

**THE ORIENTAL INSURANCE COMPANY LIMITED
ORIENTAL STAFF TRAINING COLLEGE
SECTOR-11, MATHURA ROAD
FARIDABAD**



**TENDER DOCUMENT
FOR PROVIDING**

**“HOUSEKEEPING SERVICES
ON CONTRACTUAL BASIS”**

**AT
ORIENTAL STAFF TRAINING COLLEGE
FARIDABAD**

**TECHNICAL BID
PART – I (UNPRICED)**

(Please Check that number of pages are 44)

**EACH PAGE OF THE TENDER DOCUMENT MUST BE
SIGNED & STAMPED BY THE TENDERER**

PART –I TECHNICAL BID

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Section 1

NOTICE INVITING TENDER

Oriental Staff Training College (OSTC), Faridabad is a Corporate Training Center of The Oriental Insurance Company Ltd., a premier Public Sector General Insurance Company, which has been established to impart training to its officers to promote professional and holistic human resource development inter alia through skills and knowledge up-gradation / refurbishment of its personnel. The College located at Sector 11 Bara Mor, Mathura Road Faridabad has been developed as a well contained residential facility.

Chief Manager, OSTC, invites sealed tenders in the prescribed format under two bid system - **Technical Bid (Part-I) & Financial Bid (Part-II)** - from the **Delhi / NCR based** full time service providers possessing valid registration and license under all the relevant statutes including the ESI Act 1948 and EPF Act 1952, for providing Housekeeping Services in the College for a period of three years.

The Bidder(s) should qualify the eligibility criteria as stated in Section 2 of the tender document. Otherwise the bid shall be rejected.

The tender document can be obtained from the office of The Chief Manager, Oriental Staff Training College, Sector-11, Mathura Road, Faridabad by submitting a written request against **cash / submission of a non-refundable Demand Draft of Rs. 1180/- (Rupees One Thousand One Hundred & Eighty only) towards cost of Tender Document including GST** drawn on any Scheduled Bank in favor of “**The Oriental Insurance Company Limited**”, payable at Faridabad during all working days (Monday to Friday) between 10.00 AM to 3:30 PM from 04.12.2018 to 26.12.2018. The tender document can also be downloaded from Company’s website www.orientalinsurance.org.in. In case, the tender document is downloaded, the tender fee of Rs.1180/- (non refundable) should be paid through a separate demand draft drawn on any Scheduled bank favoring “**The Oriental Insurance Company Limited**” payable at Faridabad which must be enclosed with the **Technical Bid (Part – I)**. **The tenders for which Tender Fee is not paid shall be summarily rejected.**

Each tender must be accompanied with an **Earnest Money Deposit (EMD)** in the form of a demand draft for **Rs. 50,000 (Rupees Fifty thousand only)** drawn on any scheduled Bank in favor of **The Oriental Insurance Company Ltd., payable at**

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Faridabad only. No other form of payment will be accepted for submission of EMD. The said demand draft towards the earnest money must be attached with the **Technical Bid (Part-I)**. **At the back of the demand draft, the name of the Bidders should be clearly written with the caption "Providing Housekeeping Services on contractual basis at OSTC, Faridabad"**. Tenders submitted without EMD shall not be evaluated or considered.

The tender containing separate sealed envelopes for **Technical Bid (Part –I)** and **Financial Bid (Part – II)** should be submitted in a **third sealed envelope** marked on top "**Tender for Providing Housekeeping Services on Contractual Basis at OSTC, Faridabad**" with the name, address and telephone number of the Bidders at the bottom of the cover on the left. The complete sealed tender addressed to The Chief Manager, Oriental Staff Training College, Sector-11, Faridabad should be dropped in the locked tender box available at the reception on ground floor at OSTC, Faridabad till 3:00 PM up to 27.12.2018. OSTC shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time due to postal or any other delays.

Tenders are not transferable under any circumstances. OSTC reserves the rights to accept, reject any or all Tenders without assigning any reasons thereof.

All information with regard to any modification / amendment / extension of dates etc. in respect of this tender, till the entire process is completed, will be uploaded on Company's website www.orientalinsurance.org.in.

Important information for tenderers:

i)	Issue of tender document	:	04.12.2018 to 26.12.2018
ii)	Tender document Fee (Non-refundable)	:	Rs.1180 /- (Rs. One Thousand One Hundred & eighty only) including GST
iii)	Date of Pre-bid conference	:	19.12.2018 at 11.00 AM
iv)	Last date & time for submission of tender	:	27.12.2018 up to 3.00 PM
v)	Date & time of opening of Technical Bids	:	27.12.2018 up to 3.30 PM
vi)	Date & time of opening of Financial Bids	:	Will be intimated to the Technically qualifying bidders at a later date
vii)	Earnest Money Deposit (EMD)	:	Through Demand Draft Rs.50,000/-(Rs.Fifty thousand only)

OSTC, reserves the right to reject any or all of the tenders in part or full without assigning any reason(s).

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Section – 2

Eligibility Criteria

1. The Tenderer should be based at Delhi / NCR and operating their business in Delhi / NCR.
2. The Tenderer should possess valid Provident Fund Registration Number under EPF Act 1952 with PF Deptt in Delhi / NCR.
3. The Tenderer should possess valid ESI Registration Number under ESI Act 1948 with ESI Authorities in Delhi / NCR.
4. The Tenderer should have experience of at least three out of previous four financial years (2014-15, 2015-16, 2016-17 & 2017-18) of rendering similar services of providing Housekeeping Services to Residential facility such as residential training college / Institute of any Public Sector Insurance Company or Public Sector Bank or Central or State Government Undertaking / Autonomous Institute / University / College Hostel / Corporate establishment / organization etc. of repute.
5. The Tenderer should have minimum average annual turnover for the last Three out of previous four financial years (2014-15, 2015-16, 2016-17 & 2017-18) of Rs.18 lacs.
6. The tenders (directly or indirectly) from any Service Provider whose services have not been found satisfactory by OSTC authorities earlier shall not be entertained.
7. The tenders from Bidders whose Technical Bid(s) were earlier rejected by OSTC on account of fake supporting documents etc. shall not be entertained
8. 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.

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Section -3

Instructions to Tenderers

(The Tenderer/bidder must go through the complete Tender Document – Technical Bid and Financial bid including Terms and Conditions and Annexures there to and understand his / their responsibilities and obligations there under)

1. The Tenderer must be based in Delhi / NCR and operating their business in Delhi / NCR and must qualify the eligibility criteria as per Section 2 of the tender. The tenders not fulfilling this condition shall be summarily rejected.
2. Before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself / themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the OSTC under any circumstances subsequently.
3. Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected.
4. All the information as required in the tender document should be filled up in the relevant part and no column should be left unfilled. An incomplete tender document or tender document submitted without tender fee (if applicable) and earnest money deposit (EMD) will be summarily rejected.
5. The tender must be submitted in two bids - Technical Bid (Part-I) & Financial Bid (Part-II).
6. **The Technical Bid (Part – I)** envelope must have all the essential documents including necessary Demand Draft(s) on any Scheduled bank in favor of “The Oriental Insurance Company Ltd”, payable at Faridabad, failing which the tender will be deemed as non-responsive and disqualified for bidding process. The list of documents to be attached with Technical Bid is mentioned in Annexure-I **(Checklist for documents)**. The Tenderer must attach all the documents as per Annexure I, failing which his tender will be rejected.

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7. **Financial Bid envelope (Part – II)**- should be sealed with wax / tape and consist of only the Financial Bid (Part-II) of tender document showing the fixed %age monthly Administrative / Service charges for the Housekeeping Services to be rendered for OSTC as per details in Annexure VII titled “Scope of Service” and duties & obligations under the tender document..
8. The tender containing separate sealed envelopes for **Technical Bid (Part –I) & Financial Bid (Part – II)** should be submitted in a **third sealed envelope** marked on top "**Tender for Providing Housekeeping Services on Contractual Basis at OSTC, Faridabad** " with the name, address and telephone number of the Tenderer at the bottom of the cover on the left. The complete sealed tender addressed to The Chief Manager, Oriental Staff Training College Sector-11 Faridabad should be dropped in the locked tender box available at the reception on ground floor at OSTC, Faridabad till 3.00PM **up to 27.12.2018 OSTC shall not be responsible if the Tenders are delivered elsewhere or are not delivered in time.**
9. All overwriting / corrections should be duly signed by the tenderer.
10. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will result in the rejection of bid.
11. Bids must be dropped in the locked tender box in OSTC, Faridabad at the address specified above but not later than the date and time stipulated in the Notice Inviting Tender. The OSTC may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the OSTC and the Bidder will be the same.
12. Any bid received by OSTC after the deadline for submission of bids, as stipulated above, shall not be considered.
13. Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director / Manager / Secretary etc., as the case may be.
14. Initially, the contract will be awarded for one year, which may be extended on the basis of satisfactory services to the satisfaction of OSTC for second and

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third year on the original rates, terms and conditions as applicable in the first year.

15. OSTC may at its discretion, amend / modify the tender and / or extend the deadline for submission of tenders at any time prior to the last date for submission of Tenders. OSTC may for any reason, whether at its own initiative or as a consequence of Pre-Bid conference in response to a clarification requested by a prospective Tenderer, may modify the Tender documents by amendment and information thereof will be uploaded on Company's website www.orientalinsurance.org.in and shall be binding on all concerned. **All information with regard to the development / status in respect of this tender, till the entire process is completed will be uploaded on company's website only.**
16. **The amendments in the tender document, extension of time etc., if any, shall be uploaded only on website of the Company and those amendments will be binding upon all concerned.**
17. OSTC reserves the right to accept or reject any or all the tenders without giving any notice or assigning any reason and shall not be bound to accept the lowest tender. The decision of OSTC in this regard shall be final and binding on all.
18. The Service Provider shall not employ any person below the age of 18 years. The Service Provider shall indemnify the OSTC & its representative(s) from and against all claims and penalties which may be suffered by the OSTC by reason of any default on the part of the Service Provider to observe and / or in the performance of the provisions of Child Labor (Prohibition & Regulation) Act, 1986 OR any re-enactment or modification of the same.
19. The Technical Bids (Part – I) shall be opened **on 27.12.2018 at 3:30 PM** in the office of Oriental Staff Training College, Faridabad in the presence of Tenderers or their authorized representative(s) who wish to be present. The Financial Bids (Part – II) of only those Bidder, whose technical bid is found responsive will be opened at a later date and time to be informed by the OSTC. The tender opening committee (TOC) of OSTC shall open the properly sealed tenders only. Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be summarily rejected.

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20. In case the last date of receipt / opening of tender, date of Pre-bid conference is declared a holiday the same shall be extended to the next following working day. The time and venue will remain the same.
21. All the **Financial Bids (Part – II)** of bidders whose **Technical Bids (Part – I)** have been opened, will be sealed in one envelope acknowledged by Tender Opening Committee and will be kept in the safe custody of The Chief Manager, OSTC till the date of opening of the same.
22. The Tendering process shall be valid for a period of at least six months (180 days) from the date of opening of the tender. If the bidder withdraws / amends / impairs / derogates the tender in any respect during this period of validity of the offer, the EMD is liable to be forfeited. Incomplete, conditional tenders and fax / e-mail / telegraphic tenders are liable to be rejected. The bidders whose technical bids have been found apparently responsive as per documents and information furnished vis. a vis. criteria laid down in the Tender Document will be short listed.
23. In order to satisfy itself about the nature and quality of services rendered by the bidder, OSTC may depute its Officer(s) or authorized representative to visit the institute / establishments mentioned by the bidder. Besides, OSTC may also arrange for verification of any document / testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to OSTC so that necessary verification is completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non- responsive and their financial bids will not be processed further and **EMD may be forfeited**.
24. The Technical Bids of those bidders, where OSTC after its scrutiny / inspection / investigation / verification is satisfied with regard to compliance of technical criteria as laid down in the Tender Document, will be declared as found responsive .
25. The Financial Bids (Part-II) of only those bidders whose Technical Bids (Part-I) are found responsive by OSTC will be opened, further processed and evaluated.

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26. OSTC will award the contract to the successful evaluated bidder whose bid has been found to be responsive and lowest as per terms and conditions incorporated in this tender document.
27. OSTC will communicate the successful bidder by letter sent through **Courier / Registered Post/e-mail** that his bid has been accepted. This letter of award of work shall prescribe the monthly charges which OSTC will pay to the Service Provider in consideration of the services by the Service Provider as mentioned in the tender document.
28. The Service Provider will be required to keep a Security Deposit of Rs.2,50,000/- (Rupees Two lacs Fifty thousand only). The successful bidder will be required to deposit Rs.2,00,000/- (Rupees Two lac only) within 15 days of award of work and Earnest Money of Rs.50,000/- deposited with the Technical Bid will be merged with this amount. **This total security amount of Rs.2,50,000/- (Rupees Two lac fifty thousand only) will remain with OSTC throughout the period of contract.** This security amount will be refunded to the Service Provider within 60 days of completion of the contract subject to :
- a) Satisfactory Performance of the Contract.
 - b) Deduction of any dues payable to OSTC on whatsoever account.
 - c) Any deduction due on account of Service Providers obligation under the contract and subject to such deductions as may be necessary for making of OSTC's claim against the Service Provider.
 - d) Deduction of any liability / damages incurred by OSTC on behalf of the Service Provider in the discharge of his / their obligations under this Tender.
 - e) This Security deposit will not bear any interest of whatsoever kind.
29. The Service Provider will be required to submit a **“No Dues” indemnity bond on non judicial stamp paper of requisite value duly notarized (as per Annexure V)** after completion/termination of contract to claim refund of Security deposit amount.
30. The selected Service Provider shall be required to start the services in accordance with the time schedule specified in the work order issued by OSTC after acceptance of Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as

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indicated in the work order, OSTC reserves the right to cancel the work order and forfeit the EMD and / or Security Deposit.

31. OSTC will debar 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. A nonblacklisting / prosecution declaration in the form of Affidavit as per **Annexure VI** is required to be submitted.

32. The Service Provider shall facilitate to introduce and enforce necessary procedure and systems with the approval of OSTC to ensure efficient services.

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Section- 4

Terms & Conditions

1. The Service Provider shall provide services related to Housekeeping Services as listed out in Annexure -VII titled 'Scope of Service' & elsewhere in the Tender Document.
2. The Service provider shall ensure deployment of workers / supervisor / receptionists as per Annexure VIII and shall ensure compliance of all the Terms & Conditions of the Tender Document in this regard.
3. The Service provider will arrange proper uniform & shoes for the workers / supervisor / receptionists as per Annexure-IX of the Tender Document.
4. In consideration of the services to be provided by the Service Provider and due performance of the Contract, OSTC shall pay service charges to the Service Provider amounts as per Annexure–X 'Service Charges' subject to compliance of Annexure XI– 'Billing Process and Documents' of the Tender Document.
5. The fixed %age monthly charges quoted in the Financial Bid shall be binding on the Service provider throughout the contract period.

6. **PENALTIES :**

If the standard of services, as mentioned in Annexure VII & VIII or elsewhere in the tender document, are not maintained to the satisfaction of OSTC authorities, appropriate penalty will be imposed and amount thereof will be deducted from the monthly bill and / or Security deposit.

The Service Provider / shall be responsible for any loss caused to the OSTC due to negligence of the workers / supervisor / receptionists deployed by them in performing their duties.

7. The Service Provider will be required to keep a Security Deposit of Rs.2,50,000/- (Rupees Two lac fifty thousand only). The successful bidder will be required to deposit Rs.2,00,000/- (Rupees Two lac only) within 15 days of award of work and Earnest Money of Rs.50,000/- deposited will be merged with this amount. **This total security amount of Rs.2,50,000/- (Rupees Two lac fifty thousand only) will remain with OSTC throughout the period of contract.**
8. The earnest money will be forfeited if (i) the bidder withdraws his Tender during the period of Tender validity (ii) the successful bidder fails to deposit additional amount of Rs.2,00 000/- (Rupees Two lac only) towards security deposit within Fifteen days of award of work. The return / refund of EMD to the unsuccessful / non-responsive bidder(s) will be made within 30 days after the successful award of work to the selected bidder whose bid is found to be responsive and lowest. No interest shall be payable on it under any circumstances.

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9. In the event of the Service Provider not fulfilling the conditions of the contract, OSTC reserves its right to forfeit the **security deposit of Rs.2,50,000/- (Rupees Two lacs fifty thousand only)** placed with OSTC hereinabove mentioned. The decision of the OSTC shall be final and binding on the service provider, in respect of such confiscation of the security deposit of **Rs.2,50,000/- (Two Lacs fifty thousand only)** and / or deduction of any amounts due to OSTC.
10. Immediately after the award of work, the Service Provider will apply for obtaining a certificate / license from the office of **The Assistant Labor Commissioner (Central) Faridabad** to employ workers at OSTC for providing Housekeeping Services and submit the relevant certificate **within one month** from the date of award of the work. Extension of time period and waiver of this certificate, if required, will be at the sole discretion of OSTC depending upon the Statutory requirements as per the law applicable.
11. The regularity of the performance of the service will be of the essence and shall form a central factor, while evaluating the performance from time to time. The Service Provider shall take all possible steps to ensure and to maintain its performance as determined by OSTC from time to time. If OSTC notices that personnel of the Service Provider(s) has / have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider who will take corrective steps immediately to avoid recurrence of such incidents and report to OSTC about such steps taken.
12. If any of the worker of the Service Provider indulges in theft, negligence or any illegal / irregular activities, the Service Provider shall take appropriate action against its erring worker and intimate accordingly to OSTC or OSTC itself can take action in accordance with the law.
13. The Service Provider being the employer in relation to workers employed by it to provide the services under the terms and conditions shall alone be responsible and liable to pay wages / salaries to such persons. The wages / salaries shall be as fixed or prescribed under the Minimum Wages Act 1948 for the category of workers employed by it from time to time by the Chief Labor Commissioner (Central), Government of India, Ministry of Labor & Employment, or by Haryana Government as applicable and / or any authority constituted by or under any law. He will ensure compliance of all the relevant Labor laws.
14. The Service Provider shall issue identity cards on its own name and trading style to its employees deployed for rendering the said services, which at OSTC's option would be subject to verification at any time. The OSTC may refuse the entry into its premises to any worker of the Service Provider for not bearing such identity card or not being perfectly uniformed as prescribed by OSTC.
15. The Service Provider will pay the wages as per the Minimum Wages Act and disburse the wages in the premises of OSTC in the presence of authorized officer of OSTC on or before the 7th of every month. It would be preferable if the salary and benefits payable to Workers / Supervisors / Receptionists is arranged through ECS of the bank at Faridabad where OSTC has its account. If not paid

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by cheque then it has to be disbursed in the presence of OSTC officials. If made by cheque the photocopy of the cheque issued to the worker is to be submitted to OSTC every month. The Service Provider will be required to submit the deposit challans showing the individual figure of PF and ESI money of workers deposited with appropriate authorities for the previous month along with the monthly bill.

16. The Service Provider shall for all purposes and interpretations be the employer of Workers / Supervisors / Receptionists deployed at OSTC and shall be responsible for all consequences out of such employment. In case OSTC incurs any liability or damages, the Service Provider shall at all times indemnify and keep indemnified OSTC against any such claims or damages on account of injury / disability / death of any of its workers caused while providing the services to OSTC which may be made under the Employees Compensation Act 1923 or any other Acts or any other Statutory modifications hereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the workers of the Service Provider or in respect of any claim, damage or compensation under Labor laws or other laws or rules made there under by any person whether in the employment of the Service Provider/ or not who provided or provides the service at premises of OSTC.
17. The Service Provider shall at all times indemnify and keep indemnified the OSTC against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at OSTC's premises or before and after that.
18. In case the Service Provider discontinues the contract before the expiry of the period of contract, his security shall be forfeited.
19. OSTC reserves the right to cancel or terminate this agreement by giving thirty days notice in writing without giving or assigning any reason(s) for doing so, and **in the event of the Service Provider wishing to terminate this agreement, they shall have to give at least six months notice to OSTC in writing** and in either event, the shall hand over the peaceful and vacant possession of the space (accommodation) as provided in the tender. They shall also hand over forthwith all the articles provided to them and no broken item(s) / articles(s) shall be taken back which must be replaced by the Service Provider or shall pay the cost thereof.
 - (i) On completion of the contract, the Service Provider will submit an indemnity bond on Non Judicial stamp paper of requisite amount duly notarized regarding "No Dues" confirmation (as per the specimen to be provided by OSTC).
 - (ii) In the event of the earlier termination by either parties to the contract or expiry of the contract, the Service Provider shall be obliged to continue providing the services at the same rates and on the same terms and conditions as provided in

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the contract, till such time as OSTC is able to make any alternative arrangement or OSTC has agreed in writing to allow the to discontinue earlier.

20. The OSTC or its representative(s) shall be at liberty to check at any time, the deployment of workers by the Service Provider.
21. In case of any pilferage, theft of or breakage etc to the property/assets of OSTC, the Service Provider will be responsible for such losses. The OSTC will be at liberty to deduct the amount of such loss from the monthly bill / security deposit of the Service Provider after holding an inquiry. The decision of OSTC to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender / contract, the contract shall be liable to be cancelled and security will be forfeited.
22. The Service Provider shall not sublet the contract to any other concern / individual. The Service Provider shall itself perform the services and all obligations and duties as per tender / contract. Except with the prior written consent of the other party, neither the benefit nor the burden of the tender / contract shall be assignable by either of the parties except that OSTC may assign or transfer its rights and obligations under this agreement to any entity which acquires all or substantially all of the OSTC's operating assets or into which OSTC is merged or is reorganized pursuant to any merger or reorganization.
23. Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to / sought from the Principal, whose decision in the matters shall be final and binding on the Service Provider. Any other matter relevant to but not covered in the contract shall also be decided by making reference to the Principal, OSTC whose decision will be final and binding on the Service Provider. If the Dispute is not resolved through the reference made to the Principal, OSTC, a reference of the same shall be made to a Sole Arbitrator to be appointed by the Principal, OSTC Faridabad for adjudication of the same in accordance with the provisions of Arbitration & Conciliation Act-1996 and any statutory modifications there under from time to time. There shall be no objection if the Sole Arbitrator to be appointed is a Competent Officer of OSTC in the discretion of the Principal OSTC, Faridabad. The Service Provider and OSTC shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues / disagreements / disputes in connection with the contract, the same shall be settled through Arbitration or through the Court of Law within the jurisdiction of Faridabad. The resultant contract will be interpreted under Indian Laws.
24. The Service Provider shall comply with the instructions provided by OSTC from time to time relating to the performance of the services, duties and obligations under this agreement. The services rendered by the Service Provider shall be subject to regular review by OSTC and its decision as to the quality thereof shall be final and absolute.

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25. The Service Provider shall abide by the applicable OSTC rules, guidelines, policies and procedures at all times during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.

26. The Service Provider shall raise the invoice / bill and OSTC agrees to pay such invoices / bills within 15 working days of receipt and acceptance of the invoice / bill, as per terms and conditions of the tender / contract. All payments to the Service Provider shall be made by ECS / NEFT / RTGS subject to deductions and withholding of all applicable taxes and charges from time to time in force.

27. The Service Provider represents and undertakes that:

(i) It has full power and authority to enter into the agreement with OSTC and perform the services and it has the necessary expertise to duly perform the services under this agreement.

(ii) It shall render the services and perform its obligations and duties as per tender accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this agreement, or as are issued from time to time by OSTC for the performance of the services to the satisfaction of OSTC.

(iii) It shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold OSTC harmless for any liability in this connection.

(iv) It shall be responsible for ensuring that all workers engaged by the Service Provider to provide services to OSTC shall hold at all times the necessary expertise and shall abide by OSTC's instructions, specifications, procedures, standards, guidelines, and time frames at all times during the performance of the services.

28. OSTC shall have the right to deduct from the money due to the Service Provider, any sum required or estimated to be required, for making good the loss suffered by any worker, by reason of non- fulfillment of the conditions of the contract for the benefit of the workers, 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.

29. Nothing in this tender shall be deemed to create any partnership, joint venture, agency between OSTC and the Service Provider or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Service Provider/ is an independent and not an employee, agent, associate or authorized representative of OSTC and the Service Provider undertakes that it shall not undertake any obligation or liability in the name of or on behalf of OSTC whatsoever.

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30. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed / engaged by the Service Provider/ for rendering the services, are employees of OSTC or engaged by OSTC. The Service Provider/ shall be deploying workers who shall be in sole employment of the Service Provider and Service Provider shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall OSTC be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination] .In case any liability falls on OSTC for any reason, the Service Provider/ shall keep OSTC indemnified against the same. In order to give effect to this, **the Service Provider shall incorporate suitable clause in the appointment letters to be issued to its workers mentioning that the workers are employees of the Service Provider, a copy of which should be given to OSTC for perusal and record.**
31. The Service Provider & the workers deployed by him at the OSTC Premises shall maintain confidentiality of any information in their possession during their working at OSTC & thereafter.
32. The Service Provider shall allow OSTC, its management, auditors, regulators and / or agents, the opportunity of inspecting, examining, auditing and / or taking copies of the OSTC records with the Service Provider.
33. The Service Provider shall wholly and solely be liable for all disputes and liabilities in respect of the workers deployed by him / them to OSTC under this tender.
34. If at any stage, it is revealed that the documents / certificates / testimonials submitted by the Service Provider are forged or have been manipulated, the work order issued to the Service Provider shall be canceled and Security amount deposited with OSTC shall be forfeited without any claim whatsoever on OSTC and the Service Provider shall be liable for action as appropriate under the relevant laws.
35. Without prejudice to any of the rights or remedies under this contract, if the Service Provider dies, OSTC shall have the option of terminating the contract without compensation to the legal or other heirs of the Service Provider.
36. OSTC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the Service Provider, of the staff members or of any sub-ordinate agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
37. The Service Provider shall maintain proper records about the attendance of their staff in the prescribed format as given in the Contract Labor (Regulation and Abolition) Act, 1970 along with Contract Labor (Regulation and Abolition) Rules, 1971 and would ensure that full staff strength is maintained. If due to any

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exigency, any worker is absent the Service Provider should take immediate steps to provide its substitute subject to the compliance of relevant Rules & regulations / laws / Statute.

38. The Service Provider must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Rules & Regulations / Law / Statute in force. The Service Provider will not link the payment of wages to the workers with settlement of his bills by the OSTC. The Service Provider has to first pay the wages to the Workers and then put up his bill for payment. Payment of bills will be made on monthly basis through ECS / RTGS / NEFT only, provided that the Housekeeping Services provided were / are satisfactory during the month and subject to deduction of Penalty imposed if any as per terms and conditions of tender/contract. The monthly bill payment will be made subject to following billing process and submission of documents as mentioned in Annexure XI – 'Billing Process & Documents', provided the Service Provider submits the attested photocopies of the following documents:

- (i) **Muster Roll / Attendance sheet of the workers signed by the Service provider/ for the month on the format prescribed in the Contract Labor (Regulation and Abolition Act, 1970) along with Contract Labor (Regulation and Abolition) Rules, 1971.**
- (ii) **Overtime and penalty register in respect of Workers / Supervisors / Receptionists.**
- (iii) **Salary sheet for the month showing receipt of the wages on the format prescribed in the Contract Labor (Regulation and Abolition Act, 1970) along with Contract Labor (Regulation and Abolition) Rules, 1971.**
- (iv) **Deposit Challan showing the individual figure of deposit of contribution of provident fund of employees' and employers' share, with the appropriate authority.**
- (v) **Deposit Challan showing the individual figure of deposit of contribution of ESI of employees' and employers' share, with the appropriate authority.**
- (vi) **Statement of Bonus paid to the employees (including receipts of Bonus paid to individual employee in the presence of OSTC Officials).**
- (vii) **Deposit of contribution of provident fund and contribution of ESI of employees and employer should be with a challan separately for OSTC. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the.**
- (viii) **If payment to worker is made by ECS / cheque, then a copy of Bank account statement of previous month showing debit of wages/ benefits in favour of workmen should be submitted every month with the bill by the Service Provider.**

39. The Service Provider will deduct ESI contribution and Provident fund contribution of the employees from the minimum wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate

Signature and Seal of bidder

authorities along with Employer's contribution of ESI and PF as per the rate applicable from time to time.

40. The Service Provider will be liable to get the Provident fund refunded from the Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.
41. The Service Provider shall ensure that the Workers / Supervisors / Receptionists are deployed at OSTC as per Annexure VII and they observe the timings as prescribed therein or as amended by OSTC at any time as per requirement. In case the Service provider fails to render the services as laid down in the Tender Document, OSTC may impose penalty as deemed fit.
42. The Service Provider himself or their authorized representative must visit the premises at least once in a week and / or whenever required and contact the person authorized by the OSTC to look into services rendered. Any deficiencies in the services should be rectified immediately when pointed out by such authorized person.
43. The Service Provider shall facilitate to introduce and enforce necessary procedures & systems with the approval of OSTC.
44. OSTC has the discretion and may ask the Service Provider to deploy workers of other category such as Librarian, Yoga teacher, carpenter, Painter, mason, mistri, Driver etc. The eligibility criteria for such workers such as qualification, experience etc. will be decided by OSTC. These categories of workers will be included and will be paid as per category of workers (Minimum Wages Act) and % service charge quoted in the Financial Bid. Terms, conditions and amounts payable in respect of such additional workers, as and when deployed, shall be governed by the provisions of this tender.

ANNEXURE- I

**CHECK-LIST FOR DOCUMENTS TO BE PLACED IN
TECHNICAL BID PART-I ENVELOPE**

Please tick (/)

Sr. No.	Documents to be attached	Yes	No
1	Proof of the bidder being based in Delhi / NCR and their operation in these areas		
2	EMD of Rs.50,000/-(Rs. Fifty thousand only) in the form of DD issued by any scheduled bank in favor of The Oriental Insurance Co.Ltd., payable at Faridabad		
3	Separate demand draft for Rs. 1180/- towards fees including GST for Tender documents issued by any scheduled bank in favor of The Oriental Insurance Co.Ltd. payable at Faridabad if the tender document is downloaded from Company's website.		
4	Bidder's self-attested copy of the PAN /TAN card issued by the Income Tax Department		
5	Self attested copy of GST Number (if applicable)		
6	Self attested copy of valid Employee Provident Fund Registration number from concerned authorities of Delhi / NCR.		
7	Self attested copy of valid ESI Registration Number from concerned authorities of Delhi / NCR.		
8	Experience Certificates of last three out of previous four financial years (2014-15, 2015-16, 2016-17 & 2017-18) of providing Housekeeping Services to any Residential facility such as residential training college / Institute of any Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / University / College Hostel / Corporate establishment / organization etc. of repute. (Attach appropriate certificate(s))		
	Experience Certificates of 2014-15		
	Experience Certificates of 2015-16		
	Experience Certificates of 2016-17		
	Experience Certificates of 2017-18		

Signature and Seal of bidder

<p>9</p>	<p>Certificate of average annual turnover for the last three out of previous four financial years (2014-15, 2015-16, 2016-17 & 2017-18) of Rs.18 lacs (Attach proof of turnover duly certified by a C.A.).</p>		
	<p>Certificate of annual turnover of 2014-15</p>		
	<p>Certificate of annual turnover of 2015-16</p>		
	<p>Certificate of annual turnover of 2016-17</p>		
	<p>Certificate of annual turnover of 2017-18</p>		
<p>10</p>	<p>A certificate regarding non relationship of Service Provider with the employees of OSTC / Oriental Insurance Co.Ltd. as per Annexure- IV</p>		
<p>11</p>	<p>Self Attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate where the tender is submitted on behalf of Partnership / Company / Society etc.</p>		
<p>12</p>	<p>Compliance Report as per given draft at Annexure- II</p>		
<p>13</p>	<p>Declaration in the form of affidavit that individual / firm/organization including its Partners / Share holders / Directors were never blacklisted/prosecuted by any department / statutory authority in India or by any Court. Annexure- VI</p>		
<p>14</p>	<p>Tendering Agency's profile as per Annexure- III</p>		
<p>15</p>	<p>List of present and past clients as per Annexure- XII</p>		

ANNEXURE- II

COMPLIANCE REPORT

To

The Chief Manager
Oriental Staff Training College,
Sector-11, Mathura Road,
Faridabad-121006.

Sub: Tender for “Providing House Keeping Service at OSTC, Faridabad”.

Dear Sir,

I / We certify that I / We have read the terms and conditions of the tender. I / We undertake that it is my / our responsibility to ensure that being the employer in relation to persons engaged / deployed by me / us to provide the services / activities under this tender as well as to make the payment of monthly wages / salaries, which in any case shall not be less than the minimum wages prescribed under the Minimum Wages , Act, 1948 as notified/revised by Chief Labor Commissioner (C), Ministry of Labor & Employment, Government of India or as fixed by Labor Department, Haryana Government, whichever is applicable and Payment of compensation for Overtime / weekly off / National holiday / Any other holiday as applicable and amended from time to time.

I / We will also comply with the requirements of various statutes, relevant to this contract, such as Contract Labor (Regulation and Abolition) Act, 1970, Contract Labor /(R&A) Rules, 1971, EPF Act,1952, , ESI Act (1948) The Industrial Dispute Act 1947 The Equal Remuneration Act 1976 Employees Compensation Act 1923 (Workmen’s Compensation Act 1923) , The Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Child Labor (Prohibition & Regulation) Act, 1986 as applicable and as amended from time to time and or any other Rules framed there under from time to time by the Central or State Government and or any authority constituted by or under any law, for the category of persons deployed be me / us.

I / We will also obtain License under Contract labor (R&A) Act, 1970 to provide Housekeeping Services at OSTC, if applicable.

Certified that I / We have read the tender document containing Section-I (Notice inviting Tender), Section -2 (Eligibility Criteria), Section-3 (Instructions to bidder) Section 4 (terms and conditions) and all Annexures attached to and forming a part of tender document. I / We have understood the contents of complete tender document (Technical Bid as well as Financial Bid).

Signature and Seal of bidder

I/We undertake to abide by the terms and conditions as laid down in the tender document and the Annexures as stated above in case the work order is allotted to me/us.

Place:

Signature of bidder_-----

Date:

Name of the bidders:-----

Address:-----

Affix duly Attested
P.P.Size recent
photograph of the
authorized
representative of the
prospective bidder.

ANNEXURE- III

TENDERING AGENCY'S PROFILE

1.	Name & Registered Address of firm / Agency and Telephone numbers.	
2	Whether based in Delhi / NCR and Registered with ESI / PF and other statutory authorities in Delhi / NCR.	
3.	Registration No. of the Firm / Agency	
4	Name, Designation, Address & Tel. No. of contact person	
5	Fax Number, E- Mail Mobile Number	
6	Please specify as to whether bidder is sole proprietor / Partnership firm / company or any other establishment.	
7	Name(s), Address(s) and Telephone No. of Heads/ partners etc.	

Signature and Seal of bidder

8	PAN / TAN No. issued by Income Tax Dept.	
9	GST No.	
10	Provident Fund Account No.	
11	ESI Registration Number	
12	Details of EMD: (a) Amount: (b)DD No. (c) Date of issue: (d) Name of issuing Bank	
13	Name of the person if any to whom Authorization / Power of Attorney granted.	
14	Any other information	

ANNEXURE- IV

Participation of near relatives of employees in the tender

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

Place _____

Signatures of Tenderers

Date : _____

Name _____

Seal

Witness :

ANNEXURE V

NO DUES CERTIFICATE

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

**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 Faridabad by/ on behalf of (Name and address of the House Keeping Service Provider) (herein referred to as the Service Provider) favouring Oriental Staff Training College

(Herein referred to as the Principal) having their office at Bata Mor, Mathura Road, Sector-11, Faridabad witness as follows:

9. The Service Provider had been working for the Principal, OSTC at Faridabad for Providing Housekeeping Services.
10. The Service Provider had made a security deposit of Rs. _____ only) for providing Housekeeping Services.
11. The Contract for providing Housekeeping Services on contractual basis has been completed by me on _____ or the contract has been terminated/ Cancelled by the Principal/Service Provider w.e.f. _____.
12. We has paid all dues of the workers engaged in aforesaid Housekeeping Services.
13. We after having satisfied the Principal that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the Principal and on the request of the Service Provider the Principal has agreed to refund the aforesaid security deposit of Rs. _____
14. Now in the above premise and in consideration thereof Service Provider agrees and undertakes as follows:
 - In the event of any dues to the Supervisor and workers 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 Service provider/ contractor shall, on
Signature and Seal of bidder

being required by the Principal, pay and make good all those dues or damages forthwith.

- In the event of delay of failure to pay or make good any amount in the above connection which the Principal has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above, the Service Provider (Name of the Service Provider) hereby undertakes to indemnify the Principal against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature.
- We hereby confirm that we have complied with our all statutory duties and obligations as mentioned in the Tender, Agreement as well as various statutes as applicable to the Contract labour.
- We also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.

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

Witness:

1. Signature:

Name :

Address:

Signature of the Service Provider/Contractor

Seal

(Indemnifier)

2. Signature:

Name :

Address :

Signature and Seal of bidder

ANNEXURE –VI

**AFFIDAVIT ON STAMP PAPER REGARDING
NON BLACKLISTING / PROSECUTION
(To be notarized)**

Date:_____

I hereby depose that neither me nor our Organization _____including our Partners / Shareholders / Directors were ever blacklisted / prosecuted by any Organization / departments / statutory body(ies) in any State or by any Courts of Law.

**(Bidder)
Deponent**

Witness:

Verification:

Verified at _____ on _____ and the contents mentioned/stated above in this affidavit is true to the best of my knowledge based on firm records and no information is hidden there from.

(Bidder)

Signature and Seal of bidder

ANNEXURE –VII

“SCOPE OF SERVICE”

HOUSEKEEPING:

1. The Contractor shall be responsible for maintaining the entire premises clean at all time.
2. The works shall be carried out in accordance with the conditions, specifications and relevant Indian Standards and as per instructions of the OSTC.
3. The Contractor shall 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 any wastage, the OSTC reserves the right/option to levy charges/penalty on the Contractor.
4. Cleanliness is the essence of this contract.
5. All the cleaning material e.g. brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Colin, Harpic,. Polish etc. for cleaning, sweeping, Scrubbing, washing etc. will be supplied by OSTC. All the items to be provided in the rooms such as Soap, Mosquito repellent tablet, etc. will also be supplied by OSTC.
6. It will be the responsibility of the Contractor to ensure switching on and off lights, fans, AC,TV, and computers etc. and also opening and closing of the rooms as may be prescribed and as required for its functioning.
7. The Contractor will be provided duplicate keys of all rooms, buildings etc. as required for its functioning.
8. It shall be the responsibility of the Contractor to store the materials purchased by OSTC for housekeeping properly in the space provided by the OSTC. The security of such material will be the sole responsibility of the Contractors.
9. The Contractor hereby agrees and undertakes to return all materials supplied by the OSTC to it on termination/completion of the contract for any reason whatsoever.
10. On termination of the contract, the Contractor shall discontinue use of and hand over peaceful possession of the OSTC premises together with fixtures and articles therein in good condition.
11. All the tools and plumbing equipments etc. required to carry out the sanitary maintenance works shall be supplied by Contractor.

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12. Contractor shall provide the services as specified below:

HOUSEKEEPING OF THE HOSTEL BLOCK:				
S.N	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY	TIMING
1.	THIRTYNINE HOSTEL ROOMS ON THE GROUND FLOOR, FIRST FLOOR, SECOND FLOOR AND PRINCIPAL'S COTTAGE	REMOVAL OF COBWEBS, DUSTING AND WIPING THE WINDOWS AND THEIR GLASS PANE, DOORS AND POLISHING THEIR HANDLES, SWEEPING AND WIPING THE FLOOR, SPRAYING DISINFECTANT AND ROOM FRESHNER	DAILY	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
2.	- DO -	WASHING AND SCRUBBING THE FLOOR OF THE ROOMS WITH SOAP WATER AND DRYING IT.	WEEKLY, ON SUNDAYS	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
3.	ALL BATHROOMS ATTACHED TO THE HOSTEL ROOMS AT GROUND FLOOR, FIRST FLOOR, SECOND FLOOR AND PRINCIPAL'S COTTAGE.	DUSTING SWEEPING, CLEANING, POLISHING, WIPING AND REMOVAL OF COBWEBS, DUSTING AND WIPING THE WINDOWS, GLASS PANE, LOOKING GLASS AND DOORS, POLISHING DOOR HANDLES, ALL SANITARY FITTINGS, WASHING, CLEANING AND WIPING THE WALL TILES AND FLOOR, SPRAYING DISINFECTANT AND ROOM FRESHNER.	DAILY	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
4.	ALL FURNITURE, FIXTURES, FITTINGS INCLUDING ELECTRICAL FITTINGS OF HOSTEL BLOCK, OFFICES, LECTURE HALLS, DORMITORY AND PRINCIPAL'S COTTAGE ETC.	DUSTING, CLEANING AND WIPING THE FANS, GEYSERS, ROOM HEATERS, AIRCONDITIONERS, COMPUTERS, FURNITURE/FIXTURES/FITTINGS AND POLISHING OF FITTINGS.	DAILY	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
5.	PASSAGE, LOBBY AND COMMON AREAS	SWEEPING, CLEANING & WIPING	EVERY ONE HOUR	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)

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Technical Bid_ Tender for Housekeeping Services _ 2018

6.	GENERAL BATHROOMS	SWEEPING,DUSTING,WIPING,WASHING, POLISHING OF THE WASH ROOM DOORS, WINDOWS AND WINDOW PANES, TAPS AND SOAP CONTAINER & MIRROR, WASHING AND SCRUBBING THE FLOOR, WALL TILES, SANITARY FITTINGS WITH SOAP/HARPIC/COLIN/ACID ETC. AND PROVIDING URINAL PHENYL CUBES.	AT REGULAR INTERVAL	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
7.	ALL TRAINING HALLS, OFFICE ROOMS AND CABINS OF OFFICERS, LIBRARY, BALCONIES, , DG SET ROOMS,, SECURITY ROOMS, DOCTORS' ROOM, PUMP HOUSE, AND OTHER AUXILLIARY BUILDING IN THE COLLEGE CAMPUS.	SWEEPING, CLEANING, WIPING, WASHING, DUSTING, POLISHING AND ALL RELATED WORK	TWICE DAILY	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
8.	HOSTEL ROOMS	BED MAKING, SETTING BED SHEETS, BLANKETS, PILLOWS ETC.	DAILY	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
9.	HOSTEL ROOMS	CHANGING OF LINEN	TWICE A WEEK	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
10.	HOSTEL ROOMS	CHANGING OF TOWELS	ALTERNATE DAYS	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
11.	HOSTEL ROOMS	PROVIDING BATHING SOAP	ONCE A WEEK OR AS PER NEED.	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
12.	HOSTEL ROOMS	PROVIDING MOSQUITO REPELLENT TABLET.	DAILY	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
13.	GENERAL BATHROOMS	PROVIDING HAND SOAP/LIQUID SOAP	DAILY	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
14.	CLEANING OF ALL SHAFTS	CLEANING	ONCE A MONTH	BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)

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15.	ROOF TOP.	SWEEPING, CLEANING & WASHING.	TWICE A WEEK BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
16	ALL OPEN AREAS (INSIDE & OUTSIDE)	SWEEPING, AND CLEANING.	TWICE DAILY BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
17.	Maintenance	ENTIRE SANITARY FITTINGS, PUMP HOUSE, WATER TANKS INCLUDING FILLING & CLEANING OF OVERHEAD TANKS, UNDERGROUND TANKS ETC. OF THE COLLEGE CAMPUS.	FILLING OF WATER TANKS IS TO BE DONE DAILY. CLEANING OF OVERHEAD TANKS AND UNDERGROUND TANKS TO BE DONE ONCE IN A MONTH. BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
18	SEWAGE AND WATER HARVESTING SYSTEM.	CLEANING OF SEWAGE AND WATER HARVESTING SYSTEM, CLEANING OF GULLY TRAPS, MANHOLES SEPTIC TANKS AND ALSO TO LIAISE WITH SEWER DEPTT. OF MUNICIPAL CORPORATION OF FARIDABAD IN CASE OF BLOCKAGE OF SEWER.	ONCE A MONTH BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
19	PEST CONTROL	WHOLE OSTC COMPLEX ARRANGE FOR PEST CONTROL	TWICE A MONTH BETWEEN 7.30 AM to 5.00PM (Lunch 12.00 Noon to 1.30 PM)
20	Front office maintenance	RECEPTION MANNING AS PER DETAILS IN PARA 13 BELOW.	24 HOURS
21.	Front office maintenance	EPABX OPERATION, PREPARATION AND INSTALLATION OF TRAINING AIDS AND EQUIPMENTS LIKE, LCD PROJECTORS, COMPUTERS, WHITE BOARDS WITH MARKER ETC	DAILY/ WHENEVER REQUIRED

Note: The above mentioned scope of work is illustrative and not exhaustive. The OSTC may assign any work in relation to housekeeping of the College not mentioned above. Frequency and timing of the work can be altered at the discretion of OSTC looking into the needs and extent of work.

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13. **Front Office Maintenance includes following work:-i.**

- i. Receive all telephone calls around the clock.
- ii. Maintenance of proper registration of arrival/departure of the participants at the College and to ensure smooth and efficient checking in and checking out of all the participants.
- iii. Registration of the trainees coming to the College as well as for allocating rooms to them. They shall also ensure that their luggage is carried from Reception counter to the rooms or from the rooms to the Reception counter at the time of their leaving the College.
- iv. The keys of the rooms will be kept by the attendant.
- v. Distribution of newspaper every day in each room, Library, lobbies, office and/or other places as instructed.
- vi. Storing and providing sports items such as Rackets, Shuttle Cocks, Carrom Powder, Carrom Coin, Table Tennis Racket, Table Tennis Balls, Swimming Costumes &/or other items to the participants on demand. (Material will be provided by OSTC).
- vii. To maintain the complaint Register for any problem faced by the participant in room facility and also ensure that the complaint is referred to the appropriate authority for its immediate disposal.
- viii. To provide Training Materials to the participants such as folders, study material, pen, note-book etc. as provided by the training deptt.
- ix. Maintenance of proper record of the telephone calls received on behalf of the participants and also ensuring that the same are conveyed to the concerned participant.
- x. To ensure that the rooms are ready for possession by the participants before their arrival.
- xi. Checking the rooms before the participant check out to ensure that all Electrical / Electronic items /PCs and other furniture/fixtures/Fittings provided in the rooms/ bathrooms are intact/not damaged and are in order. The contractor shall be liable to make good the loss for any lapse on this count.
- xii. Maintenance of information on all time-tables of buses, trains, airlines as well as the directory of all necessary telephone numbers and shall provide all necessary information desired by the participants.

Signature and Seal of bidder

- xiii. To attend to all emergency situation related to the participants including sickness during off hours and holidays and bring it to the immediate notice of the College authorities.
- xiv. Preparation of check-list of all the work to be done under the contract and on a daily basis check all the work and submit a report on the check list format to the Estb. Deptt. while maintaining a copy duly accepted by the Estb. Deptt. with themselves for record and spot check.
- xv. To assist the participants in confirming their reservation for travel, help them in hiring taxi and all other assistance required by them.
- xvi. To carry out shifting of furniture/Computers/Training Aids etc. from one location to other within the College Campus.
- xvii. To display the details of the programs to be conducted on the display board.
- xviii. To prepare name plates of the participants and faculties.
- xix. To maintain the entire stock of Bed sheets, linen, blankets, pillows, curtain etc. and to ensure that they are given for laundry in time and are received back in time after cleaning and in the same quantity.
- xx. To bring to the notice of OSTC if the laundry work is not satisfactory.
- xxi. To arrange Tables/Chairs in the lawn for group photo/Lunch/Dinner.
- xxii. A complete list of all Furniture, Fixtures, Fittings /Loose item in each room will be provided by OSTC to the Contractor, who shall ensure their safety at all times and get them physically verified/checked twice a month with the concerned department of OSTC.
- xxiii. To contact OSTC panel Doctor in case of any medical aid required by the participant.
- xxiv. To do all other works as instructed by the College Authorities from time to time.

(All materials will be supplied by OSTC).

Note: The above mentioned scope of work is illustrative and not exhaustive. The OSTC may assign any work in relation to housekeeping of the College not mentioned above. Frequency and timing of the work can be altered at the discretion of OSTC looking into the needs, and extent of work.

Signature and Seal of bidder

ANNEXURE-VIII

DEPLOYMENT OF WORKERS / SUPERVISOR / RECEPTIONIST

The Service Provider shall be responsible for taking good care of all Buildings / Furnitures / Fixtures / Fittings / Electric / Electronic / Computer items etc. The plumbers, supervisors, receptionists, sweepers and other workers to be deployed by the Service Provider should have adequate experience of working in a reputed institution. Besides experience, the Supervisor and Receptionists should have studied preferably up to 12th Std and should possess working knowledge of **Hindi and English**.

The Service Provider shall employ under mentioned employees for rendering satisfactory services on all days.

RECEPTIONISTS - 4 (Four) – with rotational weekly off.

Worker	1st shift	2 nd Shift	3 rd Shift
Timings	00.00 Midnight to 8.00 A.M.	08.00 A.M to 04.00 P.M.	04.00 P. M. to 12.00 Midnight
Receptionist	01 (One)	01 (One)	01 (One)

OTHERS – 13 (Thirteen) with rotational weekly off.

Type of workers	No. of workers	Timings
1. Assistant Plumber	01 (One)	08.00 AM to 5.00PM (lunch 01.00 PM to 02.00 PM)
2. Sweepers	05 (FIVE)	
3. Room Boys	04 (FOUR)	
4. Supervisor	01 (One)	
5. Driver	01 (One)	09.00 AM to 06.00 PM with Lunch break 01.00 PM to 02.00 PM
6. Swimming Pool & Fountain Cleaning / Operation	01 (One)	Part Time as notified as per requirement

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Note: Timings can be altered at the discretion of OSTC.

- 1) The Service Provider will be required to furnish a schedule every week / fortnightly after consultation with OSTC regarding the shift duties of the various workers employed.
- 2) The workers engaged by the Service Provider should observe the discipline and should ensure 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 OSTC depending upon the merits of each case individually. The Service Provider at his own does not have any authority to relax the experience and qualification.
- 4) Supervisor appointed by the Service Provider shall oversee all the affairs of Housekeeping at all times. This person should have full authority and resources for efficient running of Housekeeping service.
- 5) The Service Provider shall ensure that the working hours of the workers and Supervisor are segregated so as to suit the timings for housekeeping and that it does not exceed the maximum number of hours as stipulated under the relevant statutory act.
- 6) Immediately on receipt of the work order, the Service Provider will supply a list of names along with the bio-data (bio-data format will be given by OSTC) and photograph of all the persons to be deployed under this contract to OSTC with proper certification that they are satisfied with their bonafides and that their necessary verification has been done from the proper authorities. The workers to be deployed by the Service Provider may be screened / interviewed by OSTC if necessary.
- 7) The services of the workers or Supervisor once approved by OSTC will not be dispensed with or they will not be replaced by the Service Provider without the approval and consent of OSTC in writing.
- 8) OSTC may, at its discretion and subject to availability of space allow a few employees of the Service Provider to stay in the OSTC premises for early/late hour duties. Their presence, however, should not cause any nuisance to the normal functioning of the OSTC. They will not be permitted to bring their relative / friend / acquaintance for overnight stay in College premises and in case of any breach of this condition OSTC may impose penalty and terminate the contract without any notice.
- 9) OSTC has the discretion to increase/decrease the number of workers / Supervisor / Receptionist. Accordingly amount payable per month will also

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increase / decrease as per Minimum Wages Act and %age service charges quoted in the Financial Bid.

- 10) OSTC has the discretion and may ask the Service Provider to deploy workers of other category such as Librarian, Yoga teacher, carpenter, Painter, mason, mistri, Driver etc. The eligibility criteria for these workers such as qualification, experience etc. will be decided by OSTC. These categories of workers will be included and will be paid as per category of workers (Minimum Wages Act) and % service charge quoted in the Financial Bid.
- 11) The OSTC reserves the right to expel any employee of the Service Provider who is found guilty of misconduct.

ANNEXURE-IX

Uniform for Workers / Supervisors / Receptionist / Driver

The Service Provider will arrange to provide winter and summer uniform along with shoes to **Workers / Supervisors / Receptionist / Driver** within 15 days of award of work. The design / color / quality / fabric of the uniform and the brand of shoes to be provided will be approved by OSTC.

The Contractor / Service Provider shall provide uniform (Two shirts, Two trousers, Two pairs of socks, One belt, one pair of shoes or One pair of Sandals or Chappals, one Jacket or Sweater (in winter) per year to the Workers of all categories deployed by them at OSTC. The cost of the uniform and shoes etc. for such workers will be reimbursed by OSTC to Service Provider / Contractor on actual basis along with the service charges as quoted in Financial bid. The Service Provider / Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by their workers.

The Service Provider shall be responsible for providing new uniform and shoes if the same are damaged by his workers before its replacement is due. The cost of such replacement will be borne by the Service Provider. The Service Provider shall be responsible for washing / ironing / maintenance / pre-mature replacement of the Uniform and expense thereof shall be borne by Service Provider. Accordingly, provision thereof may be kept while quoting the rates in the financial bid.

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ANNEXURE-X

**“SERVICE CHARGES”
[COST OF SERVICES]**

The number & category of workers to be deployed at OSTC for the administration of this contract shall be as under:

Designation	No. to be deployed	Category of worker and applicable Minimum Wages
Supervisor	01	Highly Skilled
Receptionists	04	Skilled
Driver	01	Skilled
Assistant Plumber	01	Semi-Skilled
Room Boys	05	Unskilled
Sweepers	06	Unskilled
Swimming Pool & Fountain Cleaning / Operation	01	Unskilled (Part time basis)

OSTC has the discretion and may ask the to deploy workers of other category such as Librarian, Yoga teacher, carpenter, Painter, mason, mistri etc. The eligibility criteria for such workers such as qualification, experience etc. will be decided by OSTC. These categories of workers will be included and will be paid as per category of workers (Minimum Wages Act) and % service charge quoted in the Financial Bid.

The payment to Service Provider i.e. their monthly Bill will comprise of two components (Statutory payments and Fixed Charges) as under:

I. Statutory Payments: The Service Provider will be required to make following statutory payments to one Supervisor & other housekeeping workers and remit contribution to Statutory Authorities as under:

- (a) Minimum Wages to Supervisor / Receptionists / Plumber / Room Boys / Sweepers respectively as per Minimum Wages Act 1948 (as notified/ revised by Chief Labour Commissioner - Central, Ministry of Labour and Employment, Government of India) or as fixed by Labour Department, Haryana Government, whichever is applicable. A copy of the latest Gazette Notification dated 28.09.2018 issued by Chief Labour Commissioner (Central), Ministry of Labour and Employment, Government of India with regard to payment of minimum wages applicable as on date is annexed with the Financial Bid document for information.
- (b) Employers' contribution toward PF under EPF Act 1952,
- (c) Employers' contribution toward ESI Scheme under ESI Act 1948

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- (d) Payment of Bonus under Payment of Bonus Act,1965,
- (e) Payment of compensation for overtime /weekly off/National holiday/any other holiday, as applicable
- (f) Any other payment to ensure compliance of various statutes of the Central Govt. or State Govt. and / or any other Authority constituted by or under any law and as amended from time to time and or any other rule framed there under from time to time by, for the category of persons deployed by the Service Provider .

Notes:

The above Supervisor / Receptionists / Plumber / Driver/ Room Boys / Sweepers/ Swimming Pool Cleaner cum Fountain Cleaner & Operator (deployed by the Service Provider/) will be responsible for execution of Housekeeping work of OSTC Campus as mentioned in Annexure - VII titled 'Scope of Service'

II Fixed %age monthly Charges: These are the monthly Administrative/ Service Charges which are quoted by the Service Provider/ as fixed % age of the Statutory Payments specified under (I) above & payments on account of other benefits listed our under 4 & 5 below. The amount under this head will be paid in addition to the statutory amount paid by Service Provider/, as % age of the total amount paid by them to all categories of workers deployed by them. Employer's contribution towards PF / ESI will be reimbursed by OSTC to the Service Provider/ on submission of proof of remittance on actual basis.

Notes :

During the period of Contract the Service Provider/ will be paid (I) Statutory payment plus (II) Fixed %age Administrative / Service Charges as above and they have to keep a note of following:

1. The amount will be paid to Service Provider following release of amount by them to their workers and depositing the amount(s) with Statutory Authorities. Employer Contribution towards PF & ESI in respect of the workers deployed by the Service Provider will be reimbursed on submission of documentary proof of such remittances along with %age of Admn / Service Charges.
2. GST if applicable shall be extra and borne by OSTC.
3. All statutory deductions such as TDS, surcharge, Education cess, Higher education cess etc. will be deducted from the total bill amount as applicable from time to time.
4. The Service Provider shall arrange uniform (summer, winter including shoes) as stipulated by OSTC and reasonable actual cost thereof will also be reimbursed to Service Provider by OSTC along with fixed %age Administrative / Service charges. Service Provider shall be responsible for washing / cleaning / ironing of uniform for

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which separate expenses will neither be claimed nor paid by OSTC. Service Provider shall be responsible for **premature replacement of uniform and shoes.**

5. The charges towards wages etc (as mentioned under I above) shall keep on varying depending upon revision in minimum wages rates and facilities provided by the Service Provider to its workers as per this tender.

6. The % age of monthly Administrative / Service charges will however remain fixed during the Contract period but the actual amount of monthly Administrative/ Service Charges will keep on varying depending upon the reimbursement amount that will be claimed / payable every month on account of revision in wages etc as per Minimum Wages Act. and other permitted benefits provided to the workers deployed at OSTC as per this tender.

7. It would be preferable if the salary and benefits payable to Supervisor / Receptionists / Plumber / Driver/ Room Boys / Sweepers/ Swimming Pool Cleaner cum Fountain Cleaner & Operator is arranged through the bank at Faridabad where OSTC has its account. If paid in cash then it is mandatory to be disbursed in the presence of designated OSTC officials. If payment is made by cheque, then a copy of Bank account statement of previous month showing credit of wages / benefits in favor of workers should be submitted every month with the bill .

ANNEXURE-XI

BILLING PROCESS AND DOCUMENTS

S. N.	REQUIREMENT	TIMELINE	INFORMATION REQUIRED	SUPPORT DOCUMENTS
1.	Bill for charges (i.e. Reimbursement of wages and statutory deposits in respect of Workers / Supervisors / Receptionists + fixed %age monthly Administrative/ Service charges)	To be raised every month.	Following information is required in the bill a) Bill No. / date clearly written b) GST number [no GST will be payable incase the invoice does not bear the GST number] c) PAN Number d) any other information prescribed by OSTC.	a) Photocopy of the Muster Roll (attendance register) of the month duly endorsed by the /Works Manager. b) Photocopy of Overtime and Penalty register in respect of Supervisor / Receptionists / Plumber / Room Boys / Sweepers. c) Salary receipt sheet of that month on the format prescribed under the relevant statutes. d) Photocopy of challan of previous month in respect of EPF and ESI duly deposited with the appropriate authority (Employers and Employees contribution) along with list of the Supervisor / Receptionists / Plumber / Room Boys / Sweepers bearing PF/ESI number, their individual amount of PF/ESI deposited (Employers and Employees share). The challan should not include the PF/ESI contribution of the other firms of the. e) If payment made by cheque, then a copy of Bank account statement of previous month showing credit of wages/benefits in favour of workmen should be submitted every month with the bill. f) Any other document as required by OSTC.

PAYMENT CRITERIA

S.N	PAYMENT MODE	PAYMENT AGAINST	TIMELINE	DEDUCTIONS
1.	ECS	Bill raised for charges.	Within 15 days From receipt of bill.	Deductions, if any, will be made as per Tender and Agreement

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