

GOVERNMENT OF ODISHA

HOME DEPARTMENT

Tender Call Notice

No. HOME-BE-APMT1-0010-2018(O)/10206 /BE, Bhubaneswar, Dated 06/03/2025

Sealed Tenders are invited under two-bid system from reputed and experienced Service Providers for outsourcing of different services of Odisha Bhawan, Chennai (Reception with Attendant Service, Housekeeping & Room Services, Sweeping & Cleaning and maintenance of auditorium/office/terrace including waste management, Pest Control, Garden Maintenance and Security Services for a period of two years with effect from the date of signing of the agreement on contract basis for maintenance of Odisha Bhawan, Survey No-26/3, Pallikaranai, Velachery - Tambaram Main Rd, Chennai-600100.

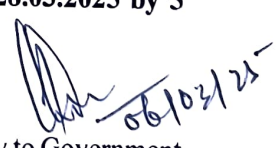
The details of the bidding process are as follows:

Sl. No	Bidding Schedule	Deadline
1	Date of Issue	07.03.2025
0	Bid Due Date and Time	28.03.2025
3	Opening of Technical Bid	03.04.2025
4	Opening and Financial Bid	09.04.2025

The interested Agencies are advised to submit two separate sealed envelopes superscribing "Technical Bid for providing different services to Odisha Bhawan, Survey No-26/3, Pallikaranai, Velachery - Tambaram Main Rd, Chennai-600100," and "Financial Bid for providing services to Odisha Bhawan, , Chennai-600100". Both sealed envelopes should be kept in a third sealed envelope superscribing "Tender for providing different services to Odisha Bhawan, Survey No-26/3, Pallikaranai, Velachery - Tambaram Main Rd , Chennai-600100"

The detailed information for outsourcing the services of the aforesaid works has been given in the tender document which may either be downloaded from the website www.home.odisha.gov.in or may be obtained by person from the Office of the Assistant Resident Commissioner-cum-Manager (I/C), Odisha Bhawan, Survey No-26/3, Pallikaranai, Velachery - Tambaram Main Rd, Chennai-600100 on any working day from 07.03.2025 to 28.03.2025 between 11 AM to 4 PM. (Telephone No.044-29873929)

The tender document will be received through speed post/registered post/courier during office hour. The last date and time for submission of Tender Documents is 28.03.2025 by 5 PM. The office shall not be responsible for any kind of postal delay.


Deputy Secretary to Government

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SECTION-I

INSTRUCTION TO BIDDER

A. General Information:

The Odisha Bhawan, Survey No-26/3, Pallikaranai, Velachery - Tambaram Main Road, Chennai- 600100 under Home Department, Government of Odisha requires following different services on outsourcing basis from reputed, well established, financially sound, registered and ISO certified Service Providers by deploying adequately trained and disciplined man power not less than the number mentioned below for smooth functioning of Odisha Bhawan, Survey No-26/3, Pallikaranai, Velachery - Tambaram Main Road, Chennai- 600100.

- a) Reception Attendant service - 3 (three) Nos.
- b) Housekeeping and Room Services - 10 (Ten) Nos.
- c) Sweeping and Cleaning Services
including waste management - 10 (Ten) Nos.
- d) Garden Maintenance Service - 1 (One) Nos.
- e) Pest Control Services - 1 (One) No.
- f) Security Service - 3 (Three) Nos.

The contract for providing the above services shall be in force from the date of signing of the agreement and shall continue for two years renewable on each year on satisfactory performance.

The period of the contract may further be extended beyond two years 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 Odisha Bhawan. The Home (Bhawan Establishment) Department 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, Registered under the Indian Partnership Act 1932, Registered under the Indian Trusts Act, 1882, Registered under the Societies Registration Act 1860, Registered under the Limited Liability Partnership Act 2008 etc.	Certificate of Incorporation/ Registration

2	The bidder must have at least three 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.	Statement on experience certificates and copies of required enclosures from the previous authorities as mentioned at Annexure-II.
3	The Registered Office / Branch Office of the Service Provider must be located within the jurisdictional area of Chennai/ Odisha.	Valid address proof of the office (Copy of the Telephone / Electricity Bill)
4	Must have minimum annual financial turnover of Rs.1,00,00,000/- (Rupees One Crore) in each year during the last five financial years (not by assessment years) starting from 2019-20. .	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 Odisha/ Tamil Nadu.	Copies of the pass book and transaction statement for the last 3 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. [Form – T2]
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. [Form – T3]
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 etc.	Copies of PAN, GSTIN, IT Returns for the last 5 financial years (not by assessment 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 interested Bidders (Service Provider Agencies) must submit the Tender Document complete in all respect along with other supporting documents and 2 (two) demand drafts of Rs.1000/-(Rupees One thousand) & Rs.20,000/- (Rupees Twenty Thousand) towards Bid Processing Fee & EMD respectively drawn in any scheduled commercial Bank in favour of the D.D.O-cum-Deputy Secretary to Govt., Home Department, Govt. of Odisha, Bhubaneswar-751001 which should reach the office of the Assistant Resident Commissioner –Cum-Manager(I/C), Odisha Bhawan, Plot No -5, Sector 30/A , Chennai-600100 through Speed Post/Registered Post/Courier only by 5PM of dt.28.03.2025.

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

a)	Period of issue of Tender Documents	From 07.03.2025 to 28.03.2025 up to 4 P.M.
b)	Last date & time for submission of tender Documents.	28.03.2025 by 5 P.M.
c)	Place of submission of completed Tender Documents.	Office of the Assistant Resident Commissioner-cum-Manager, Odisha Bhawan, Survey No-26/3, Pallikaranai, Velachery - Tambaram Main Road, Chennai- 600100 (Contact No- 022-20873372/20873374)
d)	Place, date & time for opening of Technical Bids	Office of the Additional Secretary to Government, Home (Bhawan Establishment) Department, Government of Odisha, Odisha Secretariat, Bhubaneswar-751001. On 03.04.2025 at 11 A.M
e)	Place, date & time for opening of Financial Bids of eligible Bidders	Office of the Special Secretary to Government, Home (Bhawan Establishment) Department, Government of Odisha, Odisha Secretariat, Bhubaneswar-751001. On 09.04.2025 at 11 A.M
f)	Likely date of commencement of the services	01.05.2025

1. The authority will not be responsible for any postal delay.
2. Bids without bid processing fee and EMD shall be rejected.
3. Bids submitted after due date will be summarily rejected.
4. EMD of unsuccessful bidders will be returned without interest after the award of Contract.
5. The tender will be invited under two bid systems i.e. Technical Bid and Financial Bid.
6. The interested Agencies are advised to submit two separate sealed envelopes superscribing- "Technical Bid for providing different services to Odisha Bhawan, Chennai-600100," and "Financial Bid for providing different services to Odisha Bhawan, Chennai-600100".
7. Both sealed envelopes should be kept in a third sealed envelope superscribing "Tender for providing different services to Odisha Bhawan, Chennai-600100"
8. The EMD of Rs.20,000/- is refundable without interest should necessarily accompanied with the technical bid of the bidder in the form of Demand Draft drawn in favour of the D.D.O-cum-Deputy Secretary to Govt., Home Department, Govt. of Odisha, Bhubaneswar-751001 failing which the tender shall be summarily rejected.

9. The successful bidder will have to deposit a performance security (10% of the annual contract value) in form of bank guarantee as at Section-IX from any Nationalized Bank situated within Odisha and should be drawn in favour of the D.D.O-cum-Under Secretary to Govt., Home Department, Govt. of Odisha, Bhubaneswar-751001 for a period of three months beyond the contract period.
10. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee.
11. 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.
12. No interest shall be paid on the Performance Bank Guarantee.
13. 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.
14. 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.
15. 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.
16. Page nos. must be entered in the Bid documents and indexing must have been done.
17. Technical Bids shall be opened on the scheduled date and time in the Office of the Additional Secretary to Government, Home (Bhawan Establishment) Department, Government of Odisha, Lokseva Bhawan, Bhubaneswar-751001 in presence of the bidders or any authorized representatives of bidders who wish to be present on the spot at that time.
18. The Financial Bid of those tenderers will be opened whose technical bids are found to be in order and qualify the technical evaluation.
19. The qualified bidders will be intimated separately by e-mail/Fax/Telephone/Post.
20. The Financial bids shall be opened on the scheduled date and time in the office room of the Special Secretary to Government, Home (Bhawan Establishment) Department, Government of Odisha, Lokseva Bhawan, Bhubaneswar-751001 in the presence of the bidders or representatives of bidders, who wish to be present on the spot at that time.
21. 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.
22. The bid shall be valid for a period of 120 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.
23. To assist in the analysis, evaluation and computation of bids, the authority may ask the bidders individually for clarification of their bids.
24. 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.

25. The bidder having the lowest evaluated financial bid (L-1) would be considered for award of the contract subject to fulfilment of the terms and conditions of the bid documents.
26. During selection of the lowest bidder (L-1), if the price quoted by bidders as well as the service charges coincides, then the agency with higher technical weightage shall be given preference. In case, the quoted price and technical weightage coincides, then the agency with higher annual turnover will be considered towards selection as eligible bidder.
27. 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.
28. The quoted rates shall not be less than the minimum wages fixed/notified by the Government of Tamil Nadu from time to time and shall include all statutory obligations.
29. If the lowest quoted price is not as per the minimum wages fixed/ notified by the Government of Tamil Nadu, the bid shall be disqualified and negotiations will be made with the second lowest (L-2) bidder for award of contract at L-1 price.
30. 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.
31. The authority reserves the right to reject any or all bids and terminate the tender process without assigning any reason thereof.
32. The service provider should furnish the name, designation and contact number of the representative who will liaise with the Odisha Bhawan on behalf of the bidder.

C. List of Documents for submission

Bidders are required to furnish the following documents along with the duly filled in Technical Bid (with proper signature and photo affixed):

- a) Covering letter along with power of attorney on the bidder's letter head
- b) Demand Draft in support of Bid processing fee as applicable
- c) Demand Draft in support of EMD as applicable.
- d) Copy of Certificate of Incorporation of the firm / agency
- e) Copy of GSTIN
- f) Copy of PAN
- g) Copies of IT returns for the last five financial years starting from 2019-20
- h) Copies of valid EPF Registration certificate & valid ESI Registration certificate
- i) Copy of Bank Account details
- j) Copies of the Income/Expenditure statements along with Balance Sheet for the last 5 financial years.

- k) Statement of experience certificates and copies of experience certificates/ signed agreement (not work orders) from the previous organizations for providing services.
- l) Undertaking regarding non-blacklisting (On stamp paper)
- m) Undertaking regarding non-pending of any judicial proceedings (On bidder's letter head)
- n) Copy of the Telephone/ Electricity Bill etc. towards proof of Registered Office / Branch Office within the jurisdictional area of Chennai/ Odisha.
- o) Copy of PSARA license
- p) ISO certificate.

SECTION-II

SCOPE OF THE WORK

A. RECEPTION ATTENDANT SERVICES

- To receive telephone calls, guests and delegates at the Reception Counter round the clock.
- Maintenance of all connected records at the Reception Counter.
- To ensure check in and check out of guests in time.
- To send the luggage of the guests to the guest rooms through the attendant at the time of check in and check out.
- To assist the In-charge of the Bhawan in receiving the guests at the Reception Counter.
- To ensure collection of dues from the guests and depositing the same with the Manager.

B. HOUSE KEEPING SERVICES

1. The broad scope of the work includes:

- To attend the guests and delegates occupying **16 double bedded rooms, 5 VIP suites and 2 dormitories (4&6 bedded) and one Conference Hall round the clock** (In three Shifts).
- To ensure keeping up of interior furnishing of rooms and ancillary rooms.
- To ensure cleaning of towels and napkins once in every week.

2. Proper registers/records for the jobs carried out daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the Service Provider and will be counter-signed by the Officer-in-Charge at regular intervals and finally at the end of each month.

3. The required consumables used for the purposes should be provided by the Service Provider and must be of good quality.

4. To ensure maintenance of office interiors and furniture, fixtures and other decorative items.

C. SWEEPING AND CLEANING INCLUDING WASTE MANAGEMENT

1. Cleaning the Campus area of **4564 sq meter and Reception, lobby, lounge, 16 double bedded rooms, 5 VIP suites and 2 dormitories (4 & 6 bedded), Office, Conference Hall, Auditorium, Dining, Terrace round the clock** (In three Shifts).
2. Cleaning, sweeping, mopping and wiping of floors, staircase with phenyle, on daily basis or as required by Officer-in-Charge. Cleaning activity shall start in the morning at 7.00 A.M so as to complete all the dusting/cleaning/mopping work before 9.00A.M
3. Thorough cleaning of all toilets using required detergents by putting naphthalene balls and air purifier in all urinals, wash basins.
4. Cleaning of general toilets at least thrice daily (at 8.30 AM, 12.00 Noon and 3.30 P.M) with phenyl and detergent etc. and maintain the toilet floors dry during office hours. Cleaning of windows and window slits of all toilets to be done regularly. Wash basins, urinals are to be cleaned with suitable detergents. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the Service provider regularly to ensure continuous availability of these materials in requisite containers. A duty chart must be maintained

by the Service Provider which shall contain the regular attendance of the personnel engaged in cleaning works.

5. Cleaning of attached toilets with phenyl, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the service provider regularly to ensure continuous availability of these materials in requisite containers.
6. Cleaning of office working areas, removing dust from floors, windows, doors, furniture, fixtures, telephones, cupboards, air conditioners, filing Almirah, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning equipment, mopping of floors with phenyl.
7. Collection of waste paper from rooms, waste paper baskets, lobbies and putting in bags at the specified location daily at 9 A.M .
8. Cleaning of chockage in sewerage and pumping lines, drainage and manholes within the office premises as and when required. Cleaning gulley trap and manholes within and surrounding of premises as and when required.
9. Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
10. Lifting, carrying and disposing the dead birds, animals, rats, insects etc. if found in and around the office building.
11. Removal of beehives and cobwebs/honey webs from the office building and its premises and cleaning and sweeping of open area including balconies and roof tops.
12. The Service provider shall also be responsible for pest control in the office and shall carry out the adequate measures minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Rats, Mosquitoes, Cockroach, crawling insects in rooms etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
13. The Service provider should possess or procure required safety gadgets and other material for smooth services.

Cleaning of Toilets

- i. All sanitary ware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- ii. Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.

- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.

Waste Management

- i. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- ii. The service provider agency shall collect the garbage from the garbage collection point and segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste outside the premises as per the standards and directions provided by Competent authority of the Bhawan.
- iii. The service provider agency shall ensure that 100% of recyclable waste is being recycled.
- iv. The service provider agency shall be responsible for arranging the transport and in consultation with competent authority of the Bhawan, shall identify the area / frequency for garbage disposal. Proper waste disposal system shall be adopted and collection points shall be defined.
- v. Waste management methodology shall comply with the guidelines as laid down in applicable Waste Management Rules of Central / State Government and Local Authorities.
- vi. Renovation Debris is to be stored at designated space at designated area
- vii. The service provider agency undertaking the renovation work would remove the debris when it amasses to a volume equivalent to a tempo load.
- viii. Cleaning of grease chambers of the kitchen.

D. MAINTENANCE OF GARDEN

1. The broad scope of the work includes:

a. Providing potted plants to decorate the Bhawan.

b. Routine growing and nurturing of the potted plants (indoors and outdoors)

c. Growing and nurturing of seasonal flowers, plants, putting seeds in the potted plants and looking after the same.

2. The service provider will provide required number of skilled man power.

3. The Service Provider shall provide and ensure sufficient protection gears like safety shoes, hand gloves, ladders, etc. being used by its workers while carrying out works.

4. Copies of the routine maintenance work have to be submitted along with the invoice for the concerned period. There would be no increase in rates payable to service provider during the contract period.

5. The service provider has to perform the following activities :

a) Daily watering

b) Weed removing

- c) Trimming and pruning
- d) Soil mulching
- e) Hedges and Shrubs cutting etc.
- f) Cleaning Garden areas
- g) Applying fertilizer or compost manure/vermi culture manure alternate month or as and when required.
- h) Applying pesticides and fungicide alternate month or as and when required.
- i) Maintenance of vermi compost pits
- j) Disposal of dry/fallen leaves.
- k) Seed collection and sowing.
- l) Preparation and maintenance of Planting Materials.
- m) Operation of Tools, Machinery as required for the Garden.
- n) General maintenance of existing plants, Tools implements etc.

REPLACEMENT GUARANTEE

Any plant or shrubs or ground cover which die due to any reason, will be replaced with the items with same species immediately (size of the plant may vary as per availability), failing which the cost of the same will be recovered from the payment of the agency.

MATERIAL AT SITE

The service provider must ensure that all garden machineries, tools, hose pipe, sprinklers, manures, etc. are available at the site for operation as and when required and safely stored.

GENERAL MAINTENANCE

Clipping and trimming of hedges and edges, trimming of shrub plants, trees, creepers, bougainvillea's, etc. at regular intervals, stacking and disposing & removing the trimmed branches, and other related waste of the plants immediately from the site by making own arrangements at its own cost.

PRUNNING

Clipping and trimming of hedges and edges, trimming of shrub plants, trees, creepers and bougainvillea's etc. at regular intervals, stacking of plants as and when required/and as instructed by Officer-in-charge.

PLANT PROTECTION

Periodic check to be carried out for pests and diseases, in the event of infestation prompt spraying of appropriate pesticides, insecticides and fungicides will be required for eradication of the same. The Service Provider will supply pesticides, insecticides and fungicides as directed by the Officer-in-charge. Water charges, electrification and any other charges if any, chargeable will have to be borne by the Service Provider.

FERTILISER

Manure and fertiliser specified shall be supplied by the contractor as required and under the direction of the authority at its own cost.

POTTED PLANTS

The existing potted plant beds to be maintained with minor alteration, if required by planting summer and winter seasonal plants. Seed/seedlings should be provided by the service provider. Preparation of seasonal flower beds plants, seeds etc. as directed by the authority.

OPERATION OF TOOLS AND IMPLEMENTS

The normal tools and implements like Sprayers, Weeders, Mow, etc. may be operated at the time of requirements.

E. PEST CONTROL SERVICE

The service provider agency shall be responsible for ensuring the disinfectants, insecticides and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

i. Disinfestations Treatment

Pest Covered : Ants, cockroaches, silverfish, spiders, licks, bugs, crickets, termites etc. The service provider agency shall take the following control measures :

- a. Intensive / extensive spray with oil / water based chemicals.
- b. Frequency : Fortnightly as per client schedule and need base

ii. Rodent Control

Pest Covered : Domestic/Field Rodents.

The service provider agency shall take the following control measures

- a. Baiting with anti - coagulant rodenticide / asphyxiates type chemicals
- b. Trapping with lures
- c. Eliminating rats / mice with glue traps
- d. Frequency : Monthly as per client's schedule and need base.

iii. Fly Control

The service provider agency shall take the following control measures :

- a. Sanitation
- b. Chemical control
- c. Frequency: Monthly as per client schedule and need base
- d. Sanitation
- e. Chemical control
- f. Frequency: Monthly as per client schedule and need base

iv. Mosquito Control

The treatment will be carried out all over the premises and surrounding areas inside and outside. The service provider agency shall take the following control measures:

- a. Residual Spot Spraying
- b. Fogging Operations
- c. Mist Blowing
- d. Frequency: Fortnightly as per client schedule and need base

G. SECURITY SERVICES

1. Maintenance of security of the Odisha Bhawan, Chennai round the clock (in three shifts)
2. To provide security services for the protection of life and property against theft, pilferage, fire etc.,
3. Manage operations (including the baggage scanning and frisking) at Entry and Exit terminals points,
4. Ensure safety and security of men and material,
5. Guiding visitors to desired locations/concerned officials/ occupants,
6. Regulating entry of unwanted visitors/salesmen and maintenance of visitor's register,
7. Checking of gate passes and to regulate the entry and exit of vehicles/materials and parking of vehicles.
8. Prevent entry of stray animals like cow, dogs etc.,
9. Round the clock patrolling of the Bhawan,
10. Frisking and checking of visitors during and after operational hours,
11. Hand held metal detectors should be provided by the Client to Security Guards for checking and frisking of visitors as well as their carry bags,
12. Checking of vehicles at entry and use inverted mirror detectors for checking vehicles,
13. Agency shall maintain records of inwards and outwards movement of men, materials and vehicles, etc. with proper check as per instructions given from time to time by Client,
14. Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies/Disaster 86 be well equipped with their update contact numbers,
15. Visitor's management in common, during events & exhibitions, and during other special occasions,
16. Having effective control on movement of materials in / out,

17. Physical guarding of entry / exit points,
18. Screening / directing of visitors,
19. Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,
20. Assisting the occupants during the emergency evacuation of the building, rescue operation of passengers stranded in the lifts,
21. The FMS shall operate and maintain the complete Access Control system, Fire Alarm System, CCTV System, PA system and any other system as installed in the said premises
22. Complete disaster management in case of emergencies/ disasters,
23. Providing of adequate security as per the requirement,
24. Ensuring and monitoring the operations of Boom Barriers & Access Control System,
25. Lodging of complaints/ FIRs in case of emergency/ disaster on intimation,
26. The ARC-cum-Manager, Odisha Bhawan, Chennai shall provide a log book register for making entries by the security personnel of their presence at duty site.
27. The service provider agency shall provide at his own cost proper clean uniform and badges and photo identity cards as per laid down rules for Private Security Agencies.
28. The service provider agency shall have his own Establishment/Setup/Mechanism, etc. At his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract. The service provider agency shall get guards screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Client will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty. The service provider agency shall bear all the expenses incurred on the following items i.e. required security devices, metal detectors, searching mirror, Walky-Talky, provision of torches and cells, lathis/ballams and other equipment to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.

SECTION –III

SCHEDULE OF REQUIREMENT:

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

Sl. No.	Description	Requirement	Qualifications
Manpower			
1	Reception Attendant Service	3 (Three) Nos.	As mentioned in Annexure-I
2	Housekeeping and Room Services	10 (Ten) Nos.	
3	Sweeping and Cleaning Services including waste management	10(Ten) Nos.	
4	Garden Maintenance Service	1 (One) Nos.	
5	Pest Control Service	1 (One) No.	
6	Security Services	3 (Three) Nos.	
	Total	28 Nos.	

I) Detailed requirement of services are as follows-

A. Daily services:

(First round of shift should be completed before 8:00 AM every day)

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/exhibitions in the project facility the housekeeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event/exhibition 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	Collecting of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same outside the premises as per applicable guidelines/rules of the local Client. Should be completed before 8:30 AM every day.	Once / Day	Same Day	1000 / Day
6	Cleaning of Grease Chambers of kitchen	Once/Fortnight	1 Day	1000 / Day
7	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
8	Cleaning of glass windows & doors from inside & outside in office, passages and corridors and all glass facade outside all around the building on ground floor.	Once / Day	Same Day	1000 / Day
9	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
10	Cleaning and upkeep of all parking, service, basement and maintenance area	Once / Day	1 day	1000 / Day
11	Staff in desired uniform	As per the requirement	1 day	100 per day per person
12	Maintenance and updation of records.	As per the requirement	1 day	500/ Day per instance
13	Regular security checks frisking and scanning etc.	As per the requirement	Round the clock	1000/ Instance

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. Periodical Maintenance Services

Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of external surface Including glass facade & awnings, external building surface, structure at entrance plaza at all heights.	Glass Facade & Awnings- "Once a month" Other External Surfaces- "Once in 6 Months"	1 Day	500/Day
2	Shampoo Cleaning of all carpets, sofas, chairs.	As per Manufacturer recommended methods and intervals (Once in six months) Once in 2 months/SOS	7 Days	500/Day
3	Cleaning and disinfection of all water tanks.		7 Days	1000/Day

D. Drain and Sewage System

1	Cleaning of bed properly including removing of mud, soil etc.	1 Time /Week	1 Day	1,000/ Day
2	Regular maintenance of drain covers including replacement if found damaged.	1 Time /Week	1 Day	1,000/ Day

E. Pest Control

1	Disinfestations treatment	1 Time / Fortnightly	1 Day	500/ Day
2	Rodent Control	1 Time / Monthly	1 Day	500/Day
3	Fly Control	1 Time / Fortnightly	1 Day	500/Day
4	Mosquito Control (fogging etc.)	1 Time / Fortnightly OR as per directions	1 Day	500/Day

F. Gardening Maintenance Work

1	All cutting, trimming, making good in levels.	Daily	2 Day	100/ Day
2	Making kyaries, mulching for trees, shrubs & ground covers at kyaries, mixing of manure for trees and required.	Daily /Twice daily	Same Day	100/Day
3	Manual watering	Whenever required	Same Day	100/Day
4	Replacement of damaged grass, trees and shrubs.	Whenever Required (to be done immediately)	Same Day	100/Day
5	Anti-termite treatment for damages leaves and branches	Whenever Required (to be done immediately)	Same Day	100/Day

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 upkeep	for 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
Shortfall in deployment of minimum machinery / tools 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

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.

The Officer-in-charge of Odisha Bhawan, Chennai is competent to impose the penalty as mentioned above.

II) Details of the required House Keeping Tools/equipments and consumables

The indicative list of House Keeping Tools/ equipment and list of consumables to be provided by the service provider agency are as follows-

1. House Keeping Tools / Equipment

Note: The lists shown are not exhaustive lists and the bidder if required, may add based on their assessment of work

Sl. No.	Name of Tools
1	Commercial vacuum cleaner
2	High pressure jet cleaning machine
3	Puzzy machine to clean chairs and sofas
4	Floor scrubber / polishing machine
5	Wringer Mop Trolley
6	Motorized Grass cutter
7	Telescoping ladder
8	Equipment for cleaning facades of high-rise buildings
9	Any other tool which will be required to perform the job.

2.List of Consumables to be used

The monthly tentative list of the consumables to be used at Odisha Bhawan, Chennai are as below. However, the exhaustive list of consumables is to be provided by the bidder in his proposal. The bidder shall use consumables of the reputed brands as per the requirement and direction of the competent authority of the Odisha Bhawan, Chennai. The tentative list of consumables are as follows:

SL	Name of the Items	Brand Name
1.	Cleaning powder	VIM Ultra/ Lizol
2.	White phenyl	Cleanzo/ Niks/ Parol
3.	Floor Cleaner	Taski R7/ Lizol/Presto
4.	Liquid Soap (hand wash)	Dettol/ Savlon/ Santoor
5.	Detergent powder	Fena/Surf excel/Tide
6.	Sanitary Cubes (400 gm Per Packet)	Homacol/ Airqon/Palak

7.	Naphthalene bulb(500 gm.)	SSKR/Supreme
8.	Floor Duster	Kasturi/ Aaditri
9.	White Duster	Aloud/ Redcrush/ Kasturi
10.	Yellow Duster	MJB/Aaditri
11.	Phool Jhadu	Sagar/ Scotch Brite/ Spotzero
12.	Coconut Jhadu	Cleanscent/Rotz/ Shami
13.	Glass Cleaner(500 ML. per bottle)	Colin/K'triq K3
14.	Disinfectant Toilet Cleaner	Harpic/ Domex
15.	Toilet Roll	Wintex/Solimo/ Presto
16.	Air Freshner for Toilet	Odonil/Airwick/ aer
17.	Dish washer	Scotch Brite
18.	Garbage Bag- Small 15"x18"	Shalimar/ Naturepac
19.	Garbage Bag- Big-30"x40"	Shalimar/ Naturepac
20.	Wiper	Scotch Brite/Gala/ Vimal
21.	Toilet Brush	Scotch Brite/Gala/ Cello
22.	Nylon Hand Brush	Scotch Brite/ Toua
23.	Dust Collecting Pan	Cello/Gala/ Spotzero
24.	Bleaching Powder	Akshar/ Revati
25.	Hand Gloves	Scotch Brite/ Careway
26.	Choke Remover	Glaption/ Blumfye
27.	Dry Mop	Scotch Brite/Gala/ Freshome
28.	Cockroach Repellant	Baygon/ Hit
29.	Room Freshener	Air Wick/
30.	Bucket (for use by staff for floor cleaning)	Nayasa/ Spotzero/Kuber
31.	Toilet Soap(Around 12 gm)	Medimix/ Mysore sandal/

N.B.

The above noted materials and equipment are tentative and may vary basing on occupancy.

The materials on arrival at Odisha Bhawan in each month must be presented before any authorized officer before those are stored by the sanitary supervisor.

3.List of machines to be provided by the contractor round the clock.

Sl. No.	Equipment	Required Nos.
1	Single disc scrubbing machine with buffing pad	1 Nos
2	Wet and dry vacuum cleaner	1 Nos.
3	Wet and cry garbage trolley with cover	2 Nos.
4	Floor polishing machine	1 Nos.
5	Ladder Small & Large	2 Nos.
6	Any other equipment necessary	As per requirement

N.B. The materials on arrival at Odisha Bhawan in each month must be presented before any authorised officer before those are stored by the sanitary supervisor.

SECTION – IV

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.** The 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 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 pilferages, loss or other offences, 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 @Rs.500/- per day shall be deducted from the monthly bills in the succeeding month. The Officer-in-charge of the Odisha Bhawan, Chennai shall impose the penalty and furnish the rectified monthly bill thereof.

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 after deducting admissible TDS under GST/IT Act.**

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 of 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 one-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 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 Odisha, Bhawan, Chennai-
- a. Monthly Reports;
 - b. Deployment Report
 - c. Attendance Reports
 - d. Statutory compliance intimation report
- The MIS report shall cover the following aspects:
- a. Consumption and stock of consumables
 - b. Resource deployment report (manpower, equipment)
 - c. Customer Feedback Analysis
- 31.** It shall be the responsibility of the Service Provider to verify the qualification and experience of the outsourced manpower. Candidates will be liable for performing the defined responsibilities assigned by the authority from time to time. The authority reserves the rights to verify and check the credentials and qualification of the outsourced manpower. If during the course of engagement of any outsourced personnel, it comes to notice of authority that he/she has misrepresented the fact about his/her qualification/experience, the Service Provider will have to terminate the service of such staff immediately.
- 32.** The service provider should have an empanelled list of trained/experienced Staff so that un-interrupted and continued services can be provided during the period of contract. The service provider should be able to provide additional man power support whenever required by the authority under the same terms and condition.
- 33.** The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Service Provider and the Home Department.
- 34.** The manpower deployed by the service provider shall be required to report for work at 10.00 AM and leave office at 5.30 P.M. and may also be required to work beyond the prescribed

time for which he would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.

35. The manpower deployed for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain confidentiality.

36. The service provider shall nominate a coordinator who shall be responsible for periodic interaction with the Authority so that optimal services of the persons deployed could be availed without any disruption.

37. The attendance rolls for the personnel deployed by the Service Provider at the premises of Authority shall be provided by the Service Provider and it shall be monitored by the Service Provider on regular basis. These attendance rolls shall be signed by the authorized representative of Service Provider who shall get it verified from the designated officer.

38. The entire financial liability in respect of manpower services deployed in the Authority's location shall be that of the Service Provider and the Authority will in no way be liable for the same. It will be the responsibility of the Service Provider to pay to the person deployed a sum not less than the proposed monthly remuneration as mentioned in the financial bid.

39. The Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.

40. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

41. The Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to the persons deployed at the Authority's location. The service provider should ensure regular payment of monthly salary to the personnel engaged by the service provider by 10th of the succeeding month after deduction of applicable statutory dues. The service provider should credit the monthly salary of its employees in their respective Bank Account.

42. The engagement of outsourced person shall be purely on contract basis. The Service Provider shall at all times make it absolutely clear to the outsourced personnel hired through them. Any outsourced personnel deputed can be removed any time by giving notice to the Service Provider and the Service Provider will have to provide suitable replacement acceptable to Authority within 3 working days.

43. The selected Service Provider shall ensure that no manpower/ personnel is allowed to continue for more than 01 years so as to avoid future litigation relating to regularization.

44. 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 ARC-cum-Manager. Odisha Bhawan, Chennai.
- g. Shall not drink on duty, or come drunk and report for duty.
- h. Will not gossip or chit chat while on duty.
- i. 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 misbehaviour occurs, to Contractor Control and the Client
- l. When in doubt, approach concerned person immediately.
- m. Get themselves checked by security personnel whenever they go out.
- n. Do not entertain visitors;
- o. Shall not smoke in the office premises.

SECTION-V
TECHNICAL BID
COVERING LETTER
(BIDDER LETTER HEAD)

[Location, Date]

To

The Additional Chief Secretary to Government,

Home Department, Bhubaneswar, Odisha

(Through the Assistant Resident Commissioner-cum-Manager, Odisha Bhawan, Survey No-26/3, Velachery - Tambaram Main Road, Chennai-600100)

Sub: Tender for Outsourcing of Different Services to Odisha Bhawan, Chennai under Home Department, Government of Odisha.

Dear Sir,

I, the undersigned, offer to participate in the tender process to provide different services to Odisha Bhawan, Chennai 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 120 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 is 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)	Bid Processing Fee i) DD No.: ii) Date: iii) Amount (Rs.) iv) Drawn on Bank: EMD i) DD NO.: ii) Date: iii) Amount (Rs.) iv) Drawn on Bank:
3	Name of the Director/ Proprietor/ Owner	
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)
2019-20		
2020-21		
2021-22		
2022-23		
2023-24		

**from the date of issue of tender*

16. Details of the similar type service provided by the bidder: Annexure-II enclosed (Yes/ No)

17. Declaration

I, Smt./Sri _____, Son/Daughter/Wife of Sri _____, 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.

Place:

Date: (Signature of Authorized Representative with seal)

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. 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 (in last Financial Year):	Max 25 Marks
--	---------------------

- | | |
|--|----------|
| (a) 1 crores | 10 Marks |
| (b) More than 1 crores and upto 3 crores | 15 Marks |
| (c) More than 3 crores and upto 5 crores | 20 Marks |
| (d) More than 5 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 | 05 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. 20 Marks

- | | |
|--------------------------|----------|
| (a) 1-5 clients | 05 marks |
| (b) 6-10 clients | 10 Marks |
| (c) 11-15 clients | 15 Marks |
| (d) more than 15 clients | 20 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) Headquarters of large corporate sector firms (1 mark per client with max 5 marks)
- (b) Reputed hotels (1 mark per client with max 5 marks)
- (c) Large government offices/PSUs offices (1 mark per client with max 5 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. $\{80 \times 60\%$

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.

1.11 The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. Home Dept./ Officer-in-charge, Odisha Bhawan, Chennai 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 financial rates quoted 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 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 (L-1) 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:

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

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:

1. 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,
2. The Bidders ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.
3. 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.
4. If there is a discrepancy between words and figures, the amount in words shall prevail.

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

[Location, Date]

To

The Additional Chief Secretary to Government,
Home Department, Bhubaneswar, Odisha

(Through the Assistant Resident Commissioner-cum-Manager, Odisha Bhawan, Survey No-26/3, Velachery - Tambaram Main Rd, Chennai-600100)

Sub: Tender for Outsourcing of Different Services to Odisha Bhawan, Chennai under Home Department, Government of Odisha.

Sir,

I, the undersigned, offer to provide different Services to Odisha Bhawan, Chennai 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 120 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 per month)

Manpower						
Sl. No.	Category of manpower	Requirement	Cost per Unit in INR (Inclusive of remuneration and all statutory dues)	GST as (applicable)	Total cost per unit (Col.4+ Col.5)	Cost for total nos. of services (Col.6 x Col.3)
1	2	3	4	5	6	7
1	Reception Attendant Service	3 (three) Nos.				
2	Housekeeping and Room Services	10 (Ten) Nos.				
3	Sweeping and Cleaning Services including waste management	10 (Ten) Nos.				
4	Garden Maintenance Service	1 (One) Nos				
5	Pest Control Services	1 (One) No.				
6	Security Services	3 (Three) Nos.				
A. Sub Total (Manpower cost) in INR						
B. Subtotal (Equipment Cost) in INR						
C. Sub Total (Consumables Cost) in INR						
D. Total in INR (A+B+C)						
E. Service Charges @ _____						
F. Total Administrative Charges (D+E)						

Furnished below the breakup of the cost per Unit: -

Sl. No.	Category of Services	Cost per Unit in INR (as mentioned in Col.4 above)	Remuneration as per the latest Minimum wages fixed/ Notified by Government of Tamil Nadu	EPF @ _____%	ESI @ _____%	Other components if any (e.g. Service charges, allowances, Bonus etc.). Each component shall be mentioned separately
1	2	3	4	5	6	7
1	Reception Attendant Service					
2	Housekeeping and Room Services					
3	Sweeping and Cleaning Services including waste management					
4	Garden Maintenance Service					
5	Pest Control Services					
6	Security Services					

It is certified that the minimum wages mentioned above is as per the latest Minimum wages fixed/ Notified by Government of Tamil Nadu. Appropriate Zone and Service Category has been taken care of.

Place:

Date:

(Sign and Seal of Authorised Representative)

SECTION – VII

BID SUBMISSION CHECK LIST

Sl. No.	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head		
2	Bid Processing Fee		
3	EMD		
4	Copy of Incorporation / Registration Certificate of the firm/ agency		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copies of ITR for the last five financial years starting from 2019-20 to 2023-24		
8	Copy of Valid EPF Certificate		
9	Copy of Valid ESI Certificate		
10	Covering Letter for Technical bid		
11	Duly filled in Technical Bid (Form-T1)		
12	Copies of Income / Expenditure Statement and Balance Sheet for the last 5 financial years		
13	Power of Attorney in favour of the person signing the bid on behalf of the bidder.		
14	Statement on experience certificates along with the copies of supporting documents for the respective assignments (Annexure-II)		
15	Undertaking for not have been black-listed by any Central / State Govt./any Autonomous bodies during the recent past. (FORM- T2)		
16	Undertaking for not having any police case pending against the bidder (FORM- T3)		
17	Copies of Electric/Telephone bills etc.		
18	Copies of the pass book and transaction statement for the last 3 month.		
19	Copy of valid License under PSARA (Private Security Agencies Regulation Act.2005)		

20	ISO certificates		
FINANCIAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head		
2	Duly Filled in Financial Bid (FORM- F1)		

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 need to be sealed and signed by the authorized representative.*

Authorized Signatory [*In full and initials*]:

Name and Designation with Date and Seal:

SECTION – VIII

SERVICE AGREEMENT

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

This Agreement is made on this.....day of **2025** 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 h, **Schedule or requirement and Penalty e** 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: Scope of Work, Schedule or requirement and Penalty (as mentioned in the tender documents)

Appendix C: 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-IX
PERFORMANCE BANK GUARANTEE FORMAT

To

The DDO-cum-Deputy Secretary 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

A. Reception Attendant Service-

1. Educational Qualification-

- i) Bachelor's degree in any discipline from a recognized University
- ii) Diploma or equivalent in Hotel Management from a recognised institution of Govt. of Odisha/India (Preferable)

2. Skill Sets/Special Attributes-Computer Literate, Operational Knowledge of POS Machine

3. Appearance- Smart, Polite, Well-Groomed

4. Languages preferred- Conversant in Hindi, English & Local

5. Experience- 1 Yr in Hotel/ State Bhawan reception & Book Keeping

B. 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 State Bhawans

C. 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 State Bhawans

D. Garden Maintenance Services (Mali)-

1. Educational Qualification-10th

2. Skill Sets-Trained Gardener, Semi-Skilled

3. Languages Preferred- Hindi & Local

4. Experience- Previous gardening experience preferable

E. Security Service.

1. Educational Qualification- 10th

2. Skill Sets/Special Attributes-Physically fit, skilled

3. Appearance- Smart, Polite, Well-Groomed and physically sound to perform the duties

4. Languages preferred- Conversant in Hindi, English & Local

5. Experience- 1 Yr in Hotel/ State Bhawan.

STATEMENT OF EXPERIENCE CERTIFICATES

Sl. No.	Name & detailed address of the client (Office/ Company/ PSUs) to which services has been provided	Type of the Office/ Company/ PSU (Mention if Corporate Sector firms or Reputed Hotel or Govt. Offices/ PSU Offices)	Contract No. & Date (Copy of agreement to be enclosed)	Period of contract (Supporting documents to be submitted)	Annual Contract Value (Copy of monthly bill or other supporting documents to be submitted)	Types of services provided (Supporting documents to be submitted)	Total number of manpower supplied (Supporting documents to be submitted)

N.B: -

1. Bidders must be aware that number of years in operation/experience, size & quality of client to whom services are being provided and composition of client base carry key roles in technical evaluation.
2. The number of years in operation shall be calculated from the period of contract subject to furnishing of supporting document to that effect.
3. Copy of work orders shall not be count towards experience certificates.
4. Agreements/Experience certificates with valid contract period & contract value shall only be considered.
5. Agreements/Experience certificates in relevant fields only shall be considered.
6. No evaluation shall be made in the relevant fields for which supported documents have not been furnished.

Authorized Signatory [In full and initials]:

Name and Designation with Date and Seal:
