



**THE ORIENTAL INSURANCE COMPANY LIMITED**

INVITES

TENDER DOCUMENT

FOR PROVIDING HOUSEKEEPING SERVICES  
ON MONTHLY CONTRACT BASIS

AT

**VARIOUS OFFICES OF THE COMPANY IN THE STATE OF ODISHA**

**THE ORIENTAL INSURANCE COMPANY LIMITED**

**REGIONAL OFFICE, ALOK BHARATI TOWER 4TH FLOOR,**

**SHAHID NAGAR, BHUBANESWAR , ODISHA**

**TELEPHONE NO. : 0674-2542741**

**CIN NO. : U66010DL1947GOI007158**

**(Tender No.: OICL/BBSRO/EST/OSJ/2018/01 Dated 07.05.2018)**

(Tender Documents consists of 37 Pages)

## CONTENTS

S.No.	I T E M	PAGE NO.
1	COVER PAGE	1
2	CONTENTS	2
3	NOTICE INVITING TENDER	03-04
4	ELIGIBILITY CRITERIA	05-09
5	SCOPE OF SERVICES AND PROCEDURE FOR SUBMISSION OF 'MONTHLY BILL FOR RELEASE OF PAYMENT TO BIDDER/TENDERER	10-17
6	TECHNICAL BID (Pages 1 to 32 along with documents are to be placed in Envelope No. 1 – Technical Bid)	18-19
7	ANNEXURE I – CHECK-LIST OF DOCUMENTS PLACED IN TECHNICAL BID	20
8	ANNEXURE II – NON-PARTICIPATION OF NEAR RELATIVES OF EMPLOYEES.	21
9	ANNEXURE III – LIST OF PRESENT AND PAST CLIENTS DURING THE LAST THREE YEARS	22
10	ANNEXURE IV – CERTIFICATE FROM CHARTERED ACCOUNTANT FOR TURNOVER	23
11	ANNEXURE V - CERTIFICATE REGARDING NUMBER OF WORKERS ON THE ROLLS AS ON 31/03/2016	24
12	ANNEXURE VI – LETTER OF ACCEPTANCE OF TERMS AND CONDITIONS AND PROCEDURE FOR SUBMISSION OF MONTHLY BILLS ALONG WITH MANDATORY AND OTHER DOCUMENTS	25
13	ANNEXURE VII' COMPUTATION OF WAGES	26
14	ANNEXURE VIII – SPECIMEN OF LETTER GIVING DETAILS OF ESI CONTRIBUTION FOR EACH WORKMAN TO BE SUBMITTED BY BIDDER/TENDERER	27
15	ANNEXURE IX – SPECIMEN OF LETTER GIVING DETAILS OF EPF CONTRIBUTION FOR EACH WORKMAN TO BE SUBMITTED BY BIDDER/TENDERER	28
16	ANNEXURE X – DEPLOYMENT OF WORKERS	29-30
17	ANNEXURE XI – NO DUES CERTIFICATE	31
18	ANNEXURE XII – UNDERTAKING FOR NON-BLACKLISTING	32
19	<b>FINANCIAL BID</b> (Pages 33 to 35 comprising instructions to Bidders, Terms and Conditions and Annexure “A” to “B”)	33-35
20	<b>Non Refundable Money Receipt</b>	36-37

**ओरिएण्टल  
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दूरभाष नंबर : 0674-2542741  
सी आई एन : U66010DL1947GOI007158

Regional Office, 4th Floor, Alok Bharti Towers  
Saheed Nagar, Bhubaneswar, Odisha  
Telephone No. : 0674-2542741  
CIN No. : U66010DL1947GOI007158

## **NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON**

### **MONTHLY CONTRACT BASIS AT VARIOUS OFFICES IN ODISHA**

Regional Manager, Establishment Department, The Oriental Insurance Company Limited, invites Sealed Tenders on **'Two Bid System'** as mentioned hereunder in the attached prescribed format from reputed Manpower Providing Agency / Firm having adequate experience in the field of providing Housekeeping Services on monthly contract basis.

Interested parties may submit bids in **two separate envelopes** duly super-scribed as **“Technical Bid”** and **“Financial Bid”**. Both these bids should be put in **one big envelope super-scribed “TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS”**. The Bidder /Tenderer is requested to sign all the papers comprising Technical Bid, Financial Bid and all the Annexures attached.

The Bidder/Tenderer is requested to quote rates in the 'Financial Bid' keeping in view the terms and conditions of this Tender Document and the tender is liable to be rejected if any change in the terms and conditions is proposed. The Bidder/Tenderer has to submit **Earnest Money Deposit of ₹20,000/-through Demand Draft only** (payment by cheque or any other mode is not acceptable) in favour of **“The Oriental Insurance Company Limited” payable at Bhubaneswar** along with the Technical Bid. Tenders without the Earnest Money Deposit (through Demand Draft Only) will be deemed rejected.

Interested Manpower Providing Agency/Firms can obtain the detailed Tender Document, containing detailed Terms and Conditions, Eligibility Criteria, Technical Bid, Financial Bid and Annexures to be attached with bids, against a written request on their letter head from the Office- Regional Manager, Establishment Deptt., The Oriental Insurance Company Limited, Regional Office, 4th Floor, Alok BHARATI Tower, Saheed Nagar, Bhubaneswar, Odisha along with Cash payment / submission of a non-refundable Demand Draft only of ₹ 1000/- (Rupees one thousand only) drawn on any Nationalized / Scheduled Bank in favour of **“The Oriental Insurance Company Limited” payable at Bhubaneswar** on all working days (Monday to Friday) between 10.00 A. M. to 3.30 P. M.

The Tender Document can also be downloaded from the website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and the same will be accepted along with the Tender Fee of ₹ 1000/- (Rupees One thousand only) through a separate Demand Draft Only drawn on any Nationalized / Scheduled Bank favouring **“The Oriental Insurance Company Limited payable at Bhubaneswar** which is required to be placed in the envelope containing Technical Bid.

**REGD. OFFICE: ORIENTAL HOUSE, P.B.NO. 7037, A-25/27, Asaf Ali Road, New Delhi - 110 002**

The time schedule of tendering is specified below :-

1	Issue of Tender Document	From 21/05/2018 to <b>30/05/2018 between 11.00AM to 3.00 pm on all working days (Monday to Friday).</b>
2	Tender Document Fee (Non-refundable	₹1000/- (Rs One Thousand Only).
3	Pre bid meeting for visiting of all office / premises	25/05/18 11.30 am at Regional Office 4 <sup>th</sup> Floor, Alok BHARATI Tower, Saheed Nagar, Bhubaneswar, Odisha
4	Last Date and Time for submission of Tender	<b>30/05/2018 up to 4.00 PM.</b>
5	Date and Time of opening of Technical Bid.	<b>04/06/2018 at 3.00 PM.</b>
6	Date and Time of opening of Financial Bid.	08/06/2018 at 4.00 PM
7	Earnest Money Deposit (EMD).	Demand Draft only of ₹20,000/- (Rupees Twenty Thousand only)to be placed in sealed Envelope of “Technical Bid”. Payment of EMD through any other mode is not acceptable.

All amendments/information with respect to this Tender will be uploaded on the Company's Website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and notice thereof will **not** be published in any newspaper. All Tenderers are, therefore, advised to visit the website regularly for updates. The Oriental Insurance Company Limited, reserves the right to reject all or any tender without assigning any reason, whatsoever.

**REGIONAL MANAGER**

## **ELIGIBILITY CRITERIA**

1. The Bidder / Tenderer should be based at Odisha and operating their business in Odisha. The Office Premises of the Bidder/Tenderer should be located in Bhubaneswar, Odisha. **Attach self-attested photo-copy of proof.**
2. The Bidder / Tenderer should have an established Office Premises in BHUBANESWAR having necessary infra-structure and sufficient man-power on its rolls so as to provide immediate, satisfactory and efficient housekeeping services. Tenders received from Firms/Establishments operating from residential premises and not having an established Office Premises with necessary infrastructure and man-power on its rolls will not be accepted and will be treated as rejected.
3. The Bidder / Tenderer are hereby informed that the Company will arrange inspection of their Office Premises and infra-structure facilities of Tenderer / Bidder through a Committee of Officials of the Company and/or through an Investigator appointed for the purpose, to verify the existence and to assess the competence of Bidders / Tenderers in providing satisfactory and efficient services required in the Tender Document. The report shall be taken into account for the purpose of qualification of Technical Bid of Bidders / Tenderers. The decision of The Oriental Insurance Company Limited in this regard shall be final and binding on the Bidders / Tenderers.
4. The Bidder / Tenderer should have a minimum experience of **three years as on 31/03/2018** in the field of providing Housekeeping Services on Monthly Contract Basis. **Attach self-attested photo-copy of proof.**
5. The Bidder / Tenderer should be registered with Government Labour Department and possess / hold a valid License issued by Central / State Government/concerned Department of Government of ODISHA for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act. In case any other permission or Certificate is required for providing Contract Labour to the Company, the Bidder/Tenderer will be required to submit the same within one month of award of the work. The successful Bidder/Tenderer would be required to deploy Manpower / Contract Labour as per norms prescribed under the said Act. **Attach self-attested photo-copy of Registration with Government Labour Department and License.**
6. The Bidder/Tenderer should be registered with EPF Authorities and should have a valid Provident Fund Registration Number under EPF Act issued by EPF Authorities. **Attach self-attested photo-copy of Registration.**
7. The Bidder/Tenderer should be registered with ESI Authorities and should have a valid ESI Registration Number issued by ESI Authorities under ESI Act 1948. **Attach self-attested photo-copy of Registration.**
8. The Bidder/Tenderer should be registered with Goods & Service Tax Authorities and should have a valid GST Registration Number issued by GST Authority. **Attach self-attested photocopy of GST Registration.**
9. The Bidder/Tenderer should have rendered similar satisfactory services of providing Housekeeping Services on Monthly Contract Basis to **at least two** Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute having **minimum paid-up capital of ₹ 10 Lac** during the last three years. **Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments / Companies.**
10. The Bidder/Tenderer should furnish **List of Clients to whom Housekeeping Services on Monthly Contract Basis** are given **during the last three financial years i.e, 2015-16 2016-17**

and 2017-18 along with the numbers of persons deputed. **Attach Certificates from concerned Clients/Companies.**

The Bidder/Tenderer should have **minimum Annual Turn -over of ₹ 2.5 Lacs during the last three financial years 2015-16, 2016-17 and 2017-18. Attach Certificate from Chartered Accountant in this regard.**

**The Bidder/Tenderer should have on their wage rolls minimum 30 workmen/manpower in ODISHA as on 31/03/2018. Attach Certificate from Chartered Account in this regard.**

The Company will debar Bidders/Tenderers having relatives working in The Oriental Insurance Company Limited from tendering in any capacity. A Non-relationship Certificate is required to be submitted as per **Annexure II** of the Tender Document.

The Bidder/Tenderer should be ready to and will Deposit ESI and EPF Contribution in respect of each workman/manpower deputed for our Company through a separate Challan meant for OICL every month and submit a copy of the same as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each named workman/manpower on their letter head duly certified, stamped and signed by authorized signatory as per specimen enclosed as **Annexures VIII and IX treating it as a mandatory requirement.**

Tenderer must pay the total amount of Monthly Wages, Overtime and other charges mentioned in the Tender Document to the workman/manpower deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as **Annexures VII, VIII and IX** duly stamped and signed by authorized signatory) **through “E transaction” only treating it as a mandatory requirement.** Payment of amount of Wages to workman/manpower in Cash by the Bidder/Tenderer is prohibited and will not be accepted.

11. Arrange Police Verification of each workman deputed for our Company at his own cost and **submit a Police Verification Report obtained from the Police Authorities** in respect of each workman before deputing to our company **treating it as a Mandatory requirement.**

12. Provide alternative workman, whenever the regular workman deputed by them is not reporting for duty and/or is on leave treating it as a Mandatory Requirement so as to ensure continuity of proper and efficient housekeeping services. In case of failure to provide alternate workman the Bidder/Tenderer should be ready to bear the penalty imposed as per the terms and conditions of the Tender Document.

**Please note the penalty for not providing alternate workman in the absence of regular workman by the Bidder/Tenderer is to be borne by the Bidder/ Tenderer. The Bidder/Tenderer will not be allowed to pass on the penalty amount to the workman deputed by them.**

The Bidder/Tenderer are required to submit **“Letter of Acceptance”** in this regard as per specimen enclosed as **Annexure VI** and non-compliance of the above requirement or any requirement given in this Tender Document and any deviation in compliance of the requirement mentioned in the Tender Document will be treated as a default in providing satisfactory services. In such an event, the Company reserves the right to cancel the Work Order given to Bidder/ Tenderer and the Security Deposit deposited with the Company by such Bidder/Tenderer will be forfeited.

13. The Tenders from Individual / Firm / Organization including its Partners / Shareholders / Directors who have been blacklisted / prosecuted by any departments / statutory bodies in any State

or by any Court of Law, shall not be entertained. An Undertaking on the Letter Head of the Company as per specimen given in **Annexure XII** is required to be submitted along with Technical Bid.

14. The Tenders from Bidders who's Technical Bid(s) were earlier rejected by OICL on account of fake supporting documents etc. shall not be entertained.

15. The Tenders/Bids should be valid for a period of **at least two months from the date of opening of Technical Bid of tender.**

**16. The duration of the Contract will be for an initial period of three years from the date of commencement of work after award of contract on the rates quoted by Tenderer/Bidder in the Financial Bid with a provision to extend the contract for a further period of three years by increasing the rates 5% on the same terms and conditions on providing satisfactory and efficient housekeeping services. The rates quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract for an initial period of three years and no revision in rates will be permitted.**

**17. The Tenders are invited on Two Bid System i.e. Technical Bid and Financial Bid.** The Bidder/Tenderer is required to put Technical Bid in sealed Envelope No. 1 along with documents and Financial Bid in sealed Envelope No. 2. The Bidder/Tenderer is required to clearly indicate on these sealed envelopes their name, address and contact details.

18. Both the sealed envelopes superscribed as **Envelope No. 1 “Technical Bid”** and **Envelope No. 2 “Financial Bid”** should be kept in a big **Envelope No. 3** superscribed as **“TENDER FOR PORVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS”** and addressed to Regional Manager, Establishment Deptt, Regional Office, 4th Floor, Alok BHARATI Tower, Saheed Nagar, Bhubaneswar, Odisha-751001 shall be deposited in the Tender Box placed at Establishment Deptt. **on or before 30/05/2018 by 4.00 PM.**

19. The Tenderer/Bidder has to submit Earnest Money Deposit of **₹20,000/- (₹ Twenty Thousand only)** through Demand Draft only (**payment through cheque or any other mode is not acceptable**) in favour of “The Oriental Insurance Company Limited” payable at Bhubaneswar along with the Technical Bid. Tenders without the Earnest Money Deposit will be deemed rejected. At the back of the Demand Draft, the name of the Bidder/Tenderer should be clearly written with the caption “Tender for Providing Housekeeping Services on Monthly Contract Basis”.

20. The Earnest Money shall be forfeited if :-

- a) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
- b) The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as PF, ESI, Minimum Wages and other statutory requirements.

Earnest Money Deposit of unsuccessful Tenderer/Bidders will be refunded within 30 days from the date of opening of tenders except of the qualified bidder.

As per Public Procurement Policy of Government of India, exemption from payment of Earnest Money Deposit is allowed to Micro and Small Enterprises (MSEs) provided such MSEs enclose certified copy of Valid Certificate of Registration as MSEs issued by appropriate Registering Authority and letter from such Registering Authority certifying exemption from payment of Earnest Money Deposit to such MSEs. Kindly note that if these documents are not attached with the

Bid/Tender Document submitted by MSE Bidder/Tenderer their Bid/Tender shall not be entertained and shall be treated as rejected.

21. The successful Bidder/Tenderer, on award of the contract to provide housekeeping services on monthly contract basis, shall be required to deposit an amount of ₹ 30,000/- (₹Thirty Thousand Only) as Security Deposit with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at Bhubaneswar within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus total Security Amount of ₹ 50,000/- (₹ Fifty Thousand Only) will remain with the Company throughout the duration of contract. This deposit will remain with the Company during the currency of the Contract and **no interest will be paid on this security deposit amount.** This Security Amount will be refunded to the Bidder/Tenderer on completion / termination /cancellation of the contractor after deducting any dues payable to the Company on whatsoever account subject to Bidder/Tenderer submitting a “No Dues” Indemnity Bond on a non-judicial stamp paper of requisite value duly notarized **as per specimen given in Annexure XI of the Tender Document.**

22. All the copies of the documents mentioned in the Eligibility Criteria, Technical Bid, Annexures **I to XII (as applicable)** and other necessary documents are required to be attached with the “Technical Bid” to be eligible for opening of “Financial Bid.”

23. Unsealed tenders will not be accepted. The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.

24. At first instance only “Technical Bid” will be opened on the scheduled date and time given in the “Notice inviting Tender”. The Technical Bids will then be evaluated on the basis of documents / information furnished, eligibility criteria and inspection of office premises and infrastructure. The Bidder/Tenderer are hereby informed that the Company will arrange inspection of their Office Premises and infra-structure facilities of Tenderer/Bidder through a Committee of Officials of the Company and/or through an Investigator appointed for the purpose, to verify the existence and to assess the competence of Bidders/Tenderers in providing satisfactory and efficient services required in the Tender Document. The report shall be taken into account for the purpose of qualification of Technical Bid of Bidders/Tenderers. The decision of The Oriental Insurance Company Limited in this regard shall be final and binding on the Bidders/Tenderers.

25. The “Financial Bid” of only those Bidders/Tenderers who qualify in their “Technical Bid” will be opened and “Financial Bid” of those Bidders/Tenderers whose “Technical Bid” is not qualified will not be opened.

26. If at any stage, it is found that the documents, certificates, bills and documents pertaining to mandatory proof of payment of minimum wages, statutory payments and other payments submitted by the Bidder/Tenderer are forged or have been manipulated, the work order issued to the Bidder/Tenderer shall be cancelled and the Security Deposit of the Bidder/Tenderer lying with the Company shall be forfeited without any claim whatsoever on the Company and the Bidder/Tenderer is liable for action as deemed fit by the Company.

27. All amendments / information with respect to this Tender will be uploaded on the Company's Website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and notice thereof will **not** be published in any newspaper. All Bidders/Tenderers are, therefore, advised to visit the website regularly for updates.

28. All over-writings/corrections should be duly signed by the Tenderer/Bidder.



29. Each Tenderer/Bidder will submit only one tender either by himself or as a partner in joint venture/ firm/ company.

### **30. ARBITRATION**

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration by OICL or an Arbitrator appointed by them specifically for resolution of dispute/difference under this contract. The arbitration shall be conducted under the Indian Arbitration and Conciliation Act, 1996, and any amendments thereof. The venue of the arbitration proceedings shall be The Oriental Insurance Company Limited, Regional Office, 4th Floor, Alok Bharati Tower, Saheed Nagar, Bhubaneswar or any such other place as the arbitrator may decide.

31. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.

32. Tenders/Bids must be submitted to Regional Manager, Establishment Deptt, Regional Office, 4th Floor, Alok BHARATI Tower, Saheed Nagar, Bhubaneswar, Odisha-751001 by the date and time stipulated in the Notice Inviting Tender. The Company may, at its discretion, extend the deadline for submission of Tenders/Bids in which case all rights and obligations of the Company and the Tenderer/Bidder will be the same. The information thereof will be available on the Company's Website and Notice thereof will not be published in any newspaper. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

33. The Contract with the Bidder/Tenderer can be cancelled by the Company by giving one month's notice in writing without assigning any reason, whatsoever.

34. In case the Bidder/Tenderer desires to cancel the contract, he is required to give three months' notice in writing to the Company.

35. The Oriental Insurance Company Limited, reserves the right to reject/cancel any or all the tenders without assigning any reason, whatsoever.

**REGIONAL MANAGER**

**THE ORIENTAL INSURANCE COMPANY LIMITED**

**REGIONAL OFFICE, ALOK BHARATI TOWER, 4TH FLOOR, SHAHID NAGAR, BHUBANESWAR**

**TELEPHONE NO. : 0674-2542741**

**SCOPE OF SERVICES, TERMS AND CONDITIONS & PROCEDURE FOR SUBMISSION  
OF MONTHLY BILL FOR REIMBURSEMENT OF PAYMENT TO BIDDER/TENDERER**

1.The Bidder/Tenderer shall be required to provide the Housekeeping Services on 'Monthly Contract Basis' for an **initial period of three years on the rates quoted in the Financial Bid** with a **provision to extend the contract for a further period of three years on the same terms and conditions** on providing satisfactory services. The rates of **“Overhead Charges”** and **“Service Charges”** quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed **during the currency of the Contract and no revision in rates will be permitted.**

2.The Bidder/Tenderer shall be required to provide housekeeping services at the below-mentioned office premises of The Oriental Insurance Company Limited :-

S.No.	LOCATION OF OFFICE	COVERED AREA	WORKMAN
1	TINI MUHANI CHHAK, KENDRAPARA.	950	1
2	1/A, NK HOUSE, STATION SQUIRE, BHUBANESWAR.	1924	1
3	3RD FLOOR, 75, BUDHHA NAGAR, BHUBANESWAR	900	2
4	GIRI ROAD, BERHAMPUR	2000	1
5	NEAR BUS STAND, ASKA.	1082	1
6	MAIN ROAD, JEYPORE.	1200	1
7	MAIN ROAD, BARBIL	1413	1
8	CANAL AVENUE, BARAGARH	1250	1
9	KALI MANDIR ROAD, JHARSUGUDA	1000	1
10	BURMA BYPASS CHHAK, BHADRAK	1200	1
11	KAHNEIPUR, JAJPUR ROAD, JAJPUR	1400	1
12	KC JENA MARKET COMPLEX, CHANDIKOLE CHHAK, CHNADIKOLE	880	1
13	RAJA JAGDEV LANE, JAIL ROAD, ANGUL	1200	1
14	JAGANNATH ROAD, DHENKANAL	1250	1
15	HANDIDHUA CHHAK, TALCHER	785	1
16	BASUDEV BHAWAN, BOLANGIR	1500	1
17	JHANJIR MANGALA, RAJA BAGICHA,	1000	1

	GADA, CUTTACK		
18	LINK ROAD, CUTTAK	1000	1
19	ALOK BHARATI TOWER, 4TH FLOOR, BHUBANESWAR	11224	3

TOTAL

22

The Bidders/Tenderers are advised to visit all the office premises mentioned above before quoting rates in the Financial Bid.

### **3. SCOPE OF HOUSEKEEPING SERVICES:-**

(1) The Contract shall be responsible for maintaining the entire office premises given in the Tender Document clean at all times.

(2) The works shall be carried out in accordance with the conditions, specifications and relevant Indian Standards and as per instructions of authorized officials of the OICL.

(3) The Contractor should keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves a lot of wastage, the OICL reserves the right/option to levy charges/penalty on the Contractor.

(4) Cleanliness is the essence of this contract. The Contractor has to ensure cleanliness as per Schedule and time limits finalized by OICL and/or given in this Agreement.

(5) All the cleaning material e.g. brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Colin, Harpic, Acid, Polish, towels etc. for providing and cleaning, sweeping, Scrubbing, washing etc. will be arranged and provided by the Company.

(6) It will be the responsibility of the Contractor to switch on and off lights, fans, AC, TV, Hot Cases and computers etc. as may be prescribed and as required.

(7) The Contractor will have to work in co-ordination with the Security Guards deputed, if any, by the Company.

(8) It will be the responsibility of the Contractor to ensure that cleaning material are used optimally.

(9) On termination of the contract, the Contractor shall discontinue use of and hand over peaceful possession of the OICL premises together with fixtures and articles therein in good condition.

(10) The Contractor has to ensure proper cleanliness of all bath-rooms, sanitary fittings and cleanliness of all waste/sewage pipe-lines and ensure that there is no blockage.

(11) The Contractor has to provide towels in all the bathrooms on daily basis as per schedule given in the Tender Document.

(12) To maintain the Complaint Register for any problem reported by employees/officers and ensure that the complaint is attended immediately.

**(13) Preparation of Check-list** of all the work to be done under the Contract on daily basis, **get it verified/checked from the authorized employee/officer deputed by OICL** (twice daily –

Morning Session and After Lunch Session) and **to submit report to the office in charges for information on daily basis by 10.30 AM and 2.30 PM** while maintaining a copy with themselves for record and verification.

(14) The Tenderers are advised to visit all the premises listed in the Technical Bid to have a clear picture of the work involved.

(15) Contractor shall provide the services as specified below:-

SL. NO	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY	DUTY TIMING
1	Cabins, Halls, Entrances, passages etc. of the office	Dusting, Sweeping, Mopping, Cleaning and wiping of floors, furniture, fixtures, partitions, walls, ceiling, curtains, venation blinds, removal of Wastes from dustbin and keeping it properly as directed, Removal of Cob-webs, dusting and wiping the windows and their glass pane, doors and polishing their handles, Cleaning of Telephone Instruments, Fax Machines, Computers, spraying disinfectant, Room Freshener, Locating and Removing Dead Rats/Cat etc., plumbing work like changing washer, tightening loose fittings (sanitary/door handles, door closer etc.), Cleaning all drains/sewage pipes including removing blockages in drain/sewage pipes, removal of garbage and waste papers on daily basis from the premises.	Daily	Between 9.00 AM to 6.30 PM  Lunch : 1.00 PM to 2.00 PM
2	All Furniture, Fixtures, Fittings and Office equipments, curtains, venation blinds, telephone, fax and computers etc.	Dusting, Cleaning and Wiping Fans, telephone, fax machines, computers, geysers, exhaust fans, room heaters, air-conditioners, furniture, fixtures and fittings and polishing of fittings.	Daily	Between 9.00 AM to 6.30 PM  Lunch : 1.00 PM to 2.00 PM
3	Bathrooms (Ladies and Gents) of the office	Dusting, Sweeping, Mopping, Cleaning, Polishing, Wiping and Removal of Cow-webs, wastes, dusting and wiping windows, glass pain, China Clay Sanitary Fittings, Mirrors and doors, Polishing door handles, metal sanitary fittings, washing and cleaning and wiping the wall tiles and floor with Soap / Harpic / Colin / Acid and providing Urinal Phenyl Cubes and Liquid Soap as per requirement.	Daily	Between 9.00 AM to 6.30 PM  Lunch : 1.00 PM to 2.00 PM
4	Bathrooms	Providing new/freshly washed towels and Liquid/Hand Soap in Bathrooms.	Daily	Morning and After Lunch.
5	Passage, Lobby and Common Areas of Office Units mentioned in the Tender Document	Sweeping, Cleaning, Wiping and Drying.	Every one Hour.	Between 9.00 AM to 6.30 PM  Lunch : 1.00 PM to 2.00 PM
6	Refrigerator, Water Cooler, Hot Case, Carpets, Sofa Sets etc. Of office units mentioned in Tender Document.	Dusting and Cleaning of Refrigerator, Water Cooler, Hot Case etc. Dry Cleaning of Carpets, Sofa Sets, Chairs etc.	Once in Two Weeks.	Between 9.00 AM to 6.30 PM

				Lunch : 1.00 PM to 2.00 PM
7	Cleaning of all Shafts, Flex Sign Boards on premises of office units mentioned in Tender Document	Cleaning it properly	Once in Two Weeks.	Between 9.00 AM to 6.30 PM  Lunch : 1.00 PM to 2.00 PM
8	Maintenance and Cleaning of Water Tanks of office.	Filling of Water Tanks is to be done on Daily Basis and Cleaning of Overhead and Underground Water Tanks is to be done one in a month.	Daily / Monthly Basis.	Between 9.00 AM to 6.30 PM  Lunch : 1.00 PM to 2.00 PM
9	Pest Control of premises located at Office Units mentioned in Tender Document	To work in co-ordination with the Pest Control Agency finalized by the Company for getting proper pest control of the premises	As per directions of the Company.	Between 9.00 AM to 6.30 PM  Lunch : 1.00 PM to 2.00 PM

Note: (1) In addition to the above jobs, The Company may assign any work with relation to housekeeping of the office premises not mentioned specifically in the above table.

16. Frequency and timing of the work can be altered at the discretion of the Company looking into the needs and quantity of work.

17. For carrying out the jobs mentioned above on daily/weekly/monthly basis the deployment of workers will be as per the details given in the Tender Document.

18. The Bidder/Tenderer is required to make payment of Minimum Wages ( as applicable as per Minimum Wages Act during the contract period as notified by the state government, applicable to trade), Statutory Payments like EPF, ESI etc., Overtime, if payable, and other payments as per the Tender Document to the Workman/Manpower by the 5<sup>th</sup> day of every month and to Statutory Authorities in time by themselves and then claim reimbursement of such expenses along with “Overhead Charges” and “Service Charges” from the Company by submitting Monthly bills along with proof of Payment of Minimum Wages, Overtime and other Statutory Charges. Please note that reimbursements will be made to the Bidder/Tenderer, only if the bills are accompanied by documentary proof of all these payments to workman/manpower and other statutory authorities along with other documents mentioned in the Tender Document **treating it as a mandatory requirement.**

19. The Bidder/Tenderer shall make all payments including minimum wages to the workman/manpower deputed on or before 5<sup>th</sup> of every month along with Pay Slips to Individual Workman/Manpower through E-transaction and submit copy of Pay Slips along with the monthly bills to the Company.

20. The workman/manpower deployed, engaged by the Bidder/Tenderer are employees of the Bidder/Tenderer and deputed to the Company only for the purpose of providing services. The workman/manpower deployed shall be in sole employment of the Bidder/Tenderer and

Bidder/Tenderer shall be solely and fully responsible for their acts, salaries, wages, remunerations and/or any other statutory or other payments. Under no circumstances the Company shall be liable for any payment or claim or compensation and in case any liability falls on the Company for any reason, the Bidder/Tenderer shall keep the Company indemnified against the same. In order to give effect to this, the Bidder/Tenderer shall incorporate suitable clause in the appointment letters to be issued to its employees/workman that they are employees of Bidder/Tenderer, a copy of which should be given to the Company for perusal and record .In case of litigation by the contractor`s workman or statutory authorities, it shall be incumbent upon the contractor to submit the necessary documents to the Principal and contractor shall be treated as an defendant.

21. The Company shall have the right to deduct from the money/amount due to the Bidder/Tenderer, any sum required or estimated to be required, for making good the loss suffered by a workman / manpower deputed, by reason of non-fulfillment of the conditions of the contract of the benefit of the workman/manpower, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.

22.It is informed/clarified to the Bidder/Tenderer that the **“Overhead Charges”** quoted by the Bidder/Tenderer in their **“Financial Bid”** **are being paid to Bidder/Tenderer to meet the expenses for administrative and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to workman/manpower and to pay the statutory payments timely to statutory authorities by themselves in advance and then to claim reimbursement** of such expenses from the Company on monthly basis by submitting proof of such payments along with monthly bill.

23.The **“Services Charges”** (RATE) quoted by the Bidder/Tenderer in their **“Financial Bid”** **are being paid to Bidder/Tenderer as profit margin for providing the housekeeping services on monthly contract basis.**

24.The Bidder/Tenderer is **required to deposit statutory payments like EPF and ESI with the concerned authorities through separate Challan for OICL giving names of workman / manpower deputed for our company treating it as a mandatory requirement.** Please note the reimbursement of these expenses will be made only on submission of separate challan for the persons deputed in our company along with details as per specimen enclosed as **Annexure VIII and IX.**

25.The Bidder/Tenderer is required to depute a particular named workman/manpower and its Final Police Verification Report is required to be arranged and obtained by the Bidder/Tenderer at his own cost. A copy of the Final Police Verification Report is required to be submitted to the Company at the time of deputation of housekeeping for the Company.

26. It is mandatory for the Bidder/Tenderer to:-

(A) Deposit ESI and EPF Contribution in respect of workman/manpower deputed for our Company through a separate Challan for OICL every month and submit a copy of the same duly certified, stamped and signed by authorised signatory as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each workman/manpower on their letter head duly stamped and signed by authorised signatory as per specimen enclosed as **Annexures VIII and IX treating it as a mandatory requirement.**

(B) Arrange/Apply for **“On Line”** Police Verification in respect of each workman/manpower deputed for our Company on his own expenses and **submit Police Verification Report obtained from the Police Authorities** in respect of each workman/manpower before deputing him to our company **treating it as a Mandatory**

**requirement. Please note that online application for Police Verification is to be made by Bidder/Tenderer himself/themselves giving declaration that the house keeping in question is his/their own employee. Police Verification applied by the individual workman/manpower will not be accepted.**

The Bidder/Tenderer is required to submit a **Letter of Acceptance** in this regard as per specimen enclosed as **Annexure VI** and non-compliance of the above-noted mandatory requirements or any requirement given in this Tender Document and any deviation in compliance of the requirement mentioned in the Tender Document will be treated as a default in providing satisfactory services. In such an event, the Company reserves the right to cancel the Work Order given to Bidder/Tenderer and the Security Deposit deposited with the Company by such Bidder/Tenderer will be forfeited.

27. In case of absence/non-availability of the workman/manpower deputed for a particular day or period on account of leave or otherwise, the **Tenderer is required to arrange for alternative workman/manpower** (for which reliever/leave cost is being paid to the Bidder/Tenderer) so as to ensure continuance of proper and efficient housekeeping services **treating it as a Mandatory Requirement**. In case the Bidder/Tenderer **fails to provide Workman/Alternate Workman** on any day or period during the currency of the Contract, a **penalty of ₹ 200/- per day shall be imposed** on the Bidder/Tenderer, which will be adjusted from the monthly bill submitted for reimbursement. **Please note that the Bidder/Tenderer will not deduct/recover this penalty from the amount payable to the workman/manpower deputed by them and the Bidder/Tenderer will have to bear the penalty amount, if any imposed.**

28. The successful Bidder/Tenderer, on award of the contract to provide housekeeping services on monthly contract basis, shall be required to **deposit as amount of ₹ 30,000/- (₹ Thirty Thousand Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at Bhubaneswar within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus total Security Amount of ₹ 50,000/- (₹ Fifty Thousand Only) will remain with the Company throughout the duration of contract. This deposit will remain with the Company during the currency of the Contract and **no interest will be paid on this security deposit amount.**

29. The Bidder/Tenderer is required to ensure payment of Minimum Wages, ESI and PF and other statutory payments to the Workman/Manpower deputed and it is the sole responsibility of the Bidder/Tenderer to comply with all the rules and regulations in this regard. **The Bidder/Tenderer will be reimbursed these expenses only on submission of proof of payment of Minimum Wages, Overtime, ESI, PF and other payments on monthly basis along with details of amount deposited for each workman/manpower deputed by them.**

30. The Bidder/Tenderer is required to take Workman Compensation Insurance Policy having adequate Sum Insured for Workman/Manpower deputed to cover any payment under W. C. Act or any other Act and ensure that it will remain in force during the currency of the Contract. Copy of the Insurance Policy for housekeeping is required to be submitted to the Company. The premium for taking WC Policy shall be reimbursed to the Bidder/Tenderer by the Company.

31. The behavior of the workman/manpower should be polite, cordial, obedient and they should not have been convicted in any Civil or Criminal Court/Law Agencies. In case of any misbehavior, in addition to taking legal action, the Bidder/Tenderer will be penalized for the same and the decision of the competent authority of the company in this regard shall be final and binding on the Tenderer.

32.The workman/manpower deputed by Bidder/Tenderer would wear well stitched and ironed uniform during duty hours as approved by the Company and provided by the Bidder/Tenderer **treating it as a mandatory requirement as Uniform Charges are being paid to the Bidder/Tenderer every month. A penalty of ₹ 25/- per occasion will be imposed, if the workman/manpower deputed is found not wearing approved uniform.**

**REGIONAL MANAGER**



**PROCEDURE FOR SUBMISSION OF THE BILL ON MONTHLY BASIS FOR  
REIMBURSEMENT / RELEASE OF PAYMENT TO BIDDER / TENDERER**

The Bidder/Tenderer is required to submit their Monthly Contract Bills for reimbursement of Minimum Wages, Overtime, statutory charges and other charges as mentioned in Tender Document paid by them to house keepings and to statutory authorities, Overhead Charges and Service Charges as per rates quoted by them along with the following documents for claiming reimbursement/release of Monthly Contract Charges **treating it as a mandatory requirement:-**

1. Statement of Computation of Wages, Overtime and other charges payable to each workman / manpower for the month as per **Annexure VII**.
2. Photo-copy of Challan for deposition of ESI contribution in respect of each workman / manpower deputed through a separate Challan for OICL in respect of workman/manpower deputed for our company every month duly certified, stamped and signed by authorised signatory along with complete details of contribution deposited in respect of each workman/manpower on their letter head duly stamped and signed by authorised signatory as per specimen enclosed as **Annexure VIII**.
3. Photo-copy of Challan for deposition of EPF contribution in respect of each workman/manpower deputed through a separate Challan for OICL in respect of workman/manpower deputed for our company every month duly certified, stamped and signed by authorised signatory along with complete details of contribution deposited in respect of each workman/manpower on their letter head duly stamped and signed by authorised signatory as per specimen enclosed as **Annexure IX**.
4. Photo-copy of proof of payment of Monthly Wages, Overtime and other charges mentioned in the Tender Document to the workman/manpower (as per calculations given in **Annexures VII** through “E-transaction” only duly certified, stamped and signed by authorised signatory.

The Bidder/Tenderer is required to make payment of minimum wages, overtime and other charges to the house keepings and statutory charges to statutory authorities in time from his own sources (on account of payment of Overhead Charges to them) and then claim reimbursement from the Company on Monthly Basis along with the above-noted documents. It is **informed/clarified that submission of all documents listed above along with bill for the month is a mandatory requirement, failing which the payment will not be released.**

**REGIONAL MANAGER**

### 'TECHNICAL BID'

The Bidder is requested to furnish the following information.

SL. No.	DESCRIPTION	PARTICULARS
1	Name of the Firm / Manpower Providing Agency for providing housekeeping services.	
2	Address of the Firm / Manpower Providing Agency for providing housekeeping services.	
3	Year of Establishment	
4	Whether the Firm / Agency is proprietorship / partnership / limited Company. <b>Attach proof with Registration Number and CIN Number of Company.</b>	
5	(A) Name of authorised contact person. (B) Mobile / Landline Number (C) Fax Number (D) E-mail ID	
6	PAN Number of the Firm / Manpower Providing Agency. <b>Attach Self-attested photo-copy of the PAN Card.</b>	
7	GST Number of the Firm / Manpower Providing Agency. <b>Attach Self attested photo-copy of the GST Number.</b>	
8	EPF Registration Number of the Firm / Manpower Providing Agency. <b>Attach Self attested photo-copy of Certificate of Registration.</b>	
9	ESI Registration Number of the Firm / Manpower Providing Agency. <b>Attach Self attested photo-copy of Certificate of Registration</b>	
10	<b>Experience of minimum three years</b> in the field of providing Housekeeping Services on Monthly Contract Basis as on 31/03/2018. <b>Attach Certificate of Experience and Satisfactory Completion of work awarded from the concerned Establishments / Companies.</b>	
11	Bank Account Details of the Firm (A) Bank Account No. (B) Bank Name and Address (C) IFSC Code (D) MICR Code. <b>Attach self-attested photo-copy of cancelled cheque.</b>	
12	List of existing Clients along with proof which should include <b>atleast two</b> Government / Public Sector Undertaking or any Private Company having minimum ₹10 Lac paid-up capital during the last three financial years i.e. 2015-16 , 2016-17 and 2017-18. <b>Attach self-attested Certificate from clients / organizations.</b>	
13	The Bidder/Tenderer should have minimum <b>annual turn-over of ₹ 2.5 Lacs</b> for the last three financial years i.e. 2015-16 , 2016-17 and 2017-18. <b>Attach Certificate from Chartered Accountant in this regard as per Annexure IV.</b>	

14	The Bidder / Tenderer should have <b>minimum 30 workers in Odisha on its rolls as on 31/03/2018. Attach Certificate from Chartered Accountant in this regard as per Annexure V.</b>	
15	Whether the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits. <b>If Yes, attach self-attested copy of Valid Certificate of Registration as MSEs along letter from Registering Authority certifying exemption from payment of EMD and benefits.</b>	
16	Enclose Demand Draft only of ₹ 20,000/- as "Earnest Money Deposit". <b>Payment through cheque or any other mode is not acceptable.</b> Demand Draft No Date of Demand Draft Demand Draft Amount Bank Name	
17	Enclose Demand Draft only of ₹ 1000/- as "Tender Fee" in case Tender Document is downloaded from our Website. <b>Payment through cheque or any other mode is not acceptable.</b> Demand Draft No Date of Demand Draft Demand Draft Amount Bank Name	

SIGNATURE WITH STAMP: \_\_\_\_\_

NAME OF FIRM: \_\_\_\_\_

NAME OF AUTHORISED PERSON: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

E-mail ID: \_\_\_\_\_

DATE: \_\_\_\_\_ PLACE \_\_\_\_\_

**CHECK-LIST OF DOCUMENTS PLACED IN TECHNICAL BID**

Sr.No	DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID	YES	NO
1	Earnest Money Deposit (E.M.D.) of ₹20,000/- (Rupees Twenty Thousand Only) in the form of Demand Draft only (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at Bhubaneswar, Odisha.		
2	Tender Fee of ₹ 1000/- (Rupees One Thousand Only) in the form of Demand Draft only in case the Tender Document is downloaded from Company's Website (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at Bhubaneswar Odisha.		
3	Proof of the Tenderer/Bidder being based in Odisha and their operation in these areas. Attach self-attested copy of proof.		
4	Tenderer/Bidder self-attested copy of the PAN Card issued by the Income Tax Department.		
5	Tenderer/Bidder self-attested copy of the Service Tax Registration Number (If applicable).		
6	The Tender should have rendered similar satisfactory housekeeping services on monthly contract basis to <b>atleast two</b> Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute having a minimum paid-up capital of ₹10 Lacs. <b>Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments /Companies.</b>		
7	<b>Non-relationship Certificate</b> for participation of near relative of employee in the Tender <b>as per Annexure II.</b>		
8	<b>List of existing Clients along with proof which should include Government / Public Sector Undertaking or any Private Company having minimum ₹10 Lacs paid-up capital during the last three financial years i.e. 2015-16, 2016-17 and 2017-18. Attach Certificate from clients / organizations as per Annexure III</b>		
9	Proof of registration with Employees Provident Fund Commissioner along with Registration Number. <b>Attach Self-attested copy of Certificate of Registration issued by EPF Commissioner.</b>		
10	Proof of registration with ESI Authorities along with Registration Number. <b>Attach Self-attested copy of Certificate of Registration issued by concerned ESI Authority.</b>		
11	The Tenderer/Bidder should have minimum <b>annual turn-over of ₹ 2.5 Lac</b> for the last three financial years i.e. 2015-16, 2016-17 and 2017-18 . <b>Attach Certificate from Chartered Accountant as per Annexure IV.</b>		
12	The Tenderer/Bidder should have <b>minimum 30 workers on their rolls as on 31/03/2018. Attach Certificate from Chartered Accountant as per Annexure V.</b>		
13	<b>Letter of Acceptance</b> of terms and conditions and payment procedure for submission of monthly bills for release of payment to Bidder/Tenderer <b>as per specimen given in Annexure VI.</b>		
14	Tenderer/Bidder self-attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate of the Firm/ Company.		
15	Undertaking regarding Non-blacklisting / prosecution of the firm <b>as per specimen given in Annexure XII</b>		
16	If the Bidder/Tenderer is categorized as SME*		

\* Micro and Small Enterprises under

Public Procurement Policy of Government of India and eligible for benefits, please **attach self-attested copy of Valid Certificate of Registration as MSEs along letter from Registering Authority certifying exemption from payment of EMD and benefits**

SIGNATURE WITH STAMP : \_\_\_\_\_

NAME OF FIRM : \_\_\_\_\_

NAME OF AUTHORISED PERSON : \_\_\_\_\_

CONTACT NUMBER : \_\_\_\_\_

E-mail ID : \_\_\_\_\_

**FORMAT OF NON-RELATIONSHIP CERTIFICATE**

I / We / Our organization, \_\_\_\_\_ Including our Partners / Share- holders / Directors hereby certify that none of my / our relative(s) is / are employed in The Oriental Insurance Company Limited. In case at any stage, if it is found that the information given by me / us is false / incorrect, The Oriental Insurance Company Limited shall have the absolute right to take any action as deemed fit without any prior intimation to me / us.

Signature of the Tenderer with Seal \_\_\_\_\_

Name of the Tenderer \_\_\_\_\_

Date \_\_\_\_\_ Place \_\_\_\_\_

### ANNEXURE III

#### LIST OF PRESENT AND PAST CLIENTS DURING LAST THREE FINANCIAL YEARS.

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organizations to whom services were provided during the last three financial years. This information provided will facilitate evaluation of Technical Bid).

SL. No.	Name of the Organisation with complete postal address located in ODISHA mentioning Pvt.Sector/Govt. Body/PSU/Public Limited Company.	Name and designation of the Contract Person with Telephone No./Mobile No./E-mail ID.	Period for which Contract was Awarded.	Nature of work	Number of workman provided to them.

SIGNATURE WITH STAMP: \_\_\_\_\_

NAME OF FIRM: \_\_\_\_\_

NAME OF AUTHORISED PERSON: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

E-mail ID: \_\_\_\_\_

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

**ANNEXURE IV**

**CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE  
LAST THREE FINANCIAL YEARS**

I / We, M/s \_\_\_\_\_,  
the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract  
Basis, hereby confirm that the minimum Annual Turn- Over of the firm/company  
during the last three financial years i.e. 2015-16, 2016-17 and 2017-18 is ₹ 2.5 Lac or  
more than ₹ 2. 5 Lacs. The financial year-wise break-up is given below:-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR
1	2015 - 16	₹
2	2016-17	₹
3	2017-18	₹

**SIGNATURE & SEAL OF THE TENDERER**

**CERTIFICATE BY CHARTERED ACCOUNTANT**

I / We, \_\_\_\_\_, Chartered  
Accountants, certify that the figures regarding Annual Turnover for the Financial  
Years mentioned above in respect of M/s. \_\_\_\_\_  
\_\_\_\_\_ are true and found correct as per their  
Books of Accounts and other related records.

**SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT**

## ANNEXURE V

### CERTIFICATE REGARDING CONFIRMATION OF NUMBER OF WORKERS ON THE ROLL OF THE BIDDER / TENDERER AS ON 31/03/2018.

I / We, M/s \_\_\_\_\_, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis to **The Oriental Insurance Company Limited, Regional Office, 4<sup>th</sup> Floor, Alok Bharati Tower, Shaheed Nagar, Bhubaneswar ODISHA-751001**, hereby confirm that the total number of Workman on my / our roll as on 31/03/2018 is \_\_\_\_\_ (No. in figures : \_\_\_\_\_). The site / firm / contract-wise break up of Workman provided to Firms/Clients are as under:

SL. No	NAME OF FIRM / COMPANY TO WHOM SERVICES ARE PROVIDED	ADDRESS OF FIRM / COMPANY	No. OF WORKERS PROVIDED AS ON 31/03/2018
		<b>GRAND TOTAL :</b>	

#### SIGNATURE & SEAL OF THE TENDERER

Certified that the figure regarding number of Workman in Odisha on the roll of Mr. / M/s. \_\_\_\_\_, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis as mentioned above is true and found correct as per their Books of Accounts as on 31/03/2018.

#### SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT



**ACCEPTANCE LETTER**  
(On the Letter Head of the Firm / Agency)

To,  
The Regional Manager  
Establishment Deptt,  
Regional Office, 4th Floor  
Alok Bharati, Saheed Nagar, Bhubaneswar  
ODISHA

Dear Sir,

**Re: Acceptance of Terms and Conditions and Procedure for Submission of bills along with mandatory documents for release of payment in respect of Tender for Providing Housekeeping Services on Monthly Contract Basis.**

The Tender Document for providing Housekeeping Services on Monthly Contract Basis floated by The Oriental Insurance Company Limited have been purchased / downloaded through their Website by me / us. I / We have gone through and read the entire terms and conditions, scope of services, penalty clause, procedure for submission of monthly bills along with statutory and mandatory requirements/documents for the release of payments to Bidder/Tenderer of the Tender Document of The Oriental Insurance Company Limited, Regional Office, 4<sup>th</sup> Floor, Alok Bharati Towers, Saheed Nagar, Bhubaneswar ODISHA-751001. We declare and agree that I / We will abide by the all the terms and conditions/clauses and hereby accept procedure for submission of monthly bills along with all the statutory/ mandatory requirement and other documents for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirements and submission of documents mentioned in the Tender Document. In case any provision of the tender is found violated, I / We agree that the tender shall be liable to be rejected and The Oriental Insurance Company Limited shall without prejudice to any other right or remedy will be at liberty to forfeit Earnest Money absolutely deposited by me / us along with the tender document and Security Deposit absolutely deposited by me / us upon award of contract to me / us.

I / We hereby unconditionally accept all the terms and conditions/clauses and accept procedure for submission of monthly bills along with all the statutory/mandatory requirements/documents for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirements and submission of documents mentioned in the Tender Document for providing Cleaning Staff on Monthly Contract Basis in its entirety. The required Earnest Money is enclosed herewith in the form of Demand Draft of ₹ \_\_\_\_\_ drawn on \_\_\_\_\_ payable at Bhubaneswar.

Thanking you,

Yours faithfully,  
SIGNATURE OF BIDDER/TENDERER  
WITH DATE AND RUBBER STAMP

**ANNEXURE VII**

Sl.	Type of Workman	Amount per person	Number of persons	For the Month of .....Total Amount payable in Indian ₹ (Incl.All taxes)
1	CLEANING STAFF	₹ _____	22	
		TOTAL AMOUNT including all taxes	₹	

(In Figures) ₹ \_\_\_\_\_ (Inclusive of all taxes)

(In Words) ₹ \_\_\_\_\_  
Only (Inclusive of all taxes)

(On the Letter Head of the Company)

Date :

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that we have deposited ESI Contribution for the month of \_\_\_\_\_, **2018** vide Challan No. \_\_\_\_\_ dated \_\_\_\_\_ (copy enclosed) in respect of our Establishment (Party Code : \_\_\_\_\_) which includes ESI Contribution for the month of \_\_\_\_\_, **2018**, in respect of the following Workman deputed for The Oriental Insurance Company Limited as per details given below :-

S. N.	Name of Workman	Employees' Contribution	Employer's Contribution	Interest	Damages	Others	Total
1	Shri						
2	Shri						
3	Shri						
	TOTAL						

GRAND TOTAL (IN WORDS) : ₹ \_\_\_\_\_

For \_\_\_\_\_

Authorised Signatory / Proprietor  
Stamp of the Company

(On the Letter Head of the Company)

Date :

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that we have deposited EPF Contribution for the month of \_\_\_\_\_, **2018** vide Challan No. \_\_\_\_\_ dated \_\_\_\_\_ (copy enclosed) in respect of our Establishment (Establishment Code : \_\_\_\_\_) which includes EPF Contribution for the month of \_\_\_\_\_, **2018**, in respect of the following Workman deputed for The Oriental Insurance Company Limited :-

SL.NO	NAME OF WORKMAN	EPF NUMBER
1	Shri	
2	Shri	

The total amount of contribution of EPF in respect of the above-noted Workman for the month of \_\_\_\_\_, **2018**, deposited vide above-referred challan is as per details given below :-

S.No	Particulars	A/C 1 PF Contr.	A/C 2 PF Admn.	AC 10 EPS	A/C 21 EDLI	A/C 22 EDLI Adm.	Total
1	Employer's Share						
2	Employee's Share						
3	Administration Charges						
4	Inspection Charges						
5	Penal Damages						
6	Misc. Payment (Interest U/S 7Q)						

GRAND TOTAL (IN WORDS) :

₹ \_\_\_\_\_

For \_\_\_\_\_

Authorised Signatory / Proprietor

Stamp of the Company

**DEPLOYMENT OF WORKERS**

The Contractor shall be responsible for taking good care of all Buildings of office premises mentioned in the Tender Document, Furniture, Fixtures, Fittings (including sanitary fittings), electric, electronic, computer and telephone etc. They will employ only those workers and Cleaning Staffs who have worked for at least for two years in a reputed institution. Besides experience, the Workers should be qualified to a minimum of 10th and should be well versed in speaking, reading and writing Oriya and Hindi/English. The Contractor shall employ under mentioned workers for rendering satisfactory services on all days i.e. Five days a week. In all the offices given in this tender

The deployment of workers will be as per the following terms and conditions.

1. The Contractor should furnish a schedule every week/fortnightly after consultation with OICL regarding the shift duties of the various workers employed.
2. The employees engaged by the Contractor should observe the discipline and should see that the decency and decorum are maintained within the course of their employment.
3. The experience and qualification can be relaxed at the sole discretion of OICL depending upon the merits of each case individually. The contractor does not have any authority to relax the experience and qualification.
4. The Successful Bidder shall be responsible for the payment of wages / dues to its employees. All liabilities arising out of violation of any local and Central Laws shall be the responsibility of the Successful Bidder without encroaching upon the rights and liabilities upon the Corporation in any manner.
5. The “rates” quoted by the Bidder/Tenderer in their Financial Bid should include transport expenses between the various Offices / Premises mentioned in the Tender Document in this respect of Workmen and no additional charges or conveyance charges will be paid by the Company.
6. The Contractor shall ensure that the working hours of the Workers are so segregated so as to suit the timings of housekeeping services.
7. **Immediately on receipt of the Work Order, the Contractor will supply a list of names of workers with the Bio-data along with photo of all the persons to be deployed under this contract to OICL with proper certification that they are satisfied with their bonafides and their necessary verification has been done from the proper authorities.**
8. The services of the workers once approved by OICL will not be dispensed with or they will not be replaced by the Contractor without the approval and consent of OICL.
9. OICL has the discretion to increase / decrease the number of workers. Accordingly, amount payable per month will also increase / decrease.
10. The OICL reserves the right to expel any worker of the Contractor who is found guilty of misconduct.

11. The Company will always have the right to conduct a search of the Contractor's employees, agents and/or any of their vehicles used for transportation of material while entering / going out of the Company's Premises or inside the premises.

Signature

**NO DUES CERTIFICATE**

Please do not submit this Indemnity Bond now.

(To be submitted when the Contract is cancelled/Terminated/Completed for refund of Security Deposit)

DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE ORIENTAL INSURANCE COMPANY LIMITED (ON NON-JUDICIAL STAMP PAPER OF ₹ 100/- DULY NOTARIZED.)

This deed of Indemnity executed on \_\_\_\_\_ at Odisha by Shri/Smt \_\_\_\_\_ on behalf of

\_\_\_\_\_  
(Name and address of the Housekeeping Service Provider) (herein referred to as the Service Provider) favouring The Oriental Insurance Company Limited (herein referred to as the OICL having its registered and corporate office at Oriental House, A-25/27, Asaf Ali Road, New Delhi, witness as follows :-

The Service Provider had been working for the OICL, under RO Odisha, for providing Housekeeping services.

The Service Provider has made a Security Deposit of ₹ \_\_\_\_\_ only for Housekeeping Services as provided under Item No. 1 above.

The Contract for providing Housekeeping Services has been completed/terminated by the OICL / Cancelled by the OICL / Service Provider with effect from \_\_\_\_\_.

OICL has been provided material for Housekeeping Services.

The Service Provider having satisfied the OICL that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the OICL and on the request of the Service. .OICL has agreed to refund the aforesaid Security Deposit of ₹ \_\_\_\_\_ without any interest.

In witness whereof the Service Provider has signed his deed of indemnity at the place and date above mentioned in presence of following witness:

Witness  
Signature  
Name

Signature of the Service Provider with Stamp of Firm

**SPECIMEN OF UNDERTAKING REGARDING NON BACKLISTING/  
PROSECUTION OF THE FIRM**

(To be submitted on the Letter Head of the Bidder/Tenderer)

Date :

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**TO WHOMSOEVER IT MAY CONCERN**

I / We / Our organization, M/s \_\_\_\_\_  
hereby undertake and declare that neither me nor our Organization including our  
Partners / Shareholders / Directors were ever blacklisted / prosecuted by any  
government department / statutory body(ies) / Public Sector Undertakings in any  
State or by any Court of Law.

**SIGNATURE OF BIDDER/TENDERER WITH DATE AND RUBBER STAMP**



## **INSTRUCTIONS AND TERMS AND CONDITIONS FOR QUOTING RATES AND SUBMITTING FINANCIAL BID**

1. Tenderers/Bidders are advised to quote the rates strictly in the format given in the Financial Bid
2. The rate should be quoted in Indian Rupees Only.
3. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures as well as in words
4. No column should be left blank which would otherwise make the tender liable for rejection.
5. The Bidder/Tenderer will be required to make payment to the Workman/ Manpower deployed only through E-payment by the 5th of every month and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company treating it as a mandatory requirement and no deviation in the mode of payment to workman will be permitted.
6. The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned at Scope of Service above to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers like conveyance expenses for travelling between various Office Units for efficient housekeeping services before quoting rates in the Financial Bid.
7. The minimum wages, EPF, ESI, bonus and other statutory charges as per Minimum Wages Act will be paid by the Bidder/Tenderer first to the workers and then (will be) reimbursed to the Bidder/ Tenderer on Monthly Basis on submission of proof of payment to the workers deputed and to the respective statutory authorities within 15 working days from the date of receipt of their bills along with necessary documents/proof complete in all respect as per procedure given in the Tender Document. Please note that Monthly Bills will be treated as received if it is accompanied by all the mandatory/statutory requirements/documents. This minimum wages amount will be revised automatically whenever notification for revision in minimum wages will be issued by concerned statutory authority.
8. The Bidder/Tenderer is required to provide the Housekeeping Services on 'Monthly Contract Basis' for an initial period of three years from the date of commencement of work on the rates quoted in the Financial Bid with a provision to extend the contract for a further period of three years by increasing the rates for by 5% subject to the same terms and conditions on providing satisfactory services. The rates quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract for an initial period of three years and no revision in rates will be permitted.
9. It is informed/clarified to the Bidder/Tenderer that the rates quoted by the Bidder/Tenderer in their "Financial Bid" includes the expenses for administrative (including cost for submission of papers/documents as proof of payment) and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to workman/manpower by the 5th of every month and to pay the statutory payments timely to statutory authorities by themselves in advance and then submit monthly bill to the Company on monthly basis by submitting proof of such payments .
10. The "rates " quoted by the Bidder/Tenderer in their "Financial Bid" should include all charges for conveyance expenses for movement of workers between the Office/ Units/premises for efficient housekeeping services.
11. The "rates" quoted by the Bidder/Tenderer in their "Financial Bid" should not include cost of Chemicals/Cleaning materials & other materials.
12. The "rates" quoted by the Bidder/Tenderer in their "Financial Bid" should not include VAT, GST, and other government taxes (as they are as per prevailing LAW).
13. The Tenderers/Bidders are advised to refer Scope of Services (including bearing penalty amount by the Bidder/Tenderer in case of failure to provide alternate worker in the absence of regular

worker deputed by them) and Terms and Conditions relating to submission of Monthly Bills along with mandatory/statutory documents/requirements for release of payment to them given in the Tender Document so as to cover all administrative and financial arrangement / expenses to be borne by him/them before quoting rates.

14. The charges for overtime, if any, will be paid as per Minimum Wages Act.
15. All the Tenderers/Bidders are hereby informed that L-1 Bidder/Tenderer will be decided on the basis of lowest service charges (over and above all the wages, ESI, EPF, taxes etc. which are as per law) in percentage (%) terms quoted by the Bidder/Tenders. and the decision of the Competent Authority of the Company shall be final and binding on all the Tenderer/Bidders in this regard.
16. All applicable Statutory Deductions such as TDS, Surcharge, Education Cess, Higher Education Cess, Swatch Bharat Tax etc. will be deducted from the amount payable as per rules.

**ANNEXURE “A”**

**(CLEANING STAFF)**

SL No	CLEANING STAFF	Rate (₹) per month	No. of Workmen	Amount =Rate	AMOUNT (IN WORDS)
1	<p><b>Rate per one Cleaning Staff per month</b></p> <p>(including considering the Minimum Wages payable to personnel as per State Minimum Wages Act of Odisha, Labour Wages Act and increase in wages during the contract period. The rates quoted are all inclusive of aforesaid minimum wages, all types of services and their frequencies indicated in scope of work of technical bid, Equipments, VAT, GST, Education Cess and any other applicable taxes for the contract. )</p>				

**ANNEXURE “B”**

**SUMMARY OF FINANCIAL BID – ANNEXURE A**

Sl.No	Type of Workman	Annexure No Number of	Amount Quoted per person	Number of person required	Total Amount payable in India Rupees (Incl of all Taxes)
1	CLEANING STAFF	A	₹ _____	22	
		TOTAL AMOUNT OF ANNEXURE “B” including all taxes			

(In Figures) ₹ \_\_\_\_\_ (Inclusive of all taxes)

(In Words) ₹ \_\_\_\_\_ Only  
(Inclusive of all taxes)

**RATE / SERVICE CHARGES (Profit of Agency) :** \_\_\_\_\_  
(IN PERCENTAGEM TERMS)

**Basis of L1**

SERVICE CHARGES/ GST TO BE CHARGED ON ALL THE ABOVE PAYMENTS

**L-1 Bidder/Tenderer will be decided on the basis of Lowest RATE / service charges (over and above all the wages, ESI, EPF, taxes etc. which are as per law) in percentage (%) terms quoted by the Bidder/Tenders.**

SIGNATURE WITH STAMP: \_\_\_\_\_

NAME OF FIRM: \_\_\_\_\_

NAME OF AUTHORISED PERSON: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

E-mail ID: \_\_\_\_\_

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

**Non-Refundable Tender Fee**

**Non-Transferable Receipt**

**To be filled by OICL Official**  
**OICL's Copy**

<b>Tender Ref. No.</b>	<b>OICL/BBSRO/EST/OSJ/2018/01 Dated 07.05.2018</b>	
<b>Copy No.</b>		
<b>Date of Issue</b>		
<b>Tender Issued to Bidder</b>		
<b>Cheque No./Draft No.</b>		
<b>Date</b>		
<b>Cheque/Draft Amount</b>		
<b>Bank Name</b>		
<b>Name of OICL Official</b>		
<b>Designation of OICL Official</b>		
<b>Signature</b>		
<b>OICL Official</b>	<b>Bidder's Representative with Contact No. and Date</b>	

**Non-Refundable Tender Fee**

**Non-Transferable Receipt**

**To be filled by OICL Official**

**Bidder's Copy**

<b>Tender Ref. No.</b>	<b>OICL/BBSRO/EST/OSJ/2018/01 Dated 07.05.2018</b>
<b>Copy No.</b>	
<b>Date of Issue</b>	
<b>Tender Issued to Bidder</b>	
<b>Cheque No./Draft No.</b>	
<b>Date</b>	
<b>Cheque/Draft Amount</b>	
<b>Bank Name</b>	
<b>Name of OICL Official</b>	
<b>Designation of OICL Official</b>	
<b>Signature</b>	
<b>OICL Official</b>	<b>Bidder's Representative with Contact No. and Date</b>