

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**SELECTION OF AGENCY**  
**FOR**  
**PROVIDING MANPOWER FOR FARE COLLECTION, HOUSEKEEPING**  
**AND SECURITY SERVICES**  
**FOR**  
**BUS RAPID TRANSIT SYSTEM (BRTS) IN AMRITSAR**

**RFP NO. : PBMS/2016-17/5**

**OCTOBER 2016**

**ONLINE TENDER**

**Issuing Authority**

**Punjab Bus Metro Society (PBMS)**

**(A Society established under Registration of Societies Act, 1860)**  
**by the Government of Punjab**

## **Disclaimer**

This RFP is being issued by the Punjab Bus Metro Society (PBMS) (hereunder called “Authority”/”PBMS”) to the interested Parties for Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services (“the Project”) for Bus Rapid Transit System (BRTS) in Amritsar City on such terms and conditions and for the achievement of the Aims & Objectives of the Project set forth in this RFP. The information provided in this RFP or that may subsequently be provided to Bidder(s), whether verbally or in documentary form, by or on behalf of PBMS or any of its authorized employees or advisors shall be subject to the terms of this RFP.

It is hereby clarified that this RFP is not an agreement and is not an offer or invitation by PBMS to any parties hereunder. The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposals. This RFP includes statements, which reflect various assumptions and assessments arrived at by PBMS and or its Consultants in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. The assumptions, assessments, statements, data and information furnished in this RFP or to be furnished later under the bidding documents, by PBMS and/or any of its Consultant are, only indicative. Each Bidder should therefore, before placing reliance on aforesaid assumptions, assessments, statements, data and information [furnished in this RFP or under any of Project report/DPR/ feasibility report etc referred to herein, by PBMS] conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of such assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources. While the RFP has been prepared in good faith with due care and caution. PBMS or any of its consultants involved in the preparation of the RFP do not accept any liability or responsibility for the accuracy, reasonableness or completeness of the information, or for any errors, omissions or mis-statements, negligent or otherwise, relating to any feasibility / detailed project report or any other reference document mentioned, implied or referred herein or pertaining to the Project. This RFP may not be appropriate for all persons. It is not possible for PBMS, to consider the investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice from appropriate sources.

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. PBMS accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. The Bidder, therefore, should carefully examine and analyze the RFP and bring to the notice of PBMS any error, omission or inaccuracies therein that are apparent and to carry out its own investigation with respect to all matters related to the Project, seek professional advice on technical, financial, legal, regulatory and taxation matters and satisfy himself of consequences of entering into any agreement and / or arrangement relating to the Project.

PBMS and its employees make no representation or warranty, express or implied, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the information contained in the RFP or in any material on which this RFP is based or with respect to any written or verbal information made available to any Bidder or its representative(s).

PBMS may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP as per its requirements. The issue of this RFP does not imply that PBMS is bound to select and short-list pre-qualified Bids for Bid Stage or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and PBMS reserves the right to reject all or any of the Bids or Bids without assigning any reasons whatsoever.

PBMS reserves the right not to proceed with the project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party submitting a bid. No reimbursement of cost of any type will be paid to persons, entities, or consortiums submitting a Bid.

## Punjab Bus Metro Society

Tender Schedule for Tender Notice (Online) No: PBMS/2016-17/5

**Request for Proposal (RFP) for Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services (“the Project”) for Bus Rapid Transit System (BRTS) in Amritsar City, is invited with following schedule:**

1	Availability of the RFP document online on <a href="https://etender.punjabgovt.gov.in">https://etender.punjabgovt.gov.in</a> in addition to this it will also be uploaded on <a href="http://www.pidb.org.in">www.pidb.org.in</a>	<b>October 07, 2016, 1200 hours.</b>
2	Pre-bid Meeting	<b>October 13, 2016 1200 Hrs</b> Punjab Bus Metro Society (PBMS), PIDB office, SCO, 33-34-35, Sector-34A, Chandigarh, 160022
3	Last date of submission of Queries both hard copy and by e-mail at pidbmp@gmail.com, agmprojectspidb@gmail.com	<b>October 13, 2016 1200 Hrs</b> Punjab Bus Metro Society (PBMS), PIDB office, SCO, 33-34-35, Sector-34A, Chandigarh, 160022
4	Response to Pre-Bid Queries and issue of relevant corrigendums or addendums	The PBMS will endeavor to provide timely response to all queries. However, PBMS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does PBMS undertake to answer all the queries that have been posed by the Bidders. At any time prior to the last date for receipt of Bids, PBMS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document through corrigendum or addendum. The Corrigendum and addendum (if any) & clarifications to the queries from all Bidders will be posted only on the Website. No separate communication shall be sent to any prospective Bidder. Any such corrigendum and addendum shall be deemed to be incorporated into this RFP. In order to provide prospective Bidders reasonable time for taking the corrigendum and addendum into account, PBMS may, at its discretion, extend the last date for the submission of Bids.
5	Last date and time of downloading the RFP document	October 21, 2016, 1300 hours
6	Last date and time for online bid submission	October 21, 2016, 1500 hours
7	Last date and time for Hard copy bid submission (both technical and financial) at PIDB Office	October 21, 2016, 1630 hours
8	Technical Bid Opening at Committee Room, PIDB office ,SCO 33,34,35	October 21, 2016, 1645 hours

	Sector 34-A	
9	Financial Bid Opening at Committee Room, PIDB Office	To be declared later on

- RFP/Tender Fee: Rs 10,000/-(Ten Thousand Only) to be deposited through e-payment mode (RTGS/NEFT/Credit Card/Debit card) on e-tender website. For RTGS/NEFT/Credit card/Debit card, the bidder has to submit the copy of Challan.
- Earnest Money Deposit (EMD): Rs 5,00,000/-(Five Lacs only) to be deposited through e-payment mode (RTGS/NEFT) on e-tender website. For RTGS/NEFT the bidder has to submit the copy of Challan.
- Bidders, at their own cost, are requested to procure Class 3 Digital Signatures to access the the e-tender website. This will enable the bidder to download and upload the bid documents. Complete Process has been defined on the e-tender website
- Punjab Bus Metro Society reserves the right to accept or reject any or all the applications to be received without assigning any reasons thereof.

Authorized Signatory  
Punjab Bus Metro Society

**Punjab Bus Metro Society**  
**DNIT for Tender (Online) No: PBMS/2016-17/5**

**PUNJAB BUS METRO SOCIETY (PBMS)**

(A society established under Registration of Societies Act, 1860)

**Short Term Notice Inviting e-Tender (E-Tender No. PBMS/2016-17/5)**

**Request for Proposal (RFP) for Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services (“the Project”) for Bus Rapid Transit System (BRTS) in Amritsar City**

Bids are invited from reputed National vendors with necessary qualifications and capabilities, through e-tendering method. The bidding schedule of the project is as follows:

1	Availability of the RFP document online on <a href="https://etender.punjabgovt.gov.in">https://etender.punjabgovt.gov.in</a> in addition to this it will also be uploaded on <a href="http://www.pidb.org.in">www.pidb.org.in</a>	<b>October 07, 2016, 1200 hours.</b>
2	Pre-bid Meeting	<b>October 13, 2016 at 1200 Hrs</b> Punjab Bus Metro Society (PBMS), PIDB office, SCO, 33-34-35, Sector-34A, Chandigarh, 160022
3	Last date of submission of Queries both hard copy and by e-mail pidbmp@gmail.com, <a href="mailto:agmprojectspidb@gmail.com">agmprojectspidb@gmail.com</a>	<b>October 13, 2016 at 1200 Hrs</b> Punjab Bus Metro Society (PBMS), PIDB office, SCO, 33-34-35, Sector-34A, Chandigarh, 160022
4	Last date and time of downloading the RFP document	<b>October 21, 2016, 1300 hours</b>
5	Last date and time for online bid submission	<b>October 21, 2016, 1500 hours</b>
6	Last date and time for Hard copy bid submission (both technical and financial) at PIDB Office	<b>October 21, 2016, 1630 hours</b>
7	Technical Bid Opening at Committee Room, PIDB office ,SCO 33,34,35 Sector 34-A	<b>October 21, 2016, 1645 hours</b>
8	Financial Bid Opening at Committee Room, PIDB Office	<b>To be declared later on</b>

For detailed terms and conditions of the bidding process, bidders may please refer to the RFP document made available at [etender.punjabgovt.gov.in](https://etender.punjabgovt.gov.in) and [www.pidb.org](http://www.pidb.org). The bidders with Class 3 digital signatures, shall have to get themselves registered with [etender.punjabgovt.gov.in](https://etender.punjabgovt.gov.in). Class 3 Digital signatures with Signing and Encrypting Authority are mandatory for participation. For clarifications on e-tendering, please contact **E-procurement Helpdesk on 09257209340, 08054628821, 0172-3934667**. Pre-bid Conference shall be held on October 13, 2016 1200 Hrs. The interested vendors are requested to send queries, if any, to [mdpibd@gmail.com](mailto:mdpibd@gmail.com), **Ph. No. 0172-2665410,2665596(F)**. The bidder shall continue to visit [www.etender.punjabgovt.gov.in/www.pidb.org](https://etender.punjabgovt.gov.in/www.pidb.org) for further information, addendum, replies to queries and other details on regular basis. PBMS reserves the right to accept or reject any bid or to annul the re-bidding process at any time, without incurring any liability and without assigning any reason thereof.

**Member Secretary**  
**Punjab Bus Metro Society**

## Punjab Bus Metro Society

Tender Notice no. PBMS/2016-17/5

### REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF AGENCY FOR PROVIDING FARE COLLECTION SERVICES,HOUSEKEEPING AND SECURITY SERVICES (“THE FARE COLLECTION PROJECT”) FOR BUS RAPID TRANSIT SYSTEM (BRTS) IN AMRITSAR CITY

Tender Notice No.	PBMS/2016-17/5
Organization Name	Punjab Bus Metro Society (PBMS)
Name of Work	<b>Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar</b>
Tender Type	<b>E-tender and submission of Technical and Financial Bid through online mode and physical submission</b>
Project	<b>Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar</b>
Type of Contract	SERVICE CONTRACT
Bidding Currency	Single- Indian National Rupees.
Consortium	Not Allowed
General Terms & Conditions	<p>The Payment for RFP Document fees to be submitted online before the due date. This should be as specified and it should be drawn before last date of the uploading of the tender. Bidders shall have to submit the following documents:</p> <ul style="list-style-type: none"><li>(a) The technical &amp; financial bids are to be submitted online and physical submission on or before due date along with supporting documents and relevant annexures</li><li>(b) Proof of Fee payment etc.</li><li>(c) Documents have to be submitted online only in the accepted format as per the e-tender portal</li></ul> <p><b>Downloading of RFP Document :</b> The tender document for these work are available only in Electronic format which can be download from PIDB and Punjab Government e-tender websites.</p> <p><b>Submission of Bid:</b> Bidder shall submit their bids through online on e tender website and in physical submission as per the schedule. RFP document Fee and EMD to be paid through online mode. Proof of same has to be submitted in physical submission.</p> <p>Cover letter and other relevant documents shall be addressed to <b>Member Secretary, Punjab Bus Metro Society, C/O PIDB office, SCO, 33-34-35, sector-34A, Chandigarh, 160022 Punjab</b></p>

	<p><b>Opening of Bid:-</b> The technical bid shall be opened 1700 Hrs October 21, 2016 at the <b>Committee Room, 2<sup>nd</sup> Floor, PIDB office, SCO, 33-34-35, sector-34A, Chandigarh, 160022.</b></p> <p>Opening of Price Bid shall be as per the RFP conditions and Date of opening of Price Bid shall be intimated later on. Bidders who wish to remain present at Punjab Bus Metro Society (PBMS), PIDB office at the time of tender opening can do so. Only one representative of each firm will be allowed to remain present.</p>
Downloading of RFP online	On line through e-tender website <a href="https://etender.punjabgovt.gov.in">https://etender.punjabgovt.gov.in</a> or <a href="http://www.pidb.org">www.pidb.org</a>
Contact Details	For clarifications on RFP/Tender document: Ph. No. 0172-2665410,2665596(F) For clarifications on e-tendering, please contact E-procurement Helpdesk on 09257209340, 08054628821, 0172-3934667.
Contact Address	<b>PBMS/PIDB office, SCO, 33-34-35, sector-34A, Chandigarh, 160022</b>

Authorized Signatory  
Punjab Bus Metro Society



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## **PREAMBLE**

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Punjab Bus Metro Society (PBMS) invites tender for Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar being implemented by it in Amritsar.

The Bids shall be prepared in English and all entries must be typed and written in blue / black ink. Initials of the authorized representative of the bidder must attest all erasures and alterations made while filling the Bids. Over-writing of figures in Price Bid is not permitted. Failure to comply with any of these conditions may render the Bid invalid.

PBMS shall not be responsible for any costs or expenses incurred by the Bidders in connection with the preparation and delivery of bids, including costs and expenses related to visits to the sites. PBMS reserves the rights to cancel, terminate, change or modify this procurement process and/or requirements of bidding stated in the RFP, without assigning any reason or providing any notice and without accepting any liability for the same.

The qualified bidders would be selected based on the criteria herein mentioned. Only the price bids of qualified bidders would be opened. The date of opening of Price Bids will be communicated to qualified bidders at a later date.

## **A. INTERPRETATION**

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In the interpretation of this RFP, unless the context otherwise requires:

The singular of any defined term includes the plural and vice versa, and any word or expression defined in the singular has the corresponding meaning used in the plural and vice versa;

A reference to any gender includes the other gender;

Unless otherwise stated, a reference to a Clause, Sub-Clause, Paragraph, Subparagraph, Annexure, Appendix, Exhibit, Attachment, Schedule, Bid Summary or Recital is a reference to a Clause, Sub-Clause, Paragraph, Subparagraph, Appendix, Exhibit, Attachment, Schedule, Bid Summary or Recital of this Tender.

A reference to any agreement is a reference to that agreement and all annexes, attachments, exhibits, schedules, appendices and the like incorporated therein, as the same may be amended, modified, supplemented, waived, varied, added to, substituted, replaced, renewed or extended, from time to time, in accordance with the terms thereof;

The terms “include” and “including” shall be deemed to be followed by the words “without limitation”, whether or not so followed;

Any reference to a person shall include such person’s successors and permitted assignees;

A reference to a “writing” or “written” includes printing, typing, lithography and other means of reproducing words in a visible form;

Any date or period set forth in this Tender shall be such date or period as may be extended pursuant to the terms of this Tender ;

A reference to “month” shall mean a calendar month, and a reference to “day” shall mean a calendar day, unless otherwise specified.

The terms "hereof", "herein", "hereto", "hereunder" or similar expressions used in this Tender mean and refer to this Tender and not to any particular Article.

The terms "Article", "Clause", “Paragraph”, ”Section” ,“Appendix,” and “Appendices” mean and refer to the Article, Clause, Section, Paragraph and Schedule of this Tender so specified;

## B. BID SUMMARY

Sr. No.	Key Information	Details
1.	Project Background	<p>The Bus Rapid Transit System (BRTS) project is being implemented in Amritsar city by Government of Punjab through Punjab Bus Metro Society (PBMS), a state level society registered under Societies Registration Act. The project includes 31 km of corridor length (including the 3.3 km of dedicated elevated BRT corridor), 47 access controlled BRT stations, terminals and one depot. The BRT way and bus station construction is in advance stage and civil works are nearing completion.</p> <p>93 BRTS buses shall ply on four routes along the BRTS corridors and connecting all major activity centres such as ISBT, Railway Station, GNDU, Khalsa college, Cheharta, India Gate, Mall road, Daburji Bypass and Verka etc. Buses would be Fully Built Diesel Fuelled AC Standard Size BRTS 900 mm floor height. The system shall be fully automatic enabled with ITMS and with off board ticketing.</p> <p>As per the DPR, the route details are given below:</p> <p>Route No 01 – India Gate to ISBT – 12 km  Route No 02 – India Gate to Daburji Bypass – 17 km  Route No 03 – India Gate to Verka – 27 km  Route No 04 – Verka to Daburji Bypass – 16 km</p> <p>Above given routes are indicative and final route plan with schedules shall be shared by the Authority before COD.</p>
2.	RFP for	<p>Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services (“the Project”) for Bus Rapid Transit System (BRTS) in Amritsar City</p> <p>The RFP document is hosted online and can be downloaded from website: <a href="http://etender.punjabgovt.gov.in">http://etender.punjabgovt.gov.in</a> The Bid shall be submitted through online mode and hard copy submission on or before due date.</p>
3.	Authority	Punjab Bus Metro Society (PBMS)
4.	Scope of Services	Scope of Services for Fare Collection, Housekeeping and Security Services are attached as Annexure A and B respectively.
5.	Contract Period	The terms of the Agreement/Contract Period shall be 3 (three) years from the Commencement of Operation Date (COD). The term shall be extendable only once for a period of another one year based on performance of the agency assessed by the Authority and at the sole discretion of the Authority.
6.	Commencement Operations Date	COD shall be Fifteen days after execution of the Agreement or any date as decided by the Authority.

Sr. No.	Key Information	Details
	(COD)	
7.	Eligibility and Qaulification Criteria	<p>a) Indian companies incorporated under Companies Act 1956/2013 or Partnership firms/Proprietary firms constituted under applicable laws and bearing registration with competent authority (as applicable) are allowed.</p> <p>b) Agency should have been in existence for minimum of 5 yrs. Documentary proof shall also be attached with the Bid.</p> <p>c) Sub-contracting shall not be permitted.</p> <p>d) Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason.</p> <p>e) Bidders must not have been involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on Bid Submission Date.</p> <p>f) Any entity which has been barred by the Central Government, any State Government, a statutory Authority or a public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Bid , would not be eligible to submit a Bid either by itself or through its Associate.</p> <p>g) The bidder should have been registered with the concerned Govt. Authoritie but not limited to Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of the registration with respective Authorties as well as code number should be submitted</p> <p><b>h) Financial Qualification</b> The Bidder shall have average annual turnover of Rs. 7.5 cr. in any three financial years from last five financial years ending March 2016 from activities related to supply of manpower only.</p> <p>The Bidder shall be required to submit Statutory Auditor's certificate / Registered Chartered Accountant's certificate duly signed and stamped by the statutory auditor/reputed chartered accountancy firm.</p> <p><b>i) Technical Qualification</b> For purpose of meeting Technical qualifications, the Bidder should possess the experience of the following Eligible Projects. Eligible projects means the projects in which the bidder had provided the services of supply of manpower. The service fee means total fee received by the bidders i.e. including Basic salary of employment,statutory payment like</p>

Sr. No.	Key Information	Details
		<p>ESI,EPF,service tax and management charges/Administrative charges,etc.</p> <p>One Eligible Project from which the Bidder has should have received of Rs. 2.40 cr. as service fees in any single year during any of the last five financial years immediately preceding the Bid Due Date</p> <p style="text-align: center;"><b>OR</b></p> <p>Two Eligible Projects from which the Bidder has should have received a total of Rs. 3.00 cr. as service fees in any single year during any of the last five financial years immediately preceding the Bid Due Date</p> <p style="text-align: center;"><b>OR</b></p> <p>Three Eligible Projects from which the Bidder has should have received a total of Rs. 4.80 cr. as service fees in any single year during any of the last five financial years immediately preceding the Bid Due Date</p> <p>j) The Bidder shall be required to submit supporting evidences by way of client certificate.</p> <p>k) The agency should have to produce certificates for service tax registration, PF and ESI. A copy of PAN No and Income Tax retruns for last three financial years are also need to be submitted.</p> <p>l) The agency should also submit undertaking for no default on statutory payments till last quarter from the bid due date. CA certificates for no statutory liability pending shall also be submitted till last quarter from the bid due date.</p> <p>m) Certificate of private security agencies registered under the Private Security Agencies (Regulation) Act 2005.</p>
8.	Fraud and Corrupt Practice	<p>a) All the Bidders must observe the highest standards of ethics during the process of selection of service operator and during the performance and execution of Contract. Notwithstanding anything to the contrary contained herein, the PBMS may reject a Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder 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.</p> <p>b) Without prejudice to the rights of the PBMS hereinabove, if an Bidder is found by the PBMS to have directly or</p>

Sr. No.	Key Information	Details
		<p>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 Bidder shall not be eligible to participate in any tender issued by the PBMS during a period of 2 (two) years from the date such Bidder is found by the PBMS 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.</p> <p>c) For this purpose, definitions of the terms are set forth as follows:</p> <ul style="list-style-type: none"> <li>i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Society or its personnel in contract executions.</li> <li>ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among Bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Society of the benefits of free and open competition.</li> <li>iii. "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work given in RFP.</li> <li>iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.</li> </ul> <p>d) PBMS will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.</p> <p>e) PBMS will declare a Bidder ineligible, either indefinitely or for a stated period of time, for award of the Project, if Bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.</p> <p>f) The Bidder will not engage or retain any consultant/individual to facilitate or lobby for award of Project. Canvassing by its agent(s) for getting the Project</p>

Sr. No.	Key Information	Details																														
		awarded will be construed as corrupt practice.																														
9.	<b>Submission of Bid Documents</b>	<p>1) The Bidder shall submit the technical and financial bid along with RFP fee and EMD on Punjab Govt. E-tender website. A hard copy of the bid is also required to be submitted.</p> <p><b>Envelope 1 – “Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar”</b></p> <p>Envelope 1 shall comprise of following documents:</p> <ol style="list-style-type: none"> <li>1. Proof of Submission of RFP/Tender Fee</li> <li>2. Proof of submission of Bid Security/EMD</li> </ol> <p><b>Envelope 2 - “Technical Bid for “Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar”</b></p> <p>Technical Bid shall comprise of following documents given in the Table below:</p> <table border="1" data-bbox="566 1016 1449 1594"> <thead> <tr> <th data-bbox="571 1016 719 1084">Appendix No.</th> <th data-bbox="719 1016 1444 1084">Particulars</th> </tr> </thead> <tbody> <tr><td data-bbox="571 1084 719 1128">1.</td><td data-bbox="719 1084 1444 1128">Forwarding Letter</td></tr> <tr><td data-bbox="571 1128 719 1173">2.</td><td data-bbox="719 1128 1444 1173">General Information of Bidder</td></tr> <tr><td data-bbox="571 1173 719 1218">3.</td><td data-bbox="719 1173 1444 1218">Financial Capability Statement</td></tr> <tr><td data-bbox="571 1218 719 1263">4.</td><td data-bbox="719 1218 1444 1263">Performance Statement/Client Certificate</td></tr> <tr><td data-bbox="571 1263 719 1308">5.</td><td data-bbox="719 1263 1444 1308">No Blacklisting Certificate</td></tr> <tr><td data-bbox="571 1308 719 1352">6.</td><td data-bbox="719 1308 1444 1352">Power of Attorney for Authorising Bidder’s Signatory</td></tr> <tr><td data-bbox="571 1352 719 1397">7.</td><td data-bbox="719 1352 1444 1397">Undertaking for Breach of Contract</td></tr> <tr><td data-bbox="571 1397 719 1442">8.</td><td data-bbox="719 1397 1444 1442">Undertaking for Information Furnished</td></tr> <tr><td data-bbox="571 1442 719 1487">9.</td><td data-bbox="719 1442 1444 1487">Undertaking for No default on Statutory Payments</td></tr> <tr><td data-bbox="571 1487 719 1532">10.</td><td data-bbox="719 1487 1444 1532">Indicative format of price proposal</td></tr> <tr><td data-bbox="571 1532 719 1576">11.</td><td data-bbox="719 1532 1444 1576">Format of Bank guarantee for Performance Security</td></tr> <tr><td data-bbox="571 1576 719 1621">12.</td><td data-bbox="719 1576 1444 1621">List of Approved banks</td></tr> <tr><td data-bbox="571 1621 719 1666">13.</td><td data-bbox="719 1621 1444 1666">Performance Parameters and Damages</td></tr> <tr><td data-bbox="571 1666 719 1711">14.</td><td data-bbox="719 1666 1444 1711">Details of BRTS Stations on BRTS Amritsar</td></tr> </tbody> </table> <p><b>“Envelope 3 – Price Bid for “Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar”</b></p> <p>The documents of Price Bid shall be as per the Appendix 10 of this RFP.</p> <p>2) The Bidders are required to submit its Technical Bid and Price Bid online through <a href="https://etender.punjabgovt.gov.in">https://etender.punjabgovt.gov.in</a> as well as hard copy on or before the Due Date specified in the tender schedule or DNIT.</p>	Appendix No.	Particulars	1.	Forwarding Letter	2.	General Information of Bidder	3.	Financial Capability Statement	4.	Performance Statement/Client Certificate	5.	No Blacklisting Certificate	6.	Power of Attorney for Authorising Bidder’s Signatory	7.	Undertaking for Breach of Contract	8.	Undertaking for Information Furnished	9.	Undertaking for No default on Statutory Payments	10.	Indicative format of price proposal	11.	Format of Bank guarantee for Performance Security	12.	List of Approved banks	13.	Performance Parameters and Damages	14.	Details of BRTS Stations on BRTS Amritsar
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		<p>3) All the above envelopes with the original bid documents issued along with updated addendums/amendments thereto, duly signed by the Bidder through its authorized signatory on all pages shall then be sealed in one outer envelope.</p> <p>i. The inner and outer envelopes shall be addressed to Punjab Bus Metro Society and marked as below:  <b>“RFP for “Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar”</b></p> <p>ii. The outer as well as inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is received late.</p> <p>iii. If the outer envelope is not sealed and marked as above, PBMS will assume no responsibility for the misplacement or premature opening of the Bid.</p>																								
10.	Award Criteria	<p>a) The Bidder quoting the lowest Management Fee shall be declared as the L1 or Preferred Bidder provided such fee shall not be Non responsive in terms of unrealistically lower or higher than internal estimate or market rate or Good Industry Practice. The Bidder whose quote found to be non responsive shall be liable for rejection.</p> <p>b) In case Lowest Bidder’s price bid determines to be non responsive then second Lowest Bidder’s Price Bid shall be considered for evaluation of its responsiveness as stated in sub clause (a) above. In case second Lowest Bidder’s Price Bid is found to be responsive as per sub clause (a) hereof then it shall be considered Lowest for process of Award.</p> <p>c) In such case, the Second lowest Bidder may be called for discussion to know if he is agreeing to provide the services at the Price quoted, and it does, it shall be considered the second preferred bidder for appointment. If the price bid of Second Lowest Bidder found to be non responsive, Authority may ask the Third Lowest Bidder to provide the services at the Price quoted.</p> <p>d) The indicative time frame for implementation or execution of is given below:</p> <table border="1" data-bbox="566 1680 1452 2038"> <thead> <tr> <th data-bbox="566 1680 638 1751"></th> <th data-bbox="638 1680 1136 1751">Description</th> <th data-bbox="1136 1680 1452 1751">Time for completion</th> </tr> </thead> <tbody> <tr> <td data-bbox="566 1751 638 1792">1</td> <td data-bbox="638 1751 1136 1792">Proposal due date</td> <td data-bbox="1136 1751 1452 1792">21.10.2016</td> </tr> <tr> <td data-bbox="566 1792 638 1832">2</td> <td data-bbox="638 1792 1136 1832">Issuance of LOA</td> <td data-bbox="1136 1792 1452 1832">26.10.2016</td> </tr> <tr> <td data-bbox="566 1832 638 1872">3</td> <td data-bbox="638 1832 1136 1872">Acceptance of LOA</td> <td data-bbox="1136 1832 1452 1872">29.10.2016</td> </tr> <tr> <td data-bbox="566 1872 638 1912">4</td> <td data-bbox="638 1872 1136 1912">Submission of performance security</td> <td data-bbox="1136 1872 1452 1912">02.11.2016</td> </tr> <tr> <td data-bbox="566 1912 638 1953">5</td> <td data-bbox="638 1912 1136 1953">Signing of Agreement</td> <td data-bbox="1136 1912 1452 1953">09.11.2016</td> </tr> <tr> <td data-bbox="566 1953 638 2011">6</td> <td data-bbox="638 1953 1136 2011">Area wise deployment plan</td> <td data-bbox="1136 1953 1452 2011">To be intimated by Authority</td> </tr> <tr> <td data-bbox="566 2011 638 2038">7</td> <td data-bbox="638 2011 1136 2038">Commencement of Operation(COD)</td> <td data-bbox="1136 2011 1452 2038">To be intimated by</td> </tr> </tbody> </table>		Description	Time for completion	1	Proposal due date	21.10.2016	2	Issuance of LOA	26.10.2016	3	Acceptance of LOA	29.10.2016	4	Submission of performance security	02.11.2016	5	Signing of Agreement	09.11.2016	6	Area wise deployment plan	To be intimated by Authority	7	Commencement of Operation(COD)	To be intimated by
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11.	Bid Evaluation Process	<p data-bbox="564 629 970 667"><b>Stage 1 – Test of responsiveness</b></p> <p data-bbox="564 696 1460 770">Test of Responsiveness of the bid based on Pass/Fail for Bid Security and Tender Fee(amount and form of submission) , timely submission etc.</p> <p data-bbox="564 799 1460 911"><b>Stage 2 – Evaluation of Qualification, Eligibility criteria and Documents check.</b> The bidders who qualify in stage 1 would be eligible for Stage 2.</p> <p data-bbox="564 940 1460 1014"><b>Stage 3 – Price Bid Opening and Evaluation.</b> The bidders who qualify in stage 2 would be eligible for Stage 3.</p> <p data-bbox="564 1043 1460 1193">Stage 4 – After necessary approvals, Authority shall issue LOA to L1 or preferred bidder. The bidder has to accept or response to the LOA within 3 (three) days from the date of issuance of LOA. After that, Performance Security to be submitted within 7 (seven) days from issue of LOA.</p> <p data-bbox="564 1223 1460 1373">Stage 5- A contract shall be executed between the parties within 15 (fifteen) days from the acceptance of LOA and upon submission of the Bank Guarantee/Performance Security or on the date mutually agreed between the parties.</p>									
12.	Bid Validity	<p data-bbox="564 1413 1460 1597">The Bid shall valid for one hundred and eighty days (180 days) from Bid Due Date (Bid Validity Period). PBMS may ask for extension of another six months. The Bid Validity period can be extended on mutual agreement with Bidder as per PBMS’s direction. A Bidder shall not be permitted to modify its Bid during the extended Bid Validity Period.</p>									
13.	Bid Security/ Earnest Money Deposit (EMD)	<p data-bbox="564 1637 1460 1821">a) A Bidder shall be required to furnish along with its Bid a Bid security for an amount equivalent to Rs. 5,00,000/- through e-payment mode (RTGS/ NEFT) available on e tender website. For RTGS and NEFT bidder shall submit original copy of Challan along with the Technical Bid.</p> <p data-bbox="564 1827 1460 1977">b) The EMD of unsuccessful bidder shall be returned within 15 days of signing of agreement with successful bidder or on Authority annulling the bidding process and in any case within Bid Validity Period.</p> <p data-bbox="564 1984 1460 2018">c) The EMD of Successful Bidder shall be returned upon it</p>									

Sr. No.	Key Information	Details
		submitting the Performance Security as per terms of this RFP.
14.	RFP/Tender Fee	Rs 10,000/-(Ten Thousand Only) to be deposited through e-payment mode (RTGS/NEFT/Credit Card/Debit card) on e-tender website. For RTGS/NEFT/Credit card/Debit card, the bidder has to submit the copy of Challan.
15.	Performance Security	<p>a) The Successful Bidder shall furnish Performance Security to Authority for securing the due and faithful performance of its obligations under the Agreement, within 7 days from the LOA in the form of an unconditional and irrevocable bank guarantee (Appendix-11) for amount of equivalent to 10% of the estimated project cost payable to the Agency by the Authority (the “Performance Security”). Such performance Security shall be admissible and payable at Amritsar branch.</p> <p>The Performance Security shall be increased @ 10% over the previous year’s actual project cost</p> <p>Increased Performance Security in the form of Bank Guarantee shall be submitted by the bidder 15 (fifteen) days before the expiry of the previous year.</p> <p><b>Note: The project cost for first year of contract period is estimated as approximate Rs 4.00 Cr.</b></p> <p>b) In the 3<sup>rd</sup> year, the Agency shall maintain a valid and binding Performance Security for a period of three months after the expiry of the original Contract Period (“Validity Period”). The Agency shall ensure that the Performance Security shall subsist in full force and effect in terms hereof, throughout the Contract Period [including Establishment Period] and thereafter until expiry of three months from end of Contract Period of 3 years. In case Contract Period is extended then the Agency shall have to renew Performance Security at the enhanced rate for a another period of extended Contract Period plus Three months.</p>
16.	Applicable Laws	<p>The Agency, without any default, shall comply with the following Applicable Laws in India during the contract period. “ Applicable Law” shall means all the laws, acts, ordinances, rules, regulations, notifications, guidelines or bye-laws, in force and effect, as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of any court of record, as may be in force and effect during the subsistence of the Contract and applicable to this agreement and shall include but not be limited to the following:</p> <ul style="list-style-type: none"> <li>• Minimum Wages Act 1948,</li> <li>• Industrial Disputes Act, 1947;</li> <li>• Employees State Insurance Act, 1948;</li> </ul>

Sr. No.	Key Information	Details
		<ul style="list-style-type: none"> <li>• Employees Provident Fund and Miscellaneous Provisions Act, 1952;</li> <li>• Payment of Wages Act, 1936;</li> <li>• The Factories Act, 1948;</li> <li>• Professional Tax Act;</li> <li>• Contract Labour (Abolition &amp; Regulation) Act, 1970;</li> <li>• Workman Compensation Act, 1923</li> <li>• Any other related labor laws</li> </ul>

Please note carefully the requirements for submitting Bids as set forth in this RFP, and the date and time for submission of Bids. Late or delayed Bids shall not be considered for evaluation and shall either not be received or returned unopened.

### **C. General Conditions of Contract (GCC)**

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1. The bidder shall quote the Management Fee for providing manpower services under the Scope of Services for the project as percentage (%) of Monthly Gross Payment inclusive of only salary as per the prevalent DC rates at Amritsar and all other applicable statutory payments such as ESI, EPF on salary as per DC rates. The service tax and other applicable taxes shall be paid over and above.
2. The Management fee shall include cost of Administrative charges for manpower, Charges/Fee for Cash handling and deposit of same to the designated bank account of Authority or bus depot as decided by the Authority and any other component as part of Management fee and Administrative charges. The Cost of uniform items, Cost of all Materials, Cost of Equipments including all tools and cost of other consumables items shall be reimbursed to the bidder by the Authority as per actuals on submission of the bills/invoices.
3. The terms of the Agreement/Contract Period shall be 3 (three) years from the Commencement of Operation Date (COD). The term shall be extendable only once for a period of another one year based on the performance of the agency assessed by the Authority and at sole discretion of the Authority.
4. The Agency should be registered with the concerned authorities of Labour Department under Contract Labour (R & A) Act 1970.
5. The Agency shall not engage any sub-Agency or sublet the contract to any other person in any manner other than the cash handling and deposit services in fare collection services with the prior approval of authority.
6. This tender is based on the minimum wages fixed by D.C. Amritsar which are effective from 01-03-2016 (**Copy Attached As Annexure E**). Minimum wages fixed by D.C. Amritsar which are effective from 01-03-2016 shall be the basis of Calculation of Management Fee to be payable to the Successful Agency. It is observed that the minimum wages fixed by D.C. Amritsar are revised on yearly basis with effect from the start of the financial year i.e. 1st April of that year, but the notification in this regard is always issued about 4 to 12 Months later or even more. To safeguard the interests of workers to make them get the minimum wages as per the Law of Land

***The Agency shall make payment of wages of labour on the basis of prevailing minimum wages applicable in Amritsar. As and when, minimum wages are revised, the enhanced rates will be paid to the workers engaged. All other allowances i.e. E.S.I., E.P.F. and Service Tax etc. will be paid accordingly. However, the percentage***

*of Management Fee as approved in the tender on the basis of present prevailing wages will remain the same throughout the contract period.*

7. The Agency to whom the work is allotted, shall engage required manpower as mentioned in the RFP document. The nature and quantum of services required, the number of personnel through whom the Agency shall render such services and the cost to the Agency shall be determined/ varied/ increased or decreased by PBMS at its sole discretion, depending upon its needs from time to time. The Agency shall comply with all such request(s) signed by the Member Secretary, PBMS or an officer authorized by him in this behalf, within a period of three (3) days from the date of receipt. All communications on behalf of the Agency, which are required to be sent to PBMS, shall be signed only by the Authorized Representative of Agency.

The Agency alone shall exercise control over the personnel deployed by it for rendering services to PBMS. Under all circumstances, the personnel shall be governed by the rules and regulations of the Agency, if any. PBMS shall be concerned only with the quality and efficiency of the services to be provided by the Agency and therefore, PBMS shall not exercise any control or supervision over the personnel deployed by Agency.

All the payments to be made for the services provided for by the Agency shall be made directly to the Agency, who shall raise its invoices accordingly on a monthly basis.

The Agency shall be solely responsible for compliance with various laws, which may have any bearing on the employment by him, of the personnel used by it for rendering support services to PBMS. The Agency undertakes to meet all the statutory requirements as provided by the legislation governing labour practices. In case of violation of any legal provision having its applicability to the present Contract or its subject matter, the sole liability, whether vicarious or other, shall be that of the Agency and not of PBMS.

8. Agency should ensure that sufficient quantity of material and equipments (such as phenyl detergent, Buckets, Mops, Duster, Battens for security guards etc) is available with the manpower for Housekeeping and Security Services.
9. The Agency shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act 1970, EPF, ESI/Leaves etc. with regard to the manpower engaged.
10. As per guidelines of the Hon'ble Supreme Court of India no person will be allowed smoking in public place. The Agency will responsible, if any, workers provided by him are found smoking in the premises and he will be penalized in accordance with the rules.

11. The persons to be engaged on the work should not be below the age of 18 years & not more than the age of 60 years and should be physically fit. The department will not provide any transport, canteen, medical facility which shall be the sole responsibility of the Agency. Similarly no housing accommodation to the manpower deployed the Agency will be provided by the department.
12. The Agency will have the responsibility to strictly adhere to workmen welfare compensatory payments as per Labour Act & worker compensation Act as laid down by the Punjab Govt. and the Department will not be responsible in the event of any default.
13. The Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The Agency shall submit copies of acknowledgement evidencing filling of returns every year and shall keep the employer fully indemnified against liability of any tax, interest, penalty etc. of the Agency in respect thereof, which may arise.
14. The Authority will deduct income tax /labour cess/sales tax or any other govt. liability as decided by the competent authorities at source from the Agency at the prevailing rates of such sum.
15. The Agency at his own level shall get EPF and ESI Nos. allotted for the labour engaged for this work from the RPF commissioner. The Agency will take necessary action at his own level as per Employees provident funds and miscellaneous provisions Act. 1952 amended from time to time and will furnish the EPF & ESI Nos. and proof of deposit of EPF & ESI contributions in respect of all the employees directly or indirectly engaged by him relating to services to be provided to the Authority for his work. Further, in case of any default or liability which may arise to the Department on this account, Authority will be at liberty to deduct such amount from the outstanding payment of the Agency or from performance guarantee or any other due of the Agency.
16. The Agency shall have to provide the proof of EPF and ESI number of employees issued to him by the competent authorities of the concerned department within one month from the allotment of the contract.
17. Agency will ensure the deposition of service tax with the concerned department as applicable and submit the requisite documents.
18. The Authority shall not be under any obligation for providing employment to any of the worker of the Agency after the expiry of the contract.
19. Agency shall ensure that concerned officer on duty is informed about any deficiency of manpower with in ½ hour of reporting time as fixed in advance.

20. The agency, in addition to the performance security, shall deposit a interest free security amount of Rs 10,000/- (Rupees Ten thousand only) against total manpower engaged in fare collection services. The amount shall be submitted to Authority 7 (seven) days before the Commercial Operation Date . The amount shall be remitted in the form of FDR or Demand Draft or RTGS or NEFT. The security amount shall be reimbursed within 15 (fifteen) days from the expiry of the contract or termination of the contract.
21. Agency shall submit the area wise deployment plan of workers to the Authority in advance. In addition to the penalty payable equal to the loss as assessed by the Authority.
22. The list of staff going to be deployed shall be made available to the Authority and fresh list of staff shall be made available by the Agency after any change is made due to withdrawal of any incompetent person at the instance of the Authority or of his own by the Agency.
23. Authority shall have the right to ask to withdraw any incompetent person deployed by the Agency and similarly Agency reserve the right to withdraw the staff but with prior intimation to the Authority.
24. The Agency shall be responsible to provide immediate replacement of any staff, which is not available for duty at the place of posting.
25. The staff engaged by the Agency shall be available at all the times as per their duty roster and they shall not leave their place of duty during duty hours on any pretext without the prior permission of the Authority.
26. The Agency shall ensure that for stabilizing the project upto first year from COD, The security services shall be required in Three (3) shifts or for the period as decided by the Authority. Therefore the no of security guards and no of shifts shall be reduced accordingly and at the discretion of the authority with prior information to the Agency.
27. The workers will report at the work place as per the time schedule given by Authority.
28. The Agency shall ensure that the attendance of staff deployed shall be taken by Biometric and it would be mandatory in all cases. The cost of such devices shall be borne by the Agency. The quantity of devices shall be decided mutually between Authority and L1 or preferred bidder at the time of preparation of SOP.
29. The Agency shall not hire manpower with dubious records i.e. without character verification.



30. If any worker of the Agency indulges himself/herself in any misconduct and causes loss to the Authority, he/she should be shifted immediately by the Agency. In addition to penalty as per **Appendix 13** or as decided by the Authority will be deducted from monthly invoice of the agency.
31. During the course of contract, if any of Agency's manpower are found to be indulging in corrupt practices or causing any loss of revenue to the Authority, it shall be entitled to terminate the contract forthwith duly forfeiting the Agency's performance security.
32. The manpower supplied will to be extremely courteous with very pleasant manners in dealing with the public/staff, especially with females, children and senior citizens and should project an image of utmost discipline.
33. The Agency will have to submit complete police verifications forms along with demand draft if any in favour of concerned authority for verification of character. In case of non clearance of antecedents by the police/ civil authorities, the Authority reserves the right terminate the contract. In addition, the Agency will be responsible for the good conduct & behavior of himself & staff employed by him for the work at site.
34. The manpower deployed by the Agency should not have any adverse police record & should have good character. The Agency & his staff will be subjected to security regulations & police verification as applicable.
35. The list of persons likely to be engaged on the work along with their photographs, copy of Ahdhar Card, residence proof and bank account details shall be given by the firm within one month of start of the work. Persons whose names are in the list provided by the agency only will be allowed on the work.
36. No worker of the Agency shall involve himself in any trade union activity and in case any problem occurs the Agency shall be liable for the same.
37. The Agency shall be responsible for any kind of damage to Authority Infrastructure at Bus Stops, Depot, Control Centre etc. while doing day to day work. He will also be responsible for theft of any item by his labour from the building as mentioned above.
38. The Agency shall issue EPF/ESI Code Number allotted by the local ESI/EPF authorities. The Agency shall also submit regular EPF numbers of its employees before the submission of first bill for reimbursement.
39. The Agency shall ensure that its manpower shall not at any time, without the consent of the Authority in writing divulge or make known any trust, accounts matter or

transaction undertaken or handled by the Authority and shall not disclose any information about the affairs of Authority. This clause does not apply to the information, which falls in the domain of public knowledge.

40. Agency will provide a copy of job responsibility to all workers on date of commencement of contract.
41. All the waste papers/ garbage collected during cleaning operation shall be destroyed /transported for disposal by the Agency at his own end and expenses
42. The Agency shall take reasonable precautions to prevent the Authority from loss destruction, waste or misuse in any form.
43. That in the event of any loss occasioned to the Authority as a result of any lapse on the part of the Agency and that would be established after an enquiry conducted by the Authority, the said loss may be claimed from the Agency up to the value of the loss. The decision of Authority will be final and binding on the Agency.
44. The Agency shall indemnify and hold the Authority protected/safe from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by Agency.
45. The Agency shall be responsible for the antecedents of the manpower to be engaged for carrying out day to day operation. Agency shall maintain daily record of the name and the complete particulars of all his workers for each area separately which will be engaged for various activities.
46. Joint inspection shall be carried out for once a week by Authority. The frequency of inspection can be made daily, which shall of course be decided by the Authority, depending upon the quality of work being done by the Agency. During all such inspections the Agency or his authorized representative shall accompany the Authority.
47. A register will be maintained where in it will be certified by the agency or his authorized representative and Authority Representative in charge after joint inspection that all activities under the contract has been carried out as per requirement.

**48. Dispute Resolution**

Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter shall be referred to the Member Secretary, Punjab Bus Metro Society. Further, if any dispute is not settled amicably, the same shall be referred to the sole arbitrator to be appointed by

the Member Secretary , Punjab Bus Metro Society. The award given by the arbitrator shall be final and binding on both the parties. The venue of arbitrator shall be Amritsar.

49. Any act on the part of the agency to influence anybody in the Authority is liable to rejection of his tender.

**50. Jurisdiction of Court**

The courts at Amritsar shall have the exclusive jurisdiction to try all disputes if any, arising out of this agreement between the parties.

51. It will be the responsibility of the Agency to provide certified details of manpower deployed on monthly basis by 2nd of the succeeding month.

52. The Competent Authority for imposing the penalty shall be the Punjab Bus Metro Society through its designated representative.

53. In case the Agency fails to make monthly payment to the labour engaged and the Authority is forced to make payment to avoid stoppage of the essential work, the Authority shall charge @ 18% P.A. interest on such payments made by the Authority till it is not deposited with the Authority or the Authority can terminate the contract and forfeit the performance security.

54. In case if the Agency delay the deposit of Statutory/Government fees against the payment to the labour engaged, in Treasury account through designated banks, the agency shall be liable for a penalty of 2% per day of the due amount along with interest at the rate of 18% per annum for delay beyond three working days from due date of payment.

55. This Agreement shall be effective from the date hereof and shall continue in full force and effect from the date hereof and until the date of expiry or termination of the Contract.

**56. Procedure for release of payment**

Before the 7th day of each month, the Agency shall submit an invoice to PBMS containing the details given below:

**57. Reimbursable expenses**

Under this account head, the Agency shall mention the cost to its organization, with complete break up in respect of salary, PF, ESI, uniform, etc. of each personnel deployed or utilized by it and the consumables etc. used for rendering professional support services to PBMS in pursuance of this Contract during the relevant month.

58. The invoice(s) shall be accompanied by supporting documents including copies of receipts issued by the employees to the Agency in respect of payment of salary/ wages, allowances, reimbursements etc., acknowledgement/ receipts issued by concerned Government Departments in respect of and towards proof of deduction and deposit of ESI, EPF, Service Tax, etc., as applicable, besides copies of bills/ payment proof in respect of consumables purchased, if any.
59. Service Operator shall be responsible to comply with all the relevant statutory requirements including deposition of ESI, EPF, EDLI, taxes, duties, etc. Service operator will be required to submit a certificate along with the copy of relevant documents including proof of salary paid, deposition of all the statutory dues and other statutory requirements along with invoices to be submitted to PBMS will not be liable for any violation/lapse on part of the Service Operator in discharging the above mentioned responsibilities.
60. The payment of salary / wages of employees will have to be credited to their Bank Account.. The details in this regard will accompany the monthly invoice submitted for reimbursement to PBMS.
61. The payments of invoices shall be made by the 15th of each month, provided the invoices are submitted in time i.e. by the 7th day as stipulated above and found to be in order. The Agency shall levy service tax or any other statutory cess or tax, as applicable to its invoices. PBMS shall make the payments of invoices after deduction of income tax at source at the rate applicable to such professional services or other such amounts, which it is required to deduct as per applicable laws from time to time and under Section 194J of the Income Tax Act, 1961 for the time being.
62. The Agency shall submit the split up of the contents of the bill in the shape of wages paid, EPF, ESI, Weekly rest, Service charges applicable on wages and service tax thereon.
63. The payment of wages paid by the Agency to each worker shall be reimbursed to him only after the verification of payment into the respective bank account of each worker by Authorized representative of Authority.
64. Any penalty imposed on the Agency for poor sanitation/disruption of service shall not be displaced by him on his workers
65. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Agency for carrying out this contract and if a claim therefore is filed with the Labour or other statutory Authorities and proof thereof is furnished to the satisfaction of such Authorities, and if the Agency fails to settle the claim then, if the Authority has to make the necessary payment on the behalf of Agency, then such amounts shall be recovered from the agency from the Management

Charges payable under the invoices or/and through Performance Security or/and other security amount of the agency available with the Authority. In such scenario, Authority reserves the right to terminate the contract with the Agency and forfeiture of all the security amount of the agency with the Authority.

66. Authorities and any sums so paid shall be recoverable by the Authority from the Agency.
67. Agency should within 15 days after the end of each financial year and upon completion of the contract period submit the certificate from EPF and ESI authorities that nothing is due from the Agency for the employee's deputed to the Authority.
68. The Agency shall provide copies of relevant records during the period of contract of otherwise even after the contract is over whenever required by the Authority.
69. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Authority from the Agency.
70. Authority shall handover the site to Service Operator for operations and management as per the completion of the constructions of the relevant components of BRT system and deployment plan.
71. If required, Authority can conduct inspection of site for any violation or misconduct or misreporting of facts provided by Service Operator.
72. As and whenever required on or before the services or during the services, the Authority shall have rights to conduct the audit of the agency at its discretion and cost.
73. Agency shall at its own level full fill the minimum criteria of employment in terms of education, qualification ,experience etc and its employees have not received such evidences by fraudulent means. Agency have to provide an undertaking/certification from its employees. In case any of its employee found to be in fraudulent practices or any such event, PBMS shall retain right to terminate the contract and forfeited its performance security and shall levy damages as per provision in Agreement.
74. Before commencing the Work, it shall be obligatory for the Agency to obtain at his own cost stipulated insurance cover under the following requirements:
  - a. Agency's All Risk and Third Party Cover.
  - b. Liability under the Workmen's compensation Act, 1923, Minimum Wages Act, 1948 and Contract Labour (Regulation and Abolition) Act, 1970.

- c. Accidents to staff, Engineers, Supervisors and others who are not governed by Workmen's Compensation) Act.
- d. Any other risk to be covered by Insurance as may be specified by the Employer

75. The policy referred to under the insurance clause given above shall be obtained in the joint names of the Agency and the Authority and shall inter-alia provide coverage against the Loss of life or injury involving public, employee of the Agency, or that of Aauthority and Engineer, labour etc.

76. The insurance policies shall remain in force through out the Contract period. The Agency shall whenever called upon, produce to the Authority or his representative the various insurance policies obtained by him as also the rates of premium and the premium paid by him to ensure that the policies indeed continue to be in force. If the Agency fails to effect or keep in force or provide adequate cover in the Insurance policies mentioned in the clause, or any other insurance he might be required to effect under the Contract, then in such cases, the Employer may effect and keep in force any such insurance or further insurance and the cost and expenses incurred by him in this regard shall be deductible from payments due to the Agency or from the Agency's Performance Guarantee.

## D. APPENDIX

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### Appendix 1: Forwarding Letter

{On Bidder's letterhead}

(Bidders are required to fill up all the blank spaces in this Bid Proforma and its enclosures.  
)RFP No. Authority/--- /--- /--- -----(to be specified by Authority) Date: (Last Date of Submission)

To,  
Member Secretary  
Punjab Bus Metro Society (PBMS)  
SCO, 33-34-35, Sector 34-A, Chandigarh - 160022  
Fax - 0172-2665596  
Phone- 0172-2665417

Subject: Submission of Bid for Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar

Sir,

We are pleased to make our submission for the captioned RFP. The following documents are submitted towards the same.

- A. Technical Bid Comprising of followings as per the provisions of RFP.
- a) Envelope I: RFP Fee and EMD/Bid security
  - b) Envelope II: Eligibility and Qualification documents
  - c) Envelope III : Financial Bid

B. We have submitted the Price Bid online as per the prescribed format.

We are aware of the Punjab Bus Metro Society (PBMS) right to accept or reject any/all proposals without giving any reason and upon rejection of proposal; I shall not be entitled to any right with related to the PBMS.

Our offer/Bid is subject to all terms and conditions contained in the RFP document. We have not made any changes either directly or indirectly in terms and conditions of the RFP. In additions to terms and conditions of this RFP, We have not given any written or oral promise from the PBMS.

We have thoroughly read and understood all the terms and conditions of this RFP and We promise to observe and abide by all the terms and conditions of this RFP.

Thanking You, \_\_\_\_\_  
(Signature and name of Authorized Representative)

For (Name and seal of Proposer Company/firm)

## Appendix 2: General Information of Bidder

1. Bidders are requested to complete the information in this form.

No	Particulars
1	Name of Firm
2	Head office address:
3	Contact Person: Telephone:
4	Fax: E-mail:
5	Place for incorporation/registration: Year of incorporation/ registration:
6	Any other information

2. A Power of Attorney authorising the signatory
3. Applicants shall submit the following information:
  - a. Legal Status
  - b. Place of Registration
  - c. Principal business and place for business
4. Copy of the Registration of the Proposer (Certificate of Incorporation, Partnership Deed, Service Tax Registration copy, Shops and Establishment Dept. Certificate, etc.) (to be attached separately)
5. Attach Brochure of Firm

---

Signature of the Bidder



### Appendix 3: Financial Capability Statement

{On Statutory auditor's/ Registered Chartered accountant's letterhead}

I hereby declare that I have scrutinized and audited the financial statement of M/s\_\_\_\_\_. Following is the audited turnover of the firm from activities related to supply of manpower in any of the three financial years during last five financial years ending on March 2016-17.

Years	Turnover (Rs. Crore)

\_\_\_\_\_

(Signed and Sealed by the statutory auditor/Registered Chartered Accountant)

*Note: Please attach audited annual report including balance sheets and profit and loss statements*

#### Appendix 4: Performance Statement/Client's Certificate

{On Bidder's letterhead}

I hereby declare that our company/firm has experience of operation of following projects through contractual rights.

Sr. No.	Name of the Eligible Project	Start Year	End Year	Amount of Annual service fee received (Rs. Crore)	Supporting evidences* Client's Certificate

\* The Client Certificate must showcase amount of annual service fee paid has to be attached herewith.

Note :Eligible projects means the projects in which the bidder had provided the services of supply of manpower. The services is the total fee received by the bidders i.e. including Basic salary of employment,statutory payment like ESI,EPF,service tax and management charges/Administrative charges.

(Signature and name of Authorized Representative)

\_\_\_\_\_

(Signed and Sealed by the statutory auditor/Registered Chartered Accountant)

## Appendix 5: No Blacklisting Certificate

(On a Stamp Paper of relevant value)

### No-Blacklisting Affidavit

I M/s. \_\_\_\_\_(Name of the Bidder), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter/s / director/s are not barred by Government of Punjab (GoP) / any other entity of GoP or blacklisted by any state government or central government / department / Local Government / agency in India or from abroad from participating in Project/s, either individually or as member of a Consortium as on the \_\_\_\_\_-(Bid submission Date).

We further confirm that we are aware that our Bid for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period. Dated this \_\_\_\_\_Day of \_\_\_\_\_, 2016.

Name of the Bidder

Signature of the Authorized  
person

Name of the Authorized  
Person

**Appendix 6: Format of power of attorney in favour of Authorizing Bidder's Signatory**

*[On appropriate Stamp Paper]*

**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), son/daughter/wife of \_\_\_\_\_and presently residing at \_\_\_\_\_, who is presently employed with the \_\_\_\_\_(firm/company name) and holding the position of \_\_\_\_\_, as our true and lawful attorney (hereinafter 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 Bid for 'Selection of Agency or Service provider for Providing Manpower for Fare Collection, Housekeeping and Security Services for Bus Rapid Transit System (BRTS) in Amritsar' ("the **Project**") proposed by the PBMS including but not limited to signing and submission of our Bid and other documents and writings, participate in the Pre-Bid Meeting and providing information/responses to the PBMS, representing us in all matters before the PBMS, signing and execution of all contracts including the Contract and undertakings consequent to acceptance of our Bid, and generally dealing with the PBMS 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 execution of the Contract for the Project with the PBMS or any entity representing the PBMS.

**AND**

we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our 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 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 \_\_\_\_\_, 2016.

**For** \_\_\_\_\_

(Signature, name, designation and address)

Witnesses:

1.

(signature)

(Name, Title and Address)

2.

(signature)

(Name, Title and Address)

**Accepted by:**

(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.*
- *The Bidder should submit for verification the extract of the charter documents and documents such as a shareholders' or Board 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.*
- *Power of attorney should be executed on a non-judicial stamp paper of appropriate value as relevant to the place of execution.*
- *For a power of attorney executed and issued in India, the document will need to be notarized in India.*
- *For a power of attorney executed and issued overseas, the document shall be legalized by the Indian Embassy and notarized in the jurisdiction where the power of attorney has been executed. 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 Apostille certificate.*

**Appendix 7: Undertaking for Breach of Contract**

We, M/s \_\_\_\_\_ ( Company Name), hereby undertake that we must not have been involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on Bid Submission Date.

Dated this \_\_\_\_ day of \_\_\_\_\_ 2016.

Signature

(Company Seal)

\_\_\_\_\_

In the capacity of duly authorized to sign bids for and on behalf of:

Signed by

Authorized Signatory with designation

### **Appendix 8: Undertaking for Information Furnished**

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and is liable to any punitive action for furnishing false information / documents.

Dated this \_\_\_\_ day of \_\_\_\_\_ 2016.

Signature

(Company Seal)

\_\_\_\_\_

In the capacity of duly authorized to sign bids for and on behalf of:

Signed by

Authorized Signatory with designation

**Appendix 9: Undertaking for No Default related to statutory Payments**

We hereby undertake that we have made all the statutory payments like EPF, ESI ,Service Tax etc till the last quarter before the bid submission date.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2016.

Signature  
(Company Seal)

\_\_\_\_\_

In the capacity of duly authorized to sign bids for and on behalf of:

Signed by

Authorized Signatory with designation



## Appendix 10: Indicative Format of Price Proposal

(This is indicative format for Bidder's reference.)

(The Price Proposal shall be submitted online through <http://etender.punjabgovt.gov.in> and in physical submission as per the schedule)

Date:

To,  
Member Secretary  
Punjab Bus Metro Society (PBMS)  
SCO, 33-34-35, Sector 34-A,  
Chandigarh - 160022  
Fax - 0172-2665596  
Phone- 0172-2665417

Contract No..... Date .....

Agency Name:.....

Dear Sir,

I/We \_\_\_\_\_ herewith submit Price Proposal for selection of my/our firm as an agency for providing fare collection, Housekeeping and Security services for BRTS Amritsar and as per terms and conditions of RFP dated \_\_\_\_\_ issued by PBMS.

The percentage of Management Fee for providing manpower services under the Scope of Services for the project shall be \_\_\_\_\_% (in words) of Monthly Gross Payment inclusive of only salary as per the prevalent DC rates at Amritsar and all other applicable statutory payments such as ESI, EPF on salary as per DC rates. The service tax and other applicable taxes shall be paid over and above.

I/We \_\_\_\_\_ hereby confirm that The Management fee includes the cost of Administrative charges for manpower, Charges/Fee for Cash handling and deposit of same to the designated bank account of Authority or bus depot as decided by the Authority and any other component as part of Management fee and Administrative charges. The Cost of uniform items, Cost of all Materials, Cost of Equipments including all tools and cost of other consumables items shall be reimbursed to the bidder by the Authority as per actuals on submission of the bills/invoices.

Name of Authorised Signatory

Signature of Authorised Signatory (With Stamp of the Bidder)

Business Address: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Note: The Authority may ask the lowest bidder/preferred bidder to provide the detailed breakup of the Management Fee submitted as part of the Financial Bid

## Appendix 11: Format for Bank Guarantee for Performance Guarantee/Security

To,  
Member Secretary  
Punjab Bus Metro Society (PBMS)  
SCO, 33-34-35, Sector 34-A,  
Chandigarh - 160022  
Fax - 0172-2665596  
Phone- 0172-2665417

Contract No..... Date .....

- 1) Any such written demand made by PIDB stating that the bidder is in default of the due and faithful fulfillment and compliance with the terms and condition contained in the bidding documents shall be final, conclusive and binding on the bank.
- 2) We the bank do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the bidder or any other person and irrespective of whether the claim of PIDB is disputed by the bidder or not merely on the first demand from PBMS stating that the amount claimed is due to PBMS by reason of failure of the agency to fulfill and comply with the terms and conditions contained in the contract document. Any such demand made on the bank shall be conclusive as regards amount due and payable by the bank under this Guarantee shall be restricted to an amount exceeding \_\_\_\_\_
- 3) This Guarantee shall be irrevocable and unconditional and remain in full force for a period of Three years (i.e. Contract Period) plus Three Months from date of signing of contract between Agency and PBMS or or for such extended period as may be mutually agreed between PBMS and bidder and agreed to by the tis Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid
- 4) We, the Bank, further agree that PBMS shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the contract documents and decision of PBMS that the Agency is in default as aforesaid shall be final and binding on us notwithstanding differences between PBMS and Agency or any dispute pending before any Court, Tribunal, Arbitrator or any other authority
- 5) The Guarantee shall not be affected by any change in the constitution or winding up of the Agency or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
- 6) In order to give full effect to Guarantee, PBMS shall be entitled to treat the Bank as the principal debtor. PBMS shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said contract agreement or the period for fulfillment and

compliance with all or any of the terms and conditions contained in the contract agreement by the said Agency or to postpone for any time to time to vary any of the terms and powers exercisable by it against the said Agency and either to enforce or forbear from enforcing any of the terms and conditions contained in the said contract agreement or the securities available to PBMS and the bank shall not be released from its liability under these presents by any exercise by PBMS of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of PBMS or any indulgence by PBMS to the said Agency or by any change in the constitution of PBMS or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the bank from its such liability.

- 7) Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein
- 8) We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch who shall be deemed to have been duly authorized to receive, the said notice of claim. The payments shall be released within the day of receiving of demand and before the closing of working hours
- 9) It shall not be necessary for PBMS to proceed against the said Agency before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which PBMS may have obtained from the said Agency or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized
- 10) We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of PBMS in writing.
- 11) The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.
- 12) For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to the amount given in the RFP document. The Bank shall be liable to pay the said amount or any part thereof only if PBMS serves a written claim on the Bank in accordance with paragraph 9 hereof, on or before (\*\*\*) (indicate date falling on the last date of the bid validity period )

Signature of authorized Bank official

Name:

Designation:

Stamp/Seal of the Bank :

Signed, sealed and delivered

For and on behalf of the Bank

by the above named \_\_\_\_\_

in the presence of :

Witness 1:

Signature

Name

Address

Witness 2:

Signature

Name

Address

**Appendix 12: List of Approved Banks for purpose of providing Performance Security**

All Scheduled bank having its branches at Amrtisar,Punjab,India

### Appendix 13: Performance Parameters and Damages

#### 1. Staff Related

S.N.	Deficiencies	Damages per Instance (Rs.)*
1	Mismatch found in Minimum Qualification prescribed with actual qualifications	Rs 5000 per person
2	Personnal having criminal records against Him	Rs 5000 per person
3	Late Login by STT Operators (10 min- 20 min late login )	Rs 1000 for every instances
4	Late Login by STT Operators (Beyond 20 minutes late login )	Rs 3000 per instance
5	STT Operator leaves the POS/Ticketing counter un attended	Rs 2000 per instance + ticketing revenue that Authority has to forgo during that period (calculated as average income of last 7 days during period during which ticketing counters remained un attended )
6	STT Operator leaves the ticketing counter at the time of Shift Change until the other staff for next shift arrives.	Rs 2000 per instance + ticketing revenue that Authority has to forgo during that period (calculated as average income of last 7 days during period during which ticketing counters remained un attended )
7	Leaving duty without proper relieving.	Rs 2000 per instance
8	Personnel do not carry I-Card and or does not wear Uniform prescribed by PBMS.	Rs 1000 per person
9	Smoking in Bus Station	Rs 1000 per instance
10	Personnel found in Drunken state or consumption of any prohibited items.	Rs 2000 per instance
11	Non Rotation of STT Operator for more than One Month without any valid reason	Rs 200 per Instance pr STT Operator

\* This table will be applicable to all the categories .

#### 1. Cash Management Related

S.N.	Deficiencies	Damages per Instance (Rs.)
1	STT Operator carries personal cash of more than Rs 500 during the duty hours. STT Operator shall have to report the personal cash carried with him every day to PBMS register.	Rs 3000 per instance

S.N.	Deficiencies	Damages per Instance (Rs.)
2	Difference in reconciliation i.e Actual cash deposited and Revenue generated per POS as per the software information	Such difference shall be paid by Agency recovered from monthly invoices
3	Failure in depositing the cash in the designated account of Authority	Fare collected as per Software Information shall be paid by the Fare Collection Agency.
4	Any breach/misconduct /fraud by Fare Collection Agency's Staff	Rs 5000 per instance

### 3. Efficiency and quality of the systems

S.N.	Deficiencies	Damages per Instance (Rs.)
1	Any breakdown or physical damage or malfunctioning of POS machines/Handheld Electronic Ticket vending machine owing to reasons attributable to the Fare Collection agency's staff/ due to	Replacement/ repair cost value of POS

### 4. Reporting Requirement

S.N.	Deficiencies	Damages per Instance (Rs.)
1	Not keeping shift wise record of deployment of STT Operators' Staff.	500
2	Non Submission of Daily reports to the Authority	1000
3	Not Keeping report of payment of salary/PF/ESI etc required as per the statutory requirements	No Monthly payment shall be made for next month

### 5. Statutory Requirement

S.N.	Deficiencies	Damages per Instance (Rs.)
1	Does not renew the Contract Labor License annually.	5% of value of annual payments
2	Violation/Breach of statutory requirements such as <ul style="list-style-type: none"> <li>• ESI</li> <li>• PF</li> <li>• Minimum wages act</li> </ul>	<ul style="list-style-type: none"> <li>• 5% of value of monthly payments to be made to Fare Collection Agency during month during which such violation /breach found /occurred.</li> <li><input type="checkbox"/> If such occurrence exceeds 3 times</li> </ul>

- Authority shall charges reasonable damages at its own discretion for any other Default/breach not specified herein above.

## Penalties for Housekeeping and Security Services

Table 1- PENALTIES

Sr. No.	Offence/Event	Penalty to Agency (in INR)
<b>A. SECURITY SERVICES</b>		
1	Un-guarded Station/Terminal during checking by PBMS (i.e. no guard found at the place of duty at that moment)	5,000/-per day
2	Guard found without proper security tools (whistle, stick, torch)	1,000/-per instance
3	Damage to Civil Work inside and Electrical/Electronic Equipment's inside Station/Terminal Premises and damage to Signage/Information Graphics inside Station/Terminal	As decided by Authority
4	Advertisement Stickers/Bill Boards/ Bills/ Posters/ Banners/ Hoardings/ Pamphlets/ Leaflets/ Visiting Cards etc. or any such sort of promotional material found on any structural part of the station/terminal premises during checking by PBMS	1,000/- per instance
5	Guard found parking his vehicle or allowing citizens to park their vehicles inside BRTS Corridor and/or near BRTS Station	1,000/-per instance
6	Strike by the Staff of Agency in case of issues like non-payment of salary, late payment, any other reasons, resulting in loss/damage to PBMS property and bus operations.	5% of Annual charges
<b>B. HOUSEKEEPING SERVICES</b>		
1	Garbage/Litter found inside station/terminal premises during checking by PBMS	500/- per instance
2	Housekeeping Tools/Equipment's found in unorganized manner inside station/terminal premises	500/- per instance
3	Unserviceable bins or damaged bins provided at stations/terminal	200/- per instance



## Appendix 14: Details of BRTS Stations on BRTS Amritsar

### Corridor 1: Albert Road Junction to India Gate

S. No	Bus Station Name	Floor Area (Sq.Ft.)	Ramp Area (Sq.Ft.)
1.	India Gate	1560	610
2.	Narian Garh	1560	610
3.	Chheharta Thana	1560	610
4.	Chheharta Chowk	1560	610
5.	Chheharta Girls School	1560	610
6.	OCM Mill	1560	610
7.	Bhagat Naam Dev Chowk	1560	610
8.	Purani Chungi	1560	610
9.	Guru Nanak Dev University	1560	610
10.	Khalsa Public School	1560	610
11.	Khalsa Women College	1560	610
12.	Putli Ghar	1560	610
13.	Putli Ghar Chowk	1560	610
14.	Valmiki Chowk	1560	610
15.	Sadar Thana Chowk	1560	610
16.	Adventist Church	1560	610

### Corridor 2: Bhandari Bridge Loop

S. No	Bus Station Name	Floor Area (Sq.Ft.)	Ramp Area (Sq.Ft.)
1.	Amritsar Railway Station	1560	610
2.	Alexender School	1560	610

### Corridor 3: Bhandari Bridge Round about to Daburji

S. No	Bus Station Name	Floor Area (Sq.Ft.)	Ramp Area (Sq.Ft.)
1.	Opp. Civil Hospital	4120	350
2.	Civil Hospital Kerb Side	4120	350
3.	Opp. ISBT (at grade)	2395	610
4.	Opp. ISBT (retrofitted)	1875	-
5.	ISBT (at grade)	2395	610
6.	ISBT (retrofitted)	1875	-
7.	Guru Ram Das Dental College(LHS)	4970	350
8.	Guru Ram Das Dental College(RHS)	4970	350
9.	Alpha One	1560	610
10.	Tara Wala Pul	2675	935
11.	New Amritsar	1560	610
12.	Grandeur Resort	1560	610
13.	Amritsar Gate	1560	610

#### Corridor 4: Central Core

S. No	Bus Station Name	Floor Area (Sq.Ft.)	Ramp Area (Sq.Ft.)
1.	Ram Bagh	1560	610
2.	Dental Hospital	1560	610
3.	Celebrations Mall	1560	610
4.	SSSS Chowk	1560	610
5.	Novelty Chowk	1560	610
6.	IT Chowk	1560	610
7.	Kichlu Chowk	1560	610
8.	Railto Chowk	1560	610

#### Corridor 5A: Celebration Mall to NH Bypass

S. No	Bus Station Name	Floor Area (Sq.Ft.)	Ramp Area (Sq.Ft.)
1.	Vijay Nagar	5835	-
2.	Soap Mill	5835	-
3.	PSPCL Rest House	5835	-
4.	Ankur Complex	5835	-

#### Corridor 6: NH Bye pass to Verka canal

S. No	Bus Station Name	Floor Area (Sq.Ft.)	Ramp Area (Sq.Ft.)
1.	Verka Milk Plant	1560	610
2.	Verka Railway Station	1560	610
3.	Verka Village	1560	610
4.	Verka Canal	1560	610

#### Terminal Details:

S. No	Terminal Name	Floor Area (Sq.Ft.)
1.	India Gate turn around	14750
2.	Daburji turn around	9435
3.	Verka turn around	14,000

**Note:** While due care has been taken to mention floor area of bus stations and terminals in Amritsar, however, it is likely that minor variation in the area may appear based on actual site condition. Bidders are advised to conduct independent site visits on their own to respective areas to assess ground condition and make their decisions. It should be noted by the bidders that Infrastructure Construction Work is in progress. Henceforth, they should not consider the existing condition of the infrastructure (i.e. dirty floors etc.) at Bus Stations and Terminals. The Authority shall take charge of Bus Stations, Terminals, Depot and Control Centre once the infrastructure development is fully completed.

## E. ANNEXURE

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### ANNEXURE A: Scope of Service for Fare collection services

**Punjab Bus Metro Society (PBMS) intends to procure Fare Collection Services and allied services which is Technical in Nature and it is not merely supply of manpower Services. The Fare Collection Service for BRTS in Amritsar shall comprise setting up of a system without limiting the following:**

- a) Fare Collection: Deployment of Station Ticket Terminal Operator (hereunder called “STT Operator”) at the BRTS Bus stations to collect fare with help of Station Ticket Terminals (i.e Point of Sale Machines/hand held Electronic Ticket Vending Machines, ETVM) provided by the Authority/PBMS.
- b) Accounting and Reconciliation: Establishment of system for assembling, record keeping, accounting and reconciliation of fare collection amount and that of recorded in Fare Collection Software installed in Station Ticket Terminals (POS Machines) provided by Authority.
- c) Agency shall be responsible for Cash handling and deposit of daily cash collected at all BRTS stations in the designated Bank account of Authority or as decided by the Authority
- d) It is to be noted that selected Agency shall have complete supervision and monitoring responsibility for work related to fare collection undertaken by STT Operators appointed by the Agency.
- e) Fare Collection Agency (the “FCA”) to operate Station Ticket Terminal machines/ hand held Electronic Ticket Vending Machines (ETVM) and issue tickets at Station Ticket Terminals/POS/Ticketing counters against prescribed fare from passengers. Agency shall also undertake Selling of Token/smart cards as well at Facilitation of use of Smart Cards/ Recharge of Smart Card at BRT Bus Stations.
- f) Agency shall train, deploy and retain adequate skilled manpower to be called “STT Operator and Supervisor” for Fare Collection and allied services at BRTS Bus Stations at designated place and in the manner instructed by the Authority, Back Office Operation, Monitoring and Supervision and General Administration.
- g) Agency shall Deploy STT Operators and Supervisors having no criminal records against him and such deployed personnel must be medically fit.
- h) Agency shall provide the training to STT Operators and Supervisors in following aspects in coordination with Authority appointed Automated Fare Collection Agency.
  - Induction training
  - Ticketing Operation
  - Soft skills training such as polite Public Behavior, Standards Operating Procedures in case of different cases and occurrence of different instances.
  - Any other aspects as specified time to time by Authority.
- i) Agency shall prepare Standard Operating Procedures in consultation with the Authority for each cases/events.
- j) Fare Collection shall ensure that all STT Operators and Supervisor shall be carrying bar code enabled I-Cards and shall have to wear clean uniform as prescribed by the Authority.
- k) Agency shall provide monthly schedule of deployment of STT Operators to different

Stations/ticketing counters indicating name of the STT Operators, name of the stations. The deployment of STT Operators shall be changed every month (No STT Operators shall be deployed in same Bus Stations for more than two months time period).

- l) Facilitate/direct the commuters with regards to use of Fare Gates.
- m) Agency shall also undertake following Cash Management Services
  - i. All fare money collected at the end of the shift/end of the day to be deposited at designated bank account of the Authority or as decided by the Authority
  - ii. Agency shall send detailed and brief reports at the end of every day including through messages about cash collected and that of recorded in AFC software installed in POS machines provided by Authority.
  - iii. Any difference in reconciliation i.e. cash deposited actual and as per the software information shall be explained by the Agency and Authority shall recover such difference amount from fare collection agency.
  - iv. STT Operators shall not carry personal cash of more than Rs 500 during the duty hours. STT Operators shall have to report the personal cash carried with him every day to Authority register.
- n) Submit daily MIS reports specifying the details of deployed STT Operators (names, login details, presence /absence etc), daily cash collected and other aspects as so instructed by the Authority.
- o) Ensure that the attendance of staff deployed shall be taken by Biometric and it would be mandatory in all cases. The cost of such devices shall be borne by the Agency. The quantity of devices shall be decided mutually between Authority and L1 or preferred bidder at the time of preparation of SOP.
- p) Pay charges for repair in case of any breakdown or physical damage or malfunctioning of POS machines/Station Ticket Terminal Machines owing to reasons attributable to the agency's staff.
- q) Ensure that its staff are organized, polite, helpful and facilitative contractual and furnish a copy of such contract as and when demanded by the Authority.
- r) Agency must take Contract Labor License as per the labor Contract acts and statutory requirements and also renew such License annually. Such License shall be provided to the Authority as an evidence of compliance.
- s) The Agency shall be required to make available to the Authority the STT Operators and Supervisors in proportion of the Bus Stations available for operations under the Project during the contract period The Agency shall provide additional STT Operators and Supervisor in case of the Authority makes available additional BRTS Bus Stations for Fare Collection Service during the Agreement Period.
- t) The Agency shall collect the paper rolls from the Authority at regular interval and distribute to BRT Bus Stations so as to ensure continue ticketing operation. The Agency shall inform well in advance about the requirements of the paper rolls.
- u) Pay charges for repair in case of any breakdown or physical damage or malfunctioning of POS machines/Station Ticket Terminal Machines owing to mishandling of POS/STT Machines or reasons attributable to the Agency's staff.

- v) Procure and Maintain the Complaint Register at BRT Bus Station and submit its copy physically twice a week to Authority's Control Center.
- w) Bear all applicable National, State and local taxes in respect of the Project and its services rendered in terms hereof.

**Operation hours for BRT services shall be as given below:**

- a) From March to September – 05.30 to 23.30 hours
- b) From October to February – 06.00 to 23.00 hours

Note: The operational hours shall be for every day and for all days of each week/or month. It shall be subject to final operation plan decided by the Authority.

**No. bus Stations and Ticketing counters**

<b>S.N</b>	<b>No. of Bus Stations</b>	<b>No. of Ticketing Counters</b>
<b>1</b>	<b>47</b>	<b>48</b>

## **ANNEXURE B: Scope of Services for Housekeeping and Security Services**

**Punjab Bus Metro Society (PBMS) intends for Undertaking Housekeeping and Security Services for BRT Stations, and Control Center under Bus Rapid Transit System in Amritsar. The Scope of Services shall comprise setting up of a system without limiting the following:**

### **Introduction**

The aim and objective is to provide a clean, hygienic and presentable look to the entire bus stations, and control centre and surrounding area. The Agency shall be responsible for complete security and housekeeping services of given number of BRT Stations and Control Centre. The scope of work shall cover the defined number of BRT Stations and Control centre as specified and as mentioned in **Appendix 14**. The requirement of manpower for is described in Annexure-C. The selected agency will be required to fulfill all statutory requirements of Authority from time to time and provide as defined in the bid document. The Agency shall be responsible for complete housekeeping service of given number of bus stations and their surrounding area. The surrounding area shall mean to include area within 10 meters from the bus station edge lengthwise on both sides and upto the BRTS lane divider widthwise on both sides. The cleaning shall be done in following manner with a periodicity and frequency required to maintain the standards and responsibilities described:

### **Overview of Services Required**

The agency on selection would be responsible for providing security and housekeeping services and allied activities to PBMS for BRTS Stations and Control Centre. The agency would have to ensure that the duties and responsibilities outlined under the scope of work should be accomplished with efficient/adequate manpower, capital investment and sufficient equipment's. The agency would be solely responsible for the quality of the service provided. The aim and objective is to provide a clean, hygienic and presentable look to the entire BRT Stations and Control Centre during Bus Operations hours and ensure their security at any given day throughout the year.

### **End to End Process-**

The project shall involve an end-to-end process of commitment from the agency, consisting of the following:

- a) Organizing and managing adequate services on regular basis
- b) Periodic feedback to PBMS about monitoring activities
- c) Only trained and skilled staff will manage the facilities (i.e. BRT Stations and Control Centre)
- d) Staff shall maintain discipline and conform to etiquette/regulation. Manpower supplied would be under constant review and in case of shortfall in performance, the replacement should be provided immediately.

- e) PBMS will not be responsible for any loss/damage/destruction of any parts of housekeeping equipment's, which may occur during the process of providing services.
- f) The above list is only indicative and can include all such sub-processes required for seamless implementation of work process of agency.

### **Housekeeping Services**

Cleaning Services are to be provided on a daily basis. Routine housekeeping activities including but not limited to dusting, mopping, cleaning, removal of cob-webs are to be carried out on regular basis. With the help of mix of man, machine, chemicals, tools and standard operating procedures, Agency will ensure efficient, clean, eco-friendly & quality housekeeping services. Housekeeping should be satisfactory to PBMS and/or its authorized representatives. The following activities need to be done on daily basis in "Housekeeping Services".

- a) The Agency shall completely clean the bus station and control centre areas as designated by the authority.
- b) The Agency shall empty the dustbins at required number of times per day and dispose off the collected refuse at designated site.
- c) Dusting and cleaning of electronic equipment's and peripherals, window glasses, door glasses, equipment's, electric fixtures, accessories, lights, switchboards, light fixtures, firefighting equipment's, name plates, advertisement boards, and all present and future elements of the bus stations and terminals. Due care is required to be taken in cleaning Electronics and IT Equipment's, fixtures, wiring, switches etc.
- d) Floors of stations and terminals should be cleaned and wet mopped. Disinfectant like Phenyl should be added to the water once in a day for wet mopping.
- e) All glass surfaces including windows and automatic doors should be cleaned with soap water and then cleaned with absorbent paper to make the surface free of any dust and dirt.
- f) All the signage boards of polyvinyl, acrylic or any other material should be cleaned with suitable chemicals in a manner that does not destroy the signage paint.
- g) All the Stainless Steel surfaces like support railings, seats etc. to be cleaned and wiped with mild soap water solution with help of soft cloth. All horizontal surfaces like counter ledge, seats etc. to be wiped with wet cloth and dry cloth making it free of any dirt.
- h) Waste Disposal: The service provider shall segregate biodegradable and non-biodegradable wastes before its disposal. Waste shall be collected at least twice a day (or more frequently if required) and disposed off in a scientific manner. The Agency shall provide at least two numbers of adequately sized dustbins of suitable size on each bus stand and terminal. The shape, size, design and the quality of the dustbins shall be approved by the Authority.
- i) Cleaning shall be done periodically and with frequency required to maintain the standards and responsibilities.
- j) Cleaning of all the components of bus station which includes seats, hand rails, structure, architectural elements, fare collection cabin, doors, roof, floor etc. and control centre.
- k) Clean (wet mopping) floor of Bus Station and control centre twice per day

- l) The agency shall be responsible for making arrangements of water for cleaning and mopping purpose.
- m) The Agency shall have to store the housekeeping equipment's and tools inside the station and control centre premises in a manner that it doesn't give a disturbing appearance to passengers and visitors.
- n) The Agency shall be responsible for any kind of damage to any component of the bus stations and control centre during the housekeeping service and shall pay for making good the damages or replacement of the damaged component.
- o) The Agency shall provide the housekeeping services as per the schedule decided by the Authority. The Agency shall be required for services to be performed in case of any emergency.
- p) Should always punch in before & after the duty i.e. finger impression in the biometric machine (which would be mandatory in all cases) & should also sign the job cards as well to be maintained by the Agency

### **Housekeeping Schedule**

- a) Authority recommends to undertake housekeeping services twice a day as per the following schedule:  
 From 05:00 am to 08:00 am  
 From 02:00 pm to 05:00 pm  
 Agency shall also ensure availability of Housekeeping staff at all times during operation hours.
- b) Authority recommends not to undertake housekeeping services during peak hours, especially when there is rush of passengers inside bus station and control centre areas (9:30am to 11:30 am & 5:30pm to 7:30 pm).

### **Security Services**

Security Services are to be provided on a daily basis. There will be 1 shift per day (i.e. one shift of 8 hours, the indicative timings would be 10:00 pm to 06:00 am which would be as per the operation plan).

- a) Each BRT Station to have 1 guard at a time deployed.
- b) Required Relievers (per shift) are to be deployed by agency for taking care of refreshment times of the deployed guards.
- c) At no instance, BRTS Station and Terminal Premises should be left un-attended by the security guard (i.e. there has to be a presence of a guard at any point of time in a day as per schedule). If the premises are found un-attended during checking by PBMS staff, penalty as mentioned in Appendix 13 shall be levied.

### **Duties and Responsibilities of the Security Guards**

- a) Ensure that no hawkers, vendors, marketing persons are allowed to enter the



station/terminal premises

- b) The guards should wear neat uniform while on duty along with identity cards
- c) They should not leave the assigned point unless and until the reliever comes for shift duties.
- d) Lock the main doors of the stations and terminals during night time (after bus operations end) and stay awake for the night time.
- e) Open the station main doors early in the morning (before the bus operations start)
- f) They should not give lenient or casual impressions in the duties and they should be alert and attentive.
- g) Should not misbehave in any instance
- h) Must be fluent in Punjabi and Hindi Language
- i) Should prevent citizens entering bus station/terminal area with personal vehicles (this applies to all kind of motorized and non-motorized vehicles)
- j) Should not allow parking of motor vehicles or cycles near or within station/terminal premises
- k) Should not take keys of station/terminal doors at home.
- l) The security staff should follow codal formalities and disciplines of Labor System while on duty.
- m) Should always punch in before & after the duty i.e. finger impression in the biometric machine (which would be mandatory in all cases) & should also sign the job cards as well to be maintained by the Agency.
- n) The security guards on duty must possess proper uniform, laathi, whistle, name badge, identity card, shoes, torch light etc.
- o) The guards should be healthy with good desirable physique with a proper height weight ratio. Over weight and under nourished staff shall not be allowed.
- p) Agency supervisor should maintain register of presence of all guards
- q) List of security guards and supervisors on duty should be provided to Authority.
- r) Agency shall shuffle guards timely between stations and terminals
- s) The Agency will be responsible for any damage to BRT Stations and Terminals, thefts and vandalism to infrastructure including Station Signage, Station Graphics, Civil Infrastructure, ITS Equipment's like Passenger Information Display and other IT equipment's, Automatic Door and its related equipment's/accessories.
- t) Agency shall have to provide approved quality First Aid Box Kit at each BRTS Station and Terminal. It will be Agency responsibility to provide and maintain first aid box kit with proper medical supplies and regularly check their expiry dates.
- u) Any changes in the workers shall be immediately informed to the Authority in written form. The Service Provider undertakes to obtain such permission/license as may be required under the Contract Labor (Regulation and Abolition) Act, 1970. The Agency undertakes to produce the license/permission so obtained to the Bank or furnishes copies thereof as and when required by the Bank.
- v) The Agency shall follow all rules and regulations comply with Contract Labor (Regulation and Abolition) Act, 1970 and bid accordingly. If any bid found violating any Clause of the above act, then bid shall be considered for disqualification.

## ANNEXURE C: Total Manpower Requirement

Total Manpower requirement for services:

### 1. Fare collection manpower:

Qualification Criteria:

Preferably Graduates/3 year Technical Diploma in any field from a recognized university/board with working knowledge of computers

OR

10+2 pass in any stream with 1 year certificate course in computers from a recognized institute/university

OR

10+2 pass in any stream with minimum 1 year experience in the relevant field

- Age – 21 to 35 years
- Typing speed of minimum 20 WPM on computer terminal.
- Should be conversant with the Punjabi language and should be able to read, write & speak in Punjabi, Hindi and English with good communication skills.

Total Manpower Requirement for Fare Collection Agency					
S.No.	Type of Manpower	Total Manpower Required per shift	No. of Shifts	Total Manpower Required	Remarks
1	Station Ticket Collector (STC)	48	2	96	Total No. of Ticket Counters is 48.
2	Reserves for STC	10	2	20	Considering a weekly off and monthly off
3	Supervisors/Reliever	10	2	20	Considering One Person per Five Stations.
4	Reserves for Supervisors/Reliever	2	2	4	Considering a weekly off and monthly off
<b>Total Manpower required for Fare Collection Agency</b>				<b>140</b>	

### 2. Security Guards manpower:

Required Qualification: Minimum 10<sup>th</sup> pass with Punjabi at matric level

<b>Total Manpower Requirement for Security Guards at Bus Shelters and control centre</b>
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S.No.	Type of Manpower	Total Manpower Required per shift	No. of Shifts	Total Manpower Required	Remarks
1	Security Guards	47	3	141	Total No. of BRT Stations is 47
2	Security Guards for control centre	1	3	3	
3	Reserves for Security Guards	10	3	30	Considering a weekly off and monthly off
4	Supervisors/Reliever	10	3	30	Considering One Person per Five Stations.
5	Reserves for Supervisors/Reliever	2	3	6	Considering a weekly off and monthly off
<b>Total Manpower</b>				<b>210</b>	

Note: The Agency shall ensure that for stabilizing the project upto first year from COD, The security services shall be required in Three (3) shifts or for the period as decided by the Authority. Therefore the no of security guards and no of shifts shall be reduced accordingly and at the discretion of the authority with prior information to the Agency.

### 3. House Keeping manpower:

Required Qualification: Minimum primary education with knowledge of Punjabi

<b>Total Manpower Requirement for Housekeeping at Bus Shelter and Control Centre (Monthly Basis)</b>					
S.No.	Type of Manpower	Total Manpower Required per shift	No. of Shifts	Total Manpower Required	Remarks
1	House keeping Staff(Full day)	4	2	8	Total No. of Stations is 57. Out of Total 47 Stations, Based on Area 37 Stations is considered as single station and 10 is considered as double stations
3	House keeping Staff for control centre	2	1	2	
4	Reserves for House Keeping	2	1	2	Considering a weekly off and monthly off
<b>Total Manpower required for House Keeping Staff</b>				<b>12</b>	

<b>Total Manpower Requirement for Housekeeping at Bus Shelter(Hourly Basis )</b>					
<b>S.No.</b>	<b>Type of Manpower</b>	<b>Total Manpower Required per shift</b>	<b>No. of Shifts</b>	<b>Total Manpower Required</b>	<b>Remarks</b>
1	House keeping Staff	7	2X3/8	5.25	3 hours of shift for morning (5AM to 8AM) 3 hours of shift for Evening (2PM to 5PM) Or decided by the Authority
<b>Total Manpower required for House Keeping Staff</b>				<b>6(Roundoff)</b>	

Note : Housekeeping staff working on hourly basis can work for both morning and evening shifts

**4. Total manpower requirements:**

<b>Total Manpower Requirement for Operation of BRTS</b>		
<b>S.No.</b>	<b>Services</b>	<b>Total Manpower Requirement</b>
1	Fare Collection	140
2	Security Guards	71
3	Housekeeping	18
	<b>Total manpower</b>	<b>229</b>

**5. Uniform Requirements for Manpower: Item/Accesory per person**

- a) Summer – One pair of Shirt and pant , Two Socks, a pair of shoe, one belt, one cap or one turban (Every Year)
  - b) Winter - - One pair of Shirt and pant, One full sleeves sweater (Every Year), One Full Sleeves Jacket (Once in Three year)
  - c) Other items/accessories shall be as per the policy of Agency. Color, Design, Logo location, Authority logo etc shall be finalized by Authority.
- 6.** Authority has the right to increase or drcrease the requirement of manpower for providing the services under this contract.

## ANNEXURE D: Format for Contract

THIS Contract is made on the <dd/mm/yyyy > between ----- having principle place of business at -----(Place and address etc to be specified by Authority) hereinafter called “**the Authority**” of the one part and M/s. <Name of the Agency> having its principle place of business at ..... hereinafter called “**the Agency**” of the other part.

### WHEREAS:

1. A. The Authority is desirous to Select an Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services (“the Project”) for Bus Rapid Transit System (BRTS) in Amritsar City for the period of 3 (three) years from the Commencement of Operation Date (COD). The term shall be extendable only once for a period of another one year based on the performance of the agency assessed by the Authority.
  - a) The agency has been selected pursuant to a competitive bid process and has agreed and undertaken to discharge the scope of services in consideration of the Price Bid submitted by it and has submitted the Performance Security as required pursuant to the RFP Document.

NOW THIS CONTRACT WITNESSETH as follows:

1. In this Contract words and expression shall have the same meaning as are respectively assigned to them in the tender document hereinafter referred to.
2. The Contract comprises of the following documents:
  - (1) This contract;
  - (2) RFP document dated \_\_\_\_\_ in its entirety
  - (3) Addendum and Response to Queries dated \_\_\_\_\_
  - (4) Agency’s Bid
  - (5) Performance Security
  - (6) LOA dated \_\_\_\_\_
  - (7) Any amendment or clarification agreed to between the Parties whether by way of letters or agreements.
3. In consideration of the payments to be made by the Authority to the Agency for

providing the services under this contract, the Agency hereby covenants with the Authority to discharge the scope of work and other terms and conditions as specified in the RFP document in its entirety.

4. The Authority hereby covenants to pay the Agency as per the payment terms mentioned in the RFP document, in consideration of providing the required services as per the RFP document.
5. The Agency agrees that essence of Contract and other contractual obligation shall become effective from the date of Letter of Award i.e. LOA. The Agency further agrees that pre estimated damages mentioned in RFP Document, are fair and genuine pre-estimate and not by way of penalty. The Agency shall not dispute the same in future in any manner.

IN WITNESS WHEREOF the parties here have caused their respective Common Seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day and year first above written.

**SIGNED, SEALED AND DELIVERED**

By the said  
Name .....  
On behalf of the Agency  
In the presence of  
Witness .....  
Name .....  
Address.....

By the said  
Name.....  
On behalf of the Authority  
In the presence of  
Witness .....  
Name.....  
Address.....

**ANNEXURE E: Min. Wages as per Department of Labour**

**MINIMUM WAGES – PUNJAB .w.e.f. 01-03-2016**

The Department of Labour, Punjab has issued a letter bearing No. ST/9472 dated: 12/04/2016 wherein the above enhancement/adjustment has been announced effective from 01/03/2016 . Hence, the arrears may be released while processing the salary for current month.

The increase in wages for monthly rated employee is (INR) Rs. 274.90 & for daily rated is 10.59 & for hourly worker is 1.32

The detail of Enhanced/Adjusted minimum rates of wages for monthly rated and daily rated and hourly rated employees under different categories are as under:-

employees under different categories are as under:-

CATEGORY	ADJUSTMENT OF MINIMUM RATE OF WAGES		
	W.E.F.01/03/2016 (in Rs.)		
UNSKILLED:- “Unskilled” work is one, which involves simple operation requiring little or no skill on the job.	Monthly	Daily	Hourly
	7210.52	277.72	34.71
SEMI-SKILLED “Semi-skilled work” is one which involves some degree of skill or competence acquired through experience on the job and which is capable of being performed under the supervision or guidance of a skilled employee and includes unskilled supervisory work.	7990.52	307.72	38.51

<p><b>SKILLED</b></p> <p>“Skilled Work” means work which involves skill or competence acquired through experience on the job or through training as an apprentice in a technical or vocational institute</p>	8887.52	342.22	42.81
<p><b>HIGHLY SKILLED</b></p> <p>“Highly Skilled Work” means a work which calls for a degree of perfection and full competence in the performance of certain tasks, including clerical work acquired through intensive technical or professional training or practical work experience for certain reasonable period and also require of an worker to assume responsibility for the judgment or decision involved in the execution of these tasks.</p>	9919.52	381.92	47.81

Note : Housekeeping staff and Security service staff falls under the category of Unskilled and Station Tcket Collector falls under the category of Skilled.