

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	24-11-2023 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	24-11-2023 11:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	45 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	Oriental Insurance Company Ltd
Office Name/कार्यालय का नाम	India
Item Category/मद केटगरी	Manpower Outsourcing Services - Minimum wage - Highly-Skilled; Admin; Office Supervisor , Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Receptionist Cum Operator , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Driver - LMV , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Others; Plumber , Manpower Outsourcing Services - Minimum wage - Unskilled; Others; Office Boy , Manpower Outsourcing Services - Minimum wage - Unskilled; Others; Sweeper , Manpower Outsourcing Services - Minimum wage - Highly-Skilled; Others; Electrician , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Electrician , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Others; Electrician , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Others; Mali/Gardner Helper , Manpower Outsourcing Services - Minimum wage - Unskilled; Others; Mali/Gardner Helper
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	100 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes

Bid Details/बिड विवरण	
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	5 Days
Estimated Bid Value/अनुमानित बिड मूल्य	10000000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	250000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	7.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

PRINCIPAL OSTC

India, Department of Financial Services, Oriental Insurance Company Ltd, Ministry of Finance
(The Oriental Insurance Company Limited)

Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Geographic Presence: Office registration certificate:Delhi NCR Based

Scope of work & Job description:[1698672254.pdf](#)

Buyer to upload Gazette notification for the breakup of ESI/EPF/ELDI etc if required:[1698672341.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1698672364.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
20-11-2023 15:00:00	The Oriental Staff Training College, Bata mor, sector 11, Mathura Road opposite metro Pillar No. 848 Faridabad, 121006

Manpower Outsourcing Services - Minimum Wage - Highly-Skilled; Admin; Office Supervisor (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Highly-Skilled
Type of Function	Admin
List of Profiles	Office Supervisor
Educational Qualification	Secondary School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Supervisor (House Keeping)

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006,Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	1	<ul style="list-style-type: none">• Minimum daily wage (INR) exclusive of GST : 992• Bonus (INR per day) : 0• EDLI (INR per day) : 2.88• EPF Admin Charge (INR per day) : 2.88• Optional Allowances 1 (INR per day) : 12.82• Optional Allowances 2 (INR per day) : 2• Optional Allowances 3 (INR per day) : 0• ESI (INR per day) : 26.25• Provident Fund (INR per day) : 69.23• Number of working days in a month : 26• Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Receptionist Cum Operator (3)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Receptionist Cum Operator
Educational Qualification	High School
Specialization	Not Required

Specification	Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Receptionist

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006,Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	3	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 915 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 12.82 • Optional Allowances 2 (INR per day) : 2 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 26.25 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Driver - LMV (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Others
List of Profiles	Driver - LMV
Educational Qualification	8th
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Driver

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	1	<ul style="list-style-type: none"> Minimum daily wage (INR) exclusive of GST : 915 Bonus (INR per day) : 0 EDLI (INR per day) : 2.88 EPF Admin Charge (INR per day) : 2.88 Optional Allowances 1 (INR per day) : 12.82 Optional Allowances 2 (INR per day) : 2 Optional Allowances 3 (INR per day) : 0 ESI (INR per day) : 26.25 Provident Fund (INR per day) : 69.23 Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Others; Plumber (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Semi-skilled
Type of Function	Others
List of Profiles	Plumber
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Assistant Plumber

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	1	<ul style="list-style-type: none"> Minimum daily wage (INR) exclusive of GST : 832 Bonus (INR per day) : 0 EDLI (INR per day) : 2.88 EPF Admin Charge (INR per day) : 2.88 Optional Allowances 1 (INR per day) : 12.82 Optional Allowances 2 (INR per day) : 2 Optional Allowances 3 (INR per day) : 0 ESI (INR per day) : 26.25 Provident Fund (INR per day) : 69.23 Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; Others; Office Boy (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Office Boy
Educational Qualification	Not Required
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Room Boy

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	4	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 751 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 12.82 • Optional Allowances 2 (INR per day) : 2 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 24.4 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; Others; Sweeper (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Sweeper
Educational Qualification	Not Required
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Sweeper

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006,Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	4	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 751 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 12.82 • Optional Allowances 2 (INR per day) : 2 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 24.4 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Highly-Skilled; Admin; Office Supervisor (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Highly-Skilled
Type of Function	Admin
List of Profiles	Office Supervisor
Educational Qualification	ITI
Specialization	Engineering(Civil/Mech/Elec./IT /Comp Sc./Electronics/ E&E/Prod/Chem./Biotech)
Post Graduation	Not Required
Specialization for PG	Not Applicable

Specification	Values
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Supervisor (Electrical)

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006,Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	1	<ul style="list-style-type: none"> Minimum daily wage (INR) exclusive of GST : 992 Bonus (INR per day) : 0 EDLI (INR per day) : 2.88 EPF Admin Charge (INR per day) : 2.88 Optional Allowances 1 (INR per day) : 12.82 Optional Allowances 2 (INR per day) : 2 Optional Allowances 3 (INR per day) : 0 ESI (INR per day) : 26.25 Provident Fund (INR per day) : 69.23 Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Highly-Skilled; Others; Electrician (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Highly-Skilled
Type of Function	Others
List of Profiles	Electrician
Educational Qualification	ITI
Specialization	Engineering(Civil/Mech/Elec./IT /Comp Sc./Electronics/ E&E/Prod/Chem./Biotech)
Post Graduation	Not Required
Specialization for PG	Not Applicable

Specification	Values
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Head Electrician

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 992 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 12.82 • Optional Allowances 2 (INR per day) : 2 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 26.25 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Electrician (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Others
List of Profiles	Electrician
Educational Qualification	8th
Specialization	Knowledge of Handling Electrical equipment
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	7 to 10 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Electrician

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	2	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 915 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 12.82 • Optional Allowances 2 (INR per day) : 2 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 26.25 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Others; Electrician (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Semi-skilled
Type of Function	Others
List of Profiles	Electrician
Educational Qualification	5th
Specialization	Knowledge of Handling Electrical equipment
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Helper (Electrician)

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	1	<ul style="list-style-type: none"> Minimum daily wage (INR) exclusive of GST : 832 Bonus (INR per day) : 0 EDLI (INR per day) : 2.88 EPF Admin Charge (INR per day) : 2.88 Optional Allowances 1 (INR per day) : 12.82 Optional Allowances 2 (INR per day) : 2 Optional Allowances 3 (INR per day) : 0 ESI (INR per day) : 26.25 Provident Fund (INR per day) : 69.23 Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Others; Mali/Gardner Helper (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Semi-skilled
Type of Function	Others
List of Profiles	Mali/Gardner Helper
Educational Qualification	Not Required
Specialization	Knowledge of Gardening
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Head Gardner

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	1	<ul style="list-style-type: none"> Minimum daily wage (INR) exclusive of GST : 832 Bonus (INR per day) : 0 EDLI (INR per day) : 2.88 EPF Admin Charge (INR per day) : 2.88 Optional Allowances 1 (INR per day) : 12.82 Optional Allowances 2 (INR per day) : 2 Optional Allowances 3 (INR per day) : 0 ESI (INR per day) : 26.25 Provident Fund (INR per day) : 69.23 Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; Others; Mali/Gardner Helper (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Mali/Gardner Helper
Educational Qualification	Not Required
Specialization	Knowledge of Gardening
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years

Specification	Values
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 1	Uniform Charges (Rs. 4000/year)
Title for Optional Allowances 2	Life, PA cover and Workmen compensation policy
Designation	Gardner

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Mathur	121006, Oriental Staff Training College, Sec 11, Bata More, Faridabad, 121006	3	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 751 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 12.82 • Optional Allowances 2 (INR per day) : 2 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 24.4 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Eligibility Criteria

1. The Tenderer should be based at Delhi/NCR and operating their business in Delhi/NCR.
2. The Tenderer should possess valid Provident Fund Registration Number un

der EPF Act 1952 with PF Deptt in Delhi/NCR.

3. The Tenderer should possess valid ESI Registration Number under ESI Act 1948 with ESI Authorities in Delhi/NCR.
4. The tenderer should furnished documents regarding constitution, name and addresses of management and other key personnel of the tenderer.
5. The Tenderers should have experience of **Providing Workforce for House Keeping, Electrical Maintenance & Gardening Services** of **at least three financial years (2020-21, 2021-22 & 2022-23)** of rendering similar services to any Training College/ Institute of any Bank / Insurance Company/ Educational Institute like College, University or any PSU / Central or State Government/ Autonomous Institute/ Corporate establishment/organization etc. of repute. The tenderer should submit necessary certificate issued by the above organizations.
6. The Tenderer should have minimum average annual turnover for the last Three financial years **(2020-21, 2021-22 & 2022-23)** of **Rs.1 Crore**.
7. The tenders (directly or indirectly) from any Service Provider/Contractor whose services have not been found satisfactory by OSTC authorities earlier shall not be entertained.
8. The tenders from Bidders whose Technical Bid(s) were earlier rejected by OSTC on account of fake supporting documents etc. shall not be entertained.
9. The Tenders from Individual/Firm/Organization including its Partners/ Shareholders /Directors who have been blacklisted/prosecuted by any departments/statutory bodies in any State or by any Court of Law, shall not be entertained.
10. They should also be having on their wage rolls sufficient numbers of manpower regarding Housekeeping workers, Gardeners & Electricians separately for each category as on 30.09.2023 (As per Annexure XIII).

Instructions to Tenderers

(The Tenderer/bidder must go through the complete Tender Document - Technical Bid and Financial bid including Terms and Conditions and Annexures thereto and understand his/her/ their responsibilities and obligations thereunder)

- 1) The Tenderer must be based in Delhi / NCR and operating their business in Delhi/NCR and must qualify the eligibility criteria as per Section 2 of the tender. The tenders not fulfilling this condition shall be summarily rejected.
- 2) Before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself /herself / themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the OSTC under any circumstances subsequently.
- 3) Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected.
- 4) All the information as required in the tender document should be filled up in the relevant part and no column should be left unfilled. An incomplete tender document or tender document submitted without tender fee and earnest money deposit (EMD) (until and unless exempted under MSME as per the provision of GeM General Terms & Conditions) will be summarily rejected.
- 5) The tender must be submitted in two bids -Technical Bid **(Unpriced)** & Financial Bid **(Priced)**.
- 6) **The Technical Bid- Part - I (Un-priced)** should be submitted on-line on GeM Portal as well as in physical form, submitted in a sealed envelope and must have all the essential documents including Tender Fee and EMD in form of DD / UTR No. **(if applicable)** on any Scheduled bank in favour of "The Oriental Insurance Company Ltd.", payable at Faridabad failing which the tender will be deemed as non-responsive and disqualified from bidding process. The list of documents to be attached with Technical Bid is mentioned in **Annexure-I (Checklist for documents)**. The Tenderer must attach all the documents as per Annexure -I, failing which his tender will be rejected.
- 7) **Financial Bid envelope (Part - II priced)**- should be submitted online on GeM portal as well as in physical form, submitted in a sealed envelope with wax/tape and consist of only the Financial Bid Part-II (Priced) of tender document showing the fixed %age monthly Administrative/ Service charges for **Workforce for House Keeping, Electrical Maintenance & Gardening Services** to be rendered for OSTC as per details in Annexure VII titled Scope of Service & duties and obligations under the tender document..

- 8) For physical submission of the tender containing separate sealed envelopes for **Technical Bid Part -I (un-priced) & Financial Bid Part - II (priced)** should be submitted after keeping both in a **third sealed envelope** marked on top "**Tender for Providing Workforce for House Keeping, Electrical Maintenance & Gardening Services on Contractual Basis at OSTC, Faridabad**" with the name, address and telephone number of the bidder at the bottom of the cover on the left of the third envelope. The complete sealed tender addressed to Principal, Oriental Staff Training College, Sector-11, Faridabad should be dropped in the locked tender box available at the reception on ground floor at OSTC, Faridabad up to 23.11.2023 before 04:30 PM. OSTC shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time due to postal or any other delays. **OSTC shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time.**

Note: The rate quoted in physical form should match with the rate quoted on GeM portal.

- 9) All overwriting/corrections should be duly signed by the tenderer.
- 10) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will result in the rejection of bid.
- 11) Bids must be uploaded in GeM portal and must be submitted in the locked tender box in OSTC, Faridabad at the address specified above but not later than the date and time stipulated in the Notice Inviting Tender. The OSTC may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the OSTC and the Bidder will be the same.
- 12) Any bid submitted in GeM portal and received by OSTC after the deadline for submission of bids, as stipulated above, shall not be considered.
- 13) Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/ Manager/ Secretary etc., as the case may be.
- 14) The Contract will be awarded for Initial period of three years for Providing Workforce for House Keeping, Electrical Maintenance & Gardening Services in the College. The award letter and the agreement for period of one year will be provided to the Service provider/ contractor on yearly basis based on satisfactory services by the contractor in a year.
- 15) OSTC may at its discretion, amend/modify the tender and / or extend the deadline for submission of tenders at any time prior to the last date for submission of Tenders. OSTC may for any reason, whether at its own initiative or as a consequence of Pre-Bid conference in response to a clarification requested by a prospective Tenderer, may modify the Tender documents by amendment and information thereof will be uploaded on Company's website: www.orientalinsurance.org.in and shall be binding on all concerned. **All information with regard to the development/ status in respect of this tender,****

till the entire process is completed will be uploaded on GeM portal and company's website only.

16) OSTC reserves the right to accept or reject any or all the tenders without giving any notice or assigning any reason and shall not be bound to accept the lowest tender. The decision of OSTC in this regard shall be final and binding on all.

17) The Contractor / Service Provider shall not employ any person below the age of 18 years. The Contractor / Service Provider shall indemnify the OSTC & its representative(s) from and against all claims and penalties which may be suffered by the OSTC by reason of any default on the part of the Contractor / Service Provider to observe and / or in the performance of the provisions of Child Labor (Prohibition & Regulation) Act, 1986 OR any re-enactment or modification of the same.

18) The Technical Bids - Part - I (**Unpriced**) shall be opened **on 24.11.2023 at 11:00 AM on GeM portal and** in the office of Oriental Staff Training College, Faridabad in the presence of Tenderers or their authorized representative(s) who wish to be present. The Financial Bids -Part - II (**Priced**) of only those Tenderers, whose technical bid is found responsive will be opened on 15.12.2023 at 11:00 AM or as specified by OSTC at a later date and time. The tender committee of OSTC shall open the properly sealed tenders only. Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be summarily rejected.

19) In case the last date of receipt/opening of tender, date of Pre-bid conference is declared a holiday the same shall be extended to the next following working day. The time and venue will remain the same.

20) All the **Financial Bids -Part - II (Priced)** of Tenderers whose **Technical Bids -Part - I (Unpriced)** have been opened, will be sealed in one envelope acknowledged by Tender Committee and will be kept in the safe custody of Principal, OSTC till the date of opening of the same.

21) The terms & conditions express in tender shall be valid for a period of at least six months (180 days) from the date of opening of the tender. If the tenderer withdraws /amends / impairs /derogates the tender in any respect during this period of validity of the offer, the EMD is liable to be forfeited and suitable action will be taken as per Bid security declaration. Incomplete, conditional tenders and fax/e-mail/telegraphic tenders are liable to be rejected. The bidders whose technical bids have been found apparently responsive as per documents and information furnished viz. a viz. criteria laid down in the Tender Document will be short listed.

22) In order to satisfy itself about the nature and quality of services rendered by the tenderer, OSTC may depute its Officer(s) or authorized representative to visit the institute/establishments mentioned by the bidder. Besides, OSTC may al

so arrange for verification of any document / testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to OSTC so that necessary verification is completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non-responsive and their financial bid will not be processed further and **EMD may be forfeited**.

23) The Technical Bid of those bidders, where OSTC after its scrutiny/ inspection / investigation / verification is satisfied with regard to compliance of technical criteria as laid down in the Tender Document, will be declared as found responsive .

24) The Financial Bids -Part-II-(**Priced**) of only those tenderers whose Technical Bids -Part-I-(**Un priced**) are found responsive by OSTC will be opened, further processed and evaluated.

25) OSTC will award the contract to the successful evaluated bidder whose bid has been found to be responsive and lowest (by GeM) as per terms and conditions incorporated in this tender document.

26) OSTC will communicate the successful bidder by letter sent through **Courier/Registered Post/e-mail** that his bid has been accepted. This letter of award of work shall prescribe and the fixed % of monthly charges which OSTC will pay to the Service Provider/Contractor in consideration of the services rendered by the Service Provider/contractor as mentioned in the tender document.

1. The successful Tenderer shall be required to submit Bank Guarantee on the prescribed format Annexure XXII / Fixed Deposit pledge in favor of "The Oriental Insurance Company Limited" for a sum of **Rs.7,00,000/- (Rupees Seven Lac only) as Performance Guarantee valid for 3 years starting from the date of award and should be submitted within 5 working days of receiving of letter of award. This total Performance security deposit of Rs.7,00,000/- (Rupees Seven Lac only) will remain with OSTC throughout the period of contract.**
2. This Performance security amount will be refunded to the contractor within 60 days of completion of the contract subject to :
 - a) Satisfactory Performance of the Contract
 - b) Deduction of any dues payable to OSTC on whatsoever account
 - c) Any deduction due on account of Contractors/Service Providers obligation under the contract and subject to such deductions as may be necessary for making of OSTC's claim against the Service Provider.
 - d) Deduction of any liability / damages incurred by OSTC on behalf of the Se

Service Provider / Contractor in the discharge of his / their obligations under this Tender.

- e) This Performance Security deposit will not bear any interest of whatsoever kind.

27) The Service Provider/Contractor will be required to submit a **“No Dues” in demerit bond on non judicial stamp paper of requisite value duly notarized as per specimen enclosed in Annexure- V** after completion/termination of contract to claim refund of performance Security deposit amount.

28) The selected Service Provider shall be required to start the services in accordance with the time schedule specified in the work order issued by OSTC after acceptance of Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, OSTC reserves the right to cancel the work order and forfeit the EMD and/ or Performance Security Deposit.

- 33) OSTC will debar Individual/Firm/Organization including its Partners/Shareholders /Directors who have been blacklisted/prosecuted by any departments/statutory bodies in any State or by any Court of Law. A non blacklisting/prosecution declaration in the form of Affidavit as per **Annexure VI** is required to be submitted.

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

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Section- 4

Terms & Conditions

- 1.** The Contractor/Service Provider shall provide services related to Housekeeping, Electrical Maintenance & Gardening Services as listed out in Annexure -VII titled 'Scope of Service' & elsewhere in the Tender Document.
- 2.** The Contractor/Service provider shall ensure deployment of workers / supervisors / receptionists/driver/ Electricians/ Gardeners/ Plumbers/ Housekeeping workers as per Annexure-VIII and shall ensure compliance of all the Terms & Conditions of the Tender Document in this regard.
- 3.** The Contractor/Service provider will arrange proper uniform & shoes for the all the contract workers as per Annexure-IX of the Tender Document.
- 4.** In consideration of the services to be provided by the Service Provider and due performance of the Contract, OSTC shall pay service charges to the Service Provider as per Annexure – X 'Service Charges' subject to compliance of Annexure XI – 'Billing Process and Documents' of the Tender Document.
- 5.** Service Provider / Contractor shall arrange Insurance Policies for the amount as specified covering contract labours under Mediclaim, Family floater, Employees Compensation Policy, PA policy and life Insurance as prescribed by OSTC in the Joint names of The Oriental Insurance Company Ltd as Principal and Service Provider / Contractor to coincide with the period of the Contract. Actual premium will be reimbursed to them by OSTC along with fixed Administrative / Service charges thereon.

6. The fixed %age monthly charges quoted in the Financial Bid shall be binding on the Contractor/Service provider throughout the contract period. The Contract will be awarded for Initial period of three years for Providing Workforce for House Keeping, Electrical Maintenance & Gardening Services in the College. The award letter and the agreement for period of one year will be provided to the Service provider/ contractor on yearly basis based on satisfactory services by the contractor in a year.

7. PENALTIES :

Sr. No.	Description	Deductions		
		1st Instance	2nd Instance	3rd Instance
1	Non-deployment of total manpower mentioned in the contract as per the date of joining	Up to 15 Days, 1 day wages of the resources which are not deployed, per day. Beyond 15 days cancellation of the contract with cancellation charges @ 1% of the order value		Cancellation of the contract with cancellation charges @ 1% of the order value
2	If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties	Cancellation of the contract with cancellation charges @ 1% of the order value along with recovery of losses caused (if any) and legal action against the Service Provider depending on the gravity of the act		Cancellation of the contract with cancellation charges @ 1% of the order value
3	If the employee is found responsible for any theft, loss of material/ articles and damages	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the Buyer. Replacement of employee within 2 days.	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the buyer. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value
4	If the employee is found responsible for disobedience/ misconduct	Warning/ counselling of employee as decided by the Buyer depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 1% of the order value

5	If the employee is absent or takes leave for more than 2 days without informing buyer or taking prior approval without substitute being provided by the service provider.	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 1 day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 1% of the order value	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 2 day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 1% of the order value	Cancellation of the contract with cancellation charges @ 1% of the order value
6	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 1%, as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 1% of the order value	Cancellation of the contract with cancellation charges @ 1% of the order value
7	Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share)	Rs.100 per day per resource, warning to Service Provider to deposit the said amount within 7 working days	Rs.200 per day per resource, hold on all type of payments to Service Provider till the said amount is deposited to respective stakeholders and proof of same is submitted to Buyer	Cancellation of the contract with cancellation charges @ 1% of the order value

Electrical Maintenance Services				
Sr.No.	Description	Deductions		
		1 st Instance	2 nd Instance	3 rd Instance
1	The electrical items/ equipment shall be promptly repaired and reinstated within 48 hours of reporting of the complaint.	Delay in this regard due to any reasons whatsoever shall attract penalty as deemed fit by OSTC.		Cancellation of the contract with cancellation charges @ 1% of the order value
2	Any loss or damage to any equipment under repair or implements supplied to the Contractor/ Service Provider shall be made good by the Contractor/ Service Provider.			Cancellation of the contract with cancellation charges @ 1% of the order value

- (i) If the standard of services, as mentioned in Annexure VII & VIII or elsewhere in the tender document, are not maintained to the satisfaction of OSTC authorities, appropriate penalty as shown above will be imposed and amount thereof will be deducted from the monthly bill and /or Performance Security deposit.
- (ii) The Service Provider / Contractor shall be responsible for any loss caused to the OSTC due to negligence of any contract workers deployed by them in performing their duties.
- (iii) It will be the duty of the contractor to attend to all legal matters related to the contract workers for which any communication / summons is issued by any court or Labour Department.

8. For Gardening Services: OSTC will supply water for gardening as and when available. The water will be supplied at the selected points as per the system laid down from where the service provider/contractor will have to make his own arrangements for watering the plants. Soil, manure / fertilizers / insecticides etc. Saplings / trees / shrubs etc will be supplied by OSTC as per requirement from time to time. It will be the responsibility of the Service Provider/Contractor to store the materials provided by OSTC, properly in the space provided by the OSTC. The security of such material will be the sole responsibility of the Service Provider/Contractor.

9. The Service Provider/ Contractor will be required to keep a Performance Security Deposit of Rs.7,00,000/- (Rupees seven lacs only) in form of Bank Guarantee or Fixed Deposit. This total performance security amount will remain

with OSTC throughout the period of contract. EMD of Rs.2,50,000/- (Rupees Two lacs Fifty thousand only) deposited through DD/ UTR No. by the L-1 bidder will be refunded within the limit prescribed.

- 10.** The earnest money will be forfeited if (i) the Bidder withdraws his Tender during the period of Tender validity (ii) the successful Tenderer fails to deposit additional amount of Rs.7,00,000/- (Rupees Seven lacs only) towards performance security Deposit within Five working days of award of work. The return/refund of EMD to the unsuccessful/non-responsive Bidders will be made within 30 days after the successful award of work to the selected bidder whose bid is found to be responsive and lowest. No interest shall be payable on it under any circumstances.
- 11.** In the event of the Service Provider/Contractor not fulfilling the conditions of the contract, OSTC reserves its right to forfeit the Performance security Deposit of Rs.7,00,000/- (Rupees Seven lacs only) placed with OSTC through a Bank Guarantee or Fixed Deposit hereinabove mentioned. The decision of the OSTC shall be final and binding on the Service Provider, in respect of such confiscation of the Performance security deposit of Rs.7,00,000/- (Rupees Seven lacs only) and /or deduction of any amount due to OSTC.
- 12.** Immediately after the award of work, the Service Provider/Contractor will apply for obtaining a certificate/license from the office of The Assistant Labor Commissioner (Central) Faridabad to employ workers at OSTC for Providing workforce for Housekeeping, Electrical Maintenance & Gardening Services and submit the relevant certificate within one month from the date of award of the work. Extension of time period and waiver of this certificate, if required, will be at the sole discretion of OSTC depending upon the Statutory requirements as per the law applicable.
- 13.** The regularity of the performance of the service will be of the essence and shall form a central factor, while evaluating the performance from time to time. The Service Provider/ Contractor shall take all possible steps to ensure and to maintain its performance as determined by OSTC from time to time. If OSTC notice that personnel of the Service Provider/ Contractor has/have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider/contractor who will take corrective steps immediately to avoid recurrence of such incidents and report to OSTC.
- 14.** If any of the worker of the Service Provider/ Contractor indulges in theft, negligence or any illegal/irregular activities, the Service Provider/contractor shall take appropriate action against its erring worker and intimate accordingly to OSTC or OSTC itself can take action in accordance with law.
- 15.** The Service Provider/ Contractor being the employer in relation to workers

employed by it to provide the services under the terms and conditions shall alone be responsible and liable to pay wages/salaries to such persons. The wages/salaries shall be as fixed or prescribed under the Minimum Wages Act 1948 for the category of workers employed by them from time to time by the Chief Labor Commissioner (Central), Government of India, Ministry of Labor & Employment, or by Haryana Government as applicable and/or any authority constituted by or under any law. He will ensure compliance of all the relevant Labor laws.

- 16.** The Service Provider/ Contractor shall issue identity cards on its own name and trading style to its employees deployed for rendering the said services, which at OSTC's option would be subject to verification at any time. The OSTC may refuse the entry into its premises to any worker of the Service Provider/contractor for not bearing such identity card or not being perfectly uniformed as prescribed by OSTC.
- 17.** The Service Provider/ Contractor will pay the wages as per the Minimum Wages Act 1948 as amended through ECS (Electronic Clearing System) directly into the Bank accounts of workers before 7th of every month. The Service Provider/Contractor will be required to submit the deposit challans along with UTR No. showing the individual figure of PF and ESI money of workers deposited with appropriate authorities for the previous month along with the monthly bill.
- 18.** The Service Provider/ Contractor shall for all purposes and interpretations be the employer of all the contract workers deployed at OSTC and shall be responsible for all consequences out of such employment. In case OSTC incurs any liability or damages, the Service Provider / Contractor shall at all times indemnify and keep indemnified OSTC against any such claims or damages on account of injury/disability/death of any of its workers caused while providing the services to OSTC which may be made under the Employees Compensation Act 2010 (erstwhile Workmen's Compensation Act 1923) or any other Acts or any other Statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the workers of the Service Provider or in respect of any claim, damage or compensation under Labor laws or any other laws or rules made there under by any person whether in the employment of the Service Provider/contractor or not, who provided or provides the service at premises of OSTC.
- 19.** The Service Provider/ Contractor shall at all times indemnify and keep indemnified the OSTC against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of their employees or personnel during the hours of providing the services at OSTC's premises on or before and after that.
- 20.** In case the Service Provider/contractor discontinues the contract before the expiry of the period of contract, his Performance security Deposit shall be forfeited.

21. OSTC reserves the right to cancel or terminate this agreement by giving thirty days notice in writing without giving or assigning any reason(s) for doing so, and in the event of the Contractor wishing to terminate this agreement, the Contractor shall have to give at least six months notice to OSTC in writing and in either event, the Contractor shall hand over the peaceful and vacant possession of the space (accommodation) as provided in the tender. The Contractor shall also hand over forthwith all the articles provided to them and no broken item(s)/articles(s) shall be taken back which must be replaced by the Contractor or shall pay the cost thereof.

- i. On completion of the contract, the Service Provider /contractor will submit an indemnity bond on Non Judicial stamp paper of requisite amount duly notarized regarding “No Dues” confirmation.
- ii. In the event of the earlier termination by either parties to the contract or expiry of the contract, the Service Provider/ Contractor shall be obliged to continue providing the services at the same rates and on the same terms and conditions as provided in the contract, till such time as OSTC is able to make any alternative arrangement or OSTC has agreed in writing to allow the contractor to discontinue earlier.

22. The OSTC or its representative(s) shall be at liberty to check at any time, the deployment of workers by the Service Provider/Contractor.

23. In case of any pilferage, theft of or breakage etc to the property/assets of OSTC, the Service Provider/ Contractor will be responsible for such losses. The OSTC will be at liberty to deduct the amount of such loss from the monthly bill/ performance security Deposit of the Service Provider/ Contractor after holding an enquiry. The decision of OSTC to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender/ contract, the contract shall be liable to be cancelled and security will be forfeited and the cancellation charges as specified elsewhere in the tender will be deducted from the amount due to the contractor.

24. The Service Provider/ Contractor shall not sublet the contract to any other concern/individual. The Service Provider/ Contractor shall himself perform the services and all obligations and duties as per tender/contract. Except with the prior written consent of the other party, neither the benefit nor the burden of the tender/contract shall be assignable by either of the parties. However, OSTC may assign or transfer its rights and obligations under this agreement to any entity which acquires all or substantially all of the OSTC's operating assets or into which OSTC is merged or is reorganized pursuant to any merger or reorganization.

25. Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to/sought from the Principal, whose decision in the matters shall be final and binding on the Service Provider/

Contractor. Any other matter relevant to but not covered in the contract shall also be decided by making reference to the Principal, OSTC whose decision will be final and binding on the Service Provider/ Contractor. If the Dispute is not resolved through the reference made to the Principal, OSTC, a reference of the same shall be made to a Sole Arbitrator to be appointed by the Principal, OSTC Faridabad for adjudication of the same in accordance with the provisions of Arbitration & Conciliation Act-1996 and any statutory modifications there under from time to time. There shall be no objection if the Sole Arbitrator to be appointed is a Competent Officer of OSTC in the discretion of the Principal OSTC, Faridabad. The Service Provider/Contractor and OSTC shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues/disagreements/disputes in connection with the contract, the same shall be settled through Arbitration or through the Court of Law within the jurisdiction of Faridabad. The resultant contract will be interpreted under Indian Laws.

- 26.** The Service Provider/ Contractor shall comply with the instructions provided by OSTC from time to time relating to the performance of the services, duties and obligations under this agreement. The services rendered by the Service Provider/ Contractor shall be subject to regular review by OSTC and its decision as to the quality thereof shall be final and absolute.
- 27.** The Service Provider/ Contractor shall abide by the applicable OSTC rules, guidelines, policies and procedures at all times during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.
- 28.** The Service Provider/ Contractor shall raise the invoice/bill and OSTC agrees to pay such invoices/bills within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the tender/contract. All payments to the Service Provider/ Contractor shall be made by ECS/NEFT/RTGS/ Net Banking subject to deductions, withholding of all applicable, taxes and charges and penalty if any from time to time in force.
- 29.** The Service Provider/ Contractor represents and undertakes that:
- (i) They have full power and authority to enter into the agreement with OSTC and perform the services and they have the necessary expertise to duly perform the services under this agreement.
 - (ii) They will render the services and perform its obligations and duties as per tender accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this agreement, or as are issued from time to time by OSTC for the performance of the services to the satisfaction of OSTC.
 - (iii) They will be responsible for its corporate and personal taxes if any, and shall indemnify and hold OSTC harmless for any liability in this connection.
 - (iv) They will be responsible for ensuring that all workers engaged by the Service Provider/ Contractor to provide services to OSTC shall hold at all times the necessary expertise and shall abide by OSTC's instructions, specifications, procedures, standards, guidelines, and time frames at all times.

during the performance of the services.

- 30.** OSTC shall have the right to deduct from the money due to the Service Provider/Contractor, any sum required or estimated to be required, for making good the loss suffered by any worker, by reason of non- fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.
- 31.** Nothing in this tender shall be deemed to create any partnership, joint venture, agency between OSTC and the Service Provider/ Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Service Provider/ Contractor is an independent contractor and not an employee, agent, associate or authorized representative of OSTC and the Service Provider/ Contractor undertakes that They will not undertake any obligation or liability in the name of or on behalf of OSTC whatsoever.
- 32.** Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed / engaged by the Service Provider / Contractor for rendering the services, are employees of OSTC or engaged by OSTC. The Service Provider/ Contractor shall be deploying workers who shall be in sole employment of the Service Provider/contractor and Service Provider/contractor shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall OSTC be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination] .In case any liability falls on OSTC for any reason, the Service Provider/ Contractor shall keep OSTC indemnified against the same. In order to give effect to this, the Service Provider/ Contractor shall incorporate suitable clause in the appointment letters to be issued to their workers mentioning that the workers are employees of the Service Provider/ Contractor, a copy of which should be given to OSTC for perusal and record.
- 33.** The Service Provider/Contractor & the workers deployed by him at the OSTC Premises shall maintain confidentiality of any information in their possession during their working at OSTC & thereafter.
- 34.** The Service Provider/ Contractor shall allow OSTC and their management, auditors, regulators and/or agents, the opportunity of inspecting, examining, auditing and /or taking copies of the records related to their with OSTC.
- 35.** The Service Provider/ Contractor shall wholly and solely be liable for all disputes and liabilities in respect of the workers deployed by him / them to OSTC under this tender.
- 36.** If at any stage, it is revealed that the documents/certificates/testimonials submitted by the Service Provider/ Contractor are forged or have been manipulated, the work order issued to the Service Provider/ Contractor shall be cancelled and Performance Security amount deposited with OSTC shall be forfeited without any claim whatsoever on OSTC and the Service Provider/Contr

actor shall be liable for action as appropriate under the relevant laws.

- 37.** Without prejudice to any of the rights or remedies under this contract, if the Service Provider/Contractor dies, OSTC shall have the option of terminating the contract without compensation to the legal or other heirs of the Service Provider/ Contractor.
- 38.** OSTC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the Service Provider/Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
- 39.** The Service Provider/Contractor shall maintain proper records about the attendance of their staff in the prescribed format as given in the Contract Labor (Regulation and Abolition) Act, 1970 along with Contract Labor (Regulation and Abolition) Rules, 1971 and would ensure that full staff strength is maintained. If due to any exigency, any worker is absent the Service Provider/ Contractor should take immediate steps to provide its substitute subject to the compliance of relevant Rules & regulations/laws/ Statute.
- 40.** The Service Provider/Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Rules & Regulations/Law/Statute in force. The Service Provider/ Contractor will not link the payment of wages to the workers with settlement of his bills by the OSTC. The Service Provider/ Contractor has to first pay the wages to the Workers and then put up his bill for payment. Payment of bills will be made on monthly basis through ECS/RTGS/ NEFT only, provided that the Housekeeping, Electrical Maintenance & Gardening Services provided were / are satisfactory during the month and subject to deduction of Penalty imposed if any as per terms and conditions of tender/contract. The monthly bill payment will be made subject to following billing process and submission of documents as mentioned in Annexure XI, provided the Service Provider/ Contractor submits the attested photocopies of the following documents:
- (i)** Muster Roll/ Attendance sheet of the workers signed by the Service provider/ Contractor for the month on the format prescribed in the Contract Labor (Regulation and Abolition Act, 1970) along with Contract Labor (Regulation and Abolition) Rules, 1971.
 - (ii)** Overtime and penalty register in respect of Workers / Supervisors / Receptionists.
 - (iii)** Salary sheet for the month showing receipt of the wages on the format prescribed in the Contract Labor (Regulation and Abolition Act, 1970) along with Contract Labor (Regulation and Abolition) Rules, 1971.
 - (iv)** Deposit Challan showing the individual figure of deposit of contribution of provident fund of employees' and employers' share, with the appropriate authority.
 - (v)** Deposit Challan showing the individual figure of deposit of contribu

tion of ESI of employees' and employers' share, with the appropriate authority.

(vi) The above referred Challan should be deposited separately for OSTC. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the Contractor.

(vii) The Service Provider/ Contractor will pay the wages as per the Minimum Wages Act and disburse the wages through ECS/ Net Banking only.

41. The Service Provider/Contractor will deduct ESI contribution and Provident fund contribution of the employees from the minimum wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rate applicable from time to time.

42. The Service Provider/ Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.

43. The Contractor/ Service Provider shall ensure that all the contract workers are deployed at OSTC as per Annexure VIII and they observe the timings as prescribed therein or as amended by OSTC at any time as per requirement. In case the Service provider/ Contractor fails to render the services as laid down in the Tender Document, OSTC may impose penalty as deemed fit.

44. The Service Provider/Contractor himself or their authorized representative must visit the premises at least once in a week and/or whenever required and contact the person authorized by the OSTC to look into services rendered.. Any deficiencies in the services should be rectified immediately when pointed out by such authorized person.

45. The Service Provider/Contractor shall facilitate to introduce and enforce necessary procedures & systems for upgrading of Services at OSTC with the approval of Competent Authority.

46. OSTC has the discretion to increase and decrease the no. of contract workers and may ask the contractor to deploy workers of other category such as Yoga teacher, carpenter, Painter, Welder mason, etc. The eligibility criteria for such workers such as qualification, experience etc. will be decided by OSTC. These categories of workers will be included and contractor will be paid as per category of workers (Minimum Wages Act) and % service charge quoted in the Financial Bid. Terms, conditions and amounts payable in respect of such additional workers, as and when deployed, shall be governed by the provisions of this tender.

47. The Bidder, after submitting their bid, is permitted to withdraw/ alter/ modify their Bid so long such withdrawal / alteration/ modification are received duly sealed and marked like original bid, up to date and time of receipt of Bid i.

e. 23.11.2023. The EMD shall be returned in such cases but the bid fees shall be forfeited. Any withdrawal / amendment/ modification received after the prescribed date & time of receipt of bids will not to be considered.

“SCOPE OF SERVICE”

(A) HOUSEKEEPING SERVICES:

- 1. The Contractor shall be responsible for maintaining the entire premises clean at all times.**
- 2. The works shall be carried out in accordance with the conditions, specifications and relevant Indian Standards and as per instructions of the OSTC.**
- 3. The Contractor shall keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves any wastage, the OSTC reserves the right/option to levy charges/penalty on the Contractor.**
- 4. Cleanliness is the essence of this contract.**
- 5. All the cleaning material e.g. brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Colin, Harpic,. Polish etc. for cleaning, sweeping, Scrubbing, washing etc. will be supplied by OSTC. All the items to be provided in the rooms such as Soap, Mosquito repellent tablet, etc. will also be supplied by OSTC.**
- 6. It will be the responsibility of the Contractor to ensure switching on and off lights, fans, AC,TV, and computers etc. and also opening and closing of the rooms as may be prescribed and as required for its functioning.**
- 7. The Supervisor of Housekeeping Services/ contractor will be provided duplicate keys of all rooms, buildings etc. as required for its functioning.**

8. It shall be the responsibility of the Supervisor of Housekeeping Services/ contractor to store the materials purchased by OSTC for housekeeping properly in the space provided by the OSTC. The security of such material will be the sole responsibility of the Contractors.
9. The Contractor hereby agrees and undertakes to return all materials supplied by the OSTC to them on termination/completion of the contract for any reason whatsoever.
10. On termination of the contract, the Contractor shall discontinue the services and handover peaceful possession of the OSTC premises together with fixtures and articles therein in good condition.
11. All the tools and plumbing equipment etc. required to carry out the sanitary maintenance works shall be supplied by Contractor.
12. Contractor shall provide the services as specified below:

S.N	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY
1.	Thirty nine hostel rooms on the ground floor, first floor, , second floor And principal's cottage	Removal of cobwebs, dusting and wiping the windows and their glass pane, doors and polishing their handles, sweeping and wiping the floor , spraying disinfectant and room freshener	Daily
2.	- DO -	Washing and scrubbing the floor of the rooms with soap water and drying it.	Weekly, on Sundays

3.	All bathrooms attached to the hostel rooms at ground floor, first floor , second floor and principal's cottage	Dusting sweeping, cleaning, polishing, wiping and removal of cobwebs, dusting and wiping the windows, glass pane, looking glass and doors, polishing door handles, all sanitary fittings, washing, cleaning and wiping the wall tiles and floor, spraying disinfectant and room freshener.	Daily
4.	All furniture, fixtures, fittings including electrical fittings of hostel block, offices, lecture halls, dormitory and principal's cottage etc.	Dusting, cleaning and wiping the fans, geysers, room heaters, air conditioners, computers, furniture/fixtures/fittings and polishing of fittings.	
5.	Passage, lobby. And common areas	Sweeping, cleaning & wiping	Every one hour
6.	General bathrooms including Bathrooms / washrooms in the Garden area	Sweeping, dusting, wiping, washing, Polishing of the wash room doors, windows and window panes, taps and soap container & mirror, washing and scrubbing the floor, wall tiles, sanitary fittings with soap/ harpic/ colin/acid etc. And providing urinal phenyl cubes.	At regular interval
7.	All training halls, office rooms and cabins of officers, library, balconies, DG set rooms,. Security rooms, doctors' room, pump house, and other auxiliary building in the college campus.	Sweeping, cleaning, wiping, washing, dusting, polishing and all related work	Twice daily
8.	Hostel rooms	Bed making, setting bed sheets, blankets, pillows etc.	Daily
9.	Hostel rooms	Changing of linen	Twice a week
10.	Hostel rooms	Changing of towels	Alternate days
11.	Hostel rooms	Providing bathing soap	Once a week or as per need.

12.	Hostel rooms	Providing mosquito repellent tablet.	Daily
13.	General bathrooms	Providing hand soap/liquid soap	Daily
14.	Cleaning of all shafts and the servant's quarter.	Cleaning	Once a month
15.	Roof top.	Sweeping, cleaning & washing	Twice a week
16	All open areas (inside & outside)	Sweeping, and cleaning.	Twice daily

17.	Maintenance	Entire sanitary fittings, pump house, water tanks including filling & cleaning of overhead tanks, underground tanks etc. of the college campus.	Filling of water tanks is to be done daily. Cleaning of overhead tanks and underground tanks to be done once in a month.
18	Sewage and water harvesting system.	Cleaning of sewage and water harvesting system, cleaning of gully traps, manholes septic tanks and also to liaison with sewer deptt. Of municipal corporation of faridabad in case of blockage of sewer.	Once a month
19	Pest control	Whole ostc complex Arrange for pest control	Twice a month
20	Front office maintenance	Reception manning as per details in para 13 below.	24 hours
21.	Front office maintenance	Epabx operation, preparation and installation of training aids and equipments like, lcd projectors, computers, white boards with marker etc	Daily/ whenever required

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

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

- i. Receive all telephone calls around the clock.

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- ii. Maintenance of proper registration of arrival/departure of the participants at the College and to ensure smooth and efficient checking in and checking out of all the participants.
- iii. Registration of the trainees coming to the College as well as for allocating rooms to them. They shall also ensure that their luggage is carried from Reception counter to the rooms or from the rooms to the Reception counter at the time of their leaving the College.
- iv. The keys of the rooms will be kept by the attendant.
- v. Distribution of newspaper every day in each room, Library, lobbies, office and/or other places as per OSTC requirement.
- vi. Storing and providing sports items such as Rackets, Shuttle Cocks, Carrom Powder, Carrom Coin, Table Tennis Racket, Table Tennis Balls, Swimming Costumes &/or other items to the participants on demand. (Material will be provided by OSTC)
- vii. To maintain the complaint Register for any problem faced by the participant in room facility and also ensure that the complaint is referred to the appropriate authority for its immediate disposal.
- viii. To provide Training Materials to the participants such as folders, study material, pen, note-book etc. as provided by the training deptt.
- ix. Maintenance of proper record of the telephone calls received on behalf of the participants and also ensuring that the same are conveyed to the concerned participant.
- x. To ensure that the rooms are ready for possession by the participants before their arrival.
- xi. Checking the rooms before the participant check out to ensure that all Electrical / Electronic items / PCs and other furniture/fixtures/Fittings provided in the rooms/ bathrooms are intact/not damaged and are in order. The contractor shall be liable to make good the loss for any lapse on this count.
- xii. Maintenance of information on all time-tables of buses, trains, Metros, airlines as well as the directory of all necessary telephone numbers and shall provide all necessary information desired by the participants.
- xiii. To attend to all emergency situation related to the participants including sickness during off hours and holidays and bring it to the immediate notice of the College authorities.
- xiv. Preparation of check-list of all the work to be done under the contract and on a daily basis check all the work and submit a report on the check list format to the Estb. Deptt. while maintaining a copy duly accepted by the Estb. Deptt. with themselves for record and spot check.
- xv. To assist the participants in confirming their reservation for travel, help them in hiring taxi and all other assistance required by them.
- xvi. To carry out shifting of furniture/Computers/Training Aids etc. from one location to other within the College Campus.
- xvii. To display the details of the programs to be conducted on the display board.
- xviii. To prepare name plates of the participants and faculties.
- xix. To maintain the entire stock of Bed sheets, linen, blankets, pillows, curtain etc. and to ensure that they are given for laundry in time and are received back in time after cleaning and in the same quantity.
- xx. To bring to the notice of OSTC if the laundry work is not satisfactory.
- xxi. To arrange Tables/Chairs in the lawn for group photo/Lunch/Dinner.
- xxii. A complete list of all Furniture, Fixtures, Fittings /Loose item in each room will be provided by OSTC to the Contractor, who shall ensure their safety at all times and get them physically verified/checked twice a month with the concerned department of OSTC.
- xxiii. To contact OSTC panel Doctor in case of any medical aid required by the participant.
- xxiv. To do all other works as instructed by the College Authorities from time to time.
- xxv. The contractor is to provide estimate of the material / items required for smooth functioning of OSTC on quarterly basis in advance.

(All materials will be supplied by OSTC).

(B) ELECTRICAL MAINTENANCE SERVICES

The OSTC Complex is spread over an area of 16345 Sq. yards and there are 39 rooms in the hostel block, 4 lecture halls, office complex spread over 3 floors, library, dining hall, dormitory, Principal's Cottage, swimming pool and big lawn etc. The scope of work shall be as under:

- (i) The services are to be provided in the entire OSTC Complex including at leased accommodation provided to its officers at Faridabad and servant quarter.

- (ii) The services are to be provided for upkeep and maintenance of various electrical items / installations / fixtures / fittings / wiring and various appliances such as Geysers, Room Heaters, Inverters, Air conditioners, (Window, Split, tower, duct etc), Water coolers and electric motors of various capacities, TVs & Set Top Boxes, LCD Projectors, Neon-sign & sign-boards, FAX machine, Bain Marie, Electric Mixer & Grinder, Deep Freezer, DG Sets, Synchronizing panels, Solar power plant 25KWP, Water Softner Plant, fountain and swimming pool plants, Water Bore system (including submersible pumps and cables), Refrigerators, 500 KVA Substation comprising of Transformer, Vacuum Circuit Breaker, Electric panels, Electric Meters, Electric Poles. Televisions LCD/ LED, 3 CISCO Video conferencing units, Fans, Door Bells, Irons, Table lamps, tube lights / other lights, Exhaust fans, Insect catcher, shoe shiner, desert coolers, UPS, stabilizers, cables, telephones, EPABX system and LAN wirings, hot cases, electric kettles, toaster, grill, sandwich maker, vacuum cleaner etc. This list is illustrative and not exhaustive.
- (iii) The service provider shall be responsible for upkeep, regular maintenance and necessary repairs of all electrical items mentioned in (ii) above.
- (iv) The service provider will be responsible for day to day maintenance and incidental works related thereto in respect of all electrical equipment and Electrical installations as mentioned in Para 2 above ensuring that the work is carried out in accordance with conditions, specifications and relevant Indian Standards and as per instructions of the OSTC. The service provider will ensure general / minor / routine repairs wherever necessary. Cost of all spares etc. shall be borne by OSTC.
- (v) For other repairs of items which require special tool, equipment or skills and cannot be repaired in house, the Contractor / Service Provider will assist OSTC in getting the items repaired from external vendors and cost of transportation of the item, cost of parts and labour charges etc, shall be borne by OSTC.
- (vi) The decision of OSTC officers with regard to repairability of any item in house or by outside agency, shall be final & binding upon the Contractor / Service Provider.
- (vii) The Contractor / Service Provider will also be responsible for :
- a). Running and maintenance of all 3 DG Sets installed at OSTC, round the clock in 3 shift basis (cost of fuel and spare parts will be borne by OSTC) and also the repair and maintenance of the Dual Fuel Kits with each DG Set, if fitted.
- Maintain Log book indicating the time and duration of operation of DG sets on diesel mode as well as on PNG mode separately on day to day basis; maintain record of the stock of diesel and PNG, purchased, consumed and balance available; assist in purchasing diesel from the Petrol pump / supply of PNG; inform to the concerned department in OSTC well in advance for purchase of diesel in the format to be provided by OSTC; ensure that consumption of diesel by DG set is within the normal limit, and also ensure uninterrupted supply of PNG, if not, to ensure necessary action to restore the normal operations. Contractor to inform OSTC for necessary action.
- When the repair / defect / fault / damage etc. cannot be done by the contractor, a detailed report of such faults/ damages has to be submitted, where the specialized assistance is required, then the Contractor will render their services for arranging repairs from outside agency, under consultation with OSTC and the cost of material and service charges will be borne by OSTC. The decision of OSTC will be final.
- If any lapse is found in this regard, suitable penalty in addition to recovery of loss or damage caused, shall be recovered from the bills payable to the Contractor / Service Provider or from the Performer.

mance Security Deposit lying with OSTC.

b). Running and maintenance including cleaning of all Solar System installed at OSTC with proper maintenance of records of unit generated and consumed.

c). Running and maintenance of Water Softner plant installed at OSTC with proper maintenance of records in reference to electrical matters.

d). Changing of fused Bulbs, tube lights / other lights, burnt wire, cables and / or other electrical items requiring change due to damage. To maintain proper record and inventory of all damaged as well new items. OSTC reserves the right to inspect damaged items at any time. The disposal of damaged items including consumables, will be done after inspection and supervision by OSTC.

e). Regular cleaning of all electrical equipment / Items.

f). Periodical servicing of Air conditioners(Window and Split), Window/split/Tower/duct able ACs installed in Hostel Rooms, Ground floor, 1st floor and 2nd floor lobby and Dining Hall.

g). In case of development of any fault in the electrical system/installation /equipment /cable /any where in the College campus / official & / or leased accommodation of OSTC officers, finding out the reason of faults by using various test meters and getting the faults rectified.

h). Liaison with the Electricity department / DHBVNL / PNG / diesel, supplier, if required for rectification of any electrical breakdowns / faults. Liaison with concerned departments whenever there is disruption of supply and to ensure that electric supply is restored as early as possible with regular follow up. Contractor has to maintain the record of complaints made along with follow up and show to OSTC on demand.

i). Liaison with the manufacturer / supplier or any AMC service provider for rectification of any fault / damage to equipment which are under warranty / guarantee / AMC contract or which require expertise from a specialist in the field.

j). Liaison with Telephone Deptt / Telecom Company if required for rectification of any breakdowns / faults in telephone / fax / broadband lines etc.

k). Shifting any AC (Window, split or tower) / other equipments installed in the College from one place to other without any extra cost.

l). Ensuring that requisition is given in advance to OSTC for maintaining a stock of consumable and frequent requirement of materials such as tube lights / other lights, Bulbs, Tapes, wires, plugs, Switches etc.

m). Ensuring that TV's, Computers, Tube lights / other lights, Bulbs, fans, Geysers, Heaters, AC's etc. in rooms and at other places are put off when not being used.

n). Ensuring that rooms are checked when officers are attending classes to confirm that all electrical items / fittings are in order.

o). Attend to complaints written by the trainee officers or OSTC representatives in the complaint register regarding any fault in the electrical equipment maintained at the reception and ensure that it is resolved same day.

(viii) Cost of all electrical tools / implements / Equipment such as Test meters, Gum boots and gloves required for repair and maintenance work by the electricians will be borne by OSTC. The Contractor shall be responsible for safe upkeep of the tools spare parts, tools & equipment etc. provided by OSTC. On the completion or cancellation of the contract, the Contractor / Service Provider shall return such tools, implements, spare parts and equipment etc. In case of any shortfall, the cost of the same shall be recovered from the bills payable and / or Performance Security Deposit.

(ix) If the standard of services, as mentioned above or elsewhere in the tender document, are not maintained to the satisfaction of OSTC authorities, appropriate penalty as specified will be imposed and amount thereof will be deducted from the monthly bill and / or Performance Security deposit. Decision of the Principal OSTC as to the penalty amount shall be final and binding on the Contractor / Service Provider.

(x) Any loss or damage to any equipment under repair or implements supplied to the Contractor / Service Provider shall be made good by the Contractor / Service Provider.

(xi) On termination of the contract, the Contractor shall hand over peaceful possession of the OSTC premises and property together with Electrical fittings Equipment, installations, spare parts, tools implements etc. in good condition.

NOTES:

1). The above mentioned works are illustrative and not exhaustive. The Contractor / Service Provider shall be responsible to carry out / assist in carrying out all jobs of similar nature.

2). In addition OSTC may assign any work in respect of Maintenance of Electrical Installations / Equipment of the College and / or official residence / leased accommodation of officers of OSTC.

3). Frequency and timing of the work can be altered at the discretion of OSTC looking into the needs, and quantum of work.

4). The no. & category of workers to be deployed at OSTC for the assignments illustrated above and for whom reimbursement will be made is as under:

Designation	No. to be deployed	Category of workers and Minimum Wages applicable
Electrical Supervisor/ Head Electrician	02	Highly skilled
Electricians / DG Set operators	02	Skilled
Electrician Helper	01	Semi Skilled

5). OSTC reserves the right to change the no. & category of workers.

6). The contractor is to provide estimate of the material / items required for smooth functioning of OSTC on a quarterly basis in advance.

(C) **GARDENING SERVICES:**

1) The Service Provider/Contractor shall carry out the work in accordance with the conditions, specifications and relevant Indian Standards and as per instructions of the OSTC.

2) The Service Provider/Contractor shall keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves wastage of these resources, the OSTC reserves the right/option to levy charges/penalty on the Service Provider/Contractors.

3) The Service Provider/ contractor shall be responsible for total maintenance of lawns/greenery in the OSTC premises including blocks (parks) in front of OSTC on Delhi-Mathura road. The work includes preparation of n

ursery raising plants, cutting of grass, cleaning of all green belts, pruning of plants, trees, maintenance of hedge inside and outside OSTC, watering and maintenance of plants, spray of pesticide and insecticide and taking care of fauna in OSTC premises and in garden area.

- 4) The procurement of fertilizer, purchase of plants/seeds/gardening implement etc. Cost of material such as gardening tools, fertilizers/seeds, chemicals, Plants etc. and their transportation from place of purchase to OSTC shall be borne by OSTC.**
- 5) It will be the responsibility of the Service Provider/ Contractor to store the materials purchased by OSTC for Gardening, properly in the space provided by the OSTC. The security of such material will be the sole responsibility of the Service Provider/Contractor.**
- 6) The Service Provider/ Contractor shall return all materials, gardening implements/tools supplied by the OSTC to it on termination/completion of the contract for any reason whatsoever.**
- 7) On termination of the contract, the Service Provider/ Contractor shall discontinue use of and hand over peaceful possession of the OSTC premises together with**

Tools, Fertilizers, Chemicals, seeds and/or other items therein good condition.

- 8)** The Service Provider/Contractor shall ensure that once the plants are purchased, their seeds are obtained and stored for the next season. Similarly, those plants whose cuttings (stems) can be utilized for preparing new plants be also done.
- 9)** Repair of tools/implements of Gardening will be the duty of Service Provider/Contractor. Cost of repair and transportation will be borne by OSTC.
- 10)** Service Provider/Contractor shall ensure that flower pots are decorated in the office, lobbies, lecture halls, pathways and other places so as to give an elegant look to OSTC.
- 11)** Service Provider/Contractor shall be responsible to ensure that the seasonal plants (summer and winter) seeds are grown well in time.
- 12)** Service Provider/Contractor shall ensure that the bushes are made into different designs by the use of Jaal (net).
- 13)** Service Provider/Contractor shall obtain permission from the concerned department/Authorities for pruning/cutting/removing any tree from OSTC Campus. After the receipt of permission Service Provider/contractor shall be responsible for pruning/cutting/removing the trees.
- 14)** In addition OSTC may assign any work in relation to Gardening work in the College not mentioned specifically above.
- 15)** Frequency and timing of the work can be altered at the discretion of OSTC looking into the needs and quantity of work.
- 16)** The contractor is to provide estimate of the material / items required for smooth functioning of OSTC on quarterly basis in advance.

ANNEXURE-VIII

“DEPLOYMENT OF WORKERS/SUPERVISOR”

Note: Shift Timings will be decided at the discretion of OSTC

Common conditions for deployment of all contract workers

1. The Contractor/Supervisor will be required to furnish a schedule every week/fortnightly after consultation with OSTC regarding the shift duties of the various workers employed.
2. The Service Provider/Contractor shall deploy such workers who are courteous, trained, well mannered and disciplined. The workers engaged by the Contractor should observe the discipline and should ensure that the decency and decorum are maintained within the course of their employment. They shall abide by the disciplinary procedures, rules, regulation, guidelines; standing orders laid down by OSTC and shall strictly follow the instructions given by the representative or officer in charge of OSTC from time to time.
3. The experience and qualification can be relaxed at the sole discretion of OSTC depending upon the merits of each case individually. The contractor at his own does not have any authority to relax the experience and qualification.
4. Immediately on receipt of the work order, the Contractor will supply a list of names along with the bio-data (bio-data format will be given by OSTC) and photograph of all the persons to be deployed under this contract to OSTC with proper certification that they are satisfied with their bonafides and that their necessary verification has been done from the proper authorities including police verification. The workers to be deployed by the Contractor may be screened / interviewed by OSTC if necessary.
5. The services of the workers or Supervisor once approved by OSTC will not be dispensed with or they will not be replaced by the Contractor without the approval and consent of OSTC in writing.
6. OSTC may, at its discretion and subject to availability of space allow a few employees of the contractor to stay in the OSTC premises for early/late hour duties. Their presence, however, should not cause any nuisance to the normal functioning of the OSTC. They will not be permitted to bring their relative/friend/acquaintance for overnight stay in College premises and in case of any breach of this condition OSTC may impose penalty and terminate the contract without any notice .
7. OSTC has the discretion to increase/decrease the number of all contract workers. Accordingly amount payable per month will also increase/decrease

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

8. OSTC has the discretion and may ask the contractor to deploy workers of other category such as Yoga teacher, carpenter, Painter, mason, mistri, washerman etc. The eligibility criteria for such workers such as qualification, experience etc. will be decided by OSTC. These categories of workers will be included and contractor will be paid as per category of workers (Minimum Wages Act) and % service charge quoted in the Financial Bid.
9. The OSTC reserves the right to expel any employee of the Contractor who is found guilty of misconduct.
10. In addition to the specified job for which the workers are deployed, the OSTC may assign any work with relation to Housekeeping and maintenance of OSTC to any workers.
11. Supervisor appointed by the Contractor shall oversee all the affairs of Housekeeping at all times. This person should have full authority and resources for efficient running of Housekeeping services, Plumbing & driving.
12. The Contractor shall ensure that the working hours of the workers and Supervisor are so segregated so as to suit the timings for housekeeping and that it does not exceed the minimum number of hours as stipulated under the relevant statutory act.
13. Electrical Supervisor appointed by the Contractor shall oversee all the affairs of Electrical items at all times and must have technical expertise to discharge obligations under the Tender.
14. The Deployment of Gardener(s) / Supervisor and allowing of weekly off shall be at the discretion of OSTC.
15. The Service Provider/contractor shall take suitable measures in case there any worker fails to observe discipline and decency in the campus as may be brought to the knowledge of the Service Provider/contractor and shall make immediate replacement of such workers who are habitually indulging in commissions & omissions of acts which would render the services of the Service Provider/Contractor ineffective. In case of failure to do so on the part of the Service Provider/contractor, OSTC would be at liberty to restrict the entry of such workers inside the OSTC campus and in such an event necessary deduction shall be effected from the monthly bills of the Service Provider/Contractor.
16. All workers engaged by the Service Provider/Contractor should be healthy, physically fit and free from communicable diseases.
17. Salary and benefits payable to Supervisor /workers shall be paid through ECS / Net-banking directly to the Bank account of the respective worker. Proof in support of such remittance to the credit of the concerned worker(s) should be submitted every month with the bill.
18. The Contractor shall be responsible for taking good care of all Buildings/Furnitures/Fixtures/Fittings/Electric/Electronic/Computer items etc. The plumbers, supervisors, receptionists, sweepers and other workers to be deployed by contractor should have adequate experience of working in a reputed institution. Besides experience, the Supervisor and Receptionists should have studied preferably up to 12th Std and should possess working knowledge of Hindi and English.
19. Driver: Driver should have good driving skills and have a valid effective driving license during the period of contract. He/ she can be allotted any work related with Housekeeping and maintenance in addition to his regular job

of driving wherever require.

20. Plumber: He/ She should be capable of handling of all work related with plumbing the job includes testing & maintenance of pumps, motors and other water related equipment such as swimming pool, fountains, Water Softner Plant in proper coordination with electrical staff. He/ she can be allotted any work related with Housekeeping and maintenance in addition to his regular job of plumbing wherever require.

(A) HOUSEKEEPING SERVICES:

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

Sr. no.	Type of workers	Qualifications	Experience	No. of workers	Category for the purpose of Minimum Wages	Timings
1	Supervisor	12 th pass	5 year experience	01 (One)	Highly Skilled	Shift timing as per OSTC requirement (For duty of 8 hours daily excluding Lunch time of one hour)
2	Receptionist	10 th pass	5 year experience	03(Three)	Skilled	
3	Driver	8 th pass	5 year experience	01(One)	Skilled	
4	Assistant Plumber	10 th pass	5 year experience	01 (One)	Semi-Skilled	
5	Room Boys	-	-	04 (Four)	Unskilled	
6	Sweepers	-	-	04 (Four)	Unskilled	

(B) ELECTRICAL MAINTENANCE SERVICES :

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

Type of Workers Qualifications Experience	No. required	Timings
Electrical Supervisor Diploma /Certificate in Electrical/Instrumentation from ITI / Polytechnic / equivalent with at least 7 yrs experience in handling electrical fittings / installations / DG sets & synchronizing panels, Solar system.	Two	As per OSTC Requirement
Electrician 8 th pass and / or Knowledge of handling Electrical equipment / installations at commercial level with 10 years experience	Two	As per OSTC Requirement
Electrician Helper 5 th pass and / or Knowledge of handling Electrical equipment / installations at commercial level with 5 years experience	One	As per OSTC Requirement

(C) GARDENING SERVICES :

The Service Provider/ Contractor shall be responsible for taking good care of all Lawns and Parks in OSTC including adjoining areas/space. The Head Gardener/Gardener should have an experience of at least two years for similar work in a reputed institution/organization.

The Service Provider/Contractor shall employ under mentioned workers for rendering services on all days.

No. of Head Gardener (Supervisor)	One (Semi Skilled)
No. of Gardeners	Three (Unskilled)

Time	8.00 AM to 5.00PM (For duty of 8 hours daily excluding Lunch time of one hour)
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ANNEXURE-I

X

Uniform for all Contract Workers

The Service Provider/Contractor will arrange to provide winter and summer uniform along with shoes to each Contract Workers within 15 days of award of work on yearly basis. The design /colour/ quality/fabric/cost of the uniform and the brand of shoes to be provided will be approved by OSTC.

The Contractor/ Service Provider shall provide uniform (Two Shirts, Two Trousers, Two pair of Socks, One Belt, one pair of Shoes or one pair of Sandals or one pair of Chappal, one Safa for covering head (for Gardeners) one Jacket or Sweater (in Winter) per year to the workers of all categories deployed by them at OSTC. The cost of the uniform and shoes etc. for such Workers will be reimbursed by OSTC to Service Provider/Contractor on actual basis along with service charges quoted in the financial bid. The Service Provider/Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by their workers.

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

ANNEXURE-X

“SERVICE CHARGES”

[COST OF SERVICES]

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

1. Housekeeping Services:

Designation	No. to be deployed	Category for the purpose of Minimum Wages
Supervisor	01	Highly Skilled
Receptionists	03	Skilled
Driver	01	Skilled
Assistant Plumber	01	Semi-Skilled
Room Boys	04	Unskilled
Sweepers	04	Unskilled

2. Electrical Maintenance Services:

Designation	No. to be deployed	Category for the purpose of Minimum Wages
Electrical Supervisor/ Head Electrician	02	Highly skilled

Electricians/ DG Set operators/ Solar System operators	02	Skilled
Electrician Helper	01	Semi-skilled

3. Gardening Services:

Designation	No. to be deployed	Category for the purpose of Minimum Wages
Gardening Supervisor/ Head Mali	01	Semi skilled
Gardeners/ Mali	03	Unskilled

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

I. Statutory Payments: The Service Provider/Contractor will be required to make following statutory payments to all Categories of workers and remit contribution to Statutory Authorities as under:

- (a) Minimum Wages to Supervisor / Receptionists / Plumber / Room Boys / Sweepers/ Driver/ Electricians/ Gardeners as per Minimum Wages Act 1948 as notified/ revised by Chief Labour Commissioner - Central, Ministry of Labour and Employment, Government of India as long as Faridabad is a part of Delhi NCT else the Minimum wages of Haryana State as fixed by Labour Department, Haryana Government, will be applicable. A copy of the latest Gazette Notification dated 26.09.2023 issued by Chief Labour Commissioner (Central), Ministry of Labour and Employment, Government of India with regard to payment of minimum wages applicable as on date is annexed with the Financial Bid document for information and further revision in rates in future will be guided by Gazette Notification by the Labour Department, Govt. of India.
- (b) Employers' contribution toward PF under EPF Act 1952, as amended,
- (c) Employers' contribution toward ESI Scheme under ESI Act 1948, as amended for eligible contract workers,
- (d) Payment of compensation for overtime /weekly off/National holiday/any other holiday, as applicable
- (e) Any other payment to ensure compliance of various statutes of the Central Govt. or State Govt. and /or any other Authority constituted by or under any law and as amended from time to time and or any other rule framed there under from time to time by, for the category of persons deployed

d by the Service Provider Contractor.

Notes:

The above Supervisor / Receptionists / Plumber / Room Boys / Sweeper/ Driver/ Electricians/ Gardeners (deployed by the Service Provider/Contractor) will be responsible for execution of Housekeeping / Electrical Maintenance / Gardening work of OSTC Campus as mentioned in Annexure - VII titled 'Scope of Service'

- II. Fixed %age monthly Charges: These are the monthly Administrative/ Service Charges which are quoted by the Service Provider/Contractor as fixed % age of the Statutory Payments specified under (I) above & payments on account of other benefits listed our under 4 & 5 below. The amount under this head will be paid in addition to the statutory amount paid by Service Provider/Contractor, as % age of the total amount paid by them to the Supervisor / Receptionists / Plumber / Room Boys / Sweepers/ Driver/ Electricians/ Gardeners. Employer's contribution towards PF/ESI will be reimbursed by OSTC to the Service Provider/Contractor on submission of effective proof of remittance for eligible employee of contractor as defined as per PF/ESI act.**

Notes :

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

1. The amount will be paid to Service Provider/Contractor following release of amount by them to their workers and depositing the amount(s) with Statutory Authorities. Employer Contribution towards PF & ESI along with EDLI and admin charge paid to PF department by the service provider/ contractor (details as per Annexure XVIII & XIX) in respect of the workers deployed by the Service Provider/contractor will be reimbursed on submission of documentary proof of such remittances along with %age of on Administrative/ Service Charges.
2. GST as applicable shall be extra and borne by OSTC.
3. All statutory deductions such as TDS, surcharge, Education cess, Higher education cess etc. will be deducted from the total bill amount as applicable from time to time.
5. Service Provider/Contractor shall arrange uniform (summer, winter including shoes) as stipulated by OSTC and reasonable actual cost thereof will also be reimbursed to Service Provider/Contractor by OSTC along with fixed %age Administrative/ Service charges. Service Provider/Contractor shall be responsible for washing/cleaning/ironing of uniform for which separate expenses will neither be claimed nor paid by OSTC. Service Provider /Contractor shall be r

responsible for **premature replacement of uniform and shoes.**

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

1. The % age of monthly Administrative/ Service charges will however remain fixed during the Contract period but the actual amount of monthly Administrative/ Service Charges will keep on varying depending upon the reimbursement amount that will be claimed/ payable every month on account of revision in wages etc as per Minimum Wages Act. and other permitted benefits provided to the all contract workers deployed at OSTC as per this tender.
2. OSTC will reimburse the cost of WC, PA & life, and Mediclaim Premium for all contract workers on submission of requisite policy along with proof of payment to OSTC on Monthly/ yearly basis.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to

such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---