will be used for its operations. The agency will be required to have trained manpower for its operation. Manpower requirements should be calculated taking this aspect into account such equipment would be provided by IUCAA.

17. The agency should enclose the copies of all requisite registration, PF & ESI code numbers, licenses, Income Tax Clearance Certificate & copies of the work order for the services provided to the leading organisations.
18. The agency will have to complete all the required formalities within 15 days from the award of the Contract / Work order.

EMPLOYMENT OF SUPERVISOR/WORKERS:

19. The payment of wages and other benefits to the employees of the agency shall be the **EXCLUSIVE RESPONSIBILITY OF THIS AGENCY** and persons so employed by the AGENCY shall have **NO CLAIM** whatsoever on IUCAA.
20. Payment of wages and other conditions of employment of workers should be not inferior to as stipulated in the Minimum Wages Act. All formalities and procedures prescribed under the Contract Labour Act. Minimum Wages Act and other related act should be strictly adhered to. IUCAA's responsibility as Principle Employer should be fully protected. The necessary legal registers, forms, returns etc. required as per the law are to be maintained by the agency. These should be available to IUCAA for inspection & scrutiny at any time. The agency will have its workers covered under ESI, PF and other acts as applicable from time to time at its own cost.
21. The employees engaged by the agency should observe the discipline and should see the decency and decorum is maintained within the course of their employment.
22. Employees appointed by the agency should be medically fit, should possess good conduct and discipline, should understand Hindi/Marathi.
23. The agency's employees will be supplied with proper uniforms along with logo of the agency including protective clothing for all seasons(winter/summer/rainy) and by the agency at its cost. Any employee found improperly dressed will be asked to leave the premises. The agency will provide immediate replacement in such cases.
24. The workers/staff of the agency will have nothing to do with IUCAA and shall have no presumptive right of absorption in the services of IUCAA. In order to give effect to this, the agency shall incorporate suitable clause in the appointment orders to be issued to its workers/staff.
25. In case the workers engaged by the agency have any grievance, they will take it up with the agency without any disturbance on the campus. If the agency's workers were to resort to agitation resulting in damage to IUCAA's property or hindrance to its work, the agency would be liable to pay damages to IUCAA. Further, such action by the agency's workforce would result in termination of the contract.
26. IUCAA has a right to modify any of the conditions as and when required with mutual understanding with the Agency. IUCAA may increase or decrease the manpower at any time during the contractual period with mutual understanding with Agency.
27. IUCAA will supply all spares/equipment/materials/items to the agency for maintenance and has a right to recover the amount from the agency towards the damages caused or loss of any items/equipment during the course of the contract or to impose the penalty in case of any lapses found on the part of agency or the persons employed by the agency.
28. A complete list of workers/supervisors together with detailed bio-data, photographs, etc. should be submitted to IUCAA before they are employed. In case of any changes in the list, the same should be informed to IUCAA.
29. A designated representative of the agency should visit IUCAA daily and report to the officers as required.
30. **Compliance of Statutory Provisions, Laws, Rules, Orders, Notifications, etc. issued by Government from time to time.**
31. The agency shall at his own cost comply with all the statutory provisions, laws, rules, orders, notifications, etc. whether issued by Central or State or Local Government as applicable to him and to this contract from time to time while discharging his responsibilities under this contract and **indemnify IUCAA** against any loss which accrued to IUCAA directly or indirectly on account

of discharge of his responsibilities under this contract. These Acts/Rules/Laws etc. include without limitation to the following:

- 38.1 The Minimum Wages Act, 1948, Rules, Orders, and Notifications, etc. issued there under from time to time.
 - 38.2 The Workmen's Compensation Act, 1923, with Rules, Orders and Notifications, etc. issued there under from time to time.
 - 38.3 The Payment of Gratuity Act, 1972, with Rules, Orders and Notifications, etc. issued there under from time to time.
 - 38.4 The Factories Act, 1948, or the Shops and Establishment Act, whichever is applicable with Rules, Orders, and Notifications, etc. issued there under from time to time.
 - 38.5 The Payment of Bonus Act, 1965, with Rules, Orders, and Notifications, etc. issued there under from time to time.
 - 38.6 The Payment of Wages Act, 1936, with Rules, Orders, and Notifications, etc. issued there under from time to time.
 - 38.7 The Employees Provident Fund & Miscellaneous Provisions Act, 1952, with Rules, Orders, and Notifications, etc. issued there under from time to time.
 - 38.8 The Employees State Insurance Act, 1948, with Rules, Orders, and Notifications, etc. issued there under from time to time.
 - 38.9 The Interstate Migrant Workmen (Regulation of Employment and Condition of Service) Act, 1979, and Central Rules framed there-under.
 - 38.10 Child Labour (Prohibition and Regulation) Act, 1986, with Rules, Orders, and Notifications, etc. issued there under from time to time.
32. This Contract based on the principles of Law of Contracts. All personnel deputed / employed for execution of this contract by the agency shall be employees of the agency. IUCAA shall not have any liability to absorb them at any point of time nor can they claim any right for employment in IUCAA. The workers/staff of the agency will have nothing to do with facilities provided by Inter-University Centre for Astronomy and Astrophysics to their employees/staff/participants. In order to give effect to this, the agency shall incorporate suitable clause in the appointment orders to be issued to its workers/staff.
33. The agency shall also submit periodical reports/returns to the various statutory authorities such as those stipulated under the contract labour (Regulation & Abolition) Act, 1970, Employees Provident Fund Act, etc.
34. The agency shall deploy full complement of workmen under this contract at all times during the stipulated days and stipulated hours for execution of the work under this contract subject to the minimum specified manpower as stipulated in the contract, regulating their working hours and weekly off as per the statutory provisions.
35. The agency shall maintain all records/registers required to be maintained by him under various laws including those mentioned above and produce the same before the statutory authorities whenever required. These shall among other things include the following:
- Muster Roll
 - Register of Wages
 - Register of Deductions
 - Register of Fines
 - Wage Slip
 - Register of Advances
36. The agency shall not engage/employ persons below the age of 18 years.
37. The employees of the agency should be covered under ESI & PF and a copy of ESI and PF contribution to his employees deployed for fulfillment of this contract for the previous month should be attached while preferring his bills for the subsequent month. IUCAA may withhold payments to the agency or deposit PF/ESI contribution directly with appropriate authorities if the

- agency fails to do so. Moreover, the agency shall make salary payments to its employees as per the payment of Minimum Wages Act inclusive of dearness allowance increase etc. from time to time. The agency has to ensure that engagement and payment of wages of persons are as per existing provisions of various labour laws and regulations as decided by concerned Labour Department. Any breach to any extent of law and regulations shall be deemed to be breach of this contract.
38. The agency should display on the Notice Board showing rates of wages, No. of workers, details of payment of wages, name & address of inspector etc. as per relevant rules of Labour Laws.
 39. The agency shall deal and settle the matter related their employees at his own and shall make sure that no labour problem is passed on to IUCAA.
 40. IUCAA shall not be responsible for any claim, whatsoever, against the agency from third party sources including claims, if any, from the men employed by the agency under this contract.
 41. The agency shall be fully responsible and liable if any person engaged/planned to be engaged by him for the purpose of this contract is involved in any unlawful activity including theft, pilferage, sabotage, terrorism etc. while on duty, in IUCAA, under the provisions of this contract. The agency shall get the antecedents of all the persons engaged/planned to be engaged by him for the purpose of this contract, verified from police station concerned and produce a certificate in this regard to IUCAA. In case police verification for some of his employees/ workers is not available at any given time, the agency shall be required to certify that persons deployed by him are not involved in any unlawful activity including theft, pilferage, sabotage, terrorism etc. and he is fully responsible for their conduct. The agency should also obtain entry passes, gate passes for the persons deployed by him for work, from the concerned department through section in charge.
 42. Any employee of the agency on duty found drinking, smoking, chewing gutka etc. will be terminated without giving any advance warning.
 43. The agency shall provide proper identification cards to his employees to be deputed by him for work, duly signed by the agency or authorized person on behalf of agency. These identification cards should always be donned by the staff of the agency while on duty under the provisions of this Contract.
 44. In case IUCAA authorities are of the opinion that the competence or conduct (pertaining to reliability, behavior, etc.), of any of agency's employees, while on or off the job, is detrimental to the interests of IUCAA. IUCAA shall have the unqualified right to request for the removal of such employee(s) and the agency shall be under obligation to replace him/them at his own risk and cost. Same provision will apply if any employee of the agency is suffering from any communicable disease(s). The agency will be allowed a maximum of seven days to replace the so identified person(s) with another suitable person(s).
 45. The agency shall pay wages directly to his workmen/employees. The agency shall also ensure that no amount by way of commission or otherwise is deducted & recovered from their wages.
 46. In case any workman suffers any injury or meets with any accident while performing duty, the liability under Workmen's Compensation Act or any other Law shall be borne fully by the Agency and IUCAA shall not be liable for any claim for damages or compensation.
 47. The agency shall ensure that the supervisors are supervising all the jobs properly and attending to the complaints promptly and satisfactorily for taking corrective action. To ensure this, all the supervisors shall be provided with a functional mobile handset so that they could be contacted immediately whenever required for rendering any assistance.
 48. For successful implementation of the terms and conditions of this agreement, the staff employed by the agency shall be subject to inspection by the authorized officers of IUCAA at the discretion of IUCAA and the agency shall be under obligation to assist in such exercise, whenever desired.
 49. The agency shall maintain a log book under supervisor's care in which daily attendance of his staff shall be marked to ensure that the desired number of persons have been engaged and are physically present on all stipulated days and during the entire duration of stipulated hours. This log book shall be shown to an authorized IUCAA representative at 9.00 AM daily and at any other time on demand. If at any point of time relevant entries are found missing/incomplete, IUCAA may treat

such employees of the agency to be absent and take necessary action accordingly under the relevant provisions of this contract.

50. Any of the agency's employee going on leave, falling sick or not reporting on duty shall immediately be replaced by the agency at no additional expense.
51. The agency shall ensure that IUCAA's property is not damaged due to his staff's carelessness or through use of inappropriate using of material/methods etc. and in case of any damage or loss, the agency shall be liable to make good the loss. The decision of IUCAA as to the quantum and value of damage/loss shall be final and binding on the agency.
52. The Job Contract for HVAC Maintenance and Operation requirements given in the scope of work are only indicative and not exhaustive. The decision of IUCAA authorities in this regard shall be final and binding on the agency.
53. Timely availability of all the men, material and machinery at the building for maintenance activity shall be the sole responsibility of the agency and in the event of his/her failure to do so, IUCAA reserves the right to get it done at the risk and cost of the agency. The expenditure so incurred by IUCAA shall be deducted from the payments due to the agency or from the performance security along with penalty, as deemed fit by IUCAA.
54. The agency shall take all necessary steps to ensure that due to HVAC Maintenance and Operation work, official work is not put to inconvenience during office timings and there is no safety hazard/any other hazard at workplace. Decision of IUCAA regarding satisfactory standard of cleanliness & hygiene will be final binding on the agency.
55. The agency shall not authorize any other agency on sub-contract basis to perform the contract fully or partly for any period, however short it may be.
56. The agency shall be under obligation to carry out any/all of the activities stipulated in the contract. The agency shall ensure performance of all the activities through his workmen/employees which have been listed under the "Scope of Work" he shall be under obligation to carry out any/all of the activities stipulated in the contract.
57. If the minimum specified manpower deployed by the agency, is found to be inadequate by IUCAA then the agency shall be under obligation to increase the manpower as directed by IUCAA. However, in all such cases, IUCAA shall pay on pro- rata basis for such additional manpower deployed by the agency.
58. The bidder shall be bound by all the terms and conditions as laid down in the bidding document including all the Annexure in toto.
59. Any deviation on the part of bidders from the clauses of this contract whether hidden/intentional/unintentional shall be considered as contravention of the clauses under this contract and same shall also be grounds for rejection.
60. IUCAA reserves the right to seek any clarification from the bidders or waive any minor deviation in the provisions governing the contract at its sole discretion.
61. For better appreciation of scope of work under this contract, the bidders are advised to visit IUCAA campus on any working day between 10.00 am to 4.00 pm after the issue of tender notice and before the date of closure of this tender.
62. No financial details should be mentioned in technical bid otherwise the bid shall be liable to be rejected.
63. The bidders are advised in their own interest to study the bid document and ensure that all the points brought out in the checklist are complied with in their bid failing which, the offer is liable to be rejected.
64. The bid papers, duly filled in and complete in all respects shall be submitted together with requisite information and Annexure/Appendices. It shall be complete and free from ambiguity, change or interlineations.
65. The bidder shall sign the bid with the exact name of the firm to whom the contract is to be issued, in case the contract is awarded to him. It shall be identical with the firm for which the essential certificates and eligibility conditions are enclosed along with this bid document.

66. The bidder should submit a Labour license issued by Labour Commissioner (central) within 3 months from the date of issue of the contract.
67. Conditional tenders / Non-compliance of any of the conditions set in tender document shall render the bid liable for rejection.
68. A full-time supervisor who will take full responsibility for rendering the necessary services shall be present during the working hours in IUCAA's premises at Pune.
69. In the case of any lapses on the part of its employees, suitable disciplinary action should be taken against a defaulter by the agency. IUCAA has a right to impose the penalty for the act of such negligence.

RATES / QUOTATION

70. The bidder shall submit the financial bid duly filling the rate in Indian Rupees only.
71. Rates quoted (Service charges) on per month basis by the bidder shall be valid and constant during the entire period of contract and will not be subject to any variation on any account whatsoever. However, if there is any change in statutory provisions like minimum wages, PF/ESI contributions etc. leading to increase/decrease in the amount of contractual payment then such increase/decrease would be accommodated by IUCAA as applicable and the agency shall also be bound by it. The agency in all such situations would be required to submit necessary calculations in support of his claims along with copies of relevant order/notifications/ circular etc. issued by appropriate statutory authorities.
72. A list containing the name, address, telephone number and the contact person of such establishments where the agency is presently rendering the services along with the performance certificate issued by such establishments should be enclosed. The total manpower available category-wise should be indicated.
73. Contacting IUCAA Authorities: No bidder shall contact any of the IUCAA authorities on any matter relating to his bid, from the time of the opening of the bids to the time the contract is awarded.
74. Committee Duly Constituted by IUCAA Reserves the Right to Accept any Bid and to Reject Any or All Bids: Committee duly constituted by reserves the right to reject, accept or prefer any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its actions and decisions. IUCAA also reserves the right to accept any bid in part or split the contract between two or more bidders.
75. The relevant copies of the government (central) notifications should be attached in support of the BoQ (such as basic, VDA, PF, ESI, Bonus, Gratuity, LWF etc. as per Minimum Wages Act)
76. Bidders are requested to quote as per Minimum Wages Act (Central) wage structure. If the party quote inferior to as stipulated in the Minimum Wages Act, then their quote will be rejected.

SECTION - V
SCOPE OF WORK – IUCAA

ANNEXURE - A
TERMS AND CONDITIONS

1. The Contract will be initially for a period of three months from **April 1, 2023**. The contract will be further extended for a period of nine months if the performance of the agency is found satisfactory. The agreement can be terminated during the operative period by giving three months notice in writing by either party.
2. The agency will have to ensure and make necessary arrangements to depute technicians/engineers, within 24 hours of receipt of complaint of repair/breakdown of the plant, to attend to the repair/breakdown and clear the fault immediately as the plant is running round the clock.
3. The contract is preventive maintenance. All consumable items like Freon, nitrogen and refrigerant gases (R-22, R-32, R-134, R-407, R-410 etc.) for leakage etc. will be provided by the agency at their cost during the period of contract. The agency will have to attend leakage of gas etc. for the smooth function of the plant. All other parts required to be replaced during breakdown or preventive maintenance will be provided by the IUCAA.
4. All risk protection includes charge of compressor/fan motor/valves/casting nuts & bolts/electrical items, air filters, etc. The agency will have to repair, within 24 hours/36 hours/48 hours depending upon the nature of the complaint, but at no point of time should it be more than 48 hours with the exception of repairs to winding of motors which should be repaired within 72 hours. If the agency fails to repair the fault within the stipulated time the cost of losses will be recovered from the agency as compensation @ Rs. 5000/- per day of delay in providing the service beyond the stipulated time.
5. The personnel provided by the agency should have identity cards and they should follow the rules and regulations of IUCAA and should be trained, skilled and experienced to handle the equipment and to attend to the complaints. The agency will have to replace such personnel immediately who do not follow discipline and/or lack of knowledge and skills.
6. The agency will be responsible for the safety of its personnel as well as equipment in all respects and as such any claims, disputes or other complications arising out of any accident or any other problems will have to be settled by agency. The Agency will have its workers covered under ESI, PF and other Acts as applicable from time to time at its own cost.
7. The agency shall be fully responsible for any damage/destruction (total or partial) of any part due to wrongful act or negligence of its personnel while handling equipment.
8. No material/items/equipment will be allowed to be taken out by the agency without Gate pass / written consent of IUCAA.
9. On termination of the contract, the agency shall discontinue use of and hand over peaceful possession of the Centre's premises together with fixtures and articles there in good condition and undertake to return all materials/equipment etc. supplied by the Centre.
10. All consumable spares must be brought fortnightly by the agency and shown to the representative of IUCAA. The materials not connected with IUCAA work will not be allowed to be brought and kept in the premises of IUCAA
11. The old replaced parts must be returned to IUCAA or its authorized representative. The agency shall carry out regular periodic maintenance. The Estate Manager, IUCAA or IUCAA's authorized representative will hold a weekly meeting preferably on every Monday and the agency will have to attend the meeting.
12. The agency has to provide free replacement of all defective parts with new or serviceable parts of original make which will be inspected and checked by a representative of IUCAA.

13. The recharging of refrigerant gas will be inclusive of transport, octroi, other applicable taxes etc. and will be borne by the agency
14. The agency will be required to replace cooling tower fins whenever necessary and as per the decision of the IUCAA representative.
15. The agency shall visit and inspect the condition of all the items under their maintenance contract before forwarding their quotations.
16. The periodic preventive maintenance of central HVAC plant, VRV/VRFs, Split ac's, all AHU's is the responsibility of the agency. Agency has to provide a preventive maintenance schedule chart to IUCAA to be followed it strictly.

SCOPE OF CONTRACT:

17. Maintenance service contract (All risk protection). This includes:
18. Maintenance service contract (only consumables replacement). This includes:

(i) HVAC Plant in IUCAA office consisting of:

- a) Cristopia make Chillers - 50 TR each – 3 Nos. (including 7.5 HP Condenser Pumps – 4 Nos., 5 HP Chilled Water pumps – 4 Nos., 100 Tr Cooling Towers – 2 Nos. and electrical power & control panels)
- b) AHU - 5 Nos.

(ii) HVAC System in IUCAA 500-seater Auditorium consisting of:

- a) Daikin Make VRV/VRF system - 20 HP capacity – 3 Nos.
- b) Air Washers with Water Pumps - 2 Nos.
- c) AHU - 1 No.

(ii) Equipment in IUCAA office consisting of:

I) Inverter Split AC :

Sr. No.	AC Make	1.5 TR	1.8 TR	2.0 TR
1	Toshiba	74	-	08
2	Carrier	03	-	07
3	Mitsubishi Heavy Duty	06	-	-
4	Daikin	13	18	
	Total Nos.	96	18	15

II) Ordinary Split AC :

Sr. No	AC Make	1.5 TR	2.0 TR
1	LG	46	01
2	Voltas	32	18
3	Panasonic	02	07
4	Mitsubishi Electric	05	01
5	Onida	0	01
	Total Nos.	85	28

III) Ductable AC :

Sr. No	Unit	Make	Capacity	Quantity
1	Indoor (Visitor Lab)	Daikin	3.5 TR	02 Nos.
	Outdoor (Visitor Lab)	Daikin	3.5 TR	02 Nos.
2	Indoor (Bhaskara – 1)	Blue star	11 TR	01 Nos.
	Outdoor (Bhaskara – 1)	Blue star	11 TR	01 Nos.

IV) Window AC:

Sr. No.	AC Make	2.0 TR
1	LG	11
	Total Nos.	11

V) VRV Units AC:

Sr. No.	Unit	Make	Capacity	Quantity
1	Indoor – Cassette AC	Daikin	4 TR	02 Nos.
	Outdoor VRV	Daikin	10 HP	01 Nos.
2	Indoor – Cassette AC	Daikin	4 TR	02 Nos.
	Outdoor VRV	Daikin	10 HP	01 Nos.
3	Indoor – Split AC	Daikin	2 TR	08 Nos.
	Outdoor VRV	Daikin	18 HP	01 Nos.
4	Indoor – Cassette AC	Daikin	2.5 TR	10 Nos.
	Indoor – Cassette AC	Daikin	1.5 TR	04 Nos.
	Indoor – Cassette AC	Daikin	2 TR	01 Nos.
	Outdoor VRV	Daikin	16 HP	02 Nos.
Sr. No.	Unit	Make	Capacity	Quantity
5	Indoor – Cassette AC	Daikin	3 TR	02 Nos.
	Indoor – Split AC	Daikin	1.5 TR	2 Nos.
	Indoor – Split AC	Daikin	2 TR	10 Nos.
	Outdoor VRV	Daikin	12 HP	01 Nos.
	Outdoor VRV	Daikin	8 HP	02 Nos.

VI) Clean Room – Class 10000 : 02 Nos.

Sr. No.	Unit	Make	Capacity	Quantity
1	AHU	Zonex	6000 CFM	01 No.
	Outdoor DX Unit	Mitsubishi	12 HP	01 No.
2	AHU	Zonex	3400 CFM	01 No.
	Outdoor DX Unit	Daikin	8 HP	01 No.

The Maintenance Service Contract (only Nitrogen, Co2, Refrigerant Gas recharging/replacing) also covers:

- Free overhauling / repairing of all equipment if required at site / workshop parts if required will be provided by IUCAA.
- Free replacement of all consumables such as V belts etc. and free overhauling / of pre-filters, re-scaling of condensers, chemical cleaning of evaporator coils as and when required. Required material will be provided by IUCAA.
- Cleaning of cooling tower and nozzles air washer internals, air filters, cleaning of chiller pumps, condensers and AHU's etc.
- Wet cleaning of all HVAC equipment mentioned in scope of contract, half yearly.
- Lubricating & replacing bearings of pumps, motors, fans, and checking and filling up oil in various equipment etc.
- Any other work/item which is not included/specified above, but is an essential component of the installations covered under the contract would be replaced/repared free of cost as and when required
- Repairing of motors of pumps, compressor of AC plants/ Split AC's.

19. Replenishment of refrigerant gas (R-22, R-32, R-134, R-407, R-410 etc.)/freon/CO2 / nitrogen gas and compressor oil in the system.
20. Free service/labour for replacement of electrical installations like cable, dressing of lugs, switch boards isolators, connectors, fuses, bulbs (indicators), heater (crank case heaters), contactors, relay, terminals, solenoids valve, non-return valves, etc.
21. Items such as compressor/fan motor/valves/casting nuts & bolts/electrical items etc. will be provided by IUCAA, however the agency will have to repair/restore equipment within 24 hours/36 hours/48 hours depending upon the nature work/complaint after receipt of required items as mentioned above. If the agency fails to repair the fault within the stipulated time the cost of losses will be recovered from the agency as compensation @ Rs. 5000/- per day of delay in providing the service beyond the stipulated time.
22. Free service/labour for replacement of defective/worn out parts with new original or serviceable parts with the permission of IUCAA after due inspection and acceptance by IUCAA's representative.
23. The service required for maintenance & free replacement of all spares of all split units, VRVs, window air conditioners and their exhaust fans etc.
24. Repairing of motors of A/C plants.
25. Changing of fins of cooling tower.
26. The Contract is not transferable without written permission of IUCAA.
27. The agency should maintain a register indicating daily readings of various equipment pressure, oil level, etc. and the same should be attached along with the bill.
28. The Centre may increase or decrease the scope of the work.
29. All disputes will be solved with mutual understanding between IUCAA and the agency. The Director, IUCAA will be the final authority and the decision given by him will be binding on both the parties
30. Income tax as applicable will be deducted while making every payment to the agency.
31. The Centre has a right to modify any of the conditions as and when required with mutual understanding with the agency.
32. The HVAC Plants/AHU's can be seen during the working hours with prior permission.
33. A list of the establishments (with their address, name of the contact person and telephone numbers) where the agency is presently rendering its services/has rendered its services along with the performance certificate issued by such establishments and a copy of the contracts with such establishments must be enclosed with the quotation. Quotations without this information will be summarily rejected
34. On award of work, the EMD will be converted in to **Performance Security/Security Deposit**. The present percentage (%) of Performance Security is 3% of the PO/Contract value. However, the balance amount of Performance Security/Security Deposit has to be deposited separately through NEFT/RTGS. The percentage (%) of Performance security will be considered as per the Govt. of India norms at the time of execution of the contract agreement. IUCAA shall have the right to deduct out of the above deposit any amount which the agency may become liable hereunder and shall refund the balance amount, if any, to the agency on the termination/completion of the term of the contract.
35. The Centre reserves the right to reject any or all quotations without assigning any reason thereto. **Please note that quoting the lowest is not the criteria for selecting the Agency. It shall be based on the qualification, experience & performance of the Agency.**

ANNEXURE – B

HVAC Plant Daily operation with shift personnel

Scope of work:

- The agency shall be responsible for operating and taking good care of all HVAC equipment, VRVs, windows and split air conditioners. Operators should be ITI & NCTVT certificate holder and having adequate experience of operating central HVAC plant and its allied equipment. The agency will have to intimate the details of persons employed at the Centre along with a passport size photograph.
- It will be the responsibility of the agency to store the materials purchased for it in a neat, tidy and hygienic manner, in the space provided by the Centre. The security of such materials will be the sole responsibility of the agency.
- On termination of the contract, the agency shall discontinue use of and hand over peaceful possession of the Centre's premises together with fixtures and articles therein in good condition and undertake to return all materials/equipment etc. supplied by the Centre.
- The agency shall not transfer or assign to or share benefit of this agreement with anyone else without the consent in writing of the Centre.
- The agency shall at all times keep the Centre effectually indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or reason of anything done or omitted to be done by the agency.
- Any dispute arising out of the terms of this contract or in the interpretation of any clause herein shall be settled by mutual discussion between the nominated authorities of the Centre and the authorized representatives of the agency. The Director of Inter-University Centre for Astronomy and Astrophysics will be the last authority in resolving such disputes.
- The agency will cooperate with all other agencies at campus.
- None of the employees of the agency will have any right to various facilities offered by Inter-University Centre for Astronomy and Astrophysics to its staff and participants.
- The agency will have to draw the duplicate keys of all rooms where A/C's are working for equipment cooling, HVAC Panel Set, Buildings, etc. as required for its functioning from the security gate after making entry in the appropriate register.
- The Centre reserves the right to reject any or all quotations without giving any reason.
- The Centre may increase or decrease the manpower with the mutual understanding with the agency.
- Police verification report for the staff appointed at IUCAA should be submitted within one month by the agency.
- The agency should submit, licenses, code numbers and work orders of leading organizations for providing services.

EMPLOYMENT OF SUPERVISOR/WORKERS:

- The payment of wages and other benefits to the employees of the agency shall be the EXCLUSIVE RESPONSIBILITY OF THIS AGENCY and persons so employed by the AGENCY shall have NO CLAIM whatsoever on the Centre.
- Payment of Wages and other conditions of employment of HVAC operators should be not inferior to as stipulated in the Minimum Wages Act of Central Government. All formalities and procedures prescribed under the Contract Labour Act, Minimum Wages Act and other related acts should be strictly adhered to. Inter-University Centre for Astronomy and Astrophysics responsibility as Principle Employer should be fully protected. The necessary legal registers, forms, returns, and liaison with local (concerned authorities) etc. required as per the law are to be maintained by the contractor and should be available for inspection by the Inter-University Centre for Astronomy and Astrophysics at any time. The Agency will have its workers covered under ESI, PF and other Acts as applicable from time to time at its own cost.
- The agency shall employ under mentioned employees for rendering satisfactory services:

Sr. No.	Worker	Requirement	Total
1	AC Operator	1 each in three shifts	3.5 (including reliever)
2	AC Operator	1 in General Shift	1

- The employees engaged by the agency should observe the discipline and should see that the decency and decorum are maintained within the course of their employment.
- The HVAC Operator should be ITI & NCTVT certificate holder and having adequate experience of operating central HVAC plant and its allied equipment.
- The agency should furnish a schedule every week.
- All personnel employed by the agency shall be medically fit at the time of employment.
- The agency will provide its workers with proper uniform including protective clothing for all seasons (Winter /Summer /Rainy) such as water-proof coats / Umbrellas, Gumboots / Shoes / chappals, Cap, Sweater and safety/shock proof shoes and gloves for AC operators at its own cost. Any employee found improperly dressed or unsatisfactory in performance would be asked to leave the premises. The agency will provide immediate replacement in such cases.
- In case of lapses on the part of its employees, suitable disciplinary action should be taken against them by the agency.
- The Centre shall accept no claim in the event of any of the agency's employees sustaining any injury, damage or loss to either person or property either inside or outside the Centre's premises. The agency will produce for verification insurance cover policy in this regard.
- The workers/staff of the agency will have nothing to do with Inter-University Centre for Astronomy and Astrophysics and shall have no presumptive right of absorption in the services of Inter-University Centre for Astronomy and Astrophysics. In order to give effect to this, the agency shall incorporate suitable clause in the appointment orders to be issued to its workers/staff.

- In case, the workers engaged by the agency have any grievances, they will take it up with the agency without creating any disturbance on the campus. Under no circumstances agitation means are to be resorted to by workers of the agency.
- The Centre will have a right to instruct the agency to replace any of its employees if the Centre considers him unsuitable for the task being undertaken by him.
- The Centre has a right to modify any of the conditions as and when required with the mutual understanding with the agency.
- The agency will have to complete all the required formalities within 15 days from the award of the work order.

RATES / QUOTATION:

- The quotation should explicitly state the number of HVAC operators to be employed including reliever, the emoluments and other facilities payable to its operator coming on shift duty including reliever. The contractor must attach copies of orders of Central Government authority detailing the rates based on which payments will be made to its workers.
- The agency shall submit bills once on 1st of every month. The Centre will make the payment within 10 days. All deductions due to the Centre shall be made from such bills. Statutory payment such as gratuity, bonus, leave with wages etc. will be paid as and when due and after submitting receipt/proof of payment made to the employees.
- Income Tax as applicable will be deducted while making every payment.
- A list of the establishments (with their address, name of the contact person and telephone numbers) where the agency is presently rendering its services/has rendered its services along with the performance certificate issued by such establishments and a copy of the contracts with such establishments must be enclosed with the quotation. Quotations without this information will be summarily rejected.

The agency will be selected based on the following method:

- A) **Technical evaluation** of Proposals: On the first stage, the technical proposal will be evaluated on the basis of the documents submitted, experience of staff & qualification, total strength of technicians, feedback from the earlier users, confidential reports of the agency, financial soundness of the agency & site visit etc.,
Only those applicants whose technical proposal scores 70 points or more out of 100 shall be ranked as per the score achieved by them from highest to the lowest technical score.
- B) **Financial evaluation** of proposals: In the second stage the financial evaluation will be carried out based on basic cost, additional cost, service charges of the agency, other charges etc.,
The authority will determine whether the financial proposals are complete, unqualified and unconditional. The cost indicated the financial proposals shall be deemed as final and reflecting the total cost of services. Omission or mistake in calculation of obligatory payments such as ESI, PF, HRA, LWF etc will be disqualified.
- C) **Combined and final evaluation**: Proposal will finally be ranked according to Technical Proposal and Financial Proposal.

TENDER EVALUATION PROCESS

The agency will be selected based on the following method:

A) **Technical evaluation of Proposals:** On the first stage, the technical proposal will be evaluated on the various grounds. Only those applicants whose technical proposal scores 70 points or more out of 100 shall be ranked as per the score achieved by them from highest to the lowest technical score. The technical evaluation carries weightage of 70% & 30% to financial evaluation. Bidder shall be assigned different marks out of a total of 100 marks as per the criteria specified below: -

- Turnover (Last Financial Year) - Max. 20 marks
For other than MSEs
 - Above 1 crore to 1.5 crore -- 10 marks
 - Above 1.5 crore to 2 crore -- 15 marks
 - Above 2 crores -- 20 marksFor other than MSEs:
 - Rs. 1.5 to 2.0 crores -- 05 marks
 - Above Rs. 2.0 to 2.5 crores -- 10 marks
 - Above 2.5 crores -- 20 marks

- Number of years in operations - Max. 20 marks
 - Up to 5 years -- 10 marks
 - Above 5 years to 8 years -- 15 marks
 - Above 8 years -- 20 marks

- Experience in Govt./Pvt. Offices/Company - Max. 10 marks
 - Similar works
 - Up to 5 years -- 05 marks
 - Above 5 years -- 10 marks

- Site Visits - Max. 30 marks
 - Confidential remarks from users

- Number of manpower on roll - Max. 20 marks
 - Up to 10 -- 10 marks
 - Above 10 to 15 -- 15 marks
 - Above 15 -- 20 marks

B) **Financial evaluation of proposals:** In the second stage the financial evaluation will be carried out based on basic cost, additional cost, service charges of the agency, other charges etc., The authority will determine whether the financial proposals are complete, unqualified and unconditional. The cost indicated the financial proposals shall be deemed as final and reflecting the total cost of services. Omission or mistake in calculation of obligatory payments such as ESI, PF, HRA, LWF etc. will be disqualified. The Financial Evaluation carries weightage of 30%. Financial score shall be ranked as per the score achieved by them from lowest to highest financial score

C) **Combined and final evaluation:** Proposal will finally be ranked according to Technical Bid and Financial Bid. $FS = (TS \times TW) + (FS \times FW)$

- FS = Final Score
- TS = Technical Score
- TW = Technical Weightage (70%)
- FS = Financial Score
- FW = Financial Weightage (30%)

FORM-I

(To be printed on letterhead)

Undertaking

1. I, _____ son/ daughter/ wife of Shri.

Proprietor /Director / authorized signatory of the Company / Firm mentioned above, is
competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to
abide to them.
3. The information / documents furnished along with the above tender form are true and authentic to the
best of my knowledge and belief. I am well aware of the fact that furnishing of any false information
/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards
prosecution under appropriate law.

Place: Pune

Authorised Signatory

Date:

Sign and seal

FORM-II

(To be printed on letterhead)

Declaration

Declaration letter on official letter head stating the following:

1. We are not involved in any major litigation that may have any impact of affecting or compromising the delivery of services as required under this tender.
2. We are not black-listed by any Central / State Government / Public Sector Undertaking in India.
3. I/ We hereby declare that I/ We have read and studied in detail the all instructions and conditions of this Contract in the above Clauses, and understood the scope of the project/ work and my/our fundamental duties and responsibilities under this Contract. I/ We unconditionally accept and agree to abide by them.

Yours faithfully,

(Signature of the Authorized person)

Date:

Name:

Place:

Designation:

Seal:

FORM-III

(To be printed on letterhead)

EMD Refund Request

To

Administrative Officer (Purchase)
Inter-University Centre for Astronomy & Astrophysics
Post bag -4, Ganeshkhind,
Pune University Campus,
Pune - 411007.

Sub:- Request for refund of EMD deposited for tender for Job Contract for HVAC Maintenance & Operation at IUCAA due on 06/02/2023.

Sir,

I/We request you that EMD deposited by me/ us against the tender above tender due on **06/02/2023** vide DD/UTR No _____ dated for Rs.1,00,000/- for providing **Job Contract for HVAC Maintenance & Operation at IUCAA**, Pune may kindly be refunded.

Yours faithfully,

For M/s
(Signature & Seal)

FORM-IV

(To be printed on letterhead)

DRAFT FORMAT OF CLIENT CERTIFICATE

(To be given on Client's Letter Head. Certificate may be in any format but should have following minimum details)

TO WHOM SOEVER IT MAY CONCERN

This is to certify that, (Name of the Agency)_____is/was engaged by us for manpower outsourcing services.

Details of the manpower provided by the agency are as under:

Sr. No.	Type of Manpower (AC Operators/Technicians etc.)	Period (DD/MM/YY)		Number of employees employed on site
		From	To	