



N. Prot: L4.09.008/1013  
New Delhi, 20 December 2019

M/s Pro Interactive Services India Pvt. Ltd  
31-32, Begumpur Park, Shivalik  
Malviya Nagar,  
New Delhi – 110017

Dear Sir,

The Italian Embassy Cultural Centre has examined and accepted the offer submitted by you and has hereby decided to award the contract to your Company for providing the following services for a period of one year from 1<sup>st</sup> January to 31<sup>st</sup> December 2019, as per prospect enclosed to this agreement which forms part of this Contract:

- i) **House Keeping personnel:** Cleaners (5) on daily in shift basis @ Rs.28995 per month per cleaner to a total of ₹144981/- (Rupees one lakh forty four thousand nine hundred eighty one) per month inclusive of agency charges and GST @18% ;
- ii) **Maintenance personnel:** 1 Junior Maintenance (₹32031 per month), 1 Senior Maintenance (₹32376 per month) both for Electrical/Plumbing services, 1 Gardening services (₹28996 per month) to a total of ₹93403 (Rupees ninety three thousand four hundred three) per month inclusive of agency charges and GST @18%.

It is understood that the aggregate total of ₹238384 (Rupees two lakh thirty eight thousand three hundred eighty four) is raised in two invoices in the last week of every month.

#### **TERMS AND CONDITIONS:**

##### **For House Keeping:**

The Service Provider M/s Pro-interactive Services shall be responsible for the safety of all his workers dealing with their jobs. The Service Provider M/s Pro-interactive Services shall provide all his workers with necessary devices while handling the implements provided by his Company for doing their jobs inside the premises of this Cultural Centre. The Service Provider M/s Pro-interactive Services will provide proper uniforms along with safety gear like gloves, aprons and masks to his workers when on duty inside the premises of this Cultural Centre.

Attendance register of all the cleaners employed by you for rendering their services in this Cultural Centre shall be maintained by the Service Provider M/s Pro-interactive Services with inputs on a daily basis of the cleaning jobs done by them in the premises of this Cultural Centre. They will follow the duty schedule and timings as decided by the Cultural Centre.

**ITALIAN EMBASSY CULTURAL CENTRE, 50- E, CHANDRAGUPTA MARG, CHANAKYAPURI,  
NEW DELHI-110021 TEL: 011-26871901/26871903/26871904/24122695/24122696  
WEBSITE: [http://www.iicnewdelhi.esteri.it/IIC\\_NewDelhi/](http://www.iicnewdelhi.esteri.it/IIC_NewDelhi/)  
CF per fatturazione 80213330584 - Codice Univoco Sede ODX7WB**

The wash rooms on the ground floor shall be disinfected every Friday and shall be cleaned at least 5 times a day to maintain neat and clean always. The wash rooms on the first floor shall be cleaned at least three times daily to maintain neat and clean always and disinfected every Saturday. For the safety of visitors and staff of this Cultural Centre, "Wet Floor" and other such safety signs provided by the Service Provider M/s Pro-interactive Services will be used by his workers while mopping/washing the floors.

**For electrical and plumbing services:**

The service provider M/s Pro-Interactive Services shall carry out the preventive maintenance and operational services of electrical and mechanical and plumbing installations of this Cultural Centre. The service provider M/s Pro-Interactive Services must provide high professional level of work, including continuous supervision. The duty timings will be from 8:00 am to 10:00 p.m. on shift basis. The service provider M/s Pro-Interactive Services shall supply all the necessary tools and instruments in order to carry out the maintenance works. The Italian Embassy Cultural Centre will procure at its own cost all consumable electrical and plumbing materials and spares.

**For Gardening Services:**

The service provider M/s Pro-Interactive Services shall carry out the maintenance services of the garden (garden meaning all the front area within and outside the front boundary wall as well as the garden in the rear of the building within the boundary wall separating the Embassy and the Cultural Centre). The service provider M/s Pro-Interactive Services must provide high professional level of work, including continuous supervision. The service provider M/s Pro-Interactive Services shall carry out the maintenance services of the garden (garden meaning all the front area within and outside the front boundary wall as well as the garden in the rear of the building within the boundary wall separating the Embassy and the Cultural Centre). All necessary tools and instruments required for the gardening job will be provided by the Italian Embassy cultural centre, along with seasonal flowering plants, green potted plants, grass & manure. The service provider M/s Pro-Interactive Services will be required to maintain the garden in excellent condition, sweep and dispose of dry leaves during autumn season. Cost of the disposal of dry leaves and other garden waste may be charged with a separate Invoice to the Italian Embassy Cultural Centre. No insecticides injurious to health will be sprayed inside the premises of this Cultural Centre.

Payment will be released to the Service Provider M/s Pro-interactive Services every month upon presentation of a tax invoice in favour of Italian Embassy Cultural Centre with GST (UIN) number: **0717ITA00063UNB.**

The onus of payment for Insurance, Contributions for Provident Fund, Gratuity, Bonus at the time of the festival of Diwali or on termination of the contract period, as the case may be, and any tax related to the staff employed by the Service Provider M/s Pro-interactive Services to carry out the services under the present contract lies strictly with the Service Provider M/s Pro-interactive Services and this Cultural Centre is absolved of any responsibility whatsoever in this regard. The Service Provider undertakes to keep the Centre informed about the regular deposit of Provident Fund in the employees' account as per relevant rules.

The present agreement does not entail any direct employment between the staff employed by the Service Provider M/s Pro-interactive Services and the Italian Embassy Cultural Centre.

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The Service Provider M/s Pro-interactive Services takes full responsibility for the efficiency of the staff employed by you for the duties assigned to each person. The Service Provider M/s Pro-interactive Services will provide the full details of all his employees so that permission may be granted to them to enter the premises. The Service Provider cannot lease to others, in whole or in part, the implementation of the work, which is the subject of the present agreement.


The Service Provider M/s Pro-interactive Services will inform in advance if any worker goes on leave and will give full particulars in advance of the person sent as substitute. The Service Provider M/s Pro-interactive Services will be obliged to replace any worker in case the Italian Embassy Cultural Centre is not satisfied with the work, on its unquestionable judgement

The Service Provider M/s Pro-interactive Services declares that his company is domiciled at New Delhi during the period of this agreement and produces documents to prove the registration with local Authorities vis-à-vis taxation and legal matters.

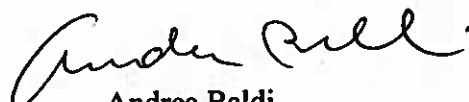

This present agreement will not be renewed automatically after its expiry on 31<sup>st</sup> December 2019.

In case any negligence of the above services is noticed, the Italian Cultural Centre, can, at its unquestionable decision, terminate the contract with one month's prior notice and release the payment amount due only for the period of actual services rendered. Both parties reserve the right to terminate the contract by giving one month's prior notice.

Any controversy that may arise in connection with the execution of the present agreement will be resolved through a Board of Arbitration. The board of Arbitration will constitute three members. Each contracting side will have the right to nominate one member and the two members thus nominated shall nominate a third member with will perform the function of the President of the Board. The Office of the Board of Arbitration will be that of the Italian Embassy Cultural Centre in New Delhi. The decision of the board will be binding subject to the condition that the immunity and privilege established by International Accords shall also apply to the Italian Embassy Cultural Centre in case of any dispute arising out of this agreement.

  
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Authorised signatory for

Pro Interactive Services India Pvt. Ltd  
31-32, Begumpur Park, Shivalik  
Malviya Nagar, New Delhi – 110017  
Contact - +91 11 45737000

  
Andrea Baldi  
Director  


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