

**Government of Odisha**  
**Home (SGH) Bhubaneswar**

**TENDER CALL NOTICE**

No. SGH(OE-II)-75/2019. 4298 /SGH— Dt 28.12.2020

Sealed tenders are invited under two-bid system from reputed and experienced registered Manpower service providers to provide the services of manpower (Skilled, Semi - Skilled & Un - Skilled) for a period of two years from the date of commencement of the agreement. The interested firms/agencies shall furnish their bids in original **on or before 19.01.2021 by 01.00 PM** with all credentials/documents as per the terms and conditions of the tender document. The tender documents can be obtained from the Reception counter, State Guest House on payment of **Rs.1,000/- (Rupees One Thousand)** only by cash **from 02.01.2021 to 18.01.2021 (from 11AM to 5PM)**.

The terms and conditions of the tender document can also be accessed from our website **www.homeodisha.gov.in**. The undersigned reserves the right to accept / reject any offers without assigning any reasons thereof.

**Manager, SGH-cum-Deputy Secy. to Govt.**

Memo No. 4299 /SGH.

Date 28.12.2020

Copy forwarded to the Deputy Director (Publication), I & PR Dept with request to publish the above tender call notice in two leading circulated Odia daily papers for one day by **02.01.2021**.


**Manager, SGH-cum-Deputy Secy. to Govt.**

Memo No. 4300 /SGH.

Date 28.12.2020

Copy alongwith a copy of tender document forwarded to the NIC Coordinator, Home Dept with a request for placement of the same in the Home Dept website.

Copy to the Notice Board, State Guest House, Bhubaneswar for information.

  
**Manager, SGH-cum-Deputy Secy. to Govt.**



**STATE GUEST HOUSE, BHUBANESWAR**  
**Home ( SGH ) Department**

**TENDER CALL NOTICE**

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Sd/-

**Manager - cum - Deputy Secretary to Govt**

**Home ( SGH ) Department**



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### SECTION-I

#### Instruction to Bidders

##### A. General Information:

The State Guest House, Bhubaneswar under Home Department, Government of Odisha requires **following different services** on outsourcing basis from reputed, well established, financially sound and registered Service Providers by deploying adequately trained and disciplined man power **not less than the number mentioned below** for smooth functioning of State Guest House, Bhubaneswar. The detailed description of the State Guest House, Bhubaneswar is at Annexure-I.

- |                                   |                   |
|-----------------------------------|-------------------|
| a) Housekeeping and Room Services | - 06 (Six) Nos    |
| b) Sweeping and Cleaning Services | - 07 (Seven) Nos. |
| c) Cook                           | - 04 (Four) Nos   |
| d) Kitchen Attendant              | - 02 (Two) No.    |
| e) Masalchi                       | - 04 (Four) Nos.  |
| f) Waiter                         | - 09 (Nine) Nos.  |

**The contract for providing the Housekeeping & Room Services, Sweeping & Cleaning , Cook, Kitchen Attendant, Waiter & Masalchi shall be in force from the date of signing of the agreement and shall continue for a period of two years.**

The period of the contract may further be extended beyond **one year** provided the requirement of services persists at that time or may be curtailed / terminated before **completion of two year** owing to breach of contract like deficiency in service / substandard quality of service or change in requirements of State Guest House, Bhubaneswar. The Principal Secretary, Home reserves the right to terminate the contract at any time after giving **one month notice** to the selected Service Provider.

The interested bidders may visit the location on any working day between the office hours to have a thorough knowledge of the work to be performed before preparation and submission of the bid.

**Table-1: Eligibility criteria**

Sl. No	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid
1	The bidder should be registered under appropriate Authority, such as Registered under the Companies Act,2013;  under Indian Partnership Act 1932;  Registered under the Indian Trusts Act,1882;  Registered under Societies Registration Act 1860;  Registered under the Limited LiabilityPartnership Act 2008.	Certificate of Incorporation/Registration
2	The bidder must have at least five years in business (up to the last date of submission of bid) for providing similar type of services to Central/State Government/Autonomous bodies/ agencies / societies / corporate bodies.	Copies of the work order from the previous authorities.
3	The Registered Office / Branch Office of the Service Provider must be located within the jurisdictional area of <b>Odisha (preferably Bhubaneswar)</b> .	Valid address proof of the office (Copy of the Telephone / Electricity Bill)
4	Must have average annual financial turnover of <b>Rs.3,00,00,000/-</b> (Rupees Three Crore) during the last five financial years .	Copies of audited Income/Expenditure Statement and Balance sheet for the concerned period.
5	Must have its own bank account in any scheduled bank situated in Bhubaneswar.	Copies of the pass book and transaction statement for the last 6 month.
6	The agency should not have been blacklisted by any Central / State Government, or any other Public sector undertaking or a corporation as on the date of this Tender.	An undertaking to this effect to be furnished by the bidder as per the prescribed format. <b>[Form – T2]</b>

7	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director/Persons to be deployed by the Service Provider.	An undertaking to this effect to be furnished by the bidder as per the prescribed format. <b>[Form – T3]</b>
8	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.	Copies of PAN, GSTIN, IT Returns for the last 3 financial years, Labour Registration, EPF Registration Certificate, ESI Registration Certificate and Valid License under PSARA (Private Security Agencies Regulation Act.2005) to be submitted along with the technical proposal.

### B. Submission of Bid :

The bids "**Technical Bid**" & "**Financial Bid**" shall be super scribed on the top of the two envelopes separately. Both the envelopes should be put together in a bigger envelope and super scribed as "Tender for providing Manpower service in State Guest House, Bhubaneswar." All the envelopes should be properly sealed and shall be dropped in the Tender Box so as to reach on or before dated **19.01.2021 by 1 PM**. The Financial Bid of those who are successful in Technical Bid shall only be opened. The offer should be accompanied by Demand Draft for **Rs.50,000/- (Rupees fifty thousand) only** drawn in favour of "**Manager, State Guest House, Bhubaneswar**" as E.M.D, which will be returned to unsuccessful tenderers after the tender is finalized.

The stipulated dates for various activities relating to the Tender is as follows:

a)	Period of issue of Tender Documents	From 02.01.2021 to 18.01.2021 up to 5 P.M.
b)	Last date & time for submission of tender Documents.	19.01.2021 by 1 P.M.
c)	Place of submission of completed Tender Documents.	Tender Box kept in the Office of the Manager, State Guest House Bhubaneswar ( <b>Contact No- 0674-2394978/2394493</b> )
d)	Place, date & time for opening of Technical Bids	Office of the Manager, State Guest House, Bhubaneswar ( <b>Contact No- 0674-2394978/2394493</b> ) <b>On 19.01.2021 at 3PM</b>
e)	Place, date & time for opening of Financial Bids of eligible Bidders	Office of the Manager, State Guest House, Bhubaneswar ( <b>Contact No- 0674-2394978/2394493</b> ) <b>On 21.01.2021 at 12 Noon</b>

f)	Likely date of commencement of the service ( <b>Housekeeping &amp; Room Services, Sweeping &amp; Cleaning, Cook, Kitchen Attendant, Waiter, Masalchi</b> )	01.02.2021
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The authority will not be responsible for any delay. Bids without bid EMD shall be rejected. Bids submitted after due date will be summarily rejected. EMD of unsuccessful bidders will be returned without interest after the award of Contract.

The tender will be invited under two bid systems i.e. Technical Bid and Financial Bid. The interested Agencies are advised to submit two separate sealed envelopes superscribing- "**Technical Bid for providing different services to State Guest House, Bhubaneswar,**" and "**Financial Bid for providing services to State Guest House, Bhubaneswar**".

Both sealed envelopes should be kept in a third sealed envelope superscribing "**Tender for providing Manpower services to State Guest House, Bhubaneswar**"

The EMD of Rs.50,000/- is refundable without interest should necessarily accompanied with the technical bid of the bidder in the form of Demand Draft / Pay Order drawn **in favour of the Manager, State Guest House, Bhubaneswar** failing which the tender shall be summarily rejected.

The successful bidder will have to deposit a performance security (10% of the annual contract value) in form of bank guarantee at **Section-VIII** from any Nationalized Bank situated within Odisha and should be drawn **in favour of the Manager, State Guest House, Bhubaneswar-751001** for a period of three months beyond the contract period. In case the contract is further extended beyond the initial period, the bank guarantee will have to be renewed by the bidder. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee. The Performance Bank Guarantee shall be released immediately after three months of expiry of the contract provided that there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the Performance Bank Guarantee. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the deployed service provider as per the existing terms and conditions of the tender.

### **C. List of Documents for submission**

Bidders are required to furnish the following documents along with the Technical Bid :

- a) Covering letter along with power of attorney on the bidder's letter head
- b) Demand Draft in support of EMD as applicable.
- c) Copy of Certificate of Incorporation of the firm / agency
- d) Copy of GSTIN
- e) Copy of PAN



- f) Copies of IT returns for the last three assessment years
- g) Copies of EPF&ESI Registration Number
- h) Copy Bank Account details
- i) Copies of the Income/Expenditure statements along with Balance Sheet for the last 3 years.
- j) Copies of work orders from the previous organizations for providing services during last 3 years.
- k) Undertaking regarding non-blacklisting (On stamp paper)
- l) Undertaking regarding non-pending of any judicial proceedings (On bidder's letter head)

Any deviation from the prescribed procedures / required information / formats/ conditions shall result in out-right rejection of the bid. Any conditional bid shall be outrightly rejected.

All entries along with the pages in the bid document should be legible, filled-in clearly and **signed by the authorized representative**. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.

Technical Bids shall be opened on the scheduled date and time in the Office of the Manager, State Guest House, Bhubaneswar in presence of the bidder or any authorized representatives of bidder who wish to be present on the spot at that time.

The Financial Bid of those tenderers will be opened whose technical bids are found to be in order. The qualified bidders will be intimated separately by e.mail/Fax/Telephone/Post. The Financial bids shall be opened on the scheduled date and time in the office room of the **Manager, State Guest House, Bhubaneswar** in the presence of the bidder or representatives of bidder, who wish to be present on the spot at that time.

The EMD shall be forfeited if the successful bidder fails to undertake the work or fails to comply with any of the terms and conditions of the bid.

The bid shall be valid for a period of **90 days** from the date of opening of the bids and no request for any variation in quoted rates and/withdrawal of bids on any ground by the bidder shall be entertained. Validity of the bids can be extended on mutual consent.

To assist in the analysis, evaluation and computation of bids, the authority may ask the bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

The bidder having the lowest evaluated financial bid (L-1) would be considered for award of the contract subject to fulfillment of the terms and conditions of the bid documents. In case, the lowest bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder for award of contract at L-1 price. However, the decision of the authority shall be final during the **selection process and binding**.

The quoted rates shall not be less than the minimum wages fixed/notified by the Government of Odisha from time to time and shall include all statutory obligations.

The service provider shall be liable for all kinds of dues payable in respect of manpower deployed / provided under the contract and the authority shall not be liable for any dues for availing the services of the personnel.

The Authority reserves the right to reject any or all bids and terminate the tender process without assigning any reason thereof.

The service provider should furnish the name, designation and contact number of the representative who will liaise with the State Guest House, Bhubaneswar on behalf of the bidder.

## SECTION -II

### SCHEDULE OF REQUIREMENT :

Tentative requirement of Manpower to be deployed for the proposed services given here as under

Sl. No.	Description	Requirement	Qualifications
<b>Manpower</b>			
1	Housekeeping and Room Services	6 (Six) Nos.	As mentioned in Annexure-II
2	Sweeping and Cleaning Services	7(Seven) Nos.	
3	Cook	4 (Four) Nos.	
4	Kitchen Attendant	2 (Two) Nos	
5	Waiter	9 (Nine ) Nos.	
6	Masalchi	4 (Four) Nos.	
	<b>Total</b>	<b>32 Nos.</b>	

#### I) Detailed requirement of services are as follows (Scope of Work)-

##### (a) Housekeeping & Room Boy

The prime duty is preparedness of rooms for guests and rendering service to guests. Some House Attendants shall also work as Bell Attendants who shall be attached to Reception for better service delivery during arrival and departure of guests. The duty is in 03 shifts from 6AM to PM, 2Pm to 10 Pm and 10 PM to 6AM

##### (b) Sweeping & Cleaning Services

The primary duty is cleanliness of rooms and other areas of State Guest House. The duty is in 03 shifts from 6AM to PM, 2Pm to 10 Pm and 10 PM to 6AM

##### (c) Cook

Their basic job is preparation food as per menu. The duty is in 02 shifts from 6AM to PM and 2PM to 10 PM.

##### (d) Kitchen Attendant

The the basic is assisting the Cook in preparation of foods for guests as per the menu. The duty is in 02 shifts from 6AM to PM and 2PM to 10 PM.

##### (e) Masalchi

The Basic job is Cleaning of the Kitchen/pantry/ Tea Counter and also the clearing and cleaning of utensils and crockeries of Kitchen/Pantry/Tea Counter as directed. The duty is in 02 shifts from 6AM to PM and 2PM to 10 PM.

**(f) Waiter**

The basic job is of proper service of tea, food and refreshment etc at the Dinning Hall, Rooms and Tea Counter etc. As and when required as per the duty chart assigned to them. The duty is in 02 shifts from 6AM to PM and 2PM to 10 PM.

**II. Daily services:**

Sl. No	Service Level Requirement	Min Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Routine housekeeping (inc. cleaning services as per the scope of work) of all the premises in the project facility (excluding licensed spaces).	2 Times/Day	Same Day	500/ incident
2	During any special events/meetings in the project facility the housekeeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event/meeting is organized.	4 Times/Day	Same Day	500/ incident
3	Cleaning of public area Toilets as per defined scope of work	4 Times/Day	Same Day	500/ incident
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times / Day	Same Day	1000 / incident
5	Dusting / cleaning (Rooms excluding licensed spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, windows, fittings and glass pans etc.	Once/Day	1 Day	500/ Day
6	Cleaning of glass windows & doors from inside & outside in office, passages and corridors and all glass facade outside all around the	Once / Day	Same Day	1000 / Day

	building on ground floor.			
7	Sweeping, wet mopping, dusting of stairs (including terrace & ground to basements), External Stairs, Exhibits & Artifacts, Drive way and compound area.	Once / Day	Same Day	1000 / Day
8	Staff in desired uniform	As per the requirement	1 day	100 per day per person

#### B. Housekeeping and Cleaning Services

Sl. No	Service Level Requirement	Min Requirement	Non Compliance	Limit Penalty Rate (INR)
1	Room Service	As per the request and requirement	Per requirement	500/incident
2	Housekeeping Rooms and cleaning of toilets	Once/day	Per requirement	500/incident

#### C. Cooking Services

Sl. No	Service Level Requirement	Min Requirement	Non Compliance	Limit Penalty Rate (INR)
1	Preparation of Food as per Menu	As per the request and requirement	Per requirement	500/incident
2	Cleanliness of Utensils	As per requirement	Per requirement	500/incident

#### D. Food & Beverage Services

Sl. No	Service Level Requirement	Min Requirement	Non Compliance	Limit Penalty Rate (INR)
1	Food Service in Dinning Hall, Tea Counter etc	As per the request and requirement	Per requirement	500/incident
2	Cleanliness of Crockery & Cutlerioes	Twice/day	Per requirement	500/incident

3	Prpoer behaviour & uniform	As per the request and requirement	Per requirement	500/incident
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**E. Deduction for Non Performance**

Subject to the terms and conditions mentioned in the Contract, any deficiency by the bidder in the performance of its delivery obligations, shall render him liable to any or all of the following penalties.

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Shortfall in deployment of minimum manpower described in the agreement	100%	100%	3% of the monthly bill
Minor Defects as per the prescribed standard	100%	98%	1% of the monthly bill
Major defects as per the prescribed standard	100%	95%	2% of the monthly bill
Housekeeping works as per Agreement	100%	95%	1% of the monthly bill
Fodd & Beverage works as per Agreement	100%	95%	1% of the monthly bill

In case of repetitive instances of non-performance regularly, the competent authority may take necessary action for termination of Contract and forfeiture of Performance Bank Guarantee after issuing one months notice.



## SECTION – III

### GENERAL TERMS AND CONDITIONS

1. For all intents and purposes, the Service Provider shall be the “Employer” within the meaning of different Rules & Acts in respect of persons deployed. The persons deployed by the service provider shall not have any claim whatsoever like employer and employee relationship against the Authority under this agreement. The Service Provider shall make them known about their position in writing before deployment under the required service.
2. The Service Provider must employ adult labour only. Employment of child labour will lead to the termination of the contract. Persons to be deployed by the Service Provider should be above 18 years of age and not exceeding 40 years and physically sound to perform the duties.
3. The Service Provider will be overall responsible for the manpower deployed for performing the service. The Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
4. The Service Provider shall exercise adequate supervision to ensure performance of manpower deployed to provide the services in accordance with the requirements. The Service Provider shall depute one full time supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
5. The Service provider shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensation, EPF & ESI, Bonus and Gratuity etc. relating to manpower to be deployed by it at the Authority’s location.
6. Service Provider shall maintain complete official records of disbursement of wages/ salary showing details of all supporting documents such as ESI, EPF etc. in respect of manpower deployed for the purpose.
7. The Service Provider shall maintain personal file in respect of all the staff who are deployed in office of the authority. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (temporary/permanent), Bank Account, EPF/ESIC Details etc.
8. The manpower to be deployed by the Service Provider should not have any adverse Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. An undertaking to this respect must be provided by the manpower service provider prior to signing of the agreement.
9. The Service Provider will also ensure that the manpower deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such manpower who are not found suitable by this office for any reasons immediately on receipt of such a request.
10. The Service provider shall ensure that the manpower deployed by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.

11. The Service Provider shall provide uniform along with Photo ID Card to its personnel deployed at site at its own cost.

12. The Authority shall not be liable for any compensation in case of any fatal injury/death caused to any man power while performing/discharging their duties/ for inspection or otherwise.

13. In case of any theft or pilferage, loss or other offence, the service provider will investigate and submit the report to the Authority and maintain liaison with the police. FIR will be lodged by the Authority, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.

14. In case of any loss caused to the Authority due to lapse on the part of the personnel discharging duties, the same shall be borne by the Service Provider. Authority shall have the right to deduct appropriate amount from the bill of service provider. In case of frequent lapses on the part of the personnel deployed by the service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.

15. In the event of any personnel being on leave/absent, the service provider shall ensure suitable alternative arrangements to make up for such absence. If a person leaves the job for any reason, the Service provider is liable to provide the suitable replacement within 3 working days.

16. In case of delay in providing required replacement, the amount of penalty calculated **at the rate of 1%** of the annual contract value per week on account of delay, shall be deducted from the monthly bills in the succeeding month.

17. There would be no increase in rates payable to the Service Provider during the Contract period. The service provider will be responsible for deposit of EPF, ESI, GST and other statutory dues as applicable from time to time and submit the proof of deposit to authority for records.

18. The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organisation. Sub-contracting is not allowed under this agreement.

19. The Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the officer concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. The payment will be released by the second week of the succeeding month.

20. The Service Provider will have to deposit the remuneration of the deployed manpower for the concerned billing period in their respective bank account through online transfer and submit the details to the authority for necessary records.

21. In case of dispute resolution relating to rights/liabilities arising out of the agreement, the same shall be disposed off at the level of Administrative Departments.

22. In the event of failure of Service Provider to provide Services as per the terms and conditions of the agreement, the Performance Security shall be forfeited. Any violation of instructions/agreement or



suppression of facts will attract termination of contract with 1 month prior notice to the Service Provider.

23. The Service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority.

24. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

25. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.

26. All disputes shall be under the jurisdiction of the court at *Bhubaneswar, Odisha*.

27. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the service provider will be recovered by forfeiture of performance security.

28. The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement, non-payment of remuneration of manpower deployed and non-payment of statutory dues. The Authority will have no liability towards non-payment of remuneration to the persons deployed by the Service Provider and the outstanding statutory dues of the service provider to concerned authorities.

29. The Manpower Service Provider will be bound by the details furnished to the authority while submitting the tender or at any subsequent stage. Misrepresentation of documents/ information, leads to termination of agreement.

30. The successful bidder shall submit the following reports within the stipulated time to the Authorized Officer of the State Guest House, Bhubaneswar-

- a. Monthly Reports;
- b. Deployment Report
- c. Attendance Reports
- d. Statutory compliance intimation report

### **31. CODE OF CONDUCT:**

The Contractor shall strictly observe that its personnel:

- a. Are always in Clean Uniform with identification badges.
- b. Are always smartly tuned out and vigilant.
- c. Are punctual and arrive at least 15 minutes before start of their duty time.

- d. Take charge of their duties properly and thoroughly.
- e. Perform their duties with honesty and sincerity.
- f. Extend respect to all Officers and staff of the office of the Manager. State Guest House, Bhubaneswar
- g. Shall not drink on duty, or come drunk and report for duty.
- h. Will not gossip or chit chat while on duty.
- a. Will never sleep while on duty post.
- j. Will not read newspaper or magazine while on duty.
- k. Will immediately report if any untoward incident/misconduct or misbehavior occurs, to Contractor Control and the Client
- ax. When in doubt, approach concerned person immediately.
- all. Get themselves checked by security personnel whenever they go out.
- n. Do not entertain visitors;
- o. Shall not smoke in the office premises.

**SECTION-IV**  
**TECHNICAL BID**  
**COVERING LETTER**  
**(BIDDER LETTER HEAD)**

**[Location, Date]**

To

The Principal Secretary to Government,

Home Department, Bhubaneswar, Odisha

(Through the Manager, State Guest House, Bhubaneswar)

**Sub : Tender for Outsourcing of Different Services to State Guest House, Bhubaneswar under Home Department, Government of Odisha.**

Dear Sir,

I, the undersigned, offer to participate in the tender process to provide different services to State Guest House, Bhubaneswar under Home Department, Government of Odisha in accordance with your Tender Notice No.: \_\_\_\_\_, Dated \_\_\_\_\_. We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I hereby declare that all the information and statements provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to 90 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I, hereby unconditionally undertake to accept all the terms and conditions as stipulated in the RFP document. In case any provision of this tender are found violated, then your office shall have the rights to reject our proposal including forfeiture of the earnest money deposit absolutely. I remain,

Yours faithfully,

**Authorized Signatory**

**with Date and Seal**

Name and Designation: \_\_\_\_\_

Address of the Bidder: \_\_\_\_\_

**(FORM – T1)**

1	Name of the Bidder	
2	Details of Bid Processing Fee and Earnest Money Deposit: (Demand Draft Details)	DD No.:
		Date:
		Amount (Rs.)
		Drawn on Bank:
3	Name of the Director	
4	Full Address of Registered Office	Postal Address:
		Telephone No.:
		FAX No.:
		E-Mail Address:
5	Name & Telephone number of the authorized person signing the bid	Name and Designation:
		Mobile Number:
6	Bank Name	Account Number:
		Bank and Branch Name:
		IFSC Code
7	PAN No. (Attach self attested copy.)	
8	GSTIN (Attach self attested copy.)	
9	E.P.F. Registration No. (Attach self attested copy.)	
10	E.S.I. Registration No. (Attach self attested copy.)	
11	Acceptance of all terms and conditions of the tender (Yes/No)	
12	Power of Attorney / authorization letter for signing the of the bid documents	
13	Please submit an undertaking that no criminal case is pending with the police at the time of submission of bid.	
14	Kindly mention the total number of pages in the tender document.	

**15. Financial Turnover of the bidder for the last 5 financial years.**

Financial Year *	Turn Over Amount (Rs. in INR)	Average Turnover (Rs. in INR)
2015-16		
2016-17		
2017-18		
2018-19		
2019-20		

*\*from the date of issue of tender*

**16. Details of the similar type service provided by the bidder in last 5 years (preferably in Govt organisations within Bhubaneswar) :**

Sl. No.	Period	Name of Authority with Complete Address & Fax no	Type of services provided with details of manpower /machinery deployed	Contract Amount (in INR)	Duration	
					From	To
1						
2						
3						
4						
5						

**17. Declaration**

I Sri Son/Daughter/Wife of Shri \_\_\_\_\_

,Proprietor/Director/ Authorized signatory of \_\_\_\_\_

(Name of the Service Provider), competent to sign this declaration and execute this tender;

I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

The information and documents furnished along with the tender are true and authentic to the best of my knowledge and belief. I am well aware of the fact that, furnishing of any false information

/ fabricated document would lead to rejection of our tender at any stage besides liabilities towards prosecution under appropriate law.

**(Signature of Authorised Representative with seal)**

Place: .....

Date: .....

**Enclosures:**

1. Bid Processing Fee in the form of Demand Draft in original
2. EMD in the form of Demand Draft in original
3. Copy of tender document (each page must be signed and sealed)
4. Duly filled Technical Bid and Financial Bid
5. List of Documents as applicable

**FORM-T2**

**UNDERTAKING**

*[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding non-blacklisting]*

I, hereby undertake that, our organisation has not been blacklisted / debarred by any of the Central / State Government Department/ Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours sincerely,

*Authorized Signature*

*[In full and initials]*

**Name and Designation of the Signatory :**

**Name of the Bidder and Address :**

**FORM-T3**

**UNDERTAKING**

*[On the Bidder's Letter Head regarding not have any pending judicial proceedings for any criminal offences]*

I, hereby undertake that there is no criminal case pending in any Court of Law against our company or against the Proprietor/Director/Persons to be deployed by our company.

I/we further certify that Proprietor/Director/Persons to be deployed by our company of my company have not been convicted of any offence in any Court in India during the recent past. I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

*Authorized Signature*

*[In full and initials]*

**Name and Designation of the Signatory:**

**Name of the Bidder and Address:**

## BID EVALUATION PROCESS

Technical evaluation of the bids will be done to determine whether the bids complied to the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Bids qualified the technical evaluation stage, will be considered for opening of the financial bids. The financial bids shall be opened in the presence of the tender committee and bidders' representatives who choose to attend. **Least Cost Selection Method** will be followed during the tender process to determine the selected bidder. The tender inviting authority will award the contract to the bidder whose bid has been determined as the **lowest and competitive evaluated bid price.**

### 1. **TECHNICAL BID EVALUATION**

1.1 The client shall follow two bid systems where the Technical Bid and Financial Bid shall be evaluated separately.

1.2 The tendering evaluation shall be done on weightage with 60% to Technical Evaluation and 40% to Financial Evaluation.

1.3 The Technical Bid Evaluation shall be done based on the following criteria:

1.4 During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

- (i) Number of years in Operations/Experience: Max 25 Marks
- |  |          |
|--|----------|
| (a) 3 years or more but less than 5 years  | 10 marks |
| (b) 5 years or more but less than 7 years  | 15 Marks |
| (c) 7 years or more but less than 10 years | 20 Marks |
| (d) 10 years or more                       | 25 Marks |
- (ii) Turnover (last Financial Year): Max. 25 Marks
- |  |          |
|--|----------|
| (a) Less than or equal to 1 crores       | 10 Marks |
| (b) More than 1 crores and upto 5 crores | 15 Marks |
| (c) More than 5 crores and upto 7 crores | 20 Marks |
| (d) More than 7 crores                   | 25 Marks |
- iii) Quality Related Marks; Max 20 Marks
- |                                 |          |
|---------------------------------|----------|
| (a) Quality certification marks |          |
| (i) ISO 9001 less than 5 years  | 05 Marks |
| (ii) ISO 9001(5-10 years)       | 10 Marks |



(b) Other certification marks

(i) SA8000 or OHSAS 18001 10 Marks

(iv) Size and-quality of Client for whom cleaning and housekeeping services are being provided:

(annual billing per client should be at least Rs. 60 Lakhs.) Max. 15 Marks

(a) more than 20 clients 15 Marks

(b) 15-19 clients 10 Marks

(c) 10-14 clients 07 Marks

(d) 5-9 clients 05 Marks

(v) Composition of the Client base-mentioned in (iv) above:

(Annual billing per client should be at least Rs.60 lakhs] Max. 15 Marks

(a) Head quarters of large corporate sector firms 05 Marks

(b) Reputed hotels 05 Marks

(c) large government offices/PSUs offices 05 Marks

1.5 Number of marks in V(a), (b) and (c) will be given based on number of clients, i.e., more clients getting more marks in respective category.

1.6 A bidder should secure mandatorily a minimum 50% marks {i.e. 50 marks out of total 100 marks as per para 1.4} in Technical Evaluation in order to be a qualified bidder for being eligible for Technical weightage and subsequently for opening of Financial Bids, However, if the tenderer fails to meet the Minimum Eligibility criteria (refer Table-1: Eligibility Criteria) than the bid will not be considered irrespective of the technical score.

1.7 The total marks obtained by a Bidder in the Technical Bid shall be allocated 60% of technical weightage and the financial bids shall be allocated 40% of the financial weightage, thereby making a total of 100% weightage for the complete bidding

Illustration 1 (for Technical Weightage)

1.8 If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation after following above process, his technical evaluation value shall be : 48 i.e. {80 x 60%}

1.9 The Bidder shall be required to produce attested copies of the relevant documents in support of above claims in addition to the documentary evidence for being considered during technical evaluation.

1.10 A substantially responsive bid shall be one that meets the requirements of the bidding document in totality i.e. by following the above procedures. The Technical bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will be returned unopened.

(i) The responsiveness of the bid, i.e. receipts of dully filled, signed and accepted bid documents in complete form, including Authorization letter.

(ii) Receipt of valid EMD with requisite amount in the mentioned format.

(iii) Documents in proof of meeting the minimum eligibility criteria.

(iv) Any other documents as required to support the responsiveness of the bidder as per tender.

1.11 The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. Client shall intimate the bidders, the time/venue for the financial bid opening.

## **2. FINANCIAL BID EVALUATION**

2.1 The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.

2.2 All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorisation letter from their Companies and shall be asked to sign on all the sealed envelopes containing the Financial Bid.

2.3 Any bidder objecting to the same shall be disqualified and his financial bid shall be returned on the spot.

2.4 Absence of bidders or their authorized representatives shall not impair the legality of the process.

2.5 The service charge quoted, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid process would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.

2.6 Mere becoming the lowest bidder, prior to financial bid scrutiny will, not give any right to the Lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure as explained in following paras.

2.7 The financial bid amount will be calculated for the purpose of Financial bid evaluation by arriving at the Base Financial Value as defined in definition (2).

2.8 The financial evaluation shall be carried out and financial bids of all the bidders shall be given 40% of weightage.

The Bidder with the lowest bid Prices (L1) shall be assigned full 40 marks [i.e, 40% X 100) and his total scores of the bid shall be as per illustration 2 below:

#### Illustration .2

If the Bidder at Illustration 1 is L-1 Bidder and Quoted Rs. 100/- for being L-1, then his total value shall be 88 i.e. (48 Technical Values+40 Financial Value)

The financial scores of the other bidders (i.e. L-2; L-3 ... and so on ) shall be computed as under and as explained at illustration 3 below:

$$40 \times \text{lowest Value [i.e. L-1 Price]} / \text{Quoted Value [i.e. L-2 OR L3 .. )}$$

#### Illustration 3

If the Bidder at Illustration 1 is L-2 Bidder and he quoted Rs. 125, therefore 40% being the weighted value, the financial scores for L-2 shall be computed as under

$$40 \times 100 \{ \text{Lowest-Prices - L 1} \} / 125 \{ \text{quoted prices - L2} \} = 32 \text{ (financial score)}$$

Therefore L-2 Bidder shall have total value of 80 (48 Technical Value + 32 Financial Value,

#### Determination of the Successful bidder:

The total marks obtained by a Bidder in the technical bid as per above process shall be allocated 60% of technical weightage and the financial bids shall be allocated 40% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding.

The Bidders ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

The Bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L-1 Bidder for further process.

If there is a discrepancy between words and figures, the amount in words shall prevail.

**SECTION – V**  
**FINANCIAL BID**  
**COVERING LETTER**  
**(BIDDER LETTER HEAD)**

[Location, Date]

**To**

The Principal Secretary to Government,  
Home Department, Bhubaneswar, Odisha

(Through the Manager, State Guest House, Bhubaneswar-751001)

**Sub : Tender for Outsourcing of Different Services to State Guest House, Bhubaneswar under Home Department, Government of Odisha.**

Sir,

I, the undersigned, offer to provide different Services to State Guest House, Bhubaneswar under Home Department, Government of Odisha in accordance with your Tender No. \_\_\_\_\_, Dated: \_\_\_\_\_. Our attached financial price is [*Insert amount(s) in words and figures*] for **the proposed service**. This amount is inclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the tender document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **90 days**. I have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

Yours faithfully,

**Authorized Signatory**

[*In full and initials*]

**Name and Designation of Signatory with Date and Seal :**

**Address of the Bidder :**

(FORM -F1)

(Administrative Charge)

Manpower details:					
Sl. No.	Category of manpower	Requirement	Cost per Unit in INR (Inclusive of remuneration and all statutory dues)	GST as (applicable)	Total
<b>Manpower</b>					
1	Housekeeping and Room Services	6 (Six) Nos.			
2	Sweeping and Cleaning Services	7 (Seven) Nos.			
3	Cook	4 (Four) Nos			
4	Kitchen attendant	2 (Two) Nos			
5	Masalchi	4 (Four) Nos.			
6	Waiter	9(Nine) Nos.			
<b>A. Sub Total (Manpower cost ) in INR</b>					
<b>B. Service Charges @ _____</b>					
<b>C. Total Administrative Charges (A+B)</b>					

*Bidder with lowest evaluated competitive administrative charges for the required service will be awarded with contract.*

*The bids with "Nil" or very abnormally low quoted service charges will be treated as "Non responsive" and will be rejected during the financial evaluation stage.*

Place: .....

Date: .....

(Sign and Seal of Authorised Representative)

**SECTION – VI**

**BID SUBMISSION CHECK LIST**

<b>Sl. No.</b>	<b>Description</b>	<b>Submitted (Yes/No)</b>	<b>Page No.</b>
<b>TECHNICAL BID (ORIGINAL)</b>			
1	Covering Letter in Bidders Letter Head		
2	Bid Processing Fee		
3	EMD		
4	Copy of Incorporation / Registration Certificate of the Bidder		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copies of Income Tax Clearance Certificate for the last three Assessment years		
8	Copy of Valid EPF & ESI Certificate		
9	TECHNICAL BID duly filled in ( <b>Covering Letter, FORM-T1, T2 and T3</b> )		
10	Financial details of the bidder along with all the supportive documents such as copies of Income / Expenditure Statement and Balance Sheet for the last 5 years		
11	Power of Attorney in favour of the person signing the bid on behalf of the bidder.		
12	List of completed / on-going assignments of similar nature (Past Experience Details) along with the copies of work orders for the respective assignments from the authorities		
13	Undertaking for not have been black-listed by any Central / State Govt./any Autonomous bodies during the recent past.( <b>FORM- T2</b> )		
14	Undertaking for not having any police case pending against the bidder ( <b>FORM- T3</b> )		
<b>FINANCIAL BID (ORIGINAL)</b>			
1	Covering Letter in Bidders Letter Head		
2	Duly Filled in Financial Bid ( <b>FORM- F1</b> )		

It is to be ensured that:

- *All information has been submitted as per the prescribed format only.*

- *Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with Index Page.*
- *All pages of the proposal needs to be sealed and signed by the authorized representative.*

**Authorized Signatory [In full and initials]:** \_\_\_\_\_

**Name and Designation with Date and Seal:** \_\_\_\_\_



## SECTION – VII

### SERVICE AGREEMENT

(To be made on Rs. 100.00 Non Judicial Stamp Paper)

This Agreement is made on this.....day of 2020 between the Governor of Odisha represented by..... hereinafter referred to as the “**Authority**” which expression shall, where the context so requires or admits, also include its successors or assignee of the one part. .

#### And

M/s.....represented by Sri..... hereinafter called the “**Service Provider**” which expression shall, where the context so required or admits, also include its successor or assignee of the other part.

#### **WHEREAS**

- a. the “**Service Provider**”, having represented to the “**Authority**” that he has the required manpower and other resources, has offered to provide the service in response to the Tender Notice No: \_\_\_\_\_, Dated: \_\_\_\_\_ issued by the Authority;
- b. the “**Authority**” has accepted the offer of the Service Provider to provide the required services as per the terms and conditions as set forth in this Service Agreement.

**NOW, THEREFORE, IT IS HEREBY AGREED** between the two parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

**Appendix A: General Terms and Conditions (as mentioned in the tender documents)**

**Appendix B: Contract Price and Payment Term (as mentioned in the Work order)**

2. The mutual rights and obligations of the Authority and the Consultant shall be as set forth in the Contract, in particular :

(a) The Service Provider shall carry out the service in accordance with the provisions of the Agreement; and

(b) The Certificate on the satisfactory performance of services by the Agency shall be issued by an Officer authorized by the Client and in consideration of the Certificate of Satisfactory Performance of Services Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.

**3. Mode of Payment**



The Service Provider will open a specific Bank Account for payment by the Authority in the beneficiary account towards the Service performed by the service provider. The Service Provider will furnish the details of the Bank Account to the Authority within 7days of the signing of the contract.

This Contract constitutes the agreement between two parties in respect to obligations and supersedes all previous communications between the Parties.

**4. Now this agreement witnesses as below:-**

- a) That in consideration of the payment to be made by the “**Authority**” to the “**Service Provider**”, the “**Service Provider**” hereby agrees with the “**Authority**” to provide manpower resources to be engaged in the [*Insert the location*] in conformity with the provisions of the terms and conditions of the contract.
- b) That the “**Authority**” hereby further agrees to pay the “**Service Provider**” the contract price at the time and in the manner prescribed in the said terms and conditions.
- c) Financial limit under this Contract varies with changes in statutory dues and government taxes as applicable from time to time.
- d) That in the event of any dispute that may arise it shall be settled as per the terms and conditions of the contract.
- e) That this agreement is valid up to \_\_\_\_\_.

*For and on behalf of Home Department, Government of Odisha, Bhubaneswar*

*Witness 1:*

*Witness 2:*

*For and on behalf of [SERVICE PROVIDER]*

*[Name and Designation of the Representative with seal]*

*Witness 1:*

*Witness 2:*

**SECTION-VIII**

**PERFORMANCE BANK GUARANTEE FORMAT**

**To**

**The DDO-cum-Desk Officer to Government**

**Home Department, Government of Odisha,**

**Bhubaneswar, Odisha**

**WHEREAS** \_\_\_\_\_ (Name and address of the Service Provider) (hereinafter called "the Service Provider) has undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to undertake the service ..... (description of services) (herein after called "**the contract**").

**AND WHEREAS** it has been stipulated by \_\_\_\_\_ (Name of the Authority) in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for

compliance with its obligations in accordance with the contract;

**AND WHEREAS** we have agreed to give the Service Provider such a bank guarantee;

**NOW THEREFORE** we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider up to a total of \_\_\_\_\_ (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the \_\_\_\_\_ day of \_\_\_\_\_ year. Our branch at \_\_\_\_\_ (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our \_\_\_\_\_ branch a written claim or demand and received by us at our \_\_\_\_\_ branch on or before Dt \_\_\_\_\_ otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....

**(Signature of the authorized officer of the Bank)**

.....

**Name and designation of the officer**

.....

.....

**Seal, name & address of the Bank & Branch**

**Annexure-I**

Detailed Specification the <b>State Guest House, Bhubaneswar</b>		
Sl. No.	Description	Quantity
1	Land Area	25000 Sq. Mtrs.
2	Boundary Wall Surface Area (Inside+Outside)	N/A
3	Total Super built-up Area	25000 Sqr Mtr.
4	Total Carpet Area	20000 Sqr Mtr.
5	Common Area	5000 Sqr Mtr.
6	Basement Parking	Nil
7	Total Rooms	40
8	Conference Halls	06 Nos
9	Office Area	2000 Sq Ft
10	Number of Toilets : -	55 Nos.
11	Type of Flooring	Vitrified Tile Flooring
12	Other Ancillary Building Areas if any	Nil
13	Front Lawn & Plantation	5000 Sqr Mtr.
14	Lawn Area with planter Boxes	Nil.
15	Signage Board	1 Nos.
16	Any other relevant information in respect of the State Guest House, Bhubaneswar	Nil

Note: (1) Area variation is  $\pm 10\%$ .

(2) Bidders are requested for site visit before preparation and submission of their Bid.

Annexure-II

**A. Housekeeping and Room Services-**

1. Educational Qualification- 06 months Craft Certificate Course or equivalent in Restaurant or Food Beverage Service (Preferable)
2. Skill Sets/Special Attributes- Nil
3. Appearance-Smart, Polite, Well-Groomed
4. Languages preferred- Speak and understand- Hindi & Local
5. Experience- 2 Yrs/ 1 Yr (Preferable) in Govt Organisations

**B. Sweeping & Cleaning Services-**

1. Educational Qualification- 06 months Craft Certificate Course or equivalent in Restaurant or Food Beverage Service (Preferable)
2. Skill Sets/Special Attributes- Nil
3. Appearance-Smart, Polite, Well-Groomed
4. Languages preferred- Speak and understand- Hindi & Local
5. Experience- 2 Yrs/ 1 Yr (Preferable) in Govt Organisations

**C. Cook-**

1. Educational Qualification- intermediate along with 06 months Craft Certificate Course or equivalent in Restaurant or Food Craft Service (Preferable)
2. Skill Sets/Special Attributes- Nil
3. Appearance-Smart, Polite, Well-Groomed
4. Languages preferred- Speak and understand- Hindi & Local
5. Experience- 2 Yrs/ 1 Yr (Preferable) in Govt Organisations

**D. Kitchen Attendant-**

1. Educational Qualification- 06 months Craft Certificate Course or equivalent in Restaurant or Food Beverage Service (Preferable)
2. Skill Sets/Special Attributes- Nil
3. Appearance-Smart, Polite, Well-Groomed

4. Languages preferred- Speak and understand- Hindi & Local
5. Experience- 2 Yrs/ 1 Yr (Preferable) in Govt Organisations

**E. Masalchi-**

1. Educational Qualification- 06 months Craft Certificate Course or equivalent in Restaurant or Food Beverage Service (Preferable)
2. Skill Sets/Special Attributes- Nil
3. Appearance- Smart, Polite, Well-Groomed
4. Languages preferred- Speak and understand- Hindi & Local
5. Experience- 2 Yrs/ 1 Yr (Preferable) in Govt Organisations

**F. Waiter-**

1. Educational Qualification- intermediate along with 06 months Craft Certificate Course or equivalent in Restaurant or Food Beverage Service (Preferable)
2. Skill Sets/Special Attributes- Nil
3. Appearance- Smart, Polite, Well-Groomed
4. Languages preferred- Speak and understand- Hindi & Local
5. Experience- 2 Yrs/ 1 Yr (Preferable) in Govt Organisations