

**TENDER DOCUMENT**

**FOR PROVIDING DRIVER & HOUSEKEEPING SERVICES**  
**ON MONTHLY CONTRACT BASIS AT**

**THE ORIENTAL INSURANCE COMPANY LIMITED**

**Regional Office, 44/45 Leo Shopping Complex,**

**Residency Cross Road, Bengaluru – 560 025.**

**TELEPHONE NO. : 080-46616100.**

**CINNO. : U66010DL1947GOI007158**

**(Tender Documents consists of 39 Pages)**

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**THE ORIENTAL INSURANCE COMPANY LIMITED**

Regional Office, 44/45 Leo Shopping Complex, Residency Cross Road, Bengaluru – 560 025.

**TELEPHONE No. 080-46616100CIN NO. : U66010DL1947GOI007158**

**NOTICE INVITING TENDER FOR PROVIDING DRIVER & HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS AT REGIONAL OFFICE AND OTHER DIVISIONAL/BRANCH OFFICE UNITS**

Regional Manager/Manager, Establishment Department, The Oriental Insurance Company Limited, invites Sealed Tenders on 'Two Bid System' as mentioned hereunder in the attached prescribed format from reputed Manpower Providing Agency/Firm having adequate experience in the field of providing Housekeeping Services on monthly contract basis.

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

The Bidder/Tenderer is requested to quote rates in the 'Financial Bid' keeping in view the terms and conditions of this Tender Document and the tender is liable to be rejected if any change in the terms and conditions is proposed. The Bidder/Tenderer has to submit Earnest Money Deposit of Rs 20,000/- through Demand Draft only (payment by cheque or any other mode is not acceptable) in favour of “The Oriental Insurance Company Limited” payable at Bengaluru along with the Technical Bid. Tenders without the Earnest Money Deposit (through Demand Draft Only) will be deemed rejected.

Interested Manpower Providing Agency/Firms can obtain the detailed Tender Document, containing detailed Terms and Conditions, Eligibility Criteria, Technical Bid, Financial Bid and Annexures to be attached with bids, against a written request on their letter head from the Office of Regional Manager/Manager, Establishment Deptt., The Oriental Insurance Company Limited, Bengaluru, along with Cash payment/submission of a non-refundable Demand Draft only of Rs. 1000/- (Rupees One Thousand Only) drawn on any Nationalized/ Scheduled Bank in favour of “The Oriental Insurance Company Limited” payable at Bengaluru on all working days (Monday to Friday ) between 10.00 A. M. To 4.30 P. M. or it may be downloaded from the Oriental website. The time schedule of tendering is specified below :-

1	Issue of Tender Document	From 07/03/2022 to 25/03/2022 between 10.00 AM to 4.30 PM on all working days (Monday to Friday).
2	Tender Document Fee (Non-refundable)	Rs.1,000/-(Rs.One Thousand Only).
3	Last Date and Time for submission of Tender.	<b>25/03/2022 upto 4.00 PM.</b>
4	Date and Time of opening of Technical Bid.	<b>28/03/2022 at 11.00 AM.</b>
5	Date and Time of opening of Financial Bid.	Will be intimated to Technically Qualified Bidders at a later date.
6	Earnest Money Deposit ( EMD ).	Demand Draft only of Rs.20,000/- (Rupees Twenty Thousand Only) to be placed in sealed Envelope of “Technical Bid”. Payment of EMD through any other mode is not acceptable.

The Tender Document can also be downloaded from the website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and the same will be accepted along with the Tender Fee of Rs. 1,000/- (Rupees One Thousand Only) through a separate Demand Draft Only drawn on any Nationalized / Scheduled Bank favouring “The Oriental Insurance Company Limited payable at Bengaluru which is required to be placed in the envelope containing Technical Bid.

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

**(SURESH BALARAM)**  
**REGIONAL MANAGER**

**THE ORIENTAL INSURANCE COMPANY LIMITED**

**Regional Office, 44/45 Leo Shopping Complex, Residency Cross Road, Bengaluru – 560 025.**  
**TELEPHONE NO. : 080-46616100**

**ELIGIBILITY CRITERIA**

- 1.** The Bidder/Tenderer should be based at Bengaluru and operating their business in Bengaluru. The Office Premises of the Bidder/Tenderer should be located in Bengaluru .Attach self-attested photo-copy of proof.
- 2.** The Bidder/Tenderer should have an established Office Premises in Bengaluru having necessary infra-structure and sufficient man-power on its rolls so as to provide immediate, satisfactory and efficient housekeeping/Driver services. Tenders received from Firms/Establishments operating from residential premises and not having an established Office Premises with necessary infra-structure and man-power on its rolls will not be accepted and will be treated as rejected.
- 3.** The Bidder/Tenderer are hereby informed that the Company will arrange inspection of their Office Premises and infra-structure facilities of Tenderer/Bidder through a Committee of Officials of the Company and/or through an Investigator appointed for the purpose, to verify the existence and to assess the competence of Bidders/Tenderers in providing satisfactory and efficient services required in the Tender Document. The report shall be taken into account for the purpose of qualification of Technical Bid of Bidders/Tenderers. The decision of The Oriental Insurance Company Limited in this regard shall be final and binding on the Bidders/Tenderers.
- 4.** The Bidder/Tenderer should have a minimum experience of three years as on 31/03/2021 in the field of providing Housekeeping/Driver Services on Monthly Contract Basis. Attach self-attested photocopy of proof.
- 5.** The Bidder/Tenderer should be registered with Government Labour Department and possess/hold a valid License issued by Central/State Government/concerned Department of Government of NCT for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act. In case any other permission or Certificate is required for providing Contract Labour to the Company, the Bidder/Tenderer will be required to submit the same within one month of awarding of the work. The successful Bidder/Tenderer would be required to deploy Manpower / Contract Labour as per norms prescribed under the said Act. Attach self-attested photo-copy of Registration with Government Labour Department and Licence.
- 6.** The Bidder/Tenderer should be registered with EPF Authorities and should have a valid Provident Fund Registration Number under EPF Act issued by EPF Authorities. Attach self-attested photocopy of Registration.
- 7.** The Bidder/Tenderer should be registered with ESI Authorities and should have a valid ESI Registration Number issued by ESI Authorities under ESI Act 1948. Attach self-attested photocopy of Registration.
- 8.** The Bidder/Tenderer should be registered with Goods and Service Tax Authorities and should have a valid Goods and service Tax Registration Number issued by Goods and Service Tax Authority. Attach self-attested photocopy of Service Tax Registration.
- 9.** The Bidder/Tenderer should have rendered similar satisfactory services of providing Housekeeping/Driver Services on Monthly Contract Basis to at least three Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute having minimum paid-up capital of Rs. 50 Lacs during the last three years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments / Companies.
- 10.** The Bidder/Tenderer should furnish List of Clients to whom Housekeeping/Driver Services on

Monthly Contract Basis are given during the last three financial years i.e. 2018-19, 2019-20 and 2020-21 along with the numbers of persons deputed. Attach Certificates from concerned Clients/Companies.

~~11.~~ The Bidder/Tenderer should have minimum Annual Turn-over of Rs. 50 Lacs during the last three financial years i.e. 2018-19, 2019-20 and 2020-21. Attach Certificate from Chartered Accountant in this regard.

~~12.~~ **The Bidder/Tenderer should have on their wage rolls minimum 100 workman/manpower in Bengaluru as on 31/03/2021. Attach Certificate from Chartered Account in this regard.**

~~13.~~ The Company will debar Bidders/Tenderers having relatives working in The Oriental Insurance Company Limited from tendering in any capacity. A Non-relationship Certificate is required to be submitted as per Annexure II of the Tender Document.

~~14.~~ The Bidder/Tenderer should be ready to and will :-

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

~~(B)~~ Pay the total amount of Monthly Wages, Overtime and other charges mentioned in the Tender Document to the workman/manpower deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as Annexures VII, VIII and XI duly stamped and signed by authorized signatory) through "E- transaction" and/or through "Account Payee Cheque" only treating it as a mandatory requirement. Payment of amount of Wages to workman/manpower in Cash by the Bidder/Tenderer is prohibited and will not be accepted.

~~(C)~~ Arrange Police Verification of each workman deputed for our Company at his own cost and submit a Police Verification Report obtained from the Police Authorities in respect of each workman before deputing to our company treating it as a Mandatory requirement.

~~(D)~~ Provide alternative workman, whenever the regular workman deputed by them is not reporting for duty and/or is on leave treating it as a Mandatory Requirement so as to ensure continuity of proper and efficient housekeeping/Driver services. In case of failure to provide alternate workman the Bidder/Tenderer should be ready to bear the penalty imposed as per the terms and conditions of the Tender Document. Please note the penalty for not providing alternate workman in the absence of regular workman by the Bidder/Tenderer is to be borne by the Bidder/Tenderer. The Bidder/Tenderer will not be allowed to pass on the penalty amount to the workman deputed by them.

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

~~15.~~ 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. An Undertaking on the Letter head of the Company as per specimen given in Annexure XIII is required to be submitted along with Technical Bid.

~~16.~~ The Tenders from Bidders who's Technical Bid(s) were earlier rejected by OICL on account of fake supporting documents etc. shall not be entertained.

**(SURESH BALARAM)  
REGIONAL MANAGER**

**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**Regional Office, 44/45 Leo Shopping Complex, Residency Cross Road,**  
**Bengaluru – 560 025. TELEPHONE NO. : 080-46616100**

**GENERAL TERMS AND CONDITIONS AND INSTRUCTIONS FOR BIDDERS/TENDERERS**

- ~~1.~~ The Tenders/Bids should be valid for a period of at least two months from the date of opening of Technical Bid of tender.
- ~~2.~~ The duration of the Contract will be for a initial period of three years from the date of commencement of work after award of contract on the rates quoted by Tenderer/Bidder in the Financial Bid with a provision to extend the contract for a further period of One year on the same terms and conditions on providing satisfactory and efficient housekeeping services. The rates of “Overhead Charges” and “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract for a initial period of three years and no revision in rates will be permitted.
- ~~3.~~ The Tenders are invited on Two Bid System i.e. Technical Bid and Financial Bid. The Bidder/Tenderer is required to put Technical Bid in sealed Envelope No. 1 along with documents and Financial Bid in sealed Envelope No. 2. The Bidder/Tenderer is required to clearly indicate on these sealed envelopes their name, address and contact details.
  - ~~4.~~ Both the sealed envelopes superscribed as Envelope No. 1 “Technical Bid” and Envelope No. 2 “Financial Bid” should be kept in a big Envelope No. 3. This sealed Envelope No. 3 superscribed as “TENDER FOR PROVIDING HOUSEKEEPING/DRIVER SERVICES ON MONTHLY CONTRACT BASIS” and addressed to Sri Suresh Balam, Regional Manager, Establishment Deptt., The Oriental Insurance Company Limited, Bengaluru, shall be deposited in the Tender Box placed at Establishment Deptt. on or before 30.03.2022 by 4.00 PM.
- ~~5.~~ The Tenderer/Bidder has to submit Earnest Money Deposit of Rs. 20,000/- through Demand Draft only (payment through cheque or any other mode is not acceptable) in favour of “The Oriental Insurance Company Limited” payable at Bengaluru along with the Technical Bid. Tenders without the Earnest Money Deposit will be deemed rejected. At the back of the Demand Draft, the name of the Bidder/Tenderer should be clearly written with the caption “Tender for Providing Housekeeping/Driver Services on Monthly Contract Basis”.
- ~~6.~~ The Earnest Money shall be forfeited if
  - (i) The Bidder/Tenderer withdraws his Tender during the Validity Period of Tender.
  - (ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
  - (iii) The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as PF, ESI, Minimum Wages and other statutory requirements.
- ~~7.~~ Earnest Money Deposit of unsuccessful Tenderer/Bidders will be refunded within 30 days from the date of opening of tenders except of the qualified bidder.
- ~~8.~~ As per Public Procurement Policy of Government of India, exemption from payment of Earnest Money Deposit is allowed to Micro and Small Enterprises (MSEs) provided such MSEs enclose certified copy of Valid Certificate of Registration as MSEs issued by appropriate Registering Authority and letter from such Registering Authority certifying exemption from payment of Earnest

Money Deposit to such MSEs. Kindly note that if these documents are not attached with the Bid/Tender Document submitted by MSE Bidder/Tenderer their Bid/Tender shall not be entertained and shall be treated as rejected.

~~9.~~ The successful Bidder/Tenderer, on award of the contract to provide housekeeping/Driver services on monthly contract basis, shall be required to deposit an amount of Rs. 50,000/- (Rupees Seventy Thousand Only) as Security Deposit with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at Bengaluru within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus total Security Amount of Rs. 70000/- (Rs. Seventy thousand Only) will remain with the Company throughout the duration of contract. This deposit will remain with the Company during the currency of the Contract and no interest will be paid on this security deposit amount. This Security Amount will be refunded to the Bidder/Tenderer on completion / termination / cancellation of the contract after deducting any dues payable to the Company on whatsoever account subject to

Bidder/Tenderer submitting a "No Dues" Indemnity Bond on a non-judicial stamp paper of requisite value duly notarized as per specimen given in Annexure XII of the Tender Document.

~~10.~~ All the copies of the documents mentioned in the Eligibility Criteria, Technical Bid, Annexures I to XIV and other necessary documents are required to be attached with the "Technical Bid" to be eligible for opening of "Financial Bid."

~~11.~~ Unsealed tenders will not be accepted. The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.

~~12.~~ At first instance only "Technical Bid" will be opened on the scheduled date and time given in the "Notice inviting Tender". The Technical Bids will then be evaluated on the basis of documents/information furnished, eligibility criteria and inspection of office premises and infrastructure. The Bidder/Tenderer are hereby informed that the Company will arrange inspection of their Office Premises and infra-structure facilities of Tenderer/Bidder through a Committee of Officials of the Company and/or through an Investigator appointed for the purpose, to verify the existence and to assess the competence of Bidders/Tenderers in providing satisfactory and efficient services required in the Tender Document. The report shall be taken into account for the purpose of qualification of Technical Bid of Bidders/Tenderers. The decision of The Oriental Insurance Company Limited in this regard shall be final and binding on the Bidders/Tenderers.

~~13.~~ The "Financial Bid" of only those Bidders/Tenderers who qualify in their "Technical Bid" will be opened and "Financial Bid" of those Bidders/Tenderers whose "Technical Bid" is not qualified will not be opened. The date and time of opening of "Financial Bid" shall be up-loaded on Company's Website and shall be intimated to individual qualified bidders through their E-mail address provided in the Tender Document. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

~~14.~~ If at any stage, it is found that the documents, certificates, bills and documents pertaining to mandatory proof of payment of minimum wages, statutory payments and other payments submitted by the Bidder/Tenderer are forged or have been manipulated, the work order issued to the Bidder/Tenderer shall be cancelled and the Security Deposit of the Bidder/Tenderer lying with the Company shall be forfeited without any claim whatsoever on the Company and the Bidder/Tenderer is liable for action as deemed fit by the Company.

~~15.~~ All amendments/information with respect to this Tender will be uploaded on the Company's Website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and notice thereof will not be published in any newspaper. All Bidders/Tenderers are, therefore, advised to visit the website regularly for updates.

~~16.~~ All over-writings/corrections should be duly signed by the Tenderer/Bidder.

~~17.~~ Each Tenderer/Bidder will submit only one tender either by himself or as a partner in joint venture/firm/company.

## **18. ARBITRATION**

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration by OICL or an Arbitrator appointed by them specifically for resolution of dispute/difference under this contract. The arbitration shall be conducted under the Indian Arbitration and Conciliation Act, 1996, and any amendments thereof. The venue of the arbitration proceedings shall be The Oriental Insurance Company Limited, Regional Office, Bengaluru, or any such other place as the arbitrator may decide.

~~19.~~ Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in therejection of bid, in addition to other punitive measures.

~~20.~~ Tenders/Bids must be received by/submitted to Regional Manager, Establishment Department, TheOriental Insurance Company Limited, Regional Office, Bengaluru, by the date and time stipulated in the Notice Inviting Tender. The Company may, at its discretion, extend the deadline for submission ofTenders/Bids in which case all rights and obligations of the Company and the Tenderer/Bidder will bethesame. The information thereof will be available on the Company's Website and Notice thereof willnot be published in any newspaper. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

~~21.~~ The Contract with the Bidder/Tenderer can be cancelled by the Company by giving one month'snotice in writing without assigning any reason, whatsoever.

~~22.~~ In case the Bidder/Tenderer desires to cancel the contract, he is required to give three months noticein writing to the Company.

~~23.~~ The Oriental Insurance Company Limited, Bengaluru, reserves the right to reject/cancel any or allthe tenders without assigning any reason, whatsoever.

**(SURESH BALARAM)  
REGIONAL MANAGER**

**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**Regional Office, 44/45 Leo Shopping Complex, Residency Cross Road,**  
**Bengaluru – 560 025. TELEPHONE NO. : 080-46616100**

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

1. The Bidder/Tenderer shall be required to provide the Housekeeping/Driver Services on 'Monthly Contract Basis' for a initial period of three years from the date of commencement of work on the rates quoted in the Financial Bid with a provision to extend the contract for a further period of one year subject to the same terms and conditions on providing satisfactory services. The rates of “Overhead Charges” and “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract for a initial period of three years and no revision in rates will be permitted.
2. The Bidder/Tenderer shall be required to provide housekeeping/Driver services at the office premises of The Oriental Insurance Company Limited listed under Annexure XIV.
3. In case any other Office requires Man power The Bidder/Tenderer shall be required to provide the Housekeeping Services on 'Monthly Contract Basis' immediately.

**4. SCOPE OF HOUSEKEEPING SERVICES :-**

- (4.1) The Contractor shall maintain punctuality of workers so as to ensure timely completion of cleaning job daily and shall be responsible for maintaining cleanliness in all the office premises mentioned in the Tender Document.
- (4.2) The works shall be carried out as per the instructions of authorized officials of OICL and the standards/benchmark of conditions and specifications of housekeeping service industry shall be maintained.
- (4.3) The Contractor should keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves a lot of wastage, the OICL reserves the right/option to levy charges/penalty on the Contractor.
- (4.4) Cleanliness is the essence of this contract. The Contractor has to ensure cleanliness at all times and as per Schedule and time limits finalized by OICL and/or given in this Agreement.
- 4.5) It will be the responsibility of the Contractor to switch on and off lights, fans, AC, computers etc. as may be prescribed and as required for OICL functioning.

- (4.6) It will be the responsibility of the Contractor to store the materials for housekeeping properly in the space provided by the OICL. The security of such material will be the sole responsibility of the Contractors. The Contractor will maintain record of usage of all the material on daily basis and get it verified from the Company's employee deputed/authorized by OICL on daily basis. The Cleaning material will be provided by OICL
- (4.7) The Contractor has to ensure proper cleanliness of all bath-rooms, sanitary fittings and cleanliness of all waste/sewage pipe-lines and ensure that there is no blockage.
- (4.8) Preparation of Check-list of all the work to be done under the Contract on daily basis, get it verified/checked from the authorized employee/officer deputed by OICL (twice daily – Morning Session and After Lunch Session) and to submit report to the Regional Manager/Manager/Dy. Manager for information on daily basis by 10.30 AM and 2.30 PM while maintaining a copy with themselves for record and verification.
- (4.9) The Minimum Wages Rates per Worker given in the relevant Annexure VII & VIII attached is for duty of 8 hours daily (excluding lunch hour) for six days a week.
- 4.10) The Tenderers are advised to visit all the premises listed in the Tender Document to have a clear picture of the work involved.

(4.11) Contractor shall provide the services as specified below:-

S L. N O	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY	DUTY TIMING
1	Cabins, Meeting Rooms, Halls, Entrances, passages, Staircases, Verandahs, balconies i.e. Entire premises of The Oriental Insurance Co. Ltd, owned/rented by the Offices mentioned in the Tender Document.	Dusting, Sweeping, Mopping, Cleaning and wiping of floors, vacuum cleaning of furniture, fixtures, partitions, walls, ceiling, curtains, venation blinds, removal of Wastes from dustbin and keeping it properly as directed, Removal of Cob-webs, dusting and wiping the windows and their glass pane, doors and polishing their handles, Cleaning of Telephone Instruments, Fax Machines, Computers, spraying disinfectant, Room Freshener, Locating and Removing Dead Rats/Cat etc., removal of garbage and waste papers on daily basis from the premises.	Daily	Between 9.30AM to 5.45 PM Lunch : 1.30 PM to 2.00 PM
2	Cabins, Meeting Rooms, Halls, Entrances, passages, Staircases, Verandahs, balconies i.e. Entire premises of The Oriental Insurance Co. Ltd, owned/rented by the Offices mentioned in the Tender Document.	Washing and Scrubbing the floor of the entire office premises with soap water and drying it by using the machines/tools for floor polishing/cleaning.	Weekly on Saturdays	Between 9.30AM to 5.45 PM Lunch : 1.30 PM to 2.00 PM
3	Bathrooms (Ladies and Gents) of all the floors of The Oriental Insurance Co. Ltd, owned/rented by the Offices mentioned in the Tender Document.	Dusting, Sweeping, Mopping, Cleaning, Polishing, Wiping and Removal of Cow-webs, wastes, dusting and wiping windows, glass pain, China Clay Sanitary Fittings, Mirrors and doors, Polishing door handles, metal sanitary fittings, washing and cleaning and wiping the wall tiles and floor with Soap / Harpic / Colin / Acid and providing Urinal Phenyl Cubes and Liquid Soap as per requirement.	Daily	Between 9.30AM to 5.45 PM Lunch : 1.30 PM to 2.00 PM
4	Pest Control of premises located at The Oriental Insurance Co. Ltd, Regional Office and all units mentioned in the Tender Document.	To work in co-ordination with the Pest Control Agency finalized by the Company for getting proper pest control of the premises	As per directions of the Company.	Between 9.30AM to 5.45 PM Lunch : 1.30 PM to 2.00 PM

Note : (1) In addition to the above jobs, the Company may assign any work with relation to housekeeping of the office premises not mentioned specifically in the above table.

(2) Frequency and timing of the work can be altered at the discretion of the Company looking into the needs and quantity of work.

5 For carrying out the jobs mentioned above on daily/weekly/monthly basis, the deployment of workers will be as per the details given in Annexure XI of the Tender Document.

~~6.~~ The Bidder/Tenderer is required to make payment of Minimum Wages, Statutory Payments like EPF, ESI etc., Overtime, if payable, and other payments as per the Tender Document to the Workman/Manpower by the 5<sup>th</sup> day of every month and to Statutory Authorities in time by themselves and then claim reimbursement of such expenses along with “Overhead Charges” and “Service Charges” from the Company by submitting Monthly bills along with proof of Payment of Minimum Wages, Overtime and other Statutory Charges as per the procedure given in the Tender Document. Please note that reimbursements will be made to the Bidder/Tenderer, only if the bills are accompanied by documentary proof of all these payments to workman/manpower and other statutory authorities along with other documents mentioned in the Tender Document treating it as a mandatory requirement.

~~7.~~ The Bidder/Tenderer shall make all payments including minimum wages to the workman/manpower deputed on or before 5<sup>th</sup> of every month along with Pay Slips to Individual Workman/Manpower through E-transaction and submit copy of Pay Slips along with the monthly bills to the Company.

~~8.~~ The workman/manpower deployed, engaged by the Bidder/Tenderer are employees of the Bidder/Tenderer and deputed to the Company only for the purpose of providing housekeeping/Driverservices. The workman/manpower deployed shall be in sole employment of the Bidder/Tenderer and Bidder/Tenderer shall be solely and fully responsible for their acts, salaries, wages, remunerations and/or any other statutory or other payments. Under no circumstances the Company shall be liable for any payment or claim or compensation and in case any liability falls on the Company for any reason, the Bidder/Tenderer shall keep the Company indemnified against the same. In order to give effect to this, the Bidder/Tenderer shall incorporate suitable clause in the appointment letters to be issued to its employees/workman that they are employees of Bidder/Tenderer, a copy of which should be given to the Company for perusal and record.

~~9.~~ The Company shall have the right to deduct from the money/amount due to the Bidder/Tenderer, any sum required or estimated to be required, for making good the loss suffered by a workman / manpower deputed, by reason of non-fulfillment of the conditions of the contract of the benefit of the workman/manpower, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.

~~10.~~ It is informed/clarified to the Bidder/Tenderer that the “Over head Charges” quoted by the Bidder/Tenderer in their “Financial Bid” are being paid to Bidder/Tenderer to meet the expenses for administrative (including cost for submission of papers/documents as proof of payment) and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to workman/manpower and to pay the statutory payments timely to statutory authorities by the Bidder/Tenderer in advance from their own sources and then to claim reimbursement of such expenses from the Company on monthly basis by submitting proof of such payments along with monthly bill.

~~11.~~ The “Services Charges” quoted by the Bidder/Tenderer in their “Financial Bid” are being paid to Bidder/Tenderer as profit margin for providing the housekeeping services on monthly contract basis and should include all charges for and cost of arranging and maintaining various cleaning equipments in working order at site for providing prompt and efficient housekeeping services.

~~12.~~ The Bidder/Tenderer is required to deposit statutory payments like EPF and ESI with the concerned authorities timely through separate Challan for OICL giving names of workman / manpower deputed for our company treating it as a mandatory requirement. Please note the reimbursement of these expenses will be made only on submission of separate challan for OICL for the persons deputed in our company along with details as per specimen enclosed as Annexure IX and X.

~~13.~~ The Bidder/Tenderer, on award of the contract, is required to submit list of workers deputed by them along with details like age, father's name, residential address etc. The Police Verification Report in respect of each worker is required to be arranged, obtained and submitted to OICL by the Bidder/Tenderer at his own cost.

~~14.~~ It is mandatory for the Bidder/Tenderer to :-

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

~~(B)~~ Pay the total amount of Monthly Wages, Overtime and other charges mentioned in the Tender Document to the workman/manpower deputed for our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as Annexures VII and VIII duly stamped and signed by authorized signatory) through "E- transaction" and/or through "AccountPayee Cheque" only treating it as a mandatory requirement. Payment of amount of Minimum Wages, Overtime and other charges to the workman in Cash is not be acceptable to the Company.

~~(C)~~ Arrange/Apply for "On Line" Police Verification in respect of each workman/manpower deputed for our Company on his own expenses and submit Police Verification Report obtained from the Police Authorities in respect of each workman/manpower before deputing him to our company treating it as a mandatory requirement. Please note that online application for Police Verification is to be made by Bidder/Tenderer giving declaration that the workman in question is his/their own employee. Police Verification applied by the individual workman/manpower will not be accepted.

~~(D)~~ Provide alternate workman, whenever the regular out-sourced workman/manpower deputed by them is not reporting for duty and/or on leave treating it as Mandatory Requirement as the Company is making payment of Reliever/Leave Cost of the Bidder/Tenderer. In case of failure to provide alternate workman/manpower the Bidder / Tenderer should be ready to bear the penalty of Rs. 200/- per day as per the terms and conditions of the Tender Document and the Company will not allow the Bidder/Tenderer to recover/deduct this penalty amount from the amount payable to the workman/manpower. The Bidder/Tenderer are required to submit a Letter of Acceptance in this regard as per specimen enclosed as Annexure VI and non-compliance of the above-noted mandatory requirements or any requirement given in this Tender Document and any deviation in compliance of the requirement mentioned in the Tender Document will be treated as a default in providing satisfactory services. In such an event, the Company reserves the right to cancel the Work Order given to Bidder/Tenderer and the Security Deposit deposited with the Company by such Bidder/Tenderer will be forfeited.

~~15.~~ In case of absence/non-availability of the workman/manpower deputed for a particular day or period on account of leave or otherwise, the Bidder/Tenderer is required to arrange for alternative workman/manpower (for which reliever/leave cost is being paid to the Bidder/Tenderer) so as to ensure continuance of proper and efficient housekeeping services treating it as a Mandatory Requirement. In case the Bidder/Tenderer fails to provide Workman/Alternate Workman on any day or period during the currency of the Contract, a penalty of Rs. 200/- per day shall be imposed on the Bidder/Tenderer, which will be adjusted from the monthly bill submitted for reimbursement. Please note that the Bidder/Tenderer will not deduct/recover this penalty from the amount payable to the

workman/manpower deputed by them and the Bidder/Tenderer will have to bear the penalty amount, if any imposed.

~~16.~~ The successful Bidder/Tenderer, on award of the contract to provide housekeeping services on monthly contract basis, shall be required to deposit an amount of Rs. 50,000/- (Rupees Fifty Thousand Only) as Security Deposit with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at Bengaluru within 7 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus total Security Amount of Rs. 70,000/- (Rupees Seventy thousand Only) will remain with the Company throughout the duration of contract. This deposit will remain with the Company during the currency of the Contract and no interest will be paid on this security deposit amount.

~~17.~~ The Bidder/Tenderer will be required to ensure payment of Minimum Wages, ESI and PF and other statutory payments to the Workman/Manpower deputed and it is the sole responsibility of the Bidder/Tenderer to comply with all the rules and regulations in this regard. The Bidder/Tenderer will be reimbursed these expenses only on submission of proof of payment of Minimum Wages, Overtime, ESI, PF and other payments on monthly basis along with details of amount deposited for each workman/manpower deputed by them.

~~18.~~ The Bidder/Tenderer will obtain the PF Number and ESI Number for workers, from the appropriate authority and submit a copy of the same to the Company. The Bidder/Tenderer will also obtain ESI Card for their workers, from the concerned statutory authority and hand-over the same to the workers, under acknowledgment and provide a photocopy of the same to the Company.

~~19.~~ The Bidder/Tenderer will be required to make payment to the Workman/Manpower deployed for the period they are on duty only through E-payment or through "Account Payee" Cheque Only by the 5<sup>th</sup> of every month and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company treating it as a mandatory requirement and no deviation in the mode of payment to drivers will be permitted.

~~20.~~ The behavior of the workman/manpower should be polite, cordial, obedient and not convicted in any Civil or Criminal Court/Law Agencies. The Bidder/Tenderer, on award of contract, shall have to give Undertaking in this regard to OICL. In case of any misbehavior, in addition to taking legal action, the Bidder/Tenderer will be penalized for the same and the decision of the competent authority of the company in this regard shall be final and binding on the Tenderer.

~~21.~~ The workman/manpower deputed by Bidder/Tenderer would wear well stitched and ironed dress during duty hours as approved by the Company and provided by the Bidder/Tenderer treating it as a mandatory requirement. A penalty of Rs. 25/- per occasion will be imposed, if the workman/manpower deputed is found not wearing approved dress.

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

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

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

The Bidder/Tenderer is required to make payment of minimum wages, overtime and other charges to the drivers/house keeping manpower and statutory charges to statutory authorities in time from his own sources (on account of payment of Overhead Charges to them) and then claim reimbursement from the Company on Monthly Basis along with the above-noted documents. It is informed/clarified that submission of all documents listed above along with bill for the month is a mandatory requirement, failing which the payment will not be released.

**(SURESH BALARAM)  
REGIONAL MANAGER**

THE ORIENTAL INSURANCE COMPANY LIMITED  
Regional Office, 44/45 Leo Shopping Complex,  
Residency Cross Road, Bengaluru – 560 025.

**TELEPHONE NO. : 080-46616100**

**'TECHNICAL BID'**

The Bidder is requested to furnish the following information.

SL. NO	DESCRIPTION	PARTICULARS
1	Name of the Firm / Manpower Providing Agency for providing housekeeping services.	
2	Address of the Firm / Manpower Providing Agency for providing housekeeping services.	
3	Year of Establishment	
4	Whether the Firm / Agency is proprietorship / partnership / limited Company. Attach proof with Registration Number and CIN Number of Company.	
5	<del>(A)</del> Name of authorized contact person. <del>(B)</del> Mobile / Landline Number <del>(C)</del> Fax Number <del>(D)</del> E-mail ID	
6	PAN Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of the PAN Card.	

7	Goods and Service Tax Number of the Firm / Manpower Providing Agency. Attach Self attested photo-copy of the GST Number.	
8	EPF Registration Number of the Firm / Manpower Providing Agency. Attach Self attested photo-copy of Certificate of Registration.	
9	ESI Registration Number of the Firm / Manpower Providing Agency. Attach Self attested photo-copy of Certificate of Registration.	

10	Experience of minimum three years in the field of providing Housekeeping/Driver Services on Monthly Contract Basis as on 31/03/2021. Attach Certificate of Experience and Satisfactory Completion of work awarded from the concerned Establishments / Companies.	
11	Bank Account Details of the Firm <del>(A)</del> Bank Account No. <del>(B)</del> Bank Name and Address <del>(C)</del> IFSC Code <del>(D)</del> MICR Code. <b>Attach self-attested photo-copy of cancelled cheque.</b>	
12	List of existing Clients along with proof which should include at least three Government / Public Sector Undertaking or any Private Company having minimum Rs. 50 Lacs paid-up capital during the last three financial years i.e. 2018-19, 2019-20 and 2020-21. Attach self-attested Certificate from clients / organizations.	
13	The Bidder/Tenderer should have minimum annual turn-over of Rs. 50 Lacs for the last three financial years i.e. 2018-19, 2019-20 and 2020-21. Attach Certificate from Chartered Accountant in this regard as per Annexure IV.	

14	The Bidder / Tenderer should have minimum 100 workers in on its rolls as on 31/03/2021. Attach Certificate from Chartered Accountant in this regard as per Annexure V.	
15	Whether the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits. If Yes, attach self-attested copy of Valid Certificate of Registration as MSEs along letter from Registering Authority certifying exemption from payment of EMD and benefits.	

16	Enclose Demand Draft only of Rs. 20,000/- as “Earnest Money Deposit”. Payment through cheque or any other mode is not acceptable.	<table border="0"> <tr> <td>Demand</td> <td>Draft</td> <td>No.</td> </tr> <tr> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Date</td> <td>of Demand</td> <td>Draft</td> </tr> <tr> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Demand</td> <td>Draft</td> <td>Amount</td> </tr> <tr> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Bank</td> <td></td> <td>Name</td> </tr> <tr> <td>_____</td> <td></td> <td>_____</td> </tr> </table>	Demand	Draft	No.	_____	_____	_____	Date	of Demand	Draft	_____	_____	_____	Demand	Draft	Amount	_____	_____	_____	Bank		Name	_____		_____
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17	Enclose Demand Draft only of Rs. 500/- as “Tender Fee” in case Tender Document is downloaded from our Website. Payment through cheque or any other mode is not acceptable.	<table border="0"> <tr> <td>Demand</td> <td>Draft</td> <td>No.</td> </tr> <tr> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Date</td> <td>of Demand</td> <td>Draft</td> </tr> <tr> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Demand</td> <td>Draft</td> <td>Amount</td> </tr> <tr> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Bank</td> <td></td> <td>Name</td> </tr> <tr> <td>_____</td> <td></td> <td>_____</td> </tr> </table>	Demand	Draft	No.	_____	_____	_____	Date	of Demand	Draft	_____	_____	_____	Demand	Draft	Amount	_____	_____	_____	Bank		Name	_____		_____
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SIGNATURE WITH STAMP : \_\_\_\_\_ NAME OF  
FIRM : \_\_\_\_\_ NAME OF  
AUTHORISED PERSON : \_\_\_\_\_ CONTACT NUMBER : \_\_\_\_\_  
E-mail ID : \_\_\_\_\_  
DATE : \_\_\_\_\_

## ANNEXURE I

### CHECK-LIST OF DOCUMENTS PLACED IN TECHNICAL BID

Sr. No.	DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID	YES	NO
1	Earnest Money Deposit (E.M.D.) of Rs. 20,000/- (Rupees Twenty Thousand Only) in the form of Demand Draft only (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at Bengaluru.		
2	Tender Fee of Rs. 500/- (Rupees Five Hundred Only) in the form of Demand Draft only in case the Tender Document is downloaded from Company's Website (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at Bengaluru.		
3	Proof of the Tenderer/Bidder being based in Bengaluru / NCR and their operation in these areas. Attach self-attested copy of proof.		
4	Tenderer/Bidder self-attested copy of the PAN Card issued by the Income Tax Department.		
5	Tenderer/Bidder self-attested copy of the GST Registration Number (If applicable).		
6	The Tender should have rendered similar satisfactory housekeeping services on monthly contract basis to at least three Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute having a minimum paid-up capital of Rs. 50 Lacs during the last due years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments /Companies.		
7	Non-relationship Certificate for participation of near relative of employee in the Tender as per Annexure II.		
8	List of existing Clients along with proof which should include Government / Public Sector Undertaking or any Private Company having minimum Rs. 50 Lacs paid-up capital during the last three financial years i.e. 2018-19, 2019-20 and 2020-21 Attach Certificate from clients / organizations as per Annexure III.		
9	Proof of registration with Employees Provident Fund Commissioner along with Registration Number. Attach Self-attested copy of Certificate of Registration issued by EPF Commissioner.		
10	Proof of registration with ESI Authorities along with Registration Number. Attach Self-attested copy of Certificate of Registration issued by concerned ESI Authority.		

11	The Tenderer/Bidder should have minimum 100 workers in Bengaluru on their rolls as on 31/03/2021. Attach Certificate from Chartered Accountants per Annexure V.		
12	Letter of Acceptance of terms and conditions and payment procedure for submission of monthly bills for release of payment to Bidder/Tenderer as per specimen given in Annexure VI.		
13	Tenderer/Bidder self-attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate of the Firm /Company.		
14	Undertaking regarding Non-blacklisting / prosecution of the firm as per specimen given in Annexure XIV.		
15	If the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits, please attach self-attested copy of Valid Certificate of Registration as MSEs along with letter from Registering Authority certifying exemption from payment of EMD and benefits.		

SIGNATURE WITH STAMP : \_\_\_\_\_ NAME  
OF FIRM : \_\_\_\_\_ NAME  
OF AUTHORISED PERSON : \_\_\_\_\_

CONTACT NUMBER : \_\_\_\_\_  
E-mail ID : \_\_\_\_\_  
DATE : \_\_\_\_\_

**ANNEXURE II**

**FORMAT OF NON-RELATIONSHIP CERTIFICATE**

I / We / Our organization, \_\_\_\_\_  
including our Partners / Share-holders / Directors hereby certify that none of my / our  
relative(s) is / are employed in The Oriental Insurance Company Limited.

In case at any stage, if it is found that the information given by me / us is false / incorrect,  
The Oriental Insurance Company Limited shall have the absolute right to take any action as  
deemed fit without any prior intimation to me / us.

Signature of the Tenderer with Seal \_\_\_\_\_

Name of the Tenderer \_\_\_\_\_

Date \_\_\_\_\_

**ANNEXURE III**

**LIST OF PRESENT AND PAST CLIENTS  
DURING LAST THREE FINANCIAL YEARS.**

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organizations to whom services were provided during the last three financial years. This information provided will facilitate evaluation of Technical Bid).

**ANNEXURE IV**

**CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE LAST  
THREE FINANCIAL YEARS**

I / We, M/s \_\_\_\_\_, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis, hereby confirm that the minimum Annual Turn-Over of the firm/company during the last three financial years i.e. 2018-19, 2019-20 and 2020-21 is Rs. 50 Lacs or more than Rs. 50 Lacs. The financial year-wise break-up is given below :-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR
1	2018 - 19	Rs. _____
2	2019 - 20	Rs. _____
3	2020 - 21	Rs. _____

**SIGNATURE & SEAL OF THE TENDERER**

**CERTIFICATE BY CHARTERED ACCOUNTANT**

I / We, \_\_\_\_\_, Chartered Accountants, certify that the figures regarding Annual Turnover for the Financial Years mentioned above in respect of M/s.

\_\_\_\_\_  
\_\_\_\_\_

are true and found correct as per their Books of Accounts and other related records.

**SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT**

**ANNEXURE V**

**CERTIFICATE REGARDING CONFIRMATION OF NUMBER OF WORKERS ON  
THE ROLL OF THE BIDDER / TENDERER AS ON 31/03/2021**

I / We, M/s \_\_\_\_\_, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis to The Oriental Insurance Company Limited, Regional Office, Bengaluru, hereby confirm that the total number of Workman on my / our roll as on 31/03/2021 is \_\_\_\_\_ (No. in figures : \_\_\_\_\_). The site / firm / contract-wise break up of Workman provided to Firms/Clients are as under:

SL. NO	NAME OF FIRM / COMPANY TO WHOM DRIVER/HOUSEKEEPING SERVICES ARE PROVIDED	ADDRESS OF FIRM / COMPANY	NUMBER OF WORKERS PROVIDED AS ON 31/03/2021
		GRAND TOTAL :	

**SIGNATURE & SEAL OF THE TENDERER**

Certified that the figure regarding number of Workman in Bengaluru on the roll of Mr. / M/s. \_\_\_\_\_, the Bidder/Tenderer for providing Driver/Housekeeping Services on Monthly Contract Basis as mentioned above is true and found correct as per their Books of Accounts as on 31/03/2021.

**SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT**

**ANNEXURE VI**

**ACCEPTANCE LETTER**

(On the Letter head of the Firm / Agency)

To,

The Deputy General Manager  
The Oriental Insurance Company  
Limited, Regional Office, 44/45 Leo  
Shopping Complex, Residency Cross  
Road, Bengaluru-560 025.

Dear Sir,

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

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

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

The required Earnest Money is enclosed herewith in the form of Demand Draft of Rs.

\_\_\_\_\_ drawn  
on \_\_\_\_\_ payable at Bengaluru.

Thanking you,

Yours faithfully,

SIGNATURE OF BIDDER/TENDERER / WITH DATE AND RUBBER STAMP





**ANNEXURE IX**

**(On the Letter Head of the Company)**

**Date : \_\_\_\_\_**

TO WHOMSOEVER IT MAY CONCERN

This is to certify that we have deposited ESI Contribution for the month of \_\_\_\_\_, 2022 vide Challan No. \_\_\_\_\_ dated \_\_\_\_\_ (copy enclosed) in respect of our Establishment (Party Code : \_\_\_\_\_) which includes ESI Contribution for the month of \_\_\_\_\_, 2022, in respect of the following Workman deputed for The Oriental Insurance Company Limited as per details given below :-

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

For \_\_\_\_\_

Authorised Signatory / Proprietor

- Stamp of the Company

ANNEXURE X

**(On the Letter Head of the Company)**

**Date :** \_\_\_\_\_

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that we have deposited EPF Contribution for the month of \_\_\_\_\_, 2022 vide Challan No. \_\_\_\_\_ dated \_\_\_\_\_ (copy enclosed) in respect of our Establishment (Establishment Code : \_\_\_\_\_) which includes EPF Contribution for the month of \_\_\_\_\_, 2022, in respect of the following Workman deputed for The Oriental Insurance Company Limited :-

SL.NO	NAME OF WORKMAN	EPF NUMBER
1	Shri	
2	Shri	
3	Shri	
4	Shri	

The total amount of contribution of EPF in respect of the above-noted Workman for the month of \_\_\_\_\_, 2022, deposited vide above-referred challan is as per details given below :-

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

For

\_\_\_\_\_  
Authorised Signatory / Proprietor  
Stamp of the Company

**DEPLOYMENT OF WORKERS**

The Contractor shall be responsible for taking good care of all Buildings of office premises mentioned in the Tender Document, Furniture, Fixtures, Fittings . They will employ only those workers, who have worked for at least for two years in a reputed institution. Besides experience, they should be qualified to a minimum of Intermediate and should be well versed in speaking, reading and writing Kannada and English.

The Contractor shall employ workers for offices listed under Annexure 15 for rendering satisfactory services on all days i.e. Six days a week.

The deployment of workers will be as per the following terms and conditions.

- ~~(1)~~ The Contractor should furnish a schedule every week/fortnightly after consultation with OICL regarding the shift duties of the various workers employed.
- ~~(2)~~ The employees engaged by the Contractor should observe the discipline and should see that the decency and decorum are maintained within the course of their employment.
- ~~(3)~~ The experience and qualification can be relaxed at the sole discretion of OICL depending upon the merits of each case individually. The contractor does not have any authority to relax the experience and qualification. Supervisor appointed by the Contractor shall oversee at the affairs of Housekeeping at all times at all the premises mentioned in the Tender Document. This person should have full authority and resources for efficient running of Housekeeping service.
- ~~(4)~~ Immediately on receipt of the Work Order, the Contractor will supply a list of names of workers, and supervisor with the Bio-data along with photo of all the persons to be deployed under this contract to OICL with proper certification that they are satisfied with their bonafides and their necessary verification has been done from the proper authorities.
- ~~(5)~~ The services of the workers, once approved by OICL will not be dispensed with or they will not be replaced by the Contractor without the approval and consent of OICL.
- ~~(6)~~ OICL has the discretion to increase / decrease the number of workers . Accordingly, amount payable per month will also increase / decrease as per Minimum Wages Act and percentage Service Charges quoted in the Financial Bid.
- ~~(7)~~ The OICL reserves the right to expel any worker of the Contractor who is found guilty of misconduct.

**NO DUES CERTIFICATE**

Please do not submit this Indemnity Bond now.

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

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

This deed of Indemnity executed on \_\_\_\_\_ at Bengaluru by Shri/Smt \_\_\_\_\_ on behalf of (Name and address of the Housekeeping Service Provider) (herein referred to as the Service Provider) favoring The Oriental Insurance Company Limited (herein referred to as the OICL having its registered and corporate office at The Oriental Insurance Co. Ltd., Regional Office, Bengaluru, witness as follows :-

- ~~(1)~~ The Service Provider had been working for the OICL, Bengaluru for providing Housekeeping Services.
- ~~(2)~~ The Service Provider has made a Security Deposit of Rs. 50,000/- only for Housekeeping Services as provided under Item No. 1 above.
- ~~(3)~~ The Contract for providing Housekeeping Services has been completed/terminated by the OICL/~~Canceled~~ by the OICL/ Service Provider with effect from \_\_\_\_\_.
- ~~(4)~~ The Service Provider has paid all dues of the workers engaged in aforesaid Housekeeping Services.
- ~~(5)~~ The Service Provider having satisfied the OICL that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the OICL and on the request of the Service Provider the OICL has agreed to refund the aforesaid Security Deposit of Rs. 50,000/-.
- ~~(6)~~ Now in the above premises and in consideration thereof Service Provider agrees and undertakes as follows :-
  - ~~(A)~~ In the event of any dues to the workers found to be still unpaid or in the event of any damage, breakage or any other injury to the property of the Principal caused by the Service Provider or his workers, the Contractor shall, on being required by the OICL, pay and make good all those dues or damages forthwith.
  - ~~(B)~~ In the event of delay of failure to pay or make good any amount in the above connection which the OICL has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above Service Provider (Name of the Service Provider) hereby undertakes to indemnify the Principal against all claims, demands, expense, losses, proceedings and all liabilities of whatsoever nature.

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

Witness

Signature

Name

Address

of Firm Signature

Name

Address

Signature of the Service Provider with Stamp

**SPECIMEN OF UNDERTAKING REGARDING NON-  
BACKLISTING/PROSECUTION OF THE FIRM**

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

Date : \_\_\_\_\_

**TO WHOMSOEVER IT MAY CONCERN**

I / We / Our organization, M/s

---

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

**SIGNATURE OF BIDDER/TENDERER  
WITH DATE AND RUBBER STAMP**

**ANNEXURE XIV**  
**LIST OF OICL OFFICES FOR DEPLOYMENT OF WORKERS**

<b>Sl.No.</b>	<b>Location</b>	<b>Workmen</b>
1	The Oriental Insurance Co. Ltd., Regional Office, 44/45 Leo Shopping Complex, Bengaluru	12
2	The Oriental Insurance Co. Ltd., Regional Office, 44/45 Leo Shopping Complex, Bengaluru – Driver	1
3	The Oriental Insurance Co. Ltd., CBU, 44/45 Leo Shopping Complex, Bengaluru	1
4	The Oriental Insurance Co. Ltd., BBU, 44/45 Leo Shopping Complex, Bengaluru	1
5	The Oriental Insurance Co Ltd., D.O 11, Bengaluru	1
6	The Oriental Insurance Co Ltd., CBO 18 , Jayanagar, Bengaluru	1
7	The Oriental Insurance Co Ltd., DO 8, Bengaluru	2
8	The Oriental Insurance Co Ltd., D.O 2, Bengaluru	1
9	The Oriental Insurance Co Ltd., RTC, Bengaluru	1
10	The Oriental Insurance Co Ltd., BO Tumkur	1
11	The Oriental Insurance Co Ltd., BO Chamarajnaragar	1
12	The Oriental Insurance Co Ltd., BO Tiptur	1
13	The Oriental Insurance Co Ltd., CBO 13, Bengaluru	1
14	The Oriental Insurance Co Ltd., CBO 16, Bengaluru	1
15	The Oriental Insurance Co Ltd., D.O 5, Bengaluru	1
16	The Oriental Insurance Co Ltd., CBO 17, Bengaluru	1
17	The Oriental Insurance Co Ltd., D O Mangalore	1
18	The Oriental Insurance Co Ltd., CBO Mangalore	1
19	The Oriental Insurance Co Ltd., BO Surathkal	1
20	The Oriental Insurance Co Ltd., BO Madikeri	1
21	The Oriental Insurance Co Ltd., BO Chickmagalur	1
22	The Oriental Insurance Co Ltd., D.O 4, Bengaluru	1
23	The Oriental Insurance Co Ltd., B C Mandya, DO Mysore	2
24	The Oriental Insurance Co Ltd., BO Virajpet,.	1
25	The Oriental Insurance Co Ltd., Hassan	2

26	The Oriental Insurance Co Ltd., DO 12 Bangalore	1
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**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**Regional Office, 44/45 Leo Shopping Complex, Residency Cross**  
**Road, Bengaluru – 560 025.**

**TELEPHONE NO. : 080-46616100**

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

1. Tenderers/Bidders are advised to quote the rates strictly in the format given in the Financial Bid.
2. The rate should be quoted in Indian Rupees Only.
3. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures as well as in words.
4. No column should be left blank which would otherwise make the tender liable for rejection.
5. The Minimum Wage Rate for Driver/Housekeeping Staff will be considered under the minimum wages Act applicable to the Govt. of Karnataka.
6. The Minimum Wages Rates per Worker is for duty of eight hours daily (excluding lunch time of half hour) for six days a week. Daily Duty Hours are given in the Scope of Work (Technical Bid) which may be referred. The Duty Hours can be altered by the Company as per requirement.
7. The Minimum Wages Rates per Worker as per category specified and Overtime Rates will be revised as per revision in Minimum Wages Rates notified by Addl. Labour Commissioner, Government of Karnataka.
8. The Bidder/Tenderer will be required to make payment to the Workman/Manpower deployed only through E-payment or through “Account Payee” Cheque Only by the 5<sup>th</sup> of every month and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company treating it as a mandatory requirement and no deviation in the mode of payment to workman will be permitted.

**~~9.~~ The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned in annexure XIV of Scope of Service (Page 9 of Tender Document) above to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers and cost involved to maintain all types of equipments for dry-cleaning of carpets and cleaning of floors and other equipments for giving prompt and efficient housekeeping services before quoting rates in the Financial Bid.**

**~~10.~~** The minimum wages, EPF, ESI, bonus and other statutory charges as per Minimum Wages Act mentioned in Annexure “A”, “B” and “C” of Tender Document will be paid by the Bidder/Tenderer first to the workers and then reimbursed to the Bidder/Tenderer on Monthly Basis on submission of proof of payment to the workers deputed and to the respective statutory authorities within 15 working days from the date of receipt of their bills along with necessary documents/proof complete in all respect as per procedure given in the Tender Document. Please note that Monthly Bills will be treated as received if it is accompanied by all the mandatory/statutory requirements/documents. This minimum wages amount will be revised automatically whenever notification for revision in minimum wages will be issued by concerned statutory authority.

**~~11.~~** The Bidder/Tenderer is required to provide the Driver/Housekeeping Services on 'Monthly Contract Basis' for a initial period of three years from the date of commencement of work on the rates quoted in the Financial Bid with a provision to extend the contract for a further period of one year, subject to the same terms and conditions, on providing satisfactory services. The rates of “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid shall remain fixed during the currency of the Contract for a initial period of three years and no revision in rates will be permitted.

**~~12.~~** It is informed/clarified to the Bidder/Tenderer that the “Service Charges” quoted by the Bidder/Tenderer in their “Financial Bid” are being paid to Bidder/Tenderer to meet the expenses for administrative (including cost for submission of papers/documents as proof of payment) and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to workman/manpower by the 5<sup>th</sup> of every month and to pay the statutory payments timely to statutory authorities by themselves in advance and then to claim reimbursement of such expenses from the Company on monthly basis by submitting proof of such payments along with monthly bill.

**~~13.~~** The “Services Charges” quoted by the Bidder/Tenderer in their “Financial Bid” are being paid to Bidder/Tenderer as profit margin for providing the housekeeping services on monthly contract basis and should include all charges for providing prompt and efficient housekeeping services.

**~~14.~~** The Tenderers/Bidders are advised to quote the “Service Charges” in terms of percentage of sum total of monthly charges arrived at and given in Column 7 of

Annexure “A”, “B” and “E” and all other charges like Overtime payable, if any, on monthly basis. The Tenderers/Bidders are advised to keep in view all the administrative

and financial expenses/arrangements to be made and borne by him/them for providing Workers on Monthly Contract Basis including expenses for arranging alternate worker in case regular worker is on leave and to make payment of minimum wages, statutory and other payments as per Terms and Conditions and Scope of Services given in the Tender Document and to meet any expenses/exigencies (including bearing of penalty by Bidder/Tenderer as per Tender Document) in providing Workers (including alternate worker, in the absence of regular worker) on monthly contract basis so as to ensure continuity of housekeeping services provided by Bidder/Tenderer. Please note that all payments will be made by the Bidder/Tenderer to the workers by the 5<sup>th</sup> of every month and to statutory authorities in time first from his own resources and then claim reimbursement of Monthly Contract charges along with mandatory/statutory documents/requirements as per procedure given in the Tender Document.

~~15.~~ The Tenderers/Bidders are advised to refer Scope of Services (including bearing penalty amount by the Bidder/Tenderer in case of failure to provide alternate worker in the absence of regular worker deputed by them) and Terms and Conditions relating to submission of Monthly Bills along with mandatory/statutory documents/requirements for release of payment to them given in the Tender Document so as to cover all administrative and financial arrangement / expenses to be borne by him/them before quoting "Service Charges".

~~16.~~ The charges for overtime, if any, will be paid as per Minimum Wages Act.

~~17.~~ All the Tenderers/Bidders are hereby informed that L-1 Bidder/Tenderer will be decided on the basis of lowest Total Quotation Amount quoted by the Bidder/Tenderer in Annexure "E", the decision of the Competent Authority of the Company shall be final and binding on all the Tenderer/Bidders in this regard.

~~18.~~ All applicable Statutory Deductions such as TDS, will be deducted from the amount payable as per rules.

~~19.~~ Service Tax and Cess thereon, as applicable, will be paid in addition to amount quoted by the Firm / Travel Agency.

**ANNEXURE “A”**  
**(House Keeping)**

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per person for Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week Basis (as notified under Govt.of Karnataka		
2	PF (Employer's Contribution) @ 12% on Minimum Wages of 8 hours		
3			
4			
5			
6			
7	<b>TOTAL MONTHLY COST PER WORKMAN (EXCLUDING OVERHEAD AND SERVICE CHARGES)</b>		
8	Service Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 4% and mention the amount arrived as per %age quoted). The percentage should not be less than 4%, which the Company considers as reasonable to meet the expenses for administrative and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to workman/manpower by the 5 <sup>th</sup> of every month and to pay the statutory payments timely to statutory authorities by Bidder/Tenderer in advance and then to claim reimbursement from the Company along with documents.	_____ % Rs. _____ _____	Rupees _____ _____ only
10	<b>TOTAL AMOUNT CHARGEABLE i.e. TOAL OF COLUMN NOS. 7 + 8</b>	<b>Rs.</b>	Rupees _____ only

**ANNEXURE B**

**(DRIVER)**

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per person for Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week Basis (as notified under Govt.of Karnataka		
2	PF (Employer's Contribution) @ 12% on Minimum Wages of 8 hours		
3			
4			
5			
6			
7	<b>TOTAL MONTHLY COST PER WORKMAN (EXCLUDING OVERHEAD AND SERVICE CHARGES)</b>		
8	Service Charges (Please specify %age of total monthly cost mentioned at Sr. No. 7 subject to minimum of 4% and mention the amount arrived as per %age quoted). The percentage should not be less than 4%, which the Company considers as reasonable to meet the expenses for administrative and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to workman/manpower by the 5 <sup>th</sup> of every month and to pay the statutory payments timely to statutory authorities by Bidder/Tenderer in advance and then to claim reimbursement from the Company along with documents.	_____ % Rs. _____ _____	Rupees _____ _____ only

10	<b>TOTALAMOUNT CHARGEABLE i.e. TOAL OF COLUMN NOS. 7 + 8</b>	<b>Rs.</b>	Rupees _____ only
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**SUMMARY OF FINANCIAL BID – ANNEXURE A & B,**

Sl. No	Type of Workman	Annexure Number of Financial Bid	Amount Quoted per person (as per Column 10 of Financial Bid).	Number of Persons required	Total Amount payable in Indian Rupees
1	House Keeping / Driver				Rs. _____
			<b>TOTAL :</b>		Rs. _____
		<b>TOTAL QUOTATION AMOUNT</b>			Rs. _____

**Total Amount Chargeable for all**

(In Figures) Rs. \_\_\_\_\_

(In Words) Rs.

\_\_\_\_\_ O  
nly.

**L-1 Bidder/Tenderer will be decided on the basis of lowest Total Quotation Amount**