

**TENDER DOCUMENT**

**FOR PROVIDING HOUSEKEEPING SERVICES**

**ON MONTHLY CONTRACT BASIS**

**AT**

**ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI**

**AND OTHER HEAD OFFICE UNITS IN DELHI**

**THE ORIENTAL INSURANCE COMPANY LIMITED**

**ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI.**

**TELEPHONE NO. : 011-43659435.**

**CIN NO. : U66010DL1947GOI007158**

**(Tender Documents consists of 44 Pages)**

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**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659435**  
**CIN NO. : U66010DL1947GOI007158**

**NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS AT HEAD OFFICE AND OTHER HEAD OFFICE UNITS**

Chief Manager/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 Rs. 30,000/- through Demand Draft only (payment by cheque or any other mode is not acceptable) in favour of “The Oriental Insurance Company Limited” payable at New Delhi 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 of Chief Manager/Manager, Establishment Deptt., The Oriental Insurance Company Limited, Oriental House, A-25/27, Asaf Ali Road, New Delhi, along with Cash payment/submission of a non-refundable Demand Draft only of Rs. 1,150/- (Rupees One Thousand One Hundred Fifty Only) drawn on any Nationalized/ Scheduled Bank in favour of “The Oriental Insurance Company Limited” payable at New Delhi on all working days (Monday to Friday) between 10.00 A. M. to 3.30 P. M. The time schedule of tendering is specified below :-

1	Issue of Tender Document	From <b>18/07/2016 to 01/08/2016 between 11.00 AM to 3.00 PM</b> on all working days (Monday to Friday).
2	Tender Document Fee (Non-refundable)	Rs.1,150/-(Rs.One Thousand One Hundred Fifty Only).
3	Last Date and Time for submission of Tender.	<b>05/08/2016 upto 4.00 PM.</b>
4	Date and Time of opening of Technical Bid.	<b>08/08/2016 at 11.00 AM.</b>
5	Date and Time of opening of Financial Bid.	Will be intimated to Technically Qualified Bidders at a later date.
6	Earnest Money Deposit ( EMD ).	Demand Draft only of Rs.30,000/- (Rupees Thirty Thousand Only) to be placed in sealed Envelope of “Technical Bid”. Payment of EMD through any other mode is not acceptable.

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 Rs. 1,150/- (Rupees One Thousand One Hundred Fifty Only) through a separate Demand Draft Only drawn on any Nationalized / Scheduled Bank favouring “The Oriental Insurance Company Limited payable at New Delhi which is required to be placed in the envelope containing Technical Bid.

All amendments/information with respect to this Tender will be unloaded 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.

**(A. R. JOSHI)**  
**CHIEF MANAGER**

**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659435**

**ELIGIBILITY CRITERIA**

1. The Bidder/Tenderer should be based at Delhi / NCR and operating their business in Delhi / NCR. The Office Premises of the Bidder/Tenderer should be located in Delhi/NCR. **Attach self-attested photo-copy of proof.**
2. The Bidder/Tenderer should have an established Office Premises in Delhi/NCR 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 infra-structure 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 31/03/2016** 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 NCT 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 Licence.**
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 Service Tax Authorities and should have a valid Service Tax Registration Number issued by Service Tax Authority. **Attach self-attested photo-copy of Service Tax Registration.**
9. The Bidder/Tenderer should have rendered similar satisfactory services of providing Housekeeping Services on Monthly Contract Basis to **atleast three** Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute having **minimum paid-up capital of Rs. 50 Lacs** 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. 2013-14, 2014-15 and 2015-16** along with the numbers of persons deputed. **Attach Certificates from concerned**

## **Clients/Companies.**

- 11. The Bidder/Tenderer should have minimum Annual Turn-over of Rs. 75 Lacs during the last three financial years i.e. 2013-14, 2014-15 and 2015-16. Attach Certificate from Chartered Accountant in this regard.**
  - 12. The Bidder/Tenderer should have on their wage rolls minimum 100 workman/manpower in Delhi as on 31/03/2016. Attach Certificate from Chartered Account in this regard.**
  - 13. 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.**
  - 14. The Bidder/Tenderer should be ready to and will :-**
    - (A) 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 authorised signatory as per specimen enclosed as Annexures IX and X treating it as a mandatory requirement.**
    - (B) 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 XI duly stamped and signed by authorised signatory) through “E-transaction” and/or through “Account Payee Cheque” 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.**
    - (C) 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.**
    - (D) 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.
- 15. 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 XIV is required to be submitted along with Technical Bid.**
  - 16. 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.**

**(A. R. JOSHI)**  
**CHIEF MANAGER**

**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659435**

**GENERAL TERMS AND CONDITIONS AND**  
**INSTRUCTIONS FOR BIDDERS/TENDERERS**

1. The Tenders/Bids should be valid for a period of **atleast two months from the date of opening of Technical Bid of tender.**
2. The duration of the Contract will be for a **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 for “Overhead Charges” and “Service Charges” by 10%** on the same terms and conditions on providing satisfactory and efficient housekeeping 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 for a initial period of three years and no revision in rates will be permitted.
3. 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.
4. 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 Shri A. R. Joshi, Chief Manager, Establishment Deptt., The Oriental Insurance Company Limited, Oriental House, A-25/27, Asaf Ali Road, New Delhi, shall be deposited in the Tender Box placed at Establishment Deptt. **on or before 05/08/2016 by 4.00 PM.**
5. The Tenderer/Bidder has to submit Earnest Money Deposit of **Rs. 30,000/-** through Demand Draft only (**payment through cheque or any other mode is not acceptable**) in favour of “The Oriental Insurance Company Limited” payable at New Delhi 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”.
6. The Earnest Money shall be forfeited if
  - (i) The Bidder/Tenderer withdraws his Tender during the Validity Period of Tender.
  - (ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
  - (iii) 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.
7. 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.
8. 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.

9. 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 Rs. 70,000/- (Rupees Seventy Thousand Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi 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 Rs. 1,00,000/- (Rs. One Lac 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 XII of the Tender Document.**
10. All the copies of the documents mentioned in the Eligibility Criteria, Technical Bid, Annexures **I to XIV** and other necessary documents are required to be attached with the “Technical Bid” to be eligible for opening of “Financial Bid.”
11. 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.
12. 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 infra-structure. 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.
13. 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. The date and time of opening of “Financial Bid” shall be up-loaded on Company's Website and shall be intimated to individual qualified bidders through their E-mail address provided in the Tender Document. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.
14. 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.
15. All amendments/information with respect to this Tender will be unloaded 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.

16. All over-writings/corrections should be duly signed by the Tenderer/Bidder.
17. Each Tenderer/Bidder will submit only one tender either by himself or as a partner in joint venture/firm/company.

**18. 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, Head Office, A-25/27, Asaf Ali Road, New Delhi, or any such other place as the arbitrator may decide.

19. Convassing 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.
20. Tenders/Bids must be received by/submitted to Chief Manager, Establishment Department, The Oriental Insurance Company Limited, Oriental House, A-25/27, Asaf Ali Road, New Delhi, 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.
21. 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.
22. In case the Bidder/Tenderer desires to cancell the contract, he is required to give three months notice in writing to the Company.
23. The Oriental Insurance Company Limited, New Delhi, reserves the right to reject/cancel any or all the tenders without assigning any reason, whatsoever.

**(A. R. JOSHI)**  
**CHIEF MANAGER**



**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659435**

**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 a **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 “Overhead Charges” and “Service Charges” by 10% subject to 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 for a initial period of three years 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	AREA	WORKMAN
1	Oriental House, A-25/27, Asaf Ali Road, New Delhi - 110002.	52724 Sq. Ft. Approximately including Ground plus four floors, basement, passages outside building, terrace, canopy and DG Set/11KVA station etc.	Twelve
2	88, Janpath, New Delhi -110001.	6456 Sq. Ft. Approximately.	Two
3	Aggarwal Bhawan, 4/14, Asaf Ali Road, New Delhi – 110002.	6062.63 Sq. Ft. Approximately comprising three floors (front & back)	Three
4	Universal Building, 2/2A, Asaf Ali Road, New Delhi-110002.	2514 Sq. Ft. Approximately.	One

In addition to the above number of workman/manpower for providing housekeeping services, the Bidder/Tenderer is required to provide the services of One Supervisor for supervision of housekeeping job and One Plumber for plumbing job at Head Office and various units of Head Office.

3. The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned at Serial No. 2 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 Head Office Units by workers, supervisor and plumber and cost involved to maintain all types of equipments for dry-cleaning of sofa sets/carpets, chairs and cleaning of floors like Dry-cleaning equipments, floor polishing equipments and other equipments for giving prompt and efficient housekeeping services before quoting rates in the Financial Bid.

**4. SCOPE OF HOUSEKEEPING SERVICES :-**

- (4.1) The Contractor shall maintain punctuality of workers so as to ensure timely++ completion of cleaning job daily and shall be responsible for maintaining cleanliness in all the office premises mentioned in the Tender Document.
- (4.2) The works shall be carried out as per the instructions of authorized officials of OICL and the standards/benchmark of conditions and specifications of housekeeping service industry shall

be maintained.

- (4.3) 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.
- (4.4) Cleanliness is the essence of this contract. The Contractor has to ensure cleanliness at all times and as per Schedule and time limits finalized by OICL and/or given in this Agreement.
- (4.5) 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 Contractor as per the Schedule/frequency mentioned in the tender document. The approved list of material is attached as **Annexure X**.
- (4.6) 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 for OICL functioning.
- (4.7) The Contractor will have to work in co-ordination with the Security Guards deputed by the Company.
- (4.8) It will be the responsibility of the Contractor to store the materials for housekeeping properly in the space provided by the OICL. The security of such material will be the sole responsibility of the Contractors. The Contractor will maintain record of usage of all the material on daily basis and get it verified from the Company's employee deputed/authorized by OICL on daily basis. **The payment/reimbursement of cost of material as per the rates quoted by the Contractor in their Financial Bid will be released to the Contractor on monthly basis as per the actual quantity received/used duly verified by the employee/officer deputed/authorized by OICL.**
- (4.9) 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.
- (4.10) **The plumber engaged is required to carry-out plumbing work and the Supervisor engaged is required to supervise housekeeping job in all the units of Head Office and the "Service Charges" quoted should include charges for transportation between various HO units for attending complaints.**
- (4.11) **All the equipments/tools/machines for polishing/scrubbing/cleaning of floors, dry-cleaning of chairs/carpets/sofa sets etc. and tools/equipments for plumbing job required for carrying out the housekeeping and sanitary maintenance works shall be supplied and maintained by Contractors at site and the "Service Charges" quoted should include the cost of supply and maintenance of equipments/machines for housekeeping and plumbing jobs.**
- (4.12) The Contractor has to ensure proper cleanliness of all bath-rooms, proper functioning of sanitary fittings and cleanliness of all waste/sewage pipe-lines and ensure that there is no blockage.
- (4.13) The Contractor has to provide towels in all the bathrooms on daily basis as per schedule given in the Tender Document.
- (4.14) To maintain the Complaint Register for any problem reported by employees/officers and ensure that the complaint is attended immediately.
- (4.15) **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 Chief Manager/Manager/Dy. Manager for information on daily basis by 10.30 AM and 2.30 PM** while maintaining a copy with themselves for record and verification.
- (4.16) The **Minimum Wages Rates per Worker** given in the relevant Annexure attached is **for**

**duty of 8 hours daily (excluding lunch hour) for six days a week.**

(4.17) The Tenderers are advised to visit all the premises listed in the Tender Document to have a clear picture of the work involved.

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

SL. NO	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY	DUTY TIMING
1	Cabins, Board/Meeting Rooms, Halls, Entrances, passages of Ground, First, Second, Third and Fourth Floor, Basement, Roof, Driver Room etc. i.e. Entire premises of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	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 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
2	Cabins, Board/Meeting Rooms, Halls, Entrances, passages of Ground, First, Second, Third and Fourth Floor, Basement, Roof, Driver Room etc. i.e. Entire premises of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	Washing and Scrubbing the floor of the entire office premises with soap water and drying it by using the machines/tools for floor polishing/cleaning.	Weekly on Saturdays	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
3	Stair-cases, entire entrance areas, Lifts, Basement, Roof, Front and Side passage way outside the office premises of Oriental House and other Head Office Units mentioned in the Tender Document.	Dusting, Sweeping, Mopping, Cleaning and wiping of floors, Partitions, Removal of Wastes, Removal of Cow-webs, dusting and wiping of Windows and their Glass Pane, Doors and Polishing their Handles, Spraying disinfectant and Room Freshner.	Daily	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
4	Stair-cases, entire entrance areas, Lifts, Basement, Roof, Front and Side passage way outside the office premises of Oriental House and other Head Office Units mentioned in the Tender Document and cleaning of all the Sign and Notice Boards of the Company.	Washing and Scrubbing the floor of the Rooms and entire premises with soap water and drying it and cleaning of all sign boards and notice boards of the Company installed at Oriental House and other Head Office Units. Cleaning and polishing of floors by using machines / tools for the purpose.	Weekly on Saturdays	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
5	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 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
6	Bathrooms (Ladies and Gents) of all the floors of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	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	Daily	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM

		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.		
7	Bathrooms (Ladies and Gents) of all the floors of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	Washing and Scrubbing the floor of Bathrooms, Removal of Wastes, Cleaning of China Clay Sanitary Fittings, Metal Sanitary Fittings etc. With soap water / Harpic / Colin / Acid etc. And drying it.	Weekly on Saturdays	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
8	Bathrooms (Ladies and Gents) of all the floors of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	Providing new/freshly washed towels and Liquid/Hand Soap in Bathrooms.	Daily	Morning and After Lunch.
9	Passage, Lobby and Common Areas of all floors and entrance of premises at Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document	Sweeping, Cleaning, Wiping and Drying.	Every one Hour.	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
10	Entire Roof Top, Canopy (First Floor) and open area of first floor of Oriental House, Asaf Ali Road, New Delhi.	Sweeping, Cleaning and Mopping, Removal of Waste material and Washing.	Once a Week	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
11	Refrigerator, Waster Cooler, Hot Case, Carpets, Sofa Sets etc. Of Oriental House, Asaf Ali Road and other Head Office Units mentioned in Tender Document.	Dusting and Cleaning of Refrigerator, Water Cooler, Hot Case etc. Dry Cleaning of Carpets, Sofa Sets, Chairs etc. By using dry-cleaning machine/tools.	Once in Two Weeks.	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
12	Cleaning of all Shafts, Flex Sign Boards on premises of Oriental House, Asaf Ali Road and other Head Office Units mentioned in Tender Document	Cleaning it properly	Weekly on Saturdays.	Between 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
13	Maintenance and Cleaning of Waster Tanks	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 8.00 AM to 5.30 PM  Lunch : 12.30 PM to 2.00 PM
14	Pest Control of premises located at Oriental House, Asaf Ali Road and other Head 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 8.00 AM to 5.30 PM  Lunch : 12.30 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.
- (2) Frequency and timing of the work can be altered at the discretion of the Company looking into the needs and quantity of work.
5. For carrying out the jobs mentioned above on daily/weekly/monthly basis, the deployment of workers and supervisor will be as per the details given in **Annexure XI** of the Tender Document.
6. The Bidder/Tenderer is required to make payment of Minimum Wages, 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 as per the procedure given in the Tender Document. 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.**

7. 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.
8. 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 housekeeping 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.
9. 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.
10. 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 (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 and to pay the statutory payments timely to statutory authorities by the Bidder/Tenderer in advance from their own sources and then to claim reimbursement** of such expenses from the Company on monthly basis by submitting proof of such payments along with monthly bill.
11. The **“Services Charges”** 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 and should include all charges for conveyance expenses for movement of workers/plumber/supervisor between the various Head Office Units and cost of arranging and maintaining various cleaning/dry-cleaning equipments in working order at site for providing prompt and efficient housekeeping services.**
12. The Bidder/Tenderer is **required to deposit statutory payments like EPF and ESI with the concerned authorities timely 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 OICL for the persons deputed in our company along with details as per specimen enclosed as **Annexure IX and X.**
13. The Bidder/Tenderer, on award of the contract, is required to submit list of workers deputed by them along with details like age, father's name, residential address etc. The Police Verification Report in respect of each worker is required to be arranged, obtained and submitted to OICL by the

Bidder/Tenderer at his own cost.

14. 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 in time 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 IX and X treating it as a mandatory requirement.**

(B) 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 and VIII** duly stamped and signed by authorised signatory) through “E-transaction” and/or through “Account Payee Cheque” only **treating it as a mandatory requirement.** Payment of amount of Minimum Wages, Overtime and other charges to the workman in Cash is not acceptable to the Company.

(C) 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 giving declaration that the workman in question is his/their own employee. Police Verification applied by the individual workman/manpower will not be accepted.**

(D) **Provide alternate workman, whenever the regular out-sourced workman/manpower deputed by them is not reporting for duty and/or on leave treating it as Mandatory Requirement as the Company is making payment of Reliever/Leave Cost of the Bidder/Tenderer. In case of failure to provide alternate workman/manpower the Bidder / Tenderer should be ready to bear the penalty of Rs. 200/- per day as per the terms and conditions of the Tender Document and the Company will not allow the Bidder/Tenderer to recover/deduct this penalty amount from the amount payable to the workman/manpower.**

The Bidder/Tenderer are 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.

15. In case of absence/non-availability of the workman/manpower deputed for a particular day or period on account of leave or otherwise, the **Bidder/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 Rs. 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.**

16. 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 Rs. 70,000/- (Rupees Seventy**

**Thousand Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi 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 Rs. 1,00,000/- (Rs. One Lac 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.**

17. The Bidder/Tenderer will be 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.**
18. The Bidder/Tenderer will obtain the PF Number and ESI Number for workers, plumber and supervisor from the appropriate authority and submit a copy of the same to the Company. **The Bidder/Tenderer will also obtain ESI Card for their workers, plumber and supervisor** from the concerned statutory authority and hand-over the same to the workers, plumber and supervisor under acknowledgement and provide a photocopy of the same to the Company.
19. The Bidder/Tenderer will be required to make payment to the Workman/Manpower deployed for the period they are on duty only through E-payment or through “Account Payee” Cheque Only by the 5<sup>th</sup> 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 drivers will be permitted.**
20. 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 workers is required to be submitted to the Company. The premium for taking WC Policy shall be reimbursed to the Bidder/Tenderer by the Company.
21. The behaviour of the workman/manpower should be polite, cordial, obedient and not convicted in any Civil or Criminal Court/Law Agencies. **The Bidder/Tenderer, on award of contract, shall have to give Undertaking in this regard to OICL.** In case of any misbehaviour, 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.
22. 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 Rs. 25/- per occasion will be imposed, if the workman/manpower deputed is found not wearing approved uniform.**

#### **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 workman and to statutory authorities and 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 Total Contract Charges payable for the month as per **Annexure VII.**

- (2) Statement of Computation of Wages, Overtime and other charges payable to each workman / manpower for the month as per **Annexure VIII**.
- (3) 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 IX**.
- (4) 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 X**.
- (5) 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 and VIII**) through “E-transaction” and/or through “Account Payee Cheque” 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 drivers 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.**

**(A. R. JOSHI)**  
**CHIEF MANAGER**



**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659435**

**'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	Service Tax Number of the Firm / Manpower Providing Agency. <b>Attach Self-attested photo-copy of the Service Tax 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	<p><b>Experience of minimum three years in the field of providing Housekeeping Services on Monthly Contract Basis as on 31/03/2016. Attach Certificate of Experience and Satisfactory Completion of work awarded from the concerned Establishments / Companies.</b></p>	
11	<p>Bank Account Details of the Firm</p> <p>(A) Bank Account No.</p> <p>(B) Bank Name and Address</p> <p>(C) IFSC Code</p> <p>(D) MICR Code.</p> <p><b>Attach self-attested photo-copy of cancelled cheque.</b></p>	<hr/> <hr/> <hr/> <hr/> <hr/>
12	<p>List of existing Clients along with proof which should include <b>atleast three</b> Government / Public Sector Undertaking or any Private Company having minimum Rs. 50 Lacs paid-up capital during the last three financial years i.e. 2013-14, 2014-15 and 2015-16. <b>Attach self-attested Certificate from clients / organisations.</b></p>	
13	<p>The Bidder/Tenderer should have minimum <b>annual turn-over of Rs. 75 Lacs</b> for the last three financial years i.e. 2013-14, 2014-15 and 2015-16. <b>Attach Certificate from Chartered Accountant in this regard as per Annexure IV.</b></p>	
14	<p>The Bidder / Tenderer should have <b>minimum 100 workers in Delhi/NCR on its rolls as on 31/03/2016. Attach Certificate from Chartered Accountant in this regard as per Annexure V.</b></p>	
15	<p>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></p>	

16	Enclose Demand Draft only of Rs. 30,000/- 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 Rs. 1,150/- 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 : \_\_\_\_\_

## ANNEXURE I

### 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 Rs. 30,000/- (Rupees Thirty Thousand Only) in the form of Demand Draft only ( <b>payment through cheque or any other mode is not acceptable</b> ) issued by any scheduled commercial bank <b>in favour of “The Oriental Insurance Company Limited” payable at New Delhi.</b>		
2	Tender Fee of Rs. 1,150/- (Rupees One Thousand One Hundred Fifty Only) in the form of Demand Draft only in case the Tender Document is downloaded from Company's Website ( <b>payment through cheque or any other mode is not acceptable</b> ) issued by any scheduled commercial bank <b>in favour of “The Oriental Insurance Company Limited” payable at New Delhi.</b>		
3	Proof of the Tenderer/Bidder being based in Delhi / NCR 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 three</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 Rs. 50 Lacs during the last due years. <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	List of existing Clients along with proof which should include Government / Public Sector Undertaking or any Private Company having minimum Rs. 50 Lacs paid-up capital during the last three financial years i.e. 2013-14, 2014-15 and 2015-16. <b>Attach Certificate from clients / organisations 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 Rs. 75 Lacs</b> for the last three financial years i.e. 2013-14, 2014-15 and 2015-16. <b>Attach Certificate from Chartered Accountant as per Annexure IV.</b>		
12	The Tenderer/Bidder should have <b>minimum 100 workers in Delhi/NCR on their rolls as on 31/03/2016.</b> <b>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 XIV.</b>		
16	If the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits, please <b>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>		

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

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

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

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

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

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

**ANNEXURE II**

**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 \_\_\_\_\_

**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/organisations 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 <b>located in Delhi/NCR</b> 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 / TRAVEL AGENT : \_\_\_\_\_

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

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

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

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

**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. 2013-14, 2014-15 and 2015-16 is Rs. 75 Lacs or more than Rs. 75 Lacs. The financial year-wise break-up is given below :-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR
1	2013 - 14	Rs. _____
2	2014 - 15	Rs. _____
3	2015 - 16	Rs. _____

**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 31/03/2016**

I / We, M/s \_\_\_\_\_, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis to The Oriental Insurance Company Limited, A-25/27, Asaf Ali Road, New Delhi, hereby confirm that the total number of Workman on my / our roll as on 31/03/2016 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 DRIVER SERVICES ARE PROVIDED	ADDRESS OF FIRM / COMPANY	NUMBER OF WORKERS PROVIDED AS ON 31/03/2016
		GRAND TOTAL :	

**SIGNATURE & SEAL OF THE TENDERER**

Certified that the figure regarding number of Workman in Delhi/NCR 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 31/03/2016.

**SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT**

## ANNEXURE VI

### ACCEPTANCE LETTER

(On the Letter Head of the Firm / Agency)

To,

The Chief Manager  
The Oriental Insurance Company Limited,  
A – 25/27, Asaf Ali Road, Oriental House,  
New Delhi – 110 002.

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, A-25/27, Asaf Ali Road, New Delhi. I / 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 for forfeit the 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 Drivers on Monthly Contract Basis in its entirety.

The required Earnest Money is enclosed herewith in the form of Demand Draft of Rs. \_\_\_\_\_ drawn on \_\_\_\_\_ payable at New Delhi.

Thanking you,

Yours faithfully,

SIGNATURE OF BIDDER/TENDERER  
WITH DATE AND RUBBER STAMP

**ANNEXURE VII**

Sheet1

ANNEXURE VII

M/S \_\_\_\_\_

**CALCULATION SHEET FOR MONTHLY CONTRACT CHARGES PAYABLE FOR PROVIDING HOUSEKEEPING SERVICES FOR THE MONTH OF**

SL NO	NAME OF WORKER	Type of Workers	MONTHLY COST PER DRIVER				OVER TIME HOURS	OVER TIME RATE	OVER TIME PAYMENT (COLUMN 8 X 9)	EMPLR. EFF PLUS ADMN CHARGES @ 13.36% OF COLUM 4	EMPLR. ESI @ 4.75% OF COLUM 4	TOTAL MONTHLY CHARGES (V.C. PF, ESI AND OT (TOTAL OF COL 7+10+11+12))	DEDUCTION FOR NOT PROVIDING ALTERNATE WORKER BY BIDDER (TO BE SHOWN BY BIDDER)	MONTHLY CONTRACT CHARGES PAYABLE (COLUMN : 13 - 14)	OVERHEAD CHARGES @ 4% OF COLUMN 15	SERVICE CHARGES @ 5% OF COLUMN 15	TOTAL MONTHLY CHARGES PAYABLE TO BIDDER (15+16+17)
			MINIMUM WAGES AS PER MINIMUM WAGE ACT LESS ABSENCE	LEAVE COST @ 8.65% OF TOTAL MINIMUM WAGES (C1m 5)	UNIFORM COST (FIXED)	TOTAL MONTHLY COST ((4+5+6))											
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
			10000.00	1000.00	100.00	10000.00	100.00	100.00	10000.00	1000.00	1000.00	100000.00	1000.00	100000.00	1000.00	1000.00	100000.00
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
	TOTAL																

Page 1

**ANNEXURE VIII**

PDF 2 HOUSEKEEPING - ANNEXURE VII AND VIII.pdf - Adobe Acrobat Reader DC

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Sheet2

ANNEXURE VIII

M/S \_\_\_\_\_

**CALCULATION AND DETAILS OF AMOUNT PAID BY THE AGENCY/FIRM TO THE WORKERS FOR THE MONTH OF**

SL NO	NAME OF DRIVER	TYPE OF WORKER	MINIMUM WAGES AS PER MINIMUM WAGES ACT (COLUMN 4 OF SUMMARY) LESS DEDUCTION FOR ABSENCE	TOTAL OVERTIME PAYMENT COLUMN 10 OF SUMMARY	TOTAL AMOUNT PAYABLE TO WORKER (COLUMN 3+4)	LESS EMPLOYEE EPF CONTRIB. FOR THE MONTH @ 12% OF COLUMN 3 OF SUMMARY	LESS EMPLOYEE ESI CONTRIB. FOR THE MONTH @ 1.75% OF COLUMN 3 OF SUMMARY	NET AMOUNT PAID TO THE WORKER FOR THE MONTH (5 (-) 6 (-) 7)	DETAILS OF MODE OF PAYMENT MADE TO WORKER i.e. CHEQUE NO. OR E-TRANSACTION NO. (ATTACH PHOTO-COPY OF PROOF)	SIGNATURE OF WORKER
1	2		3	4	5	6	7	8	9	10
1										
2										
3										
4										
5										
6										
7										
8										
	TOTAL									

Page 1

I'm Cortana. Ask me anything.

10:38 AM 6/5/2016

**(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 \_\_\_\_\_, **2016** vide Challan No. \_\_\_\_\_ dated \_\_\_\_\_ (copy enclosed) in respect of our Establishment (Party Code : \_\_\_\_\_) which includes ESI Contribution for the month of \_\_\_\_\_, **2016**, in respect of the following Workman deputed for The Oriental Insurance Company Limited as per details given below :-

S. No	Name of Workman	Employees' Contribution	Employer's Contribution	Interest	Damages	Others	Total
1	Shri						
2	Shri						
3	Shri						
4	Shri						
5	Shri						
	TOTAL						
GRAND TOTAL (IN WORDS) : Rupees _____							

For \_\_\_\_\_

Authorised Signatory / Proprietor

Stamp of the Company

**ANNEXURE X**

**(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 \_\_\_\_\_, **2016** vide Challan No. \_\_\_\_\_ dated \_\_\_\_\_ (copy enclosed) in respect of our Establishment (Establishment Code : \_\_\_\_\_) which includes EPF Contribution for the month of \_\_\_\_\_, **2016**, in respect of the following Workman deputed for The Oriental Insurance Company Limited :-

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

The total amount of contribution of EPF in respect of the above-noted Workman for the month of \_\_\_\_\_, **2016**, 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) : Rupees _____						

For \_\_\_\_\_

Authorised Signatory / Proprietor  
Stamp of the Company

**DEPLOYMENT OF WORKERS / SUPERVISOR / PLUMBER**

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, supervisors and sweepers who have worked for at least for two years in a reputed institution. Besides experience, the Supervisor should be qualified to a minimum of Intermediate and should be well versed in speaking, reading and writing Hindi and English.

The Contractor shall employ under mentioned workers for rendering satisfactory services on all days i.e. Six days a week.

SL NO	Description / Type of Workman	Number of Workman	Duty Timings
1	Sweepers for cleaning, sweeping, dusting, polishing etc. Oriental House, Asaf Ali Road : 12 Nos. 88, Janpath, New Delhi. : 02 Nos. Aggarwal Bhawan, Asaf Ali Road : 03 Nos. Universal Building, Asaf Ali Road : 01 No.	18 Nos. (Eighteen)	Between 8.00 AM to 5.30 PM (Lunch 12.30 PM to 2.00 PM)
2	Plumber – For Oriental House, Asaf Ali Road, New Delhi and all Head Office Units mentioned in Tender Document.	01 No. (One)	
3	Supervisor – For Oriental House, Asaf Ali Road, New Delhi and all Head Office Units mentioned in Tender Document.	01 No. (One)	

Note : Timings can be altered at the discretion of the Company. Out of the 12 sweepers proposed to be deployed at Oriental House, Asaf Ali Road, New Delhi, three will stay back upto 6.30 PM in rotation to attend any routine/emergency work as per time table finalized by Chief Manager, Establishment Department, Head Office, New Delhi.

The deployment of workers and supervisor 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) Supervisor appointed by the Contractor shall oversee at the affairs of Housekeeping at all times at all the premises mentioned in the Tender Document. This person should have full authority and resources for efficient running of Housekeeping service.
- (5) The “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid should include transport expenses between the various Head Office Premises mentioned in the Tender Document in respect of Supervisor and Plumber 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, Plumber and Supervisor 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, plumber and supervisor 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, plumber or Supervisor 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 / plumber / supervisor. Accordingly, amount payable per month will also increase / decrease as per Minimum Wages Act and percentage of Overhead and Service Charges quoted in the Financial Bid.
- (10) The OICL reserves the right to expel any worker, plumber or supervisor 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, plumber, supervisor, 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.



**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 RS. 100/- DULY NOTARIZED.)

This deed of Indemnity executed on \_\_\_\_\_ at New Delhi 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 :-

- (1) The Service Provider had been working for the OICL, New Delhi, for providing Housekeeping Services.
- (2) The Service Provider has made a Security Deposit of Rs. \_\_\_\_\_ only for Housekeeping Services as provided under Item No. 1 above.
- (3) The Contract for providing Housekeeping Services has been completed/terminated by the OICL / Cancelled by the OICL / Service Provider with effect from \_\_\_\_\_.
- (4) The Service Provider has paid all dues of the workers engaged in aforesaid Housekeeping Services and has also paid all the bills of materials purchased for the purpose of the above mentioned Housekeeping Service under Item No. 1.
- (5) 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 Provider the OICL has agreed to refund the aforesaid Security Deposit of Rs. \_\_\_\_\_.
- (6) Now in the above premises and in consideration thereof Service Provider agrees and undertakes as follows :-
  - (A) In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Housekeeping Services as provided under Item No. 1 or in the event of any damage, breakage or any other injury to the property of the Principal caused by the Service Provider or his workers, the Contractor shall, on being required by the OICL, pay and make good all those dues or damages forthwith.
  - (B) In the event of delay of failure to pay or make good any amount in the above connection which the OICL has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above Service Provider (Name of the Service Provider) hereby undertakes to indemnify the Principal against all claims, demands, expense, losses, proceedings and all liabilities of whatsoever nature.

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  
Address

Signature of the Service Provider with Stamp of Firm

Signature  
Name  
Address

**LIST OF APPROVED MATERIAL AND FREQUENCY OF REPLACEMENT**

S. No	DESCRIPTION OF MATERIAL	SPECIFICATION / BRAND NAME	FREQUENCY OF REPLACEMENT/USAGE
1	AIR FRESHNER	ODONIL	FORTNIGHTLY
2	NAPATHELENE BALLS	TRISHUL / HOMACOL	WEEKLY
3	URINAL CUBES	TRISHUL - HOMACOL	WEEKLY
4	FLUSH / TOILET CLEANER	HARPIC	DAILY
5	PHYNLE FOR FLOOR / SURFACE	TRISHUL / CLENZO	DAILY
6	STAIN / GLASS CLEANER	COLLIN	WEEKLY
7	TOILET PAPER ROLLER	SANDAL, AMWAY	DAILY
8	LIQUID SOAP OR HAND WASH	HOMACOL	DAILY
9	FLOOR / SURFACE CLEANER	VIM / NIRMA	DAILY
10	BROOM HARD	STANDARD	QUARTERLY
11	BROOM SOFT	STANDARD	QUARTERLY
12	BRUSH COBWEB WITH TELESCOPIC ROD	STANDARD	HALF YEARLY
13	FLOOR DUSTER	SIZE – 30 X 30	FORTNIGHTLY
14	WHITE DUSTER FOR FURNITURE CLEANING	SIZE 20 X 20	WEEKLY
15	YELLOW DUSTER FOR GLASS CLEANING	SIZE – 30 X 30	WEEKLY
16	WIPER COMMERCIAL SIZE	REX / LX	HALF YEARLY
17	MOP WET WITH ROD	KENTUCKY	HALF YEARLY
18	GARBAGE BAG (25 KG CAPACITY)	STANDARD QUALITY	DAILY
19	ROOM FRESHNER – 100 ML.	ODONIL	DAILY
20	PAPER NAPKIN FOR TOILETS	STANDARD QUALITY	AS REQUIRED
21	PLASTIC MUG – ONE LITER	STANDARD QUALITY	AS REQUIRED
22	REPLACEMENT OF COTTON HAND TOWEL (SIZE 40 X 60 CMS.)	BOMBAY DYING - TULIP	HALF YEARLY
23	WASHING OF COTTON HAND TOWEL (SIZE 40 X 60 CMS.)	BOMBAY DYING - TULIP	DAILY
24	R-6 TOILET CLEANER	SAINI FRESH	AS REQUIRED
25	ACID	STANDARD QUALITY	AS REQUIRED
26	HIT		AS REQUIRED

Note : The frequency of replacement/usage mentioned here-in-above can be altered keeping in view the requirement by the authorized official of OICL deputed for the purpose of verifying the matter on daily basis.

THE COTTON TOWELS, WASHED AND CLEANED, WILL BE PROVIDED AND CHANGED BY THE CONTRACTOR IN ALL BATHROOM AT ALL THE LOCATIONS MENTIONED IN TENDER TWICE A DAY WITH FOLLOWING ROUTINE (TWO SET PER DAY PER BATHROOM)

DAY OF THE WEEK	MORNING SESSION – 9.00 AM	EVENING SESSION – 2.00 PM
MONDAY	WITH GREEN BASE AND DESIGN	WITH GREEN BASE - PLAIN
TUESDAY	WITH MAROON BASE AND DESIGN	WITH MAROON BASE - PLAIN
WEDNESDAY	WITH GREY BASE AND DESIGN	WITH GREY BASE - PLAIN
THURSDAY	WITH PINK BASE AND DESIGN	WITH PINK BASE - PLAIN
FRIDAY	WITH WHITE BASE AND DESIGN	WITH WHITE BASE - PLAIN
SATURDAY	AS PER REQUIREMENT	AS PER REQUIREMENT

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

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

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

**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**

**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659435**

**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 Minimum Wage Rate for Housekeeping Staff will be considered under Unskilled Category and Semi-Skilled Category as per Annexure “A”, “B” and “C” and the current rate of minimum wages will be (effective from 01/04/2016) as per Notification F. No. 12(142)/13/MW/Lab/3998 dated 31/03/2016 under “Skilled (i) Category” issued by Addl. Labour Commissioner, Government of NCT of Delhi, Labour Department, 5, Sham Nath Marg, Delhi – 54.
6. The Minimum Wages Rates per Worker is **for duty of eight hours daily (excluding lunch time of one and half hour) for six days a week.** Daily Duty Hours are given in the Scope of Work (Technical Bid) which may be referred. The Duty Hours can be altered by the Company as per requirement.
7. The Minimum Wages Rates per Worker as per category specified and Overtime Rates will be revised as per revision in Minimum Wages Rates notified by Addl. Labour Commissioner, Government of NCT of Delhi, Labour Department, New Delhi, from time to time.
8. The Bidder/Tenderer will be required to make payment to the Workman/Manpower deployed only through E-payment or through “Account Payee” Cheque Only by the 5<sup>th</sup> 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.**
9. The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned at Serial No. 2 of Scope of Service (Page 9 of Tender

Document) 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 Head Office Units by workers, supervisor and plumber and cost involved to maintain all types of equipments for dry-cleaning of sofa sets/carpets, chairs and cleaning of floors like Dry-cleaning equipments, floor polishing equipments and other equipments for giving prompt and efficient housekeeping services before quoting rates in the Financial Bid.

10. The minimum wages, EPF, ESI, bonus and other statutory charges as per Minimum Wages Act mentioned in Annexure “A”, “B” and “C” of Tender Document will be paid by the Bidder/Tenderer first to the workers and then 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.
11. The Bidder/Tenderer is required to provide the Housekeeping Services on 'Monthly Contract Basis' for a **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 “Overhead Charges” and “Service Charges” by 10% subject to 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 for a initial period of three years and no revision in rates will be permitted.**
12. 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 (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 5<sup>th</sup> of every month 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.**
13. The “Services Charges” 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 and should include all charges for conveyance expenses for movement of workers/plumber/supervisor between the various Head Office Units and cost of arranging and maintaining various cleaning/dry-cleaning equipments and equipments for polishing of floors in**

**working order at site for providing prompt and efficient housekeeping services.**

14. The Tenderers/Bidders are advised to quote the **“Overhead Charges” and “Service Charges”** in terms of **percentage of sum total of monthly charges arrived at and given in Column 7 of Annexure “A”, “B” and “C” and all other charges like Overtime payable, if any, on monthly basis.** The Tenderers/Bidders are advised to keep in view all the administrative and financial expenses/arrangements to be made and borne by him/them for providing Workers on Monthly Contract Basis including expenses for arranging alternate worker in case regular worker is on leave and to make payment of minimum wages, statutory and other payments as per Terms and Conditions and Scope of Services given in the Tender Document and to meet any expenses/exigencies (including bearing of penalty by Bidder/Tenderer as per Tender Document) in providing Workers (including alternate worker, in the absence of regular worker) on monthly contract basis so as to ensure continuity of housekeeping services provided by Bidder/Tenderer. Please note that all payments will be made by the Bidder/Tenderer to the workers by the 5<sup>th</sup> of every month and to statutory authorities in time first from his own resources and then claim reimbursement of Monthly Contract charges along with mandatory/statutory documents/requirements as per procedure given in the Tender Document.
15. 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 **“Overhead Charges” and “Service Charges”**.
16. The charges for overtime, if any, will be paid as per Minimum Wages Act.
17. All the Tenderers/Bidders are hereby informed that **L-1 Bidder/Tenderer will be decided on the basis of lowest Total Quotation Amount quoted by the Bidder/Tenderer in Annexure “E”, which is arrived as the Sum Total of the amounts quoted/mentioned in Annexure “A”, “B”, “C” and “D” and the decision of the Competent Authority of the Company shall be final and binding on all the Tenderer/Bidders in this regard.**
18. 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.
19. Service Tax and Cess thereon, as applicable, will be paid in addition to amount quoted by the Firm / Travel Agency.

**PRESENT MINIMUM WAGES AND OTHER STATUORY**  
**PAYMENTS AS PER MINIMUM WAGES ACT**

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per person for <b>Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week</b> Basis (as notified by Addl. Labour Commissioner, Government of NCT of Delhi) <b>effective w.e.f. 01/04/2016</b> under Unskilled Category i.e. Rs. 9,568/- per month.	9,568/-	Rupees Nine Thousand Five Hundred Sixty Eight Only.
2	PF (Employer's Contribution) @ 12% on Minimum Wages of 8 hours i.e. Rs. 9,568/-	1,148.00	Rupees One Thousand One Hundred Forty Eight Only.
3	Administration Charges of PF @ 1.36% of Minimum Wages of 8 hours i.e. Rs. 9,568/-	130.00	Rupees One Hundred Thirty Only.
4	ESI (Employer's Contribution) @ 4.75% of Minimum Wages of 8 hours i.e. Rs. 9,568/-	454.00	Rupees Four Hundred Fifty Four Only.
5	Reliever / Leave Cost @ 8.63% on Minimum Wages of 8 hours i.e. Rs. 9,568/-	826.00	Rupees Eight Hundred Twenty Six Only.
6	Uniform (Fixed Amount per month)	250.00	Rupees Two Hundred Fifty Only.
7	<b>TOTAL MONTHLY COST PER SWEEPER (EXCLUDING OVERHEAD AND SERVICE CHARGES)</b>	<b>12,376.00</b>	<b>Rupees Twelve Thousand Three Hundred Seventy Six Only.</b>
8	Overhead Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 4% and mention the amount arrived as per %age quoted). The percentage should not be less than 4%, which the Company considers as reasonable 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 by the 5 <sup>th</sup> of every month and to pay the statutory payments timely to statutory authorities by Bidder/Tenderer in advance and then to claim reimbursement from the Company alongwith documents.	_____ % Rs. _____	Rupees _____ _____ only
9	Service Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 5% and mention the amount arrived as per %age quoted). The percentage should not be less than 5%, which the company considers as reasonable as profit margin for providing the housekeeping services on monthly contract basis and to cover all charges for conveyance expenses for movement of workers between the various Head Office Units and cost of arranging and maintaining various cleaning/dry-cleaning equipments and equipments for polishing of floors in working order at site for providing prompt and efficient housekeeping services	_____ % Rs. _____	Rupees _____ _____ only
10	<b>TOTAL AMOUNT CHARGEABLE i.e. TOAL OF COLUMN NOS. 7 + 8 + 9</b>	<b>Rs. _____</b>	Rupees _____ _____ only

NOTE: Reimbursement of Bonus @ 8.33% of Minimum Wages to the Tenderer/Bidder will be made only after actual payment to the Workman through “E-transaction” or through “Account Payee Cheque” and on submission of proof of payment to the Workman deputed. Reimbursement of ESI / PF Contribution to the Tenderer/Bidder will be made only after submission of proof of deposition with the concerned authorities along with details and procedure mentioned in the Tender Document by the Bidder/Tenderer.

**PRESENT MINIMUM WAGES AND OTHER STATUORY**  
**PAYMENTS AS PER MINIMUM WAGES ACT**

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per person for <b>Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week</b> Basis (as notified by Addl. Labour Commissioner, Government of NCT of Delhi) <b>effective w.e.f. 01/04/2016</b> under Semi-skilled Category i.e. Rs. 10,582/- per month.	10,582/-	Rupees Ten Thousand Five Hundred Eight Two Only.
2	PF (Employer's Contribution) @ 12% on Minimum Wages of 8 hours i.e. Rs. 10,582/-	1,270.00	Rupees One Thousand Two Hundred Seventy Only.
3	Administration Charges of PF @ 1.36% of Minimum Wages of 8 hours i.e. Rs. 10,582/-	144.00	Rupees One Hundred Forty Four Only.
4	ESI (Employer's Contribution) @ 4.75% of Minimum Wages of 8 hours i.e. Rs. 10,582/-	503.00	Rupees Five Hundred Three Only.
5	Reliever / Leave Cost @ 8.63% on Minimum Wages of 8 hours i.e. Rs. 10,582/-	913.00	Rupees Nine Hundred Thirteen Only.
6	Uniform (Fixed Amount per month)	250.00	Rupees Two Hundred Fifty Only.
7	<b>TOTAL MONTHLY COST PER SWEEPER (EXCLUDING OVERHEAD AND SERVICE CHARGES)</b>	<b>13,662.00</b>	<b>Rupees Thirteen Thousand Six Hundred Sixty Two Only.</b>
8	Overhead Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 4% and mention the amount arrived as per %age quoted). The percentage should not be less than 4%, which the Company considers as reasonable 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 by the 5 <sup>th</sup> of every month and to pay the statutory payments timely to statutory authorities by Bidder/Tenderer in advance and then to claim reimbursement from the Company alongwith documents.	_____ % Rs. _____	Rupees _____ _____ only
9	Service Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 5% and mention the amount arrived as per %age quoted). The percentage should not be less than 5%, which the company considers as reasonable as profit margin for providing the housekeeping services on monthly contract basis and to cover all charges for conveyance expenses for movement of workers between the various Head Office Units and cost of arranging and maintaining various cleaning/dry-cleaning equipments and equipments for polishing of floors in working order at site for providing prompt and efficient housekeeping services.	_____ % Rs. _____	Rupees _____ _____ only
10	<b>TOTAL AMOUNT CHARGEABLE i.e. TOAL OF COLUMN NOS. 7 + 8 + 9</b>	<b>Rs. _____</b>	Rupees _____ _____ only

NOTE: Reimbursement of Bonus @ 8.33% of Minimum Wages to the Tenderer/Bidder will be made only after actual payment to the Workman through “E-transaction” or through “Account Payee Cheque” and on submission of proof of payment to the Workman deputed. Reimbursement of ESI / PF Contribution to the Tenderer/Bidder will be made only after submission of proof of deposition with the concerned authorities along with details and procedure mentioned in the Tender Document by the Bidder/Tenderer.



**PRESENT MINIMUM WAGES AND OTHER STATUORY  
PAYMENTS AS PER MINIMUM WAGES ACT**

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per person for <b>Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week</b> Basis (as notified by Addl. Labour Commissioner, Government of NCT of Delhi) <b>effective w.e.f. 01/04/2016</b> under Matriculates but not Graduates Category i.e. Rs. 11,622/- per month.	11,622/-	Rupees Eleven Thousand Six Hundred Twenty Two Only.
2	PF (Employer's Contribution) @ 12% on Minimum Wages of 8 hours i.e. Rs. 11,622/-	1,395.00	Rupees One Thousand Three Hundred Ninty Five Only.
3	Administration Charges of PF @ 1.36% of Minimum Wages of 8 hours i.e. Rs. 11,622/-	158.00	Rupees One Hundred Fifty Eight Only.
4	ESI (Employer's Contribution) @ 4.75% of Minimum Wages of 8 hours i.e. Rs. 11,622/-	552.00	Rupees Five Hundred Fifty Two Only.
5	Reliever / Leave Cost @ 8.63% on Minimum Wages of 8 hours i.e. Rs. 11,622/-	1,003.00	Rupees One Thousand Three Only.
6	Uniform (Fixed Amount per month)	250.00	Rupees Two Hundred Fifty Only.
7	<b>TOTAL MONTHLY COST PER SWEEPER (EXCLUDING OVERHEAD AND SERVICE CHARGES)</b>	<b>14,980.00</b>	<b>Rupees Fourteen Thousand Nine Hundred Eighty Only.</b>
8	Overhead Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 4% and mention the amount arrived as per %age quoted). The percentage should not be less than 4%, which the Company considers as reasonable 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 by the 5 <sup>th</sup> of every month and to pay the statutory payments timely to statutory authorities by Bidder/Tenderer in advance and then to claim reimbursement from the Company alongwith documents.	_____ % Rs. _____	Rupees _____ _____ only
9	Service Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 5% and mention the amount arrived as per %age quoted). The percentage should not be less than 5%, which the company considers as reasonable as profit margin for providing the housekeeping services on monthly contract basis and to cover all charges for conveyance expenses for movement of workers between the various Head Office Units and cost of arranging and maintaining various cleaning/dry-cleaning equipments and equipments for polishing of floors in working order at site for providing prompt and efficient housekeeping services	_____ % Rs. _____	Rupees _____ _____ only
10	<b>TOTAL AMOUNT CHARGEABLE i.e. TOAL OF COLUMN NOS. 7 + 8 + 9</b>	<b>Rs. _____</b>	Rupees _____ _____ only

NOTE: Reimbursement of Bonus @ 8.33% of Minimum Wages to the Tenderer/Bidder will be made only after actual payment to the Workman through “E-transaction” or through “Account Payee Cheque” and on submission of proof of payment to the Workman deputed. Reimbursement of ESI / PF Contribution to the Tenderer/Bidder will be made only after submission of proof of deposition with the concerned authorities along with details and procedure mentioned in the Tender Document by the Bidder/Tenderer.

**QUOTATION OF RATES APPROVED MATERIAL/CONSUMABLES**

S. No	DESCRIPTION OF MATERIAL	SPECIFICATION / BRAND NAME	QUANTITY / WEIGHT PER PACKAGE/UNIT	RATE PER UNIT/ DOZEN (IN RUPEES)
1	AIR FRESHNER	ODONIL– 50 GRAMS	PER DOZEN	Rs. _____
2	NAPATHELENE BALLS	TRISHUL/HOMACOL – ONE KILOGRAM	PER DOZEN	Rs. _____
3	URINAL CUBES	TRISHUL/HOMACOL – ONE KILOGRAM	PER DOZEN	Rs. _____
4	FLUSH / TOILET CLEANER	HARPIC - 500 ML	PER UNIT	Rs. _____
5	PHYNLE FOR FLOOR / SURFACE	TRISHUL / CLENZO	5 LITERS	Rs. _____
6	STAIN / GLASS CLEANER	COLLIN	500 ML	Rs. _____
7	TOILET PAPER ROLLER	SANDAL, AMWAY, SOFTOUCH	10 Cms x 150 sheets 2 ply	Rs. _____
8	LIQUID SOAP OR HAND WASH	HOMACOL–5 LITERS	PER UNIT	Rs. _____
9	FLOOR / SURFACE CLEANER	VIM / NIRMA / NIP – ONE KILOGRAM	PER DOZEN	Rs. _____
10	BROOM HARD	STANDARD	PER DOZEN	Rs. _____
11	BROOM SOFT	STANDARD	PER DOZEN	Rs. _____
12	BRUSH COBWEB WITH TELESCOPIC ROD	STANDARD	PER UNIT	Rs. _____
13	FLOOR DUSTER	SIZE – 30 X 30	PER DOZEN	Rs. _____
14	WHITE DUSTER FOR FURNITURE CLEANING	SIZE 20 X 20	PER DOZEN	Rs. _____
15	YELLOW DUSTER FOR GLASS CLEANING	SIZE – 30 X 30	PER DOZEN	Rs. _____
16	WIPER COMMERCIAL SIZE	REX / LX	PER UNIT	Rs. _____
17	MOP WET WITH ROD	KENTUCKY	PER UNIT	Rs. _____
18	BLACK POLYTHENE GARBAGE BAG (25 KG CAPACITY)	SIZE – 20 X 20	PER FIVE KG.	Rs. _____
19	BLACK POLYTHENE GARBAGE BAG (2 KG CAPACITY) FOR DUSTBIN		PER FIVE KG	Rs. _____

20	ROOM FRESHNER – 200 ML.	ODONIL	PER UNIT	Rs. _____
21	PAPER NAPKIN FOR TOILETS	MEDIUM SIZE – 100 NOS. PACKING	PER DOZEN	Rs. _____
22	PLASTIC MUG – ONE LITER	STANDARD MAKE	PER DOZEN	Rs. _____
23	NEW COTTON HAND TOWEL (SIZE 40 X 60 CMS.)	BOMBAY DYING - TULIP	PER DOZEN	Rs. _____
24	NEW COTTON HAND TOWEL (SIZE 36 X 56 CMS.)	BOMBAY DYING - TULIP	PER DOZEN	Rs. _____
25	NEW COTTON HAND TOWEL (SIZE 72 X 150 CMS.)	BOMBAY DYING - TULIP	PER DOZEN	Rs. _____
26	WASHING OF COTTON HAND TOWEL (SIZE 40 X 60 CMS.)	BOMBAY DYING - TULIP	PER UNIT	Rs. _____
27	WASHING OF COTTON HAND TOWEL (SIZE 36 X 56 CMS.)	BOMBAY DYING - TULIP	PER UNIT	Rs. _____
28	WASHING OF COTTON HAND TOWEL (SIZE 72 X 150 CMS.)	BOMBAY DYING - TULIP	PER UNIT	Rs. _____
29	HIT	200 ML.	PER UNIT	Rs. _____
30	TOILET BRUSH	STANDARD SIZE	PER UNIT	Rs. _____
31	ACID	5 LITER	PER UNIT	Rs. _____
32	PLASTIC JUNA		PER DOZEN	Rs. _____
33	STEEL WOOL		PER DOZEN	Rs. _____
34	DUSTBIN	20 LITERS	PER DOZEN	Rs. _____
	<b>TOTAL OF PER UNIT/PER DOZEN COST OF ALL ITEMS</b>			Rs. _____

**SUMMARY OF FINANCIAL BID – ANNEXURE A, B, C AND D**

Sl. No	Type of Workman	Annexure Number of Financial Bid	Amount Quoted per person (as per Column 10 of Financial Bid).	Number of Persons required	Total Amount payable in Indian Rupees
1	SWEEPER (Un-skilled Category)	A	Rs. _____	17	Rs. _____
2	PLUMBER (Semi-skilled Category)	B	Rs. _____	01	Rs. _____
3	SUPERVISOR (Matriculate but not Graduate Category)	C	Rs. _____	01	Rs. _____
			<b>TOTAL :</b>	19	Rs. _____
		TOTAL AMOUNT OF ANNEXURE “D”			Rs. _____
		TOTAL QUOTATION AMOUNT			Rs. _____

**Total Amount Chargeable for all 19 (Nineteen workman) as above plus  
Amount of Consumables/Material as per Annexure “D”**

(In Figures) Rs. \_\_\_\_\_

(In Words) Rs. \_\_\_\_\_ Only.

**L-1 Bidder/Tenderer will be decided on the basis of lowest Total Quotation Amount quoted by the Bidder/Tenders which is arrived as the Sum Total of the amounts quoted/mentioned in Annexure A, B, C and D.**

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

NAME OF FIRM / TRAVEL AGENT : \_\_\_\_\_

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

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

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

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