



THE ORIENTAL INSURANCE COMPANY LIMITED

CIN NO. : U66010DL1947GOI007158

TENDER DOCUMENT FOR PROVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS

**THE ORIENTAL INSURANCE COMPANY LIMITED
CORPORATE OFFICE
OFFICE BLOCK IV, PLATE A
NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI**

NOTE: IT IS MANDATORY THAT THE BIDDERS SUBMIT THE BID DOCUMENTS BOTH IN GEM PORTAL AS WELL AS IN PHYSICAL FORM (HARD COPY) TO BE DROPPED IN THE TENDER BOX AS MENTIONED IN POINT NO. 5 ON PAGE NO. 8 OF THE TENDER DOCUMENT.

Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected.

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**THE ORIENTAL INSURANCE COMPANY LIMITED
CORPORATE OFFICE
OFFICE BLOCK IV, PLATE A
NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI**

TELEPHONE NO. : 011-24348111
CIN NO. : U66010DL1947GOI007158

NOTICE INVITING TENDER

PROVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS

AT CORPORATE OFFICE, OFFICE BLOCK IV, PLATE A
NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI
&
ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI

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

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

The Bidder/Tenderer is requested to quote rates in the 'Financial Bid' keeping in view the terms and conditions of this Tender Document and the tender is liable to be rejected if any change in the terms and conditions is proposed. The Bidder/Tenderer has to submit Earnest Money Deposit of Rs.50,000/-(Rupees Fifty Thousand Only) through Demand Draft only(payment by cheque or any other mode is not acceptable) in favour of “The Oriental Insurance Company Limited” payable at New Delhi along with the Technical Bid. Tenders without the Earnest Money Deposit (through Demand Draft Only) will be deemed rejected.

Interested and Reputed Manpower Providing Agency/Firms can obtain the detailed Tender Document, containing detailed Terms and Conditions, Eligibility Criteria, Technical Bid, Financial

Bid and Annexures to be attached with bids, against a written request on their letter head from the Office of Chief Manager/Manager, Establishment Deptt., Corporate Office, The Oriental Insurance Company Limited, Office Block IV, Plate A NBCC Office Complex, Kidwai Nagar East, New Delhi, along with submission of a non-refundable Demand Draft only of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) drawn on any Nationalized/ Scheduled Bank in favour of “The Oriental Insurance Company Limited” payable at New Delhi on all working days (Monday to Friday) between 11.00 A.M. to 3:30 P.M. The time schedule of tendering is specified below:-

1	Issue of Tender Document	From 30.03.2023 to 13.04.2023 between 11.00 AM to 03.30 PM on all working days (Monday to Friday)
2	Tender Document Fee (Non-refundable)	Rs.1,180/-(Rs.One Thousand One Hundred Eighty Only).
3	Last Date and Time for submission of Tender.	13.04.2023 up to 4.00 PM
4	Date and Time of Pre-Bid Meeting	10.04.2023 AT 11.00 AM at The Oriental Insurance Company Limited, Office Block IV, Plate A NBCC Office Complex, Kidwai Nagar East, New Delhi
5	Date and Time of opening of Technical Bid.	17.04.2023 at 3:00 PM.
6	Date and Time of opening of Financial Bid.	Will be intimated to Technically Qualified Bidders at a later date.
7	Earnest Money Deposit (EMD).	Demand Draft only of Rs.50,000/- (Rupees Fifty Thousand Only) to be placed in sealed Envelope of “Technical Bid”. Payment of EMD through any other mode is not acceptable.

The Tender Document can also be downloaded from the website www.orientalinsurance.org.in and the same will be accepted along with the Tender Fee of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) through a separate Demand Draft Only drawn on any Nationalized / Scheduled Bank favouring “The Oriental Insurance Company Limited” payable at New Delhi, which is required to be placed in the envelope containing Technical Bid.

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

**CHIEF MANAGER,
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED

ELIGIBILITY CRITERIA

1. The Bidder/Tenderer should be based in Delhi -NCR and operating its business in Delhi -NCR. The Office Premises of the Bidder/Tenderer should be located in Delhi/NCR. **Attach self-attested photo-copy of proof.**
2. The Bidder/Tenderer should have an established Office Premises in Delhi/NCR having necessary infra-structure and sufficient man-power on its rolls so as to provide immediate, satisfactory and efficient housekeeping services. Tenders received from Firms/Establishments operating from residential premises and not having an established Office Premises in Delhi/NCR with necessary infra-structure and man-power on its rolls will not be accepted and will be treated as rejected.
3. The Bidder/Tenderer should have a minimum experience of five **years as on 31/12/2022** in the field of providing Housekeeping Services on Monthly Contract Basis. **Attach self-attested photo-copy of proof.**
4. The Bidder/Tenderer should be registered with Government Labour Department and should possess/hold a valid License issued by Central/State Government/concerned Department of Government of NCT for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act. In case any other permission or Certificate or Licence is required for providing Contract Labour to the Company, the Bidder/Tenderer will be required to submit the same within one month of award of the work. The successful Bidder/Tenderer would be required to deploy Manpower / Contract Labour as per norms prescribed under the said Act. **Attach self- attested photo-copy of Registration with Government Labour Department and License.**
5. The Bidder/Tenderer should be registered with EPF Authorities and should have a valid Provident Fund Registration Number under EPF Act issued by EPF Authorities. **Attach self-attested photo-copy of EPF Registration.**
6. The Bidder/Tenderer should be registered with ESI Authorities and should have a valid ESI Registration Number issued by ESI Authorities under ESI Act 1948. **Attach self-attested photo-copy of ESI Registration.**
7. The Bidder/Tenderer should be registered with Goods and Service Tax Authorities and should have a valid Goods and Service Tax Registration Number issued by Statutory Tax Authority. **Attach self-attested photo-copy of Goods and Service Tax Registration.**
8. The Bidder/Tenderer should have rendered similar satisfactory services of providing Housekeeping Services on Monthly Contract Basis to **at least one** Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institutions or any Private Company having **minimum paid-up capital of Rs.50 Lacs during the last three years i.e. 2019-20, 2020-21 and 2021-22. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments / Companies.**

9. The Bidder/Tenderer should furnish **List of Clients to whom Housekeeping Services on Monthly Contract Basis** are given **during the last three financial years i.e. 2019-20, 2020-21 and 2021-22** along with the numbers of persons deputed for housekeeping services as per format given in **Annexure III. Attach Certificates for providing Satisfactory Housekeeping Services from concerned Clients / Companies.**
10. The Bidder/Tenderer should have **minimum Annual Turn-over of Rs.5 Crores** and should have earned profit during the last three financial years i.e. 2019-20, 2020-21 and 2021-22. **Attach Certificate from Chartered Accountant as per Annexure IV in this regard.**
11. **The Bidder/Tenderer should have on their wage rolls minimum 150 housekeeping workmen in Delhi as on 31/12/2022. Attach Certificate from Chartered Accountant as per Annexure V in this regard.**
12. The Bidder/Tenderer must submit a valid and effective Quality Assurance Certificate(s), if any awarded to them, which will be considered for evaluation of Technical Bids of Bidder/Tenderer.
13. The Bidder/Tenderer must have a **valid and effective License issued by statutory authority for providing manpower on monthly contract basis. Attach self-attested photo-copy of valid and effective License issued by statutory authority**
14. The Company will debar Bidders/Tenderers having blood relatives working in The Oriental Insurance Company Limited from tendering in any capacity. A **Non-relationship Certificate** is required to be submitted as per **Annexure II** of the Tender Document.
15. The Bidder/Tenderer should be ready to and will :-
 - (A) Deposit ESI and EPF Contribution in respect of each housekeeping workman/manpower deputed for our Company through a separate Challan meant for OICL every month and submit a copy of the same as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each named housekeeping workman/manpower on their letter head duly certified, stamped and signed by authorized signatory as per specimen enclosed as **Annexures IX and X treating it as a mandatory requirement.**
 - (B) Pay the total amount of Monthly Minimum Wages, Overtime and other charges mentioned in the Tender Document to the housekeeping workman/manpower deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as **Annexures VII and VIII** duly stamped and signed by authorized signatory) **through “E- transaction” only treating it as a mandatory requirement.** Payment of amount of Minimum Wages to housekeeping workman/manpower in Cash by the Bidder/Tenderer is prohibited and will not be accepted as proof of payment of Minimum Wages.
 - (C) Arrange Police Verification of each housekeeping workman/manpower deputed for our Company at his own cost and **submit a Police Verification Report obtained from the Police Authorities** in respect of each housekeeping workman, before deputing to our company **treating it as a Mandatory requirement.**
 - (D) Provide alternative housekeeping workman/manpower whenever the regular housekeeping workman/manpower deputed by them is not reporting for duty and/or is on leave treating it as a Mandatory Requirement so as to ensure continuity of proper and efficient housekeeping services without any break. In case of failure to provide alternate housekeeping, the Bidder/Tenderer should be ready to bear the penalty imposed as per the terms and conditions of the Tender Document. **Please**

note the penalty for not providing alternate housekeeping workman/ manpower in the absence of regular housekeeping workman/manpower by the Bidder/Tenderer is to be borne by the Bidder/Tenderer.

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

- 16.** The Tenders from Individual / Firm / Organization/ Company including its Proprietor/ Partners / Shareholders / Directors who have been blacklisted / prosecuted by any departments / statutory bodies in any State or by any Court of Law, shall not be entertained. An Undertaking on the Letter Head of the proprietorship / firm/ Company as per specimen given in **Annexure XIII** is required to be submitted along with Technical Bid.
- 17.** The Tenders from Bidders/Tenderers who's Technical Bid(s) were earlier rejected by OICL on account of forged or fabricated supporting documents etc. shall not be entertained.

**CHIEF MANAGER
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED

GENERAL TERMS AND CONDITIONS AND INSTRUCTIONS FOR BIDDERS/TENDERERS

1. The Tenders/Bids submitted by the Bidders/Tenderers should be valid for a period of **at least 3 months from the date of opening of Technical Bid of Tender.**
2. The duration of the Contract will be initially for a period of One year commencing from date of letter of acceptance of the tender by the Company and renewed after completion of first year for a further period of 2 years, subject to satisfactory completion of the work. The rates of “Service Charges” and material cost quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract and even during the extension / renewal period and no escalation request shall be entertained for that matter from the tenderer/ bidder
3. The Bidder/Tenderer quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.
4. The Tenders are invited on **Two Bid System i.e. Technical Bid and Financial Bid.** The Bidder/Tenderer is required to put Technical Bid in sealed Envelope No. 1 along with documents and Financial Bid in sealed Envelope No. 2. The Bidder/Tenderer is required to clearly indicate on these sealed envelopes name of firm/bidder/tenderer, their address and contact details of their representative.
5. Both the sealed envelopes superscribed as **Envelope No. 1 “Technical Bid”** and **Envelope No. 2 “Financial Bid”** should be kept in a big **Envelope No. 3.** This sealed **Envelope No. 3** superscribed as **“TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS”** and addressed to Chief Manager, Establishment Deptt., The Oriental Insurance Company Limited, Corporate Office, Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi, shall be deposited in the Tender Box placed at Establishment Deptt., on the above address, **on or before 11.04.2023 up to 4.00 PM. The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.**
6. Pre-Bid Meeting: A **Pre-Bid Meeting will be held on 06.04.2023 at 11.00 AM** on the above address, wherein the prospective Bidders / Tenderers can seek clarification, if any. Prospective Bidders/Tenderers are advised to seek clarification in writing on Letter Head of their Agency/Firm/ Company/ Organization enabling the company to keep a record of clarifications sought. In case of any change in the terms and conditions of Tender Document after conclusion of Pre-Bid Meeting, the same will be done upon approval of Competent Authority of the Company and any amendment / addition / deletion shall appropriately be up-loaded on the Company's Website only after making corrections, if any, for information of all concerned and will not be published.
7. The Tenderer/Bidder has to submit Earnest Money Deposit of **Rs.50,000/- (Rupees Fifty Thousand Only)** through Demand Draft only (**payment through cheque or any other mode is not acceptable**) in favour of “The Oriental Insurance Company Limited” payable at New Delhi along with the Technical Bid. Tenders without the Earnest Money Deposit will be deemed rejected. At the back of the Demand Draft, the name of the Bidder/Tenderer should be clearly written with the caption “Tender for Providing Housekeeping Services on Monthly Contract Basis”.
8. The Earnest Money deposited by Bidder/Tenderer shall be forfeited if :-

- The Bidder/Tenderer withdraws his Tender during the Validity Period of Tender.
 - The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
 - The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as EPF, ESI, Minimum Wages and other statutory requirements.
9. Earnest Money Deposit of unsuccessful Tenderer/Bidders will be refunded within 30 days from the date of opening of Financial Bids except of the qualified bidder.
10. As per Public Procurement Policy of Government of India, exemption from payment of Earnest Money Deposit is allowed to Micro and Small Enterprises (MSEs) provided such MSEs enclose certified copy of Valid Certificate of Registration as MSEs issued by appropriate Registering Authority and letter from such Registering Authority certifying exemption from payment of Earnest Money Deposit to such MSEs. Such MSEs be provided Bid/Tender Document free of cost. Kindly note that if these documents are not attached with the Bid/Tender Document submitted by MSE Bidder/Tenderer, their Bid/Tender shall not be entertained and shall be treated as rejected.
11. The successful Bidder/Tenderer, on award of the contract to provide housekeeping services on monthly contract basis, shall be required **to deposit as amount of Rs.2,00,000/- (Rupees Two Lacs Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus **total Security Amount of Rs. 2,50,000/- (Rs. Two Lac Fifty Thousand Only) will remain with the Company throughout the duration of contract.** This deposit will remain with the Company during the currency of the Contract and **no interest will be paid on this security deposit amount.** This Security Amount will be refunded to the Bidder/Tenderer on completion / termination /cancellation of the contract after deducting any dues payable to the Company on whatsoever account subject to Bidder/Tenderer submitting a **“No Dues” Indemnity Bond** on a non-judicial stamp paper of requisite value duly notarized **as per specimen given in Annexure XII of the Tender Document.**
12. All the copies of the documents mentioned in the Eligibility Criteria, Technical Bid, Annexures **I to XIII** and other necessary documents are required to be attached with the “Technical Bid” to be eligible for opening of “Financial Bid.”
13. Unsealed tenders will not be accepted. The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.
14. In first instance only “Technical Bid” will be opened on the scheduled date and time given in the “Notice inviting Tender”. The Technical Bids will then be evaluated on the basis of documents/information furnished, eligibility criteria. The “Financial Bid” of only those Bidders/Tenderers who qualify in their “Technical Bid” will be opened and “Financial Bid” of those Bidders/Tenderers whose “Technical Bid” is not qualified will not be opened. The date and time of opening of “Financial Bid” shall be up-loaded on Company's Website and shall be intimated to individual qualified bidders through their E-mail address provided by the Bidder/Tenderer in their Tender Document. All Tenderers/Bidders are, therefore, advised to visit the company's website regularly for updates.

- 15.** If at any stage, it is found that the documents, certificates, bills and documents pertaining to mandatory proof of payment of minimum wages, statutory payments and other payments submitted by the Bidder/Tenderer are forged or fabricated or have been manipulated, the work order issued to the Bidder/Tenderer shall be cancelled with immediate effect and the Security Deposit of the Bidder/Tenderer lying with the Company shall be forfeited without any claim whatsoever on the Company and the Bidder/Tenderer is liable to face legal action which may be deemed fit by the Company at that point of time.
- 16.** All amendments/information with respect to this Tender will be uploaded on the Company's Website www.orientalinsurance.org.in and notice thereof will not be published in any newspaper/GeM. All Bidders/Tenderers are, therefore, advised to visit the website regularly for updates.
- 17.** All over-writings/corrections should be duly signed by the Tenderer/Bidder.
- 18.** Each Tenderer/Bidder will submit only one tender either by himself or as a partner in joint venture/firm/company or as a member of consortium. If a Bidder/Tenderer or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid/tender, the bids/tenders are liable to be rejected.

19. ARBITRATION

- In the event of any question, dispute or difference arising under this agreement or in connection there-with whether before or after the determination, abandonment or breach of the Contract except as to matter the decision of which is specifically provided under this Contract, which cannot be settled amicably by negotiation, the same shall be referred to Sole Arbitration of a Sole Arbitrator to be appointed mutually by both the parties.
 - This agreement to appoint an Arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996, amended upto date, or any statutory modification or re-enactment thereof. The award of the Arbitrator shall be final and binding on the parties.
 - The Arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid, arbitration and Conciliation Act, 1996 and the Rules made thereunder, any modification thereof from the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
 - The seat of the Arbitrator and venue of the Arbitration proceeding, both, shall be New Delhi, or such other places as the Arbitrator may decide.
 - The Contractor shall not be entitled to suspend the provision of Housekeeping services, pending resolution of any disputes and shall continue to render the services notwithstanding the existence of any dispute between the Contractor and the Company or the subsistence of any arbitration or other proceedings.
- 20.** Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.
- 21.** The Bidder/Tenderer shall not sub-contract the whole, part or a substantial portion of the outsourced activity i.e. providing Housekeeping Services to The Oriental Insurance Company Limited.
- 22.** The Bidder/Tenderer shall maintain all books, records and information required to be maintained as per law and otherwise and shall provide and give

The authorized representatives of the Company / IRDAI officials the right to:-

- examine the books, records, information, systems and the internal control environment pertaining to outsourced activity i.e. providing housekeeping services to OICL to the extent that they relate to the service being performed for the Company.
- access any internal audit reports or external audit findings of the outsourcing service provider that concern the service being performed for the company.

- 23.** Tenders/Bids must be addressed and submitted to Chief Manager, Establishment Department, Corporate Office, The Oriental Insurance Company Limited, New Delhi-110023 and shall be deposited in the Tender Box placed at Establishment Deptt., by the date and time stipulated in the Notice Inviting Tender. The Company may, at its discretion, extend the deadline for submission of Tenders/Bids in which case all rights and obligations of the Company and the Tenderer/Bidder will be the same. The information thereof will be available on the Company's Website and Notice thereof will not be published in any newspaper/GeM. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.
- 24.** The Contract with the Bidder/Tenderer can be cancelled by the Company by giving one month's notice in writing without assigning any reason, whatsoever. As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, the Company shall have the right to terminate the contract forthwith with one month's notice and rearrange the work through other agencies at the risk and cost of the contractor and under such circumstances, the security deposit paid by the contractor shall stand forfeited. In such case L-2 will be given the offer to execute the work contract on the same rates, terms and conditions as of L-1.
- 25.** In case the Bidder/Tenderer desires to cancel the contract, he is required to give three months' notice in writing to the Company.
- 26.** The Oriental Insurance Company Limited, New Delhi, reserves the right to reject/cancel any or all the tenders without assigning any reason, whatsoever.
- 27.** The successful tenderer/bidder shall also enter into an agreement with the Oriental Insurance Co. Ltd after receiving the letter of award/ work order in its favor and the terms of that agreement shall be read in consonance with the terms and condition of the present tender document and shall also form part of that agreement.
- 28.** The tenderer/ bidder shall furnish an undertaking to the effect that its Partners / Shareholders / Directors were ever blacklisted / prosecuted by any government department / statutory body(ies) / Public Sector Undertakings in any State or by any Court of Law as per **Annexure-XII**.

**CHIEF MANAGER
ESTABLISHMENT
DEPARTMENT**

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

1. The Bidder/Tenderer shall be required to provide the Housekeeping Services on 'Monthly Contract Basis' for an **initial period of One Year from the date of commencement of work on the rates quoted in their Financial Bid with a provision to extend the contract for a further period of two years on the same rates, terms and conditions** on providing satisfactory and efficient housekeeping services. **The rate of “Service Charges” and, material cost** quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed **during the currency of the Contract for the entire period of Contract including the extension / renewal period and no escalation request shall be entertained by Oriental Insurance Co. Ltd.**
2. The Bidder/Tenderer **quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.**
3. In case, one or more vendors have quoted identical rates in the Financial Bid, the vendors will be selected based on below mentioned criteria:-
 - The Bidder / Tenderer having higher turnover will be selected.
 - In case of a tie on the above point, the Bidder / Tenderer having more persons on its rolls will be selected.
 - In case of a tie on both the above mentioned points, the Bidder / Tenderer having more years of experience will be given preference.
4. The Bidder/Tenderer shall be required to provide housekeeping services at the below-mentioned office premises of The Oriental Insurance Company Limited :-

S.No	Location of Office	Number of Housekeepers	Number of Supervisor
1	Corporate Office, Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi - 110023	11	1
2	Oriental House, A-25/27, Asaf Ali Road, New Delhi	3	

The above number of workmen / manpower for providing housekeeping services are indicative only and the actual requirement may vary as per requirement. The Bidder/Tenderer is required to provide the services of housekeeping job of maintenance of Wash-rooms, sanitary-ware and drainage systems at above addresses.

5. The Bidder/Tenderer will issue Name Badges / Identity Cards with their photographs to all housekeeping manpower deputed for the Company at his own cost and the Bidder/Tenderer has to ensure that all housekeeping manpower wear such Name Badge / Identity Card and uniform during duty hours.

6. The Bidders/Tenderers are advised, in their own interest, to visit the office premises mentioned at Serial No.4 above to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers like conveyance expenses and cost involved to provide uniforms to housekeeping manpower, cost involved to maintain all types of vacuum-cleaning equipment for cleaning of sofa sets/carpets/chairs and Floor Cleaning Machine for cleaning/polishing/scrubbing of floors and other plumbing equipment for maintenance of sanitary wares / wash rooms for giving prompt, effective and efficient housekeeping and maintenance of washroom services before quoting rates in the Financial Bid.
7. The housekeeping manpower deputed by Bidder/Tenderer for the Company would wear well stitched, washed and ironed uniform and the additional cost, if any, will be borne in full by the Bidder/Tenderer.
8. In case the services of the Housekeeping Manpower deputed by Bidder/Tenderer are not found satisfactory and conveyed to the Bidder/Tenderer, the Bidder/Tenderer is required to replace the same with immediate effect. In case there is a reduction in requirement of housekeeping manpower, the Bidder/Tenderer will agree to such reduction in requirement within one week of receipt of such notice in writing from the Company.
9. **SCOPE OF HOUSEKEEPING SERVICES :-**
 - (1) The Contractor shall maintain punctuality of workers so as to ensure timely completion of cleaning and other jobs mentioned hereunder on daily, weekly, fortnightly and monthly basis and shall be responsible for maintaining cleanliness at all times in all the office premises units mentioned in the Tender Document.
 - (2) The job/works shall be carried out as per the instructions of authorized officials of the Company and the standards/benchmark of conditions and specifications of housekeeping service industry shall be maintained.
 - (3) The Contractor should keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves a lot of wastage, the Company reserves the right / option to levy charges / penalty on the Contractor.
 - (4) Timely and Prompt Cleanliness is the essence of this contract. The Contractor has to ensure cleanliness at all times and as per Schedule and time limits finalized by the Company and/or given to the Contractor.
 - (5) All the cleaning material e.g. brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Colin, Harpic, Acid, Polish etc. for providing cleaning, sweeping, scrubbing, washing etc. will be provided by the Bidder/Tenderer and the cost for the same shall be embedded in the rates quoted by the bidder / tenderer and no separate cost for the same shall be paid by the Company, list of items to be utilised for cleaning as per Annexure C.
 - (6) It will be the responsibility of the Contractor to switch on and off lights, fans, AC, TV, Hot Cases and computers etc. as may be prescribed and as required for the Company's functioning.
 - (7) The Contractor will have to work in co-ordination with the Security Guards/ security agencies deputed by the Company.
 - (8) It will be the responsibility of the Contractor to store the materials for housekeeping properly in the space provided by the Company. The security of such material will be the sole responsibility of the Contractor.
 - (9) The Contractor shall arrange plumbing work for jobs like opening of blocked drains etc. and the Supervisor engaged is required to supervise housekeeping job in Corporate Office as well as Oriental House and the "Service Charges" quoted by the Bidder/Tenderer should also include charges for transportation

between Corporate office And Oriental House for attending complaints.

- (10) All the equipments /tools/machines for cleaning of floors, vacuum-cleaning of chairs/carpets/sofa sets etc. and tools/equipments for cleaning job required for carrying out the housekeeping and maintenance of wash-room/sanitary-ware shall be supplied and maintained by Contractors at site only on a continuous basis and the “Service Charges” quoted should include the cost of supply and maintenance of equipments/machines for housekeeping and plumbing jobs at site.
- (11) The contractor has to ensure proper cleanliness of all bath rooms, proper functioning of sanitary fittings in wash rooms and cleanliness of all waste /sewage pipe-lines and ensure that there is no blockage.
- (12) The contractor shall maintain a Complaint Register for any problem reported by employees/officers of the company and ensure that the complaint is attended immediately.
- (13) **Preparation of Check-list** of all the work to be done under the Contract on daily basis, **get it verified/checked from the authorized employee/official deputed by Company**(twice daily – Morning Session and After Lunch Session) and **to submit report to Dy. Manager / Asstt. Manager for information/checking on daily basis by 10.30 AM and 2.30 PM** while maintaining a copy with themselves for record and verification.
- (14) The **Minimum Wages Rate per Worker** given in the relevant Annexure attached is **for duty of 8 hours daily (Excluding Lunch Hour 1 PM to 2 PM) for six days a week.**
- (15) The Bidder/Tenderers are advised to visit all the premises listed in the Tender Document to have a clear picture of the work involved.
- (16) Contractor shall provide the services as specified below:-

SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY		DUTY TIMING
Corporate Office, G + 4 Floors, Office Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi	Cleaning of Washrooms (3 No.) and Sanitary Ware, Cleaning of Carpets, Dusting of Chairs, Tables, Sofas, Side Tables, Almirahs, Storage Racks, Storage Compactors, Flowerpots, Planters, Door Frames, Cubicles, Work Stations, Chambers, Book Shelves, Grills, Doors, Door Handles, Knobs, Hard Top Surfaces, Water Coolers, Photocopier Machines, Fans, Glass Panels, Decorative Items, Computers, Keyboards, Phones, Audio – Visual Panels etc., mosquito spray or any other object / item/ work as specified by the Company from time to time.	Daily		8 AM TO 5 PM

Corporate Office, G + 4 Floors, Office Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi	<ul style="list-style-type: none"> • Deep Cleaning of the Carpet (Using Vacuum Cleaners) • Rubbing of Italian Marble Flooring in Reception Area on all floors using advanced tools such as Rotatory machines, scooters, etc. 	Weekly Monthly	8 AM TO 5 PM
	<ul style="list-style-type: none"> • Deep cleaning of Wooden Flooring in Cabins 	Monthly	
Oriental House, A- 25/27, Asaf Ali Road, New Delhi – 110002 (Basement, 1 st & 2 nd Floor – Demarcated Area)	Cleaning of Washrooms and Sanitary Ware, Cleaning of Lifts & Staircases, Cleaning of External Walkway on two sides of Oriental House, Dusting of Chairs, Tables, Sofas, Side Tables, Almirahs, Storage Racks, Storage Compactors, Flowerpots, Planters, Door Frames, Cubicles, Work Stations, Chambers, Book Shelves, Grills, Doors, Door Handles, Knobs, Hard Top Surfaces, Water Coolers, Photocopier Machines, Fans, Glass Panels, Decorative Items, Computers, Keyboards, Phones, Audio – Visual Panels etc., mosquito spray or any other object / item as specified by the Company from time to time.	Daily	8 AM TO 5 PM
Oriental House, A- 25/27, Asaf Ali Road, New Delhi – 110002 (Ground, 3 rd & 4 th Floor)	Cleaning of Washrooms and Sanitary Ware, Cleaning of Lifts & Staircases, Cleaning of External Walkway on two sides of Oriental House, Dusting of Chairs, Tables, Sofas, Side Tables, Almirahs, Storage Racks, Storage Compactors, Flowerpots, Planters, Door	Fortnightly	8 AM TO 5 PM

	Frames, Cubicles, Work Stations, Chambers, Book Shelves, Grills, Doors, Door Handles, Knobs, Hard Top Surfaces, Water Coolers, Photocopier Machines, Fans, Glass Panels, Decorative Items, Computers, Keyboards, Phones, Audio – Visual Panels etc., mosquito spray or any other object / item as specified by the Company from time to time.		
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Note:-

In addition to the above jobs, the Company may assign any work with relation to housekeeping of the Office Premises not mentioned specifically in the above table. The Housekeeping workers will have to carry out shifting of machinery and other furniture / fixtures as directed by the authorized official of the Company. And to also carry out disposal of garbage to the municipality demarcated space. The contractor shall also insure trapping of mouse/ mice/ rodents as the case may be. Frequency and timing of the duty work can be altered at the discretion of the Company looking into the need and quantity of work.

17. To carry out the jobs mentioned above on daily/weekly/fortnightly/monthly basis.

- 18.** The Bidder/Tenderer is required to make payment of Minimum Wages to workman/manpower, Statutory Payments like EPF, ESI etc., Overtime, if payable, and other payments as per the Tender Document to the Workman/Manpower by the 5th day of every month to each housekeeping manpower deputed and to Statutory Authorities in time by themselves and then claim reimbursement of such expenses along with “Service Charges” from the Company by submitting Monthly bills along with proof of Payment of Minimum Wages, Overtime and other Statutory Charges as per the procedure given in the Tender Document. Please note that reimbursements will be made to the Bidder/Tenderer, only if the bills are accompanied by documentary proof of all these payments to workman/manpower and to other statutory authorities along with all the relevant documents mentioned in the Tender Document thereby **treating it as a mandatory requirement.**
- 19.** The Bidder/Tenderer shall make all payments including minimum wages to each housekeeping workman/manpower deputed for the Company on or before 5th of every month along with Pay Slips to Individual Workman/Manpower through E-transaction and submit copy of Pay Slips along with the monthly bills to the Company for record and claiming reimbursement of expenses. **Issuance of Monthly Pay Slips to each and every Housekeeping Manpower is a mandatory requirement** and the Bidder/Tenderer has to issue it and submit a copy to the Company.
- 20.** The housekeeping workman/manpower deployed/engaged by the Bidder/Tenderer are employees of the Bidder/Tenderer and deputed to the Company only for the purpose of providing housekeeping services. The workman/manpower deployed shall be in sole employment of the Bidder/Tenderer and Bidder/Tenderer shall be solely and fully responsible for their acts, salaries, wages, remunerations and/or any other statutory or other payments. Under no circumstances, the Company shall be liable for any payment or claim or compensation and in case any liability falls on the Company for any reason, the Bidder/Tenderer shall keep the Company indemnified against the same. In order to give effect to this, the Bidder/Tenderer shall incorporate suitable clause in the appointment letters to be issued to its

employees/workman that they are employees of Bidder/Tenderer, a copy of which should be given to the Company for perusal and record.

21. The Bidder/Tenderer shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authorized official of the Company / to authorized official of IRDAI or any other Statutory Authority under the Law.
22. The Company shall have the right to deduct from the money/amount due to the Bidder/Tenderer, any sum required or estimated to be required, for making good the loss suffered by a workman / manpower deputed, by reason of non-fulfillment of the conditions of the contract of the benefit of the workman/manpower, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.
23. It is informed/clarified to the Bidder/Tenderer that the **“Service Charges”** quoted by the Bidder/Tenderer in their “Financial Bid” **should include cost of all the administrative and financial expenses/arrangements to be made and borne by the Bidder/Tenderer including cost for submission of papers/documents as proof of payment, expenses for arranging alternate worker in case of absence of regular worker, profit margin for providing housekeeping services, cost of supplying and maintaining all tools/equipments/machinery/aids like Vacuum-cleaning Machine for cleaning of chairs/carpet/sofa sets etc., Floor Scrubbing/Rubbing Machines, Plumbing Tools, Blower etc. at all times at site for providing prompt, effective and efficient housekeeping services, additional uniform cost, if any, all conveyances expenses for movement of workers between the Office Units and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to housekeeping manpower by the 5th of every month and to pay the statutory payments timely to statutory authorities by the Bidder/Tenderer in advance from his/their own financial resources and then to claim reimbursement of such expenses from the Company on monthly basis only by submitting proof of such payments along with monthly bill as a mandatory requirement.**
24. The Bidder/Tenderer is **required to deposit statutory payments like EPF and ESI with the concerned authorities timely through separate Challan for the Company giving names of housekeeping workman/manpower deputed for our company treating it as a mandatory requirement. Please note the reimbursement of these expenses will be made only on submission of separate challan for the Company for the persons deputed in our company along with details as per specimen enclosed as Annexure IX and X.**
25. The Bidder/Tenderer, on award of the contract, is required to submit list of workers deputed by them along with details like age, father's name, residential address, date of birth etc. The Police Verification Report in respect of each housekeeping worker is required to be arranged, obtained and submitted to the Company by the Bidder/Tenderer at his own cost before deputing for duty to the Company.

If any of the conditions is not fulfilled by the contractor then the Company may award the contract to the L-2 bidder on the same rates, terms and conditions as that of L-1.

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

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

- (B) Pay the total amount of Monthly Minimum Wages, Overtime and other charges mentioned in the Tender Document to the workman/manpower deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as **Annexures VII and VIII** duly stamped and signed by authorized signatory) through “E- transaction” only **treating it as a mandatory requirement**. Payment of amount of Minimum Wages, Overtime and other charges to the workman in Cash is not acceptable to the Company and will not be treated as proof of payment.
- (C) Arrange/Apply for “On Line” Police Verification in respect of each workman/manpower deputed for our Company **at his own expenses** and **submit Police Verification Report obtained from the Police Authorities** in respect of each workman/manpower before deputing him to our company **treating it as a Mandatory requirement**. Please note that online application for Police Verification is to be made by Bidder/Tenderer giving declaration that the housekeeping workman in question is his/their own employee. Police Verification applied by the individual workman/manpower will not be accepted.
- (D) **Provide alternate housekeeping workman whenever the regular out-sourced workman/manpower deputed by them is not reporting for duty and/or on leave treating it as Mandatory Requirement. In case of failure to provide alternate housekeeping workman/manpower for duty, a penalty of Rs. 500/- per day/per such occasion will be imposed on the Bidder/Tenderer and the Bidder/Tenderer should be ready to bear such penalty imposed in addition to non-payment of wages for such occasions of not providing alternate housekeeping manpower. The Company will not allow the Bidder/Tenderer to recover/deduct this penalty amount from the amount payable to the workman/manpower.**

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

27. The successful Bidder/Tenderer, on award of the contract to provide housekeeping services on monthly contract basis, shall be required **to deposit as amount of Rs. 2,00,000/- (Rupees Two Lacs Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus **total Security Amount of Rs. 2,50,000/- (Rs. Two Lacs fifty thousand only) will remain with the Company throughout the duration of contract**. This deposit will remain with the Company during the currency of the Contract and **no interest will be paid on this security deposit amount. This Security Amount will be refunded to the Bidder/Tenderer on completion / termination / cancellation of the contract after deducting any dues payable to the Company on whatsoever account subject to Bidder/Tenderer submitting a “No Dues” Indemnity Bond on a non-judicial stamp paper of requisite value duly notarized as per specimen given in Annexure XII of the Tender Document.**
28. The Bidder/Tenderer will be required to ensure payment of Minimum Wages, ESI and PF and other statutory payments to the Housekeeping Workman/Manpower deputed and it is the sole responsibility of the Bidder/Tenderer to comply with all the rules and regulations in this regard. **The Bidder/Tenderer will be reimbursed these expenses only on submission of proof of payment of Minimum Wages, Overtime, ESI, PF etc. and other payments on monthly basis along with details of amount deposited for each workman/manpower deputed by them.**
29. The Bidder/Tenderer will obtain the PF Number and ESI Number for workers from the appropriate authority and submit a copy of the same to the Company. The **Bidder/Tenderer will also obtain ESI Card for their housekeeping workers** from the concerned statutory authority and hand-over the same to the workers under acknowledgement and **provide a photocopy of the same to the Company.**

- 30.** The Bidder/Tenderer will be required to make payment to the Workman/Manpower deployed for the period they are on duty only through E- payment only by the 5th of every month mandatorily and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company **treating it as a mandatory requirement and no deviation in the mode of payment of wages to housekeeping manpower will be permitted.**
- 31.** The Bidder/Tenderer is required to take Workman Compensation Insurance Policy having adequate Sum Insured for Workman/Manpower deputed to cover any payment of liability under Workman Compensation Act or any other Act and ensure that it will remain in force during the currency of the present Contract. Copy of the Insurance Policy obtained for workers is required to be submitted to the Company.
- 32.** The behaviour of the housekeeping workman/manpower should be polite, cordial, obedient and the workman should not be convicted in the past by any Civil or Criminal Court/Law Agencies. **The Bidder/Tenderer, on award of contract, shall have to give Undertaking in this regard to the Company.** In case of any misbehavior by any workman deputed, in addition to taking legal action, the Bidder/Tenderer will be penalized for the same and the decision of the competent authority of the company in this regard shall be final and binding on the Tenderer.
- 33.** The housekeeping workman/manpower deputed by Bidder/Tenderer would wear well stitched and ironed uniform during duty hours as approved by the Company and provided by the Bidder/Tenderer **treating it as a mandatory requirement. The cost for maintaining and providing uniform to each housekeeping workers shall be borne by the Bidder/Tenderer. A penalty of Rs.100/- per occasion will be imposed, if the workman/manpower deputed is found not wearing approved uniform.**
- 34.** The Bidder/Tenderer shall not sub-contract the whole, part or a substantial portion of the outsourced activity i.e. providing housekeeping services to the Company.
- 35.** The Bidder/Tenderer shall maintain all books, records and information required to be maintained as per law and otherwise and shall provide and give the authorized representatives of the Company/IRDAI officials the right to:-
- (A) examine the books, records, information, systems and the internal control environment pertaining to outsourced activity i.e. providing housekeeping services to OICL to the extent that they relate to the service being performed for the company.
 - (B) access any internal audit reports or external audit findings of the outsourcing service provider that concern the service being performed for the company.

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

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

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

The Bidder/Tenderer is required to make payment of minimum wages, overtime and other charges to each housekeeping manpower and statutory charges to statutory authorities in time from his/their own financial sources and then claim reimbursement from the Company on Monthly Basis along with the above-noted documents. It is **informed/clarified that submission of all documents listed above along with bill for the month is a mandatory requirement, failing which the bill submitted by the Bidder/Tenderer will not be treated as received by the Company and payment will not be released.**

**Chief Manager
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED
CORPORATE OFFICE
OFFICE BLOCK IV, PLATE A
NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI

'TECHNICAL BID'

The Bidder is requested to furnish the following information.

SL. NO	DESCRIPTION	PARTICULARS
1	Name of the Firm / Manpower Providing Agency/company for providing housekeepingservices.	
2	Address of the Firm / Manpower Providing Agency/ Company for providing housekeepingservices.	
3	Year of Establishment	
4	Whether the Firm / Agency is proprietorship / partnership / limited Company. Attach proof with Registration Number and CIN Number of Company.	
5	(A) Name of authorized contact person	
	(B) Mobile / Landline Number	
	(C) Fax Number	
	(D) E-mail ID	

6	PAN Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of the PAN Card.	
7	Goods and Service Tax Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of the Goods and Service Tax Number.	
8	Labour License/Registration under the Contract Labour (Regulation & Control Act, 1970). Attach self-attested photo- copy of Labour License Registration.	
9	EPF Registration Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of Certificate of EPF Registration.	
10	ESI Registration Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of Certificate of ESI Registration.	
11	Valid and effective Quality Assurance ISO Certificates held by the Firm / Agency. Attach self-attested photo-copy of all such ISO Certificates.	
12	Experience of minimum five years in the field of providing Housekeeping Services on Monthly Contract Basis as on 31/12/2022. Attach Certificate of Experience and Satisfactory Completion of work awarded from the concerned Establishments / Companies.	

13	Bank Account Details of the Firm	
	(A) BankAccount No.	
	(B) Bank Name and Address	
	(C) IFSC Code	
	(D) MICR Code.	
	Attach self-attested photo-copy of cancelled cheque.	
14	List of existing Clients along with proof which should include at least one Government / Public Sector Undertaking or any Private Company having minimum Rs.50 Lacs paid-up capital during the last three financial years i.e. 2019-20, 2020-21 & 2021-22 as per Annexure III. Attach self-attested Certificate from clients / organizations.	
15	The Bidder/Tenderer should have minimum annual turn-over of Rs. 5 Crores and should have earned profit during the last three financial years i.e. 2019-20, 2020-21 & 2021-22. Attach Certificate from Chartered Accountant in this regard as per Annexure IV.	
16	The Bidder / Tenderer should have minimum 150 housekeeping workers in Delhi/NCR on its rolls as on 31/12/2022. Attach Certificate from Chartered Accountant in this regard as per Annexure V.	
17	Whether the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits. If Yes, attach self-attested copy of Valid Certificate of Registration as MSEs.	

18	Enclose Demand Draft only of Rs. 50,000/- (Rupees Fifty Thousand Only) as “Earnest Money Deposit”. Payment through cheque or any other mode is not acceptable.	Demand Draft No. _____ Date of Demand Draft _____ Demand Draft Amount _____ Bank Name _____
19	Enclose Demand Draft only of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) as “Tender Fee” in case Tender Document is downloaded from our Website. Payment through cheque or any other mode is not acceptable.	Demand Draft No. _____ Date of Demand Draft _____ Demand Draft Amount _____ Bank Name _____

DECLARATION :

I/We hereby certify that the information furnished above are true, complete and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, my/our agency is liable to be blacklisted and will not have any right of dealing with The Oriental Insurance Company Limited. Moreover, the Company reserves the right to take any suitable action in accordance with the Tender and extant rules including forfeiture of Security Deposit/EMD, as the case may be.

SIGNATURE WITH STAMP

:

NAME OF FIRM

:

NAME OF AUTHORISED PERSON :

CONTACT NUMBER

:

E-mail ID

:

DATE

:

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

Sr. No	DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID	YES	NO
1	Earnest Money Deposit (E.M.D.) of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of Demand Draft only (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at New Delhi.		
2	Tender Fee of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) in the form of Demand Draft only in casethe Tender Document is downloaded from Company's Website (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at New Delhi. In case the bidder does not pay Tender Fee of Rs.1180/- even if the document is downloaded from the site, the bidder is liable to be disqualified provided the bidder does not fall under the exempted categories.		
3	Proof of the Tenderer/Bidder being based in Delhi / NCR and their operation in these areas. Attach self-attested copy of proof.		
4	Tenderer/Bidder self-attested copy of the PAN Card issued by the Income Tax Department.		
5	Tenderer/Bidder self-attested copy of the Goods and Service Tax Registration Number (If applicable).		
6	The Tender should have rendered similar satisfactory housekeeping services on monthly contract basis to at least one PublicSector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute or Private Company having a minimum paid-up capital of Rs.50 Lacs during the last three financial years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments /Companies.		
7	Non-relationship Certificate for participation of near relative of employee in the Tender as per Annexure II.		
8	List of existing Clients along with proof which should include Government / Public Sector Undertaking or any Private Company having minimum Rs.50 Lacs paid-up capital during the last three financial years i.e. 2019-20, 2020-21 and 2021-22. Attach Certificate from clients / organizations as per Annexure III.		
9	Proof of registration with Employees Provident Fund Commissioner along with Registration Number. Attach Self-attested copy of Certificate of EPF Registration issued by EPF Commissioner.		
10	Proof of registration with ESI Authorities along with Registration Number. Attach Self-attested copy of Certificate of ESI Registration issued by concerned ESI Authority.		

11	The Tenderer/Bidder should have minimum annual turn-over of Rs.5 Crores for the last three financial years i.e. 2019-20, 2020-21 and 2021-22. Attach Certificate from Chartered Accountant as per Annexure IV.		
12	The Tenderer/Bidder should have minimum 150 Housekeeping Workers in Delhi/NCR on their rolls as on 31/12/2022. Attach Certificate from Chartered Accountant as per Annexure V.		
13	Letter of Acceptance of terms and conditions and payment procedure for submission of monthly bills for release of payment to Bidder/Tenderer as per specimen given in Annexure VI.		
14	Tenderer/Bidder self-attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate of the Firm / Company.		
15	Undertaking regarding Non-blacklisting / prosecution of the firm as per specimen given in Annexure XIII.		
16	Labour License/Registration under the Contract Labour (Regulation & Control Act, 1970). Attach self-attested photo-copy of Labour Licence Registration.		
17	Valid and effective Quality Assurance ISO Certificates held by the Firm/Agency. Attach self-attested photo-copy of all such ISO Certificates.		
18	If the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits, please attach self-attested copy of Valid Certificate of Registration as MSEs along letter from Registering Authority certifying exemption from payment of EMD and benefits.		

SIGNATURE WITH STAMP
:

NAME OF FIRM
:

NAME OF AUTHORISED PERSON :

CONTACT NUMBER
:

E-mail ID
:

DATE
:

ANNEXURE II

FORMAT OF NON-RELATIONSHIP CERTIFICATE

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

Signature of the Tenderer with Seal

Name of the Tenderer

Date

ANNEXURE- III

LIST OF PRESENT AND PAST CLIENTS DURING LAST THREE FINANCIAL YEARS

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organizations to whom services were provided during the last three financial years i.e. **2019-20, 2020-21 & 2021-22**. This information provided will facilitate evaluation of Technical Bid).

Sl. No	Name of the Organization with complete postal address located in Delhi/NCR mentioning Private Sector/ Govt, Body / PSU / Autonomous Institutions / Public Limited Company etc.	Name and Designation of the Contract Person with Telephone No. / Mobile No. / E-mail ID	Period for which Housekeeping Contract awarded	Nature of Work i.e. providing Housekeeping Workman	Number of Housekeeping Workman provided

SIGNATURE WITH STAMP :

NAME OF FIRM / TRAVEL AGENT :

NAME OF AUTHORISED PERSON :

CONTACT NUMBER :

E-mail ID :

DATE :

ANNEXURE- IV

CERTIFICATE REGARDING TURN-OVER AND PROFIT EARNED OF BIDDER/TENDERER DURING THE LAST THREE FINANCIAL YEARS

I / We, M/s _____, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis, hereby confirm that the minimum Annual Turn-Over of the firm/company and profit earned during the last three financial years i.e. **2019-20, 2020-21 & 2021-22** equal to or more than Rs.5 Crores. The financial year-wise break-up is given below:-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR	PROFIT EARNED FOR THE YEAR
1	2019 - 20	Rs.	Rs.
2	2020 - 21	Rs.	Rs.
3	2021 - 22	Rs.	Rs.

SIGNATURE & SEAL OF THE TENDERER

CERTIFICATE BY CHARTERED ACCOUNTANT

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

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE-V

CERTIFICATE REGARDING CONFIRMATION OF NUMBER OF HOUSEKEEPING WORKERS ON THE ROLLOF THE BIDDER / TENDERER AS ON 31/12/2022

I / We, M/s _____, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis to The Oriental Insurance Company Limited, Office Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi, hereby confirm that the total number of Housekeeping Workman on my / our roll **as on 31/12/2022** is_ (No. in figures :_). The site / firm / contract-wise break up of Housekeeping Workman provided to Firms/Clients are as under:

SL. NO	NAME OF FIRM / COMPANY TO WHOM HOUSEKEEPING SERVICES ARE PROVIDED	ADDRESS OF FIRM / COMPANY WITH CONTACT DETAILS	NUMBER OF HOUSEKEEPING WORKERS PROVIDED AS ON 31/12/2022
		GRAND TOTAL :	

SIGNATURE & SEAL OF THE TENDERER

Certified that the figure regarding number of Housekeeping Workman in Delhi/NCR on the roll of Mr. / M/s. _____, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis as mentioned above is true and found correct as per their Books of Accounts **as on 31/12/2022**.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE VI
ACCEPTANCE LETTER

(On the Letter Head of the Firm / Agency)

To,
Chief Manager
The Oriental Insurance Co. Ltd.
Block IV, Plate A, NBCC Office
Complex, Kidwai Nagar East,
New Delhi

Dear Sir,

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

The Tender Document for providing Housekeeping Services on Monthly Contract Basis floated by The Oriental Insurance Company Limited have been purchased / downloaded through their Website by me / us. I / We have gone through and read the entire terms and conditions, scope of services, penalty clause, procedure for submission of monthly bills along with statutory and mandatory requirements/documents for the release of payments to Bidder/Tenderer of the Tender Document of The Oriental Insurance Company Limited, Corporate Office Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi - 110023. I / We declare and agree that I / We will abide by the all the terms and conditions/clauses and hereby accept procedure for submission of monthly bills along with all the statutory/mandatory requirement and other documents for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirements and submission of documents mentioned in the Tender Document. In case any provision of the tender is found violated, I / We agree that the tender shall be liable to be rejected and The Oriental Insurance Company Limited shall without prejudice to any other right or remedy will be at liberty to forfeit the Earnest Money absolutely deposited by me / us along with the tender document and Security Deposit absolutely deposited by me / us upon award of contract to me / us.

I / We hereby unconditionally accept all the terms and conditions/clauses and accept procedure for submission of monthly bills along with all the statutory/mandatory requirements/documents for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirements and submission of documents mentioned in the Tender Document for providing Drivers on Monthly Contract Basis in its entirety.

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

Thanking you,

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

ANNEXURE VII**STATEMENT OF CALCULATION OF MONTHLY CONTRACT CHARGES PAYABLE TO CONTRACTOR FOR _____2023**

Sl No	Name with Designation	Minimum Wages	EPF @ 12%	Admn. On EPF @ 0.50%	ESI @ 3.25%	EDLI @ 0.50%	Fixed Monthly Uniform Charges	Total Amount	Service Charges @	Total Cost per Worker/ Manpower	GST @ 18%	Total Payable to Contractor
	GRAND TOTAL:											

For M/s

Authorized Signatory with Company's Stamp

ANNEXURE VIII**STATEMENT OF CALCULATION OF AMOUNT PAYABLE TO WORKER FOR _____ 2023**

S. No	Name	Designation	Bank Account Number	Minimum Wages	Total Wages for the month	Deductions			Total Amount Payable to Worker	E-Transaction Number with copy of Slip
						EPF @ 12%	ESI @ 3.25%	Others		
GRAND TOTAL :										

For M/s
Authorized Signatory with Company's Stamp

ANNEXURE IX

TO WHOMSOEVER IT MAY CONCERN

Date:

This is to certify that we have deposited ESI Contribution for the month of, **2023** vide Challan No..... dated (copy enclosed) in respect of our Establishment (Party Code : _____) which includes ESI Contribution for the month of, **2023**, in respect of the following Housekeeping Workman deputed for The Oriental Insurance Company Limited as per details given below :-

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

For M/s
Authorized Signatory with Company's Stamp

ANNEXURE X
TO WHOMSOEVER IT MAY CONCERN

Date:

This is to certify that we have deposited EPF Contribution for the month of _____, **2023** vide Challan No. _____ dated _____ (copy enclosed), in respect of our Establishment (Establishment Code : _____) which includes EPF Contribution for the month of **, 2023**, in respect of the following Workman deputed for The Oriental Insurance Company Limited:-

S.No	NAME OF WORKMAN	EPF NUMBER
1	Shri	
2	Shri	

The total amount of contribution of EPF, in respect of the above-noted Workman for the month of _____, **2023**, deposited vide above-referred challan is as per details given below :-

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

For M/s
Authorized Signatory with Company's Stamp

ANNEXURE XI

NO DUES CERTIFICATE

Please do not submit this Indemnity Bond now.

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

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

This deed of Indemnity executed on _____ at New Delhi by Shri/Smt _____ on behalf of (Name and address of the Housekeeping Service Provider) (herein referred to as the Service Provider) favoring The Oriental Insurance Company Limited (herein referred to as the “Company” having its Corporate Office at The Oriental Insurance Co. Ltd., Block IV, Plate A, NBCC Office Complex, Kidwai Nagar East, New Delhi, witness as follows:-

- (1) The Service Provider had been working for The Oriental Insurance Company Ltd., New Delhi, for providing Housekeeping Services.
- (2) The Service Provider has made a Security Deposit of Rs.....only for Housekeeping Services as provided under Item No.1 above.
- (3) The Contract for providing Housekeeping Services has been completed / terminated by the Company / Cancelled by the Company / Service Provider with effect from
- (4) The Service Provider has paid all dues of the workers engaged in aforesaid Housekeeping Services and has also paid all the bills of materials purchased for the purpose of the above mentioned Housekeeping Service under Item No.1.
- (5) The Service Provider having satisfied the Company that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the Company and on the request of the Service Provider the Company has agreed to refund the aforesaid Security Deposit of Rs.....
- (6) Now in the above premises and in consideration thereof Service Provider agrees and undertakes as follows :-
 - In the event of any dues to the workers found to be still unpaid as provided under Item No. 1 or in the event of any damage, breakage or any other injury to the property of the Principal caused by the Service Provider or his workers, the Contractor shall, on being required by the Company, pay and make good all those dues or damages forthwith.
 - In the event of delay of failure to pay or make good any amount in the above connection which the Company has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above Service Provider (Name of the Service Provider) hereby undertakes to indemnify the Principal against all claims, demands, expense, losses, proceedings and all liabilities of whatsoever nature.

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

Witness Signature

Name

Address

Signature of the Service Provider with Stamp of Firm

ANNEXURE XII

SPECIMEN OF UNDERTAKING REGARDING NON-BLACKLISTING / PROSECUTION OF THE FIRM

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

Date:

TO WHOMSOEVER IT MAY CONCERN

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

SIGNATURE OF BIDDER / TENDERER

**THE ORIENTAL INSURANCE COMPANY LIMITED
CORPORATE OFFICE
OFFICE BLOCK IV, PLATE A
NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI**

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

1. Tenderers/Bidders are advised to quote the rates strictly in the format given in the Financial Bid.
2. The rate should be quoted in Indian Rupees Only.
3. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures as well as in words.
4. No column should be left blank which would otherwise make the tender liable for rejection.
5. The Minimum Wage Rate for Housekeeping Worker will be considered under “Un-skilled” Category, as per Annexure “A”, and the current rate of minimum wages will be (effective from 01/10/2022 as notified by Government of NCT vide Order F. No. **12(142)/02/MW/VIII/Partfile/4456 dated 11.11.2021** issued by Addl. Labour Commissioner, Government of NCT of Delhi, Labour Department, 5, Sham Nath Marg, Delhi – 110054.
6. The Minimum Wages Rates per Housekeeping Workers is **for duty of eight hours daily (excluding lunch time of one hour) for six days a week**. Daily Duty Hours are given in the Scope of Work (Technical Bid) which may be referred. The Duty Hours can be altered by the Company as per requirement and will be acceptable by Bidder/Tenderer.
7. The Minimum Wages Rates per Housekeeping Worker as per category specified and Overtime Rates, if any, will be revised as per revision in Minimum Wages Rates notified by Addl. Labour Commissioner, Government of NCT of Delhi, Labour Department, New Delhi, from time to time.
8. The Bidder/Tenderer will be required to make payment to each Housekeeping Workman/Manpower deployed only through E- transaction Only by the 5th of every month and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company **treating it as a mandatory requirement and no deviation in the mode of payment to workman will be permitted. Minimum Wages paid in cash to the workman/manpower will not be treated as proof of payment.**

9. **The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned at Serial No. 4 of Scope of Service (Page 12 of TenderDocument) above to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers like conveyance expenses for travelling between offices by the workers and cost involved to maintain and keep all types of equipments like Dry-Cleaning Machines for dry-cleaning of chairs/sofa sets/carpets etc. and floor cleaning/scrubbing/polishing equipments and other equipments, blower, at site for giving prompt, effective and efficient housekeeping services before quoting rates in the Financial Bid.**
10. The minimum wages, EPF, ESI, bonus and other statutory charges as per Minimum Wages Act mentioned in Annexure “A”, “B” and “C” of Tender Document will be paid by the Bidder/Tenderer first to the workers and then reimbursed to the Bidder/Tenderer on Monthly Basis on submission of proof of payment to the workers deputed and to the respective statutory authorities within 15 working days from the date of receipt of their bills along with necessary documents/proof complete in all respect as per procedure given in the Tender Document. Please note that Monthly Bills will be treated as received only if it is accompanied by all the mandatory/statutory requirements/documents. This minimum wages amount will be revised whenever notification for revision in minimum wages will be issued by concerned statutory authority.
11. The Tenderers/Bidders are advised to quote the “Service Charges” in terms of **percentage of sum total of monthly charges arrived at and given in Column 6 of Annexure “A”**. The Tenderers/Bidders are advised to keep in view **cost of all the administrative and financial expenses/arrangements to be made and borne by the Bidder/Tenderer including cost for submission of papers/documents as proof of payment, expenses for arranging alternate worker in case of absence of regular worker, profit margin for providing housekeeping services, cost of supplying and maintaining all tools/equipments / machinery/aids like Dry-cleaning Machine for dry-cleaning of chairs/carpet/sofa set etc., Floor Cleaning/Polishing/Rubbing/Scrubbing Machines, Plumbing Tools, Blower etc. at all times at site for providing prompt, effective and efficient housekeeping services, additional uniform cost, all conveyance expenses for movement of workers between the various offices and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to housekeeping manpower by the 5th of every month and to pay the statutory payments timely to statutory authorities by the Bidder/Tenderer in advance from his/their own financial resources first and then to claim reimbursement of such expenses from the Company on monthly basis only by submitting proof of such payments along with monthly bill as a mandatory requirement.**
12. The Tenderers/Bidders are advised to refer Scope of Services (including bearing penalty amount by the Bidder/Tenderer in case of failure to provide alternate worker in the absence of regular worker deputed by them) and Terms and Conditions relating to submission of Monthly Bills along with mandatory/statutory documents/requirements for release of payment to them given in the Tender Document so as to cover all administrative and financial arrangement / expenses to be borne by him/them before quoting “Service Charges”.
13. The charges for overtime, if any, will be paid as per Minimum Wages Act.
14. All the Bidders/Tenderers are hereby informed that the decision in regard to lowest rates quoted by the Bidder/Tenderer to arrive at L-1 Bidder/Tenderer shall be taken on the basis of Lowest Percentage of “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid.

- 15. The Bidder/Tenderer quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.**
- 16. In case, one or more vendors have quoted identical rates in the Financial Bid, the vendors will be selected based on below mentioned criteria:-**
- The Bidder / Tenderer having higher turnover will be selected.
 - In case of a tie on the above point, the Bidder / Tenderer having more persons on its rolls will be selected.
 - In case of a tie on both the above mentioned points, the Bidder / Tenderer having more years of experience will be given preference.
- 17. All applicable Statutory Deductions such as TDS, Surcharge, Education Cess, Higher Education Cess, Swatch Bharat Tax etc. will be deducted from the amount payable as per prevalent rules.**
- 18. Goods and Service Tax and Cess thereon, as applicable, will be paid in addition to amount quoted by/payable to the Bidder/Tenderer as per rules/norms in this regard.**

**CHIEF MANAGER
ESTABLISHMENT DEPARTMENT**

ANNEXURE “A”

(HOUSEKEEPING WORKER)

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

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per Housekeeping Worker for Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week Basis as notified by Government of NCT of Delhi		
2	EPF (Employer's Contribution @ 12% on Minimum Wages for 8 hours duty (Column 1)		
3	Administration Charges of EPF @ 0.50% of Minimum Wages for 8 hours duty Column 1)		
4	ESI (Employer's Contribution) @ 3.25% of Minimum Wages for 8 hours duty (Column 1)		
5	Employees Deposit Linked Insurance (EDLI) @ 0.50% of Minimum Wages for 8 hours duty (Column 1)		
6	TOTAL MONTHLY COST PER HOUSEKEEPING WORKER FOR EIGHT HOURS DUTY ON SIX DAYS A WEEK (EXCLUDING SERVICE CHARGES)		

ANNEXURE “B”

(HOUSEKEEPING SUPERVISOR)

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

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per Housekeeping Worker for Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week Basis as notified by Government of NCT of Delhi		
2	EPF (Employer's Statutory Contribution @ 12%		
3	Administration Charges of EPF @ 0.50% on statutory contribution of EPF		
4	ESI (Employer's Contribution) @ 3.25% of Minimum Wages for 8 hours duty (Column 1)		
5	Employees Deposit Linked Insurance (EDLI) @ 0.50% on statutory contribution of EPF		

6	TOTAL MONTHLY COST PER HOUSEKEEPING WORKER FOR EIGHT HOURS DUTY ON SIX DAYS A WEEK (EXCLUDING SERVICE CHARGES)		

ANNEXURE “C”

Brands for House Keeping Materials:-

Item	Make
Mop	Scotch Brite
Duster White	Any good quality
Duster Yellow	Any good quality
Floor Cleaner	Lizol
Detergent Powder	Surf excel
Dish Wash	Vim
Mosquito Spray	Hit
Toilet Cleaner	Harpic
Air Freshener	Odonil
Toilet Roll	Any good quality
Wiper	Gala
Dish Scrub	Scotch Brite
Glass Cleaner	Colin
Naphthalene Ball	Any good quality
Broom	Gala
Garbage Bag	Any good quality
Handwash	Fiama Di Wills/Dettol

Tissue	Any good quality
Toilet Brush	Gala

**THE ORIENTAL INSURANCE COMPANY LIMITED
CORPORATE OFFICE
OFFICE BLOCK IV, PLATE A
NBCC OFFICE COMPLEX, KIDWAI NAGAR EAST, NEW DELHI**

“FINANCIAL BID”

SL. NO.	DESCRIPTION OF CHARGES	QUOTATION / RATE IN FIGURES (PER MONTH)	QUOTATION / RATE IN WORDS (PER MONTH)
1	Housekeeping worker-Annexure A		
2	Housekeeping supervisor-Annexure B		
3	Cleaning material charges-Annexure C		
4	<p>“Service Charges” in terms of percentage of the total amount of Monthly Cost mentioned/arrived at in Annexure “A” above. The Service Charges quoted by the Bidder/Tenderer should include cost of all administrative and financial expenses / arrangements to be made and borne by Bidder/Tenderer for providing housekeeping manpower on Monthly Contract Basis including expenses for submission of documents / papers as proof of payment, expenses for arranging alternate worker in case of absence of regular worker, profit margin, cost of supplying and maintaining all tools / equipments / machinery / aids like dry- cleaning machine, floor cleaning/polishing/rubbing machine, plumbing tools, blower etc. at all times at site, uniform cost, all conveyances expenses for movement of workers between various Office Units, financial arrangement for making payment of Minimum Wages to housekeeping workers by the 5th of every month and Statutory Payment to Statutory Authorities by Bidder/Tenderer from its own financial resources and then to claim reimbursement of expenses from the Company by submitting Monthly Contract Bill along with proof of payment and other statutory documents as mentioned in the Tender Document treating it as a mandatory requirement for release of payment.</p>		

*Applicable taxes will be paid extra.

In case, one or more vendors have quoted identical rates in the Financial Bid, the vendors will be selected based on below mentioned criteria:-

- 1. The Bidder / Tenderer having higher turnover will be selected.
- 2. In case of a tie on the above point, the Bidder / Tenderer having more persons on its rolls will be selected.
- 3. In case of a tie on both the above mentioned points, the Bidder / Tenderer having more years of experience will be given preference.

SIGNATURE WITH STAMP : _____

NAME OF FIRM : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER :

E-mail ID :

DATE :

