



THE ORIENTAL INSURANCE COMPANY LIMITED
ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI.

TELEPHONE NO. : 011-43659119/166

CIN NO. : U66010DL1947GOI007158

TENDER DOCUMENT FOR PROVIDING HOUSEKEEPING SERVICES

ON MONTHLY CONTRACT BASIS AT

ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI

AND OTHER HEAD OFFICE UNITS IN DELHI

(Tender Documents consists of 48 Pages)

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THE ORIENTAL INSURANCE COMPANY LIMITED
ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI.
TELEPHONE NO. : 011-43659119/166 CIN NO. : U66010DL1947GOI007158

NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS AT HEAD OFFICE AND OTHER HEAD OFFICE UNITS

Chief Manager/Dy.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 HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS”**. The Bidder/Tenderer is requested to sign all the papers comprising Technical Bid, Financial Bid and all the Annexures attached.

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

Interested and Reputed Manpower Providing Agency/Firms can obtain the detailed Tender Document, containing detailed Terms and Conditions, Eligibility Criteria, Technical Bid, Financial Bid and Annexures to be attached with bids, against a written request on their letter head from the Office of Chief Manager/Manager, Establishment Deptt., The Oriental Insurance Company Limited, Oriental House, A-25/27, Asaf Ali Road, New Delhi, along with Cash payment/submission of a non-refundable Demand Draft only of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) drawn on any Nationalized/ Scheduled Bank in favour of “The Oriental Insurance Company Limited” payable at New Delhi on all working days (Monday to Friday) between 10.00 A. M. to 3.30 P. M. The time schedule of tendering is specified below :-

1	Issue of Tender Document	From 10/03/2020 to 31/03/2020 between 11.00 AM to 3.00 PM on all working days (Monday to Friday).
2	Tender Document Fee (Non-refundable)	Rs.1,180/-(Rs.One Thousand One Hundred Eighty Only).
3	Last Date and Time for submission of Tender.	10/04/2020 upto 4.00 PM.
4	Date and Time of Pre-Bid Meeting	02/04/2020 AT 11.30 AM at Oriental House, A-25/27, Asaf Ali Road, New Delhi.
5	Date and Time of opening of Technical Bid.	15/04/2020 at 11.00 AM.
6	Date and Time of opening of Financial Bid.	Will be intimated to Technically Qualified Bidders at a later date.
7	Earnest Money Deposit (EMD).	Demand Draft only of Rs.50,000/- (Rupees Fifty Thousand Only) to be placed in sealed Envelope of “Technical Bid”. Payment of EMD through any other mode is not acceptable.

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

All amendments/information with respect to this Tender will be unloaded on the Company's Website 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.

CHIEF MANAGER, ESTABLISHMENT DEPARTMENT

THE ORIENTAL INSURANCE COMPANY LIMITED
A-25/27, ASAF ALI ROAD, NEW DELHI.
TELEPHONE NO. : 011-43659119/166

ELIGIBILITY CRITERIA

1. The Bidder/Tenderer should be based at Delhi / NCR and operating their business in Delhi / NCR. The Office Premises of the Bidder/Tenderer should be located in Delhi/NCR. **Attach self-attested photo-copy of proof.**
2. The Bidder/Tenderer should have an established Office Premises in Delhi/NCR having necessary infra-structure and sufficient man-power on its rolls so as to provide immediate, satisfactory and efficient housekeeping services. Tenders received from Firms/Establishments operating from residential premises and not having an established Office Premises in Delhi/NCR with necessary infra-structure and man-power on its rolls will not be accepted and will be treated as rejected.
3. The Bidder/Tenderer 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 five years as on 31/12/2019 in the field of providing Housekeeping Services on Monthly Contract Basis. **Attach self-attested photo-copy 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 or Licence is required for providing Contract Labour to the Company, the Bidder/Tenderer will be required to submit the same within one month of award of the work. The successful Bidder/Tenderer would be required to deploy Manpower / Contract Labour as per norms prescribed under the said Act. **Attach self-attested photo-copy of Registration with Government Labour Department and 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 photo-copy of EPF 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 photo-copy of ESI 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 Statutory Tax Authority. **Attach self-attested photo-copy of Goods and Service Tax Registration.**
9. The Bidder/Tenderer should have rendered similar satisfactory services of providing Housekeeping Services on Monthly Contract Basis to **atleast 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 i.e. 2016-17, 2017-18 and 2018-19. 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 Services on Monthly Contract Basis are given during the last three financial years i.e. 2016-17, 2017-18 and 2018-19** along with the numbers of persons deputed for housekeeping services as per format given in **Annexure III. Attach Certificates for providing Satisfactory Housekeeping Services from concerned Clients/Companies.**
11. The Bidder/Tenderer should have **minimum Annual Turn-over of Rs. 2.5 Crores and should have earned profit during the last three financial years i.e. 2016-17, 2017-18 and 2018-19. Attach Certificate from Chartered Accountant as per Annexure IV in this regard.**
12. **The Bidder/Tenderer should have on their wage rolls minimum 150 housekeeping workman in Delhi as on 31/12/2019. Attach Certificate from Chartered Accountant as per Annexure V in this regard.**
13. The Bidder/Tenderer must submit a valid and effective Quality Assurance Certificate(s), if any awarded to them, which will be considered for evaluation of Technical Bids of Bidder/Tenderer.
14. The Bidder/Tenderer must have a **valid and effective Licence issued by statutory authority for providing manpower on monthly contract basis. Attach self-attested photo-copy of valid and effective License issued by statutory authority**
15. The Company will debar Bidders/Tenderers having blood relatives working in The Oriental Insurance Company Limited, Head Office, New Delhi, from tendering in any capacity. A **Non-relationship Certificate** is required to be submitted as per **Annexure II** of the Tender Document.
16. The Bidder/Tenderer should be ready to and will :-
 - (A) Deposit ESI and EPF Contribution in respect of each housekeeping workman/manpower, plumber and supervisor deputed for our Company through a seperate Challan meant for OICL every month and submit a copy of the same as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each named housekeeping workman/manpower/plumber/supervisor on their letter head duly certified, stamped and signed by authorised signatory as per specimen enclosed as **Annexures IX and X treating it as a mandatory requirement.**
 - (B) Pay the total amount of Monthly Minimum Wages, Overtime and other charges mentioned in the Tender Document to the housekeeping workman/manpower, plumber and supervisor 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 authorised signatory) through “E- transaction” only **treating it as a mandatory requirement.** Payment of amount of Minimum Wages to housekeeping workman/manpower, plumber and supervisor in Cash by the Bidder/Tenderer is prohibited and will not be accepted as proof of payment of Minimum Wages.

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

(D) Provide alternative housekeeping workman/manpower/plumber/supervisor, whenever the regular housekeeping workman/manpower / plumber /supervisor deputed by them is not reporting for duty and/or is on leave treating it as a Mandatory Requirement so as to ensure continuity of proper and efficient housekeeping services without any break. In case of failure to provide alternate housekeeping workman / plumber / supervisor, the Bidder/Tenderer should be ready to bear the penalty imposed as per the terms and conditions of the Tender Document. **Please note the penalty for not providing alternate housekeeping workman/manpower/plumber/supervisor in the absence of regular housekeeping workman/manpower / plumber / supervisor 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 for OICL.**

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

17. 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.
18. The Tenders from Bidders/Tenderers who's Technical Bid(s) were earlier rejected by OICL on account of fake supporting documents etc. shall not be entertained.

**CHIEF MANAGER
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED
A-25/27, ASAF ALI ROAD, NEW DELHI.
TELEPHONE NO. : 011-43659119/166

GENERAL TERMS AND CONDITIONS AND INSTRUCTIONS FOR BIDDERS/TENDERERS

1. The Tenders/Bids submitted by the Bidders/Tenderers should be valid for a period of **atleast 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 rate of “Service Charges” quoted by Tenderer/Bidder** in the Financial Bid with a **provision to extend the contract for a further period of three years by increasing the rate for “Service Charges” by 5% of existing rates** on the same terms and conditions on providing satisfactory and efficient housekeeping 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 during the currency of contract for a initial period of three years.
3. The Bidder/Tenderer **quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.**
4. The Tenders are invited on **Two Bid System i.e. Technical Bid and Financial Bid.** The Bidder/Tenderer is required to put Technical Bid in sealed Envelope No. 1 along with documents and Financial Bid in sealed Envelope No. 2. The Bidder/Tenderer is required to clearly indicate on these sealed envelopes name of firm/bidder/tenderer, their address and contact details of their representative.
5. Both the sealed envelopes superscribed as **Envelope No. 1 “Technical Bid” and Envelope No. 2 “Financial Bid”** should be kept in a big **Envelope No. 3.** This sealed **Envelope No. 3** superscribed as **“TENDER FOR PORVIDING HOUSEKEEPING SERVICES ON MONTHLY CONTRACT BASIS”** and addressed to Chief Manager, Establishment Deptt., The Oriental Insurance Company Limited, Oriental House, A-25/27, Asaf Ali Road, New Delhi, shall be deposited in the Tender Box placed at Establishment Deptt., Head Office, **on or before 10/04/2020 upto 4.00 PM. The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.**
6. **Pre-Bid Meeting**
A **Pre-Bid Meeting will be held on 02/04/2020 at 11.30 AM** at Oriental House, A-25/27, Asaf Ali Road, New Delhi, wherein the prospective Bidders / Tenderers can seek clarification, if any. Prospective Bidders/Tenderers are advised to seek clarification in writing on Letter Head of their Agency/Firm to keep record of clarification sought. In case of any change in the terms and conditions of Tender Document after conclusion of Pre-Bid Meeting, the same will be done upon approval of Competent Authority of the Company and any amendment/addition/deletion shall appropriately be up-loaded on Company's Website only after making corrections, if any, for information of all concerned and will not be published in newspapers.

7. The Tenderer/Bidder has to submit Earnest Money Deposit of **Rs. 50,000/-** through Demand Draft only (**payment through cheque or any other mode is not acceptable**) in favour of “The Oriental Insurance Company Limited” payable at New Delhi along with the Technical Bid. Tenders without the Earnest Money Deposit will be deemed rejected. At the back of the Demand Draft, the name of the Bidder/Tenderer should be clearly written with the caption “Tender for Providing Housekeeping Services on Monthly Contract Basis”.
8. The Earnest Money deposited by Bidder/Tenderer shall be forfeited if :-
 - (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.
9. Earnest Money Deposit of unsuccessful Tenderer/Bidders will be refunded within 45 days from the date of opening of tenders except of the qualified bidder.
10. As per Public Procurement Policy of Government of India, exemption from payment of Earnest Money Deposit is allowed to Micro and Small Enterprises (MSEs) provided such MSEs enclose certified copy of Valid Certificate of Registration as MSEs issued by appropriate Registering Authority and letter from such Registering Authority certifying exemption from payment of Earnest Money Deposit to such MSEs. Such MSEs be provided Bid/Tender Document free of cost. Kindly note that if these documents are not attached with the Bid/Tender Document submitted by MSE Bidder/Tenderer, their Bid/Tender shall not be entertained and shall be treated as rejected.
11. The successful Bidder/Tenderer, on award of the contract to provide housekeeping services on monthly contract basis, shall be required **to deposit as amount of Rs. 2,00,000/- (Rupees Two Lacs Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus **total Security Amount of Rs. 2,50,000/- (Rs. Two Lac Fifty Thousand Only) will remain with the Company throughout the duration of contract.** This deposit will remain with the Company during the currency of the Contract and **no interest will be paid on this security deposit amount.** This Security Amount will be refunded to the Bidder/Tenderer on completion / termination / cancellation of the contractor after deducting any dues payable to the Company on whatsoever account subject to Bidder/Tenderer submitting a “**No Dues**” **Indemnity Bond** on a non-judicial stamp paper of requisite value duly notarized **as per specimen given in Annexure XII of the Tender Document.**
12. All the copies of the documents mentioned in the Eligibility Criteria, Technical Bid, Annexures **I to XIII** and other necessary documents are required to be attached with the “Technical Bid” to be eligible for opening of “Financial Bid.”
13. Unsealed tenders will not be accepted. The tender received in any manner other than prescribed in the Tender Document shall be summarily rejected. Any tender received after the scheduled date and time shall not be considered. The Company will not accept any responsibility for the tender lost in transit or delivered elsewhere.

14. 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 infra-structure. 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.
15. The “Financial Bid” of only those Bidders/Tenderers who qualify in their “Technical Bid” will be opened and “Financial Bid” of those Bidders/Tenderers whose “Technical Bid” is not qualified will not be opened. The date and time of opening of “Financial Bid” shall be up-loaded on Company's Website and shall be intimated to individual qualified bidders through their E-mail address provided by the Bidder/Tenderer in their Tender Document. All Tenderers/Bidders are, therefore, advised to visit the company's website regularly for updates.
16. 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.
17. All amendments/information with respect to this Tender will be unloaded on the Company's Website 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.
18. All over-writings/corrections should be duly signed by the Tenderer/Bidder.
19. Each Tenderer/Bidder will submit only one tender either by himself or as a partner in joint venture/firm/company or as a member of consortium. If a Bidder/Tenderer or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid/tender, the bids/tenders are liable to be rejected.

20. ARBITRATION

(A) In the event of any question, dispute or difference arising under this agreement or in connection there-with whether before or after the determination, abandonment or breach of the Contract except as to matter the decision of which is specifically provided under this Contract, which cannot be settled amicably by negotiation, the same shall be referred to Sole Arbitration of the Deputy General Manager (Establishment), The Oriental Insurance Company Limited, Head Office, New Delhi, by either party within 15 days of the failure of negotiation.

(B) The agreement to appoint an Arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof. There will be no objection to any such appointment that the Arbitrator is Government Servant or that he has to deal with the

matter to which the agreement relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matter under dispute. The award of the Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such Deputy General Manager or the said Officer shall appoint another Officer to act as Arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

(C) The Arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid, arbitration and Conciliation Act, 1996 and the Rules made thereunder, any modification thereof from the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

(D) The venue of the Arbitration proceeding shall be the Office of the Deputy General Manager (Establishment), The Oriental Insurance Company Limited, Head Office, A-25/27, Asaf Ali Road, New Delhi, or such other places as the Arbitrator may decide.

(E) The Contractor shall not be entitled to suspend the provision of Security Guard Services, pending resolution of any disputes and shall continue to render the services notwithstanding the existence of any dispute between the Contractor and the Company or the subsistence of any arbitration or other proceedings.

21. Convassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.
22. The Bidder/Tenderer shall not sub-contract the whole, part or a substantial portion of the outsourced activity i.e. providing Housekeeping Services to The Oriental Insurance Company Limited.
23. The Bidder/Tenderer shall maintain all books, records and information required to be maintained as per law and otherwise and shall provide and give the authorized representatives of the Company / IRDAI officials the right to :-
 - (A) examine the books, records, information, systems and the internal control environment pertaining to outsourced activity i.e. providing housekeeping services to OICL to the extent that they relate to the service being performed for the Company.
 - (B) access any internal audit reports or external audit findings of the outsourcing service provider that concern the service being performed for the company.
24. Tenders/Bids must be addressed and submitted to Chief Manager/Dy.Manager, Establishment Department, The Oriental Insurance Company Limited, Oriental House, A-25/27, Asaf Ali Road, New Delhi, and shall be deposited in the Tender Box placed at Establishment Deptt., Head Office, Asaf Ali Road, New Delhi, by the date and time stipulated in the Notice Inviting Tender. The Company may, at its discretion, extend the deadline for submission of Tenders/Bids in which case all rights and obligations of the Company and the Tenderer/Bidder will be the same. The information thereof will be available on the Company's Website and Notice thereof will not be published in any newspaper. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

25. The Contract with the Bidder/Tenderer can be cancelled by the Company by giving one month's notice in writing without assigning any reason, whatsoever.
26. In case the Bidder/Tenderer desires to cancel the contract, he is required to give three months notice in writing to the Company.
27. The Oriental Insurance Company Limited, New Delhi, reserves the right to reject/cancel any or all the tenders without assigning any reason, whatsoever.

**CHIEF MANAGER
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED
A-25/27, ASAF ALI ROAD, NEW DELHI.
TELEPHONE NO. : 011-43659119/166

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

1. The Bidder/Tenderer shall be required to provide the Housekeeping Services on 'Monthly Contract Basis' for a **initial period of three years from the date of commencement of work on the rates quoted in their Financial Bid with a provision to extend the contract for a further period of three years by increasing the rate for “Service Charges” by 5% of existing charges on the same terms and conditions** on providing satisfactory and efficient housekeeping services. The **rate 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** during the currency of contract for a initial period of three years.
2. The Bidder/Tenderer **quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will not be considered.**
3. If two or more Bidders/Tenderers quote the same L-1 rate, fresh quotes are to be obtained from both or all such L-1 Bidders/Tenderers after providing reasonable time for re-submission of fresh quote/rate. Thereafter, Contract be placed with the L-1 Bidder/Tenderer as per evaluation of fresh quotes received from such L-1 Bidders/Tenderers.
4. The Bidder/Tenderer shall be required to provide housekeeping services at the below-mentioned office premises of The Oriental Insurance Company Limited :-

S.No.	LOCATION OF OFFICE	AREA	WORKMAN
1	Oriental House, A-25/27, Asaf Ali Road, New Delhi - 110002.	52724 Sq. Ft. Approximately including Ground plus four floors, basement and area of passages outside building, terrace, canopy and DG Set/11KVA station etc.	Twelve
2	88, Janpath, New Delhi -110001.	6456 Sq. Ft. Approximately.	Two
3	Aggarwal Bhawan, 4/14, Asaf Ali Road, New Delhi – 110002.	6062.63 Sq. Ft. Approximately comprising three floors (front side & back side)	Three
4	Universal Building, 2/2A, Asaf Ali Road, New Delhi-110002.	2514 Sq. Ft. Approximately.	One

In addition to the above number of workman/manpower for providing housekeeping services (numbers required are indicative only and the actual requirement may vary as per need), the Bidder/Tenderer is required to provide the services of One Supervisor for supervision of housekeeping job and One Plumber for plumbing job, maintenance of Wash-rooms, sanitary-ware and drainage systems at Head Office and various units of Head Office.

5. The Bidder/Tenderer is also required to quote Lump-sum Rate for providing additional housekeeping manpower service for a shift of 8 hours each to be requisitioned as per the need/requirement by the Authorized Officer of the Company.

6. The Bidder/Tenderer will issue Name Badges/Identity Cards with their photographs to all housekeeping manpower, supervisor, plumber deputed for the Company at his own cost and the Bidder/Tenderer has to ensure that all housekeeping manpower/supervisor/plumber wear such Name Badge/Identity Card and uniform during duty hours.
7. The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned at Serial No. 4 above to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers like conveyance expenses for travelling between various Head Office Units by workers, supervisor and plumber and cost involved to provide uniforms to housekeeping manpower/supervisor/plumber, cost involved to maintain all types of Dry-cleaning equipments for dry-cleaning of sofa sets/carpets/chairs and Floor Cleaning Machine for cleaning/polishing/scrubbing of floors and other plumbing equipments for maintenance of sanitary wares / wash rooms for giving prompt, effective and efficient housekeeping and maintenance of washroom services services before quoting rates in the Financial Bid.
8. The housekeeping manpower/supervisor/plumber deputed by Bidder/Tenderer for OICL would wear well stitched, washed and ironed uniform and the additional cost, if any, (in addition to the cost paid by the Company) will be borne in full by the Bidder/Tenderer.
9. **In case the services of the Housekeeping Manpower/Supervisor/Plumber deputed by Bidder/Tenderer is not found satisfactory and conveyed to the Bidder/Tenderer, the Bidder/Tenderer is required to replace the same with immediate effect. In case there is a reduction in requirement of housekeeping manpower/supervisor/plumber, the Bidder/Tenderer will agree to such reduction in requirement within fifteen days of receipt of such notice in writing from the Company.**
10. In addition to the requirement of Housekeeping Manpower/Supervisor/Plumber, the Company **may requisition manpower such as Office Boy, Peon, Driver etc. as per requirement of the Company from the Bidder/Tenderer and the Bidder/Tenderer should be ready to provide such outsourced manpower.** In such an event, apart from the Minimum Wages and other facilities allowed by the Company, the “Service Charges” as quoted by the Bidder/Tenderer in their Financial Bid will be paid.

11. SCOPE OF HOUSEKEEPING SERVICES :-

- (1) The Contractor shall maintain punctuality of workers so as to ensure timely completion of cleaning and other jobs mentioned hereunder on daily, weekly, fortnightly and monthly basis and shall be responsible for maintaining cleanliness at all times in all the office premises units mentioned in the Tender Document.
- (2) The job/works shall be carried out as per the instructions of authorized officials of OICL and the standards/benchmark of conditions and specifications of housekeeping service industry shall be maintained.
- (3) The Contractor should keep the usage of the water and electricity to a reasonable level. If it is found that water and electricity are not used properly and involves a lot of wastage, the OICL reserves the right/option to levy charges/penalty on the Contractor.
- (4) Timely and Prompt Cleanliness is the essence of this contract. The Contractor has to ensure cleanliness at all times and as per Schedule and time limits finalized by OICL and/or given to the Bidder/Tenderer.
- (5) All the cleaning material e.g. brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Colin, Harpic, Acid, Polish, towels etc. for providing and cleaning, sweeping, Scrubbing, washing etc. will be provided by the Company on weekly/fortnightly basis by the authorized official of the Company to the Bidder/Tenderer to enable them to carry-out cleaning and other jobs as per the Schedule/frequency mentioned in the tender document.
- (6) It will be the responsibility of the Contractor to switch on and off lights, fans, AC, TV, Hot Cases and computers etc. as may be prescribed and as required for OICL functioning.
- (7) The Contractor will have to work in co-ordination with the Security Guards deputed by the Company.

- (8) It will be the responsibility of the Contractor to store the materials for housekeeping properly in the space provided by the OICL. The security of such material provided by the Company on weekly/fortnightly basis 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/signed from the Company's employee/officer deputed/authorized by OICL on daily basis. The names of Company's Authorized Supervisor/Official shall be intimated by the Company on award of Contract.
- (9) On termination of the contract, the Contractor shall discontinue use of and hand over peaceful possession of the OICL premises together with cleaning material, fixtures and articles therein in good condition.
- (10) **The plumber engaged is required to carry-out plumbing work for maintenance of all sanitary-ware, wash-room and other related jobs like opening blocking of drains etc. and the Supervisor engaged is required to supervise housekeeping job in all the units of Head Office and the "Service Charges" quoted by the Bidder/Tenderer should include charges for transportation between various HO units for attending complaints.**
- (11) **All the equipments/tools/machines for polishing/scrubbing/cleaning of floors, dry-cleaning of chairs/carpets/sofa sets etc. and tools/equipments for plumbing job required for carrying out the housekeeping and maintenance of wash-room/sanitary-ware shall be supplied and maintained by Contractors at site only on a continuous basis and the "Service Charges" quoted should include the cost of supply and maintenance of equipments/machines for housekeeping and plumbing jobs at site. The Bidder/Tenderer will not be allowed to take such equipments out of the premises for carrying-out jobs at other site of Bidder/Tenderer.**
- (12) The Contractor has to ensure proper cleanliness of all bath-rooms, proper functioning of sanitary fittings in Wash-rooms and cleanliness of all waste/sewage pipe-lines and ensure that there is no blockage.
- (13) The Contractor has to provide towels in all the bathrooms on daily basis as per schedule given in the Tender Document.
- (14) To maintain the Complaint Register for any problem reported by employees/officers and ensure that the complaint is attended immediately.
- (15) **Preparation of Check-list** of all the work to be done under the Contract on daily basis, **get it verified/checked from the authorized employee/official deputed by OICL** (twice daily – Morning Session and After Lunch Session) and **to submit report to Dy. Manager / Asstt. Manager for information/checking on daily basis by 10.30 AM and 2.30 PM** while maintaining a copy with themselves for record and verification.
- (16) The **Minimum Wages Rate per Worker** given in the relevant Annexure attached is **for duty of 8 hours daily (excluding lunch hour) for six days a week.**
- (17) The Bidder/Tenderers are advised to visit all the premises listed in the Tender Document to have a clear picture of the work involved.
- (18) Contractor shall provide the services as specified below:-

SL. NO	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY	DUTY TIMING
1	Cabins, Board/Meeting Rooms, Halls, Entrances, passages of Ground, First, Second, Third and Fourth Floor, Basement, Roof, Driver Room etc. i.e. Entire premises of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	Dusting, Sweeping, Mopping, Clearing and wiping of floors, 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., plumbing work like changing washer, tightening loose fittings (sanitary/door handles, door closer etc.), Cleaning all drains/sewage pipes including removing blockages in drain/sewage pipes, removal of garbage and waste papers on daily basis from the premises.	Daily	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM

2	Cabins, Board/Meeting Rooms, Halls, Entrances, passages of Ground, First, Second, Third and Fourth Floor, Basement, Roof, Driver Room etc. i.e. Entire premises of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	Washing, Polishing 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 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
3	Stair-cases, entire entrance areas, Lifts, Basement, Roof, Front and Side passage way outside the office premises of Oriental House and other Head Office Units mentioned in the Tender Document.	Dusting, Sweeping, Mopping, Cleaning and wiping of floors, Partitions, Removal of Wastes, Removal of Cow-webs, dusting and wiping of Windows and their Glass Pane, Doors and Polishing their Handles, Spraying disinfectant and Room Freshner.	Daily	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
4	Stair-cases, entire entrance areas, Lifts, Basement, Roof, Front and Side passage way outside the office premises of Oriental House and other Head Office Units mentioned in the Tender Document and cleaning of all the Sign and Notice Boards of the Company.	Washing, Polishing and Scrubbing the floor of the Rooms and entire premises with soap water and drying it and cleaning of all sign boards and notice boards of the Company installed at Oriental House and other Head Office Units. Cleaning and polishing of floors by using machines / tools for the purpose.	Weekly on Saturdays	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
5	All Furniture, Fixtures, Fittings and Office equipments, curtains, venation blinds, telephone, fax and computers etc.	Dusting, Cleaning and Wiping Fans, telephone, fax machines, computers, geysers, exhaust fans, room heaters, air-conditioners, furniture, fixtures and fittings and polishing of fittings.	Daily	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
6	Bathrooms (Ladies and Gents) of all the floors of Oriental House, Asaf Ali Road and other Head Office Units 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 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
7	Bathrooms (Ladies and Gents) of all the floors of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	Washing, Polishing and Scrubbing the floor of Bathrooms, Removal of Wastes, Cleaning of China Clay Sanitary Fittings, Metal Sanitary Fittings etc. With soap water / Harpic / Colin / Acid etc. and drying it.	Weekly on Saturdays	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
8	Bathrooms (Ladies and Gents) of all the floors of Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document.	Providing new/freshly washed towels and Liquid/Hand Soap in Bathrooms.	Daily	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM

9	Passage, Lobby and Common Areas of all floors and entrance of premises at Oriental House, Asaf Ali Road and other Head Office Units mentioned in the Tender Document	Sweeping, Cleaning, Wiping and Drying.	Every one Hour.	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
10	Entire Roof Top, Canopy (First Floor) and open area of first floor of Oriental House, Asaf Ali Road, New Delhi.	Sweeping, Cleaning and Mopping, Removal of Waste material and Washing.	Once a Week	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
11	Refrigerator, Water Cooler, Hot Case, Carpets, Sofa Sets etc. of Oriental House, Asaf Ali Road and other Head Office Units mentioned in Tender Document.	Dusting and Cleaning of Refrigerator, Water Cooler, Hot Case etc. Dry Cleaning of Carpets, Sofa Sets, Chairs etc. By using dry-cleaning machine/tools.	Once in Two Weeks.	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
12	Cleaning of all Shafts, Flex Sign Boards on premises of Oriental House, Asaf Ali Road and other Head Office Units mentioned in Tender Document	Cleaning it properly	Weekly on Saturdays.	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
13	Maintenance and Cleaning of Water Tanks	Filling of Water Tanks is to be done on Daily Basis and Cleaning of Overhead and Underground Water Tanks is to be done one in a month.	Daily / Monthly Basis.	Between 8.00 AM to 5.00 PM Lunch : 1.00 PM to 2.00 PM
14	Pest Control of premises located at Oriental House, Asaf Ali Road and other Head Office Units mentioned in 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 8.00 AM to 5.00 PM Lunch : 1.00 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. The housekeeping workers will have carry-out shifting of machinery and other furniture/fixtures as directed by authorized official of the Company.
- (2) Frequency and timing of the duty/work can be altered at the discretion of the Company looking into the needs and quantity of work.

12. The cleaned and washed towels provided to the Bidder/Tenderer by the Company will be changed by the Bidder/Tenderer in all bathrooms at all the locations mentioned in the Tender Document twice a day with the following schedule (Two Set per Day per Bathroom).

DAY OF THE WEEK	MORNING SESSION – 9.00 AM	EVENING SESSION – 2.00 PM
MONDAY	WITH GREEN BASE AND DESIGN	WITH GREEN BASE - PLAIN
TUESDAY	WITH MAROON BASE AND DESIGN	WITH MAROON BASE - PLAIN
WEDNESDAY	WITH GREY BASE AND DESIGN	WITH GREY BASE - PLAIN
THURSDAY	WITH PINK BASE AND DESIGN	WITH PINK BASE - PLAIN
FRIDAY	WITH WHITE BASE AND DESIGN	WITH WHITER BASE - PLAIN
SATURDAY	AS PER REQUIREMENT	AS PER REQUIREMENT

13. The small and big towels of the sizes mentioned herewith will be provided by the Company to the Bidder/Tenderer.

Size of Cotton Towels (1) Size 40 x 60 Cms.
 (2) Size 72 x 150 Cms.

The Bidder/Tenderer has to quote Washing Charges of towels in their Financial Bid. The lowest rates quoted amongst all the Bidder/Tenderers who are declared qualified/eligible for opening of their Financial Bids, shall be paid to the L-1 Bidder and the decision of the competent authority of the Company shall be final and acceptable to the Bidder/Tenderer.

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

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

16. The Bidder/Tenderer shall make all payments including minimum wages to each housekeeping workman/manpower/supervisor/plumber deputed for OICL on or before 5th of every month along with Pay Slips to Individual Workman/Manpower through E-transaction and submit copy of Pay Slips along with the monthly bills to the Company for record and claiming reimbursement of expenses. **Issuance of Monthly Pay Slips to each and every Housekeeping Manpower / Supervisor / Plumber is a mandatory requirement** and the Bidder/Tenderer has to issue it and submit a copy to the Company.

17. The housekeeping workman/manpower/plumber deployed/engaged by the Bidder/Tenderer are employees of the Bidder/Tenderer and deputed to the Company only for the purpose of providing housekeeping and plumbing services. The workman/manpower deployed shall be in sole employment of the Bidder/Tenderer and Bidder/Tenderer shall be solely and fully responsible for their acts, salaries, wages, remunerations and/or any other statutory or other payments. Under no

circumstances the Company shall be liable for any payment or claim or compensation and in case any liability falls on the Company for any reason, the Bidder/Tenderer shall keep the Company indemnified against the same. In order to give effect to this, the Bidder/Tenderer shall incorporate suitable clause in the appointment letters to be issued to its employees/workman that they are employees of Bidder/Tenderer, a copy of which should be given to the Company for perusal and record.

18. The Bidder/Tenderer shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authorized official of the Company / to authorized official of IRDAI or any other Statutory Authority under the Law.
19. 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.
20. It is informed/clarified to the Bidder/Tenderer that the **“Service Charges”** quoted by the Bidder/Tenderer in their **“Financial Bid”** **should include cost of all the administrative and financial expenses/arrangements to be made and borne by the Bidder/Tenderer including cost for submission of papers/documents as proof of payment, expenses for arranging alternate worker in case of absence of regular worker, profit margin for providing housekeeping services, cost of supplying and maintaining all tools/equipments/machinery/aids like Dry-cleaning Machine for dry-cleaning of chairs/carpet/sofa sets etc., Floor Polishing/Scrubbing/Rubbing Machines, Plumbing Tools, Blower etc. at all times at site for providing prompt, effective and efficient housekeeping services, additional uniform cost, if any, all conveyances expenses for movement of supervisor / plumber / workers between the various Head Office Units and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to housekeeping manpower / supervisor / plumber by the 5th of every month and to pay the statutory payments timely to statutory authorities by the Bidder/Tenderer in advance from his/their own financial resources and then to claim reimbursement of such expenses from the Company on monthly basis only by submitting proof of such payments along with monthly bill as a mandatory requirement.**
21. 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 housekeeping workman/manpower, plumber and supervisor 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.**
22. The Bidder/Tenderer, on award of the contract, is required to submit list of workers deputed by them along with details like age, father's name, residential address, date of birth etc. The Police Verification Report in respect of each housekeeping worker/supervisor/plumber is required to be arranged, obtained and submitted to OICL by the Bidder/Tenderer at his own cost before deputing for duty to OICL.
23. It is mandatory for the Bidder/Tenderer to :-
 - (A) Deposit ESI and EPF Contribution in respect of each housekeeping workman/manpower, plumber and supervisor 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 authorised signatory as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each housekeeping workman/manpower/plumber/supervisor on their letter head duly stamped and signed by authorised signatory as per specimen enclosed as **Annexures IX and X treating it as a mandatory requirement.**
 - (B) Pay the total amount of Monthly Minimum Wages, Overtime and other charges mentioned in the Tender Document to the workman/manpower deputed for

our Company (which should be equivalent to the amount payable to them as per Specimen of Calculation Sheets enclosed as **Annexures VII and VIII** duly stamped and signed by authorised signatory) through “E- transaction” only **treating it as a mandatory requirement**. Payment of amount of Minimum Wages, Overtime and other charges to the workman in Cash is not acceptable to the Company and will not be treated as proof of payment.

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

(D) Provide alternate housekeeping workman/plumber/supervisor, whenever the regular out-sourced workman/manpower/plumber/supervisor 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 housekeeping workman/manpower/plumber/supervisor for duty, a penalty of Rs. 500/- per day/per such occasion will be imposed on the Bidder/Tenderer and the Bidder/Tenderer should be ready to bear such penalty imposed in addition to non-payment of wages for such occasions of not providing alternate housekeeping manpower/plumber/supervisor. The Company will not allow the Bidder/Tenderer to recover/deduct this penalty amount from the amount payable to the workman/manpower, plumber and supervisor.

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.

- 24.** 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/plumber/supervisor** (for which reliever/leave cost is being paid to the Bidder/Tenderer) so as to ensure continuance of proper, effective and efficient housekeeping services **treating it as a Mandatory Requirement**. In case the Bidder/Tenderer **fails to provide Workman/Alternate Workman/Plumber/Supervisor** on any day or period during the currency of the Contract, **a penalty of Rs. 500/- per day shall be imposed** on the Bidder/Tenderer, which will be adjusted from the “Reliever/Leave Cost” or “Service Charges” or from monthly bills submitted for reimbursement by the Bidder/Tenderer. **Please note that the Bidder/Tenderer will not deduct/recover this penalty from the amount payable to the workman/manpower, plumber and supervisor deputed by them and the Bidder/Tenderer will have to bear the penalty amount, if any imposed.**
- 25.** The successful Bidder/Tenderer, on award of the contract to provide housekeeping services on monthly contract basis, shall be required **to deposit as amount of Rs. 2,00,000/- (Rupees Two Lacs Only) as Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. Thus **total Security Amount of Rs. 2,50,000/- (Rs. Two Lacs fifty thousand Only) will remain with the Company throughout the duration of contract**. This deposit will remain with the Company during the currency of the Contract and **no interest will be paid on this security deposit amount**.
- 26.** The Bidder/Tenderer will be required to ensure payment of Minimum Wages, ESI and PF and other statutory payments to the Housekeeping Workman/Manpower, Plumber and Supervisor 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/plumber/supervisor deputed by them.**

27. The Bidder/Tenderer will obtain the PF Number and ESI Number for workers, plumber and supervisor from the appropriate authority and submit a copy of the same to the Company. The **Bidder/Tenderer will also obtain ESI Card for their housekeeping workers, plumber and supervisor** from the concerned statutory authority and hand-over the same to the workers, plumber and supervisor under acknowledgement and **provide a photocopy of the same to the Company.**
28. The Bidder/Tenderer will be required to make payment to the Workman/Manpower/plumber/supervisor deployed for the period they are on duty only through E-payment or through "Account Payee" Cheque Only by the 5th of every month mandatorily and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company **treating it as a mandatory requirement and no deviation in the mode of payment of wages to housekeeping manpower/supervisor/plumber will be permitted.**
29. That the Bidder/Tenderer have sufficient housekeeping manpower/workman on their rolls and will change/rotate the housekeeping manpower/workman deputed for OICL on completion of continuous deputation of twelve months and give a break of atleast three months. The housekeeping manpower/workman can be re-deputed with the Company after expiry of three months break and such re-deputation should be with the consent of the Company. The Contractor is required to follow this procedure as a mandatory requirement and no relief will be given in this regard.
30. The Bidder/Tenderer is required to take Workman Compensation Insurance Policy having adequate Sum Insured for Workman/Manpower deputed to cover any payment under W. C. Act or any other Act and ensure that it will remain in force during the currency of the Contract. Copy of the Insurance Policy for workers is required to be submitted to the Company. The premium for taking WC Policy only shall be reimbursed to the Bidder/Tenderer by the Company.
31. The behaviour of the housekeeping workman/manpower, plumber and supervisor 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 misbehaviour, 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.
32. The housekeeping workman/manpower, plumber and supervisor deputed by Bidder/Tenderer would wear well stitched and ironed uniform during duty hours as approved by the Company and provided by the Bidder/Tenderer **treating it as a mandatory requirement as Fixed Uniform Charges are being paid to the Bidder/Tenderer every month. The cost for maintaining and providing uniform to each housekeeping worker/plumber/supervisor, in addition to the Fixed Uniform Charges paid by the Company, shall be borne by the Bidder/Tenderer. A penalty of Rs. 25/- per occasion will be imposed, if the workman/manpower deputed is found not wearing approved uniform.**
33. The Bidder/Tenderer shall not sub-contract the whole, part or a substantial portion of the outsourced activity i.e. providing housekeeping services to OICL.
34. The Bidder/Tenderer shall maintain all books, records and information required to be maintained as per law and otherwise and shall provide and give the authorized representatives of the Company/IRDAI officials the right to:-
 - (A) examine the books, records, information, systems and the internal control environment pertaining to outsourced activity i.e. providing housekeeping services to OICL to the extent that they relate to the service being performed for the company.
 - (B) access any internal audit reports or external audit findings of the outsourcing service provider that concern the service being performed for the company.

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

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

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

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

**CHIEF MANAGER
ESTABLISHMENT DEPARTMENT**

THE ORIENTAL INSURANCE COMPANY LIMITED
A-25/27, ASAF ALI ROAD, NEW DELHI.
TELEPHONE NO. : 011-43659435

'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	(A) Name of authorised contact person. (B) Mobile / Landline Number (C) Fax Number (D) E-mail ID	_____ _____ _____ _____

6	PAN Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of the PAN Card.	
7	Goods and Service Tax Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of the Goods and Service Tax Number.	
8	Labour License/Registration under the Contract Labour (Regulation & Control Act, 1970). Attach self-attested photo-copy of Labour License Registration.	
9	EPF Registration Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of Certificate of EPF Registration.	
10	ESI Registration Number of the Firm / Manpower Providing Agency. Attach Self-attested photo-copy of Certificate of ESI Registration.	
11	Valid and effective Quality Assurance ISO Certificates held by the Firm / Agency. Attach self-attested photo-copy of all such ISO Certificates.	
12	Experience of minimum five years in the field of providing Housekeeping Services on Monthly Contract Basis as on 31/12/2019. Attach Certificate of Experience and Satisfactory Completion of work awarded from the concerned Establishments / Companies.	

13	<p>Bank Account Details of the Firm (A) Bank Account No.</p> <p>(B) Bank Name and Address</p> <p>(C) IFSC Code</p> <p>(D) MICR Code.</p> <p>Attach self-attested photo-copy of cancelled cheque.</p>	<hr/> <hr/> <hr/> <hr/> <hr/>
14	<p>List of existing Clients along with proof which should include atleast 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. 2016-17, 2017-18 and 2018-19 as per Annexure III. Attach self-attested Certificate from clients / organisations.</p>	
15	<p>The Bidder/Tenderer should have minimum annual turn-over of Rs. 2.5 Crores and should have earned profit during the last three financial years i.e. 2016-17, 2017-18 and 2018-19. Attach Certificate from Chartered Accountant in this regard as per Annexure IV.</p>	
16	<p>The Bidder / Tenderer should have minimum 150 housekeeping workers in Delhi/NCR on its rolls as on 31/12/2019. Attach Certificate from Chartered Accountant in this regard as per Annexure V.</p>	
17	<p>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.</p>	

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

DECLARATION :

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

SIGNATURE WITH STAMP : _____

NAME OF FIRM : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail ID : _____

DATE : _____

ANNEXURE I

CHECK-LIST OF DOCUMENTS PLACED IN TECHNICAL BID

Sr. No	DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID	YES	NO
1	Earnest Money Deposit (E.M.D.) of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of Demand Draft only (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of “The Oriental Insurance Company Limited” payable at New Delhi.		
2	Tender Fee of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) in the form of Demand Draft only in 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 New Delhi.		
3	Proof of the Tenderer/Bidder being based in Delhi / NCR and their operation in these areas. Attach self-attested copy of proof.		
4	Tenderer/Bidder self-attested copy of the PAN Card issued by the Income Tax Department.		
5	Tenderer/Bidder self-attested copy of the Goods and Service Tax Registration Number (If applicable).		
6	The Tender should have rendered similar satisfactory housekeeping services on monthly contract basis to atleast 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. 2016-17, 2017-18 and 2018-19. Attach Certificate from clients / organisations as per Annexure III.		
9	Proof of registration with Employees Provident Fund Commissioner along with Registration Number. Attach Self-attested copy of Certificate of EPF Registration issued by EPF Commissioner.		
10	Proof of registration with ESI Authorities along with Registration Number. Attach Self-attested copy of Certificate of ESI Registration issued by concerned ESI Authority.		
11	The Tenderer/Bidder should have minimum annual turn-over of Rs. 2.5 Crores for the last three financial years i.e. 2016-17, 2017-18 and 2018-19. Attach Certificate from Chartered Accountant as per Annexure IV.		

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

SIGNATURE WITH STAMP : _____

NAME OF FIRM : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail ID : _____

DATE : _____

ANNEXURE II

FORMAT OF NON-RELATIONSHIP CERTIFICATE

I / We / Our organization, _____ including our Partners / Share-holders / Directors hereby certify that none of my / our blood relative(s) is / are employed and posted at The Oriental Insurance Company Limited, Head Office, New Delhi.

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

Signature of the Tenderer with Seal

Name of the Tenderer

Date

ANNEXURE III

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

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organisations to whom services were provided during the last three financial years i.e. **2016-17, 2017-18 and 2018-19**. This information provided will facilitate evaluation of Technical Bid).

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

SIGNATURE WITH STAMP : _____

NAME OF FIRM / TRAVEL AGENT : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail ID : _____

DATE : _____

ANNEXURE IV

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

I / We, M/s _____, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis, hereby confirm that the minimum Annual Turn-Over of the firm/company and profit earned during the last three financial years i.e. **2016-17, 2017-18 and 2018-19** equal to or more than Rs. 2.5 Crores. The financial year-wise break-up is given below :-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR	PROFIT EARNED FOR THE YEAR
1	2016 - 17	Rs. _____	Rs. _____
2	2017 - 18	Rs. _____	Rs. _____
3	2018 - 19	Rs. _____	Rs. _____

SIGNATURE & SEAL OF THE TENDERER

CERTIFICATE BY CHARTERED ACCOUNTANT

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

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE V

**CERTIFICATE REGARDING CONFIRMATION OF NUMBER OF HOUSEKEEPING WORKERS
ON THE ROLL OF THE BIDDER / TENDERER AS ON 31/12/2019**

I / We, M/s _____, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis to The Oriental Insurance Company Limited, A-25/27, Asaf Ali Road, New Delhi, hereby confirm that the total number of Housekeeping Workman on my / our roll **as on 31/12/2019** is _____ (No. in figures : _____). The site / firm / contract-wise break up of Housekeeping Workman provided to Firms/Clients are as under:

SL. NO	NAME OF FIRM / COMPANY TO WHOM HOUSEKEEPING SERVICES ARE PROVIDED	ADDRESS OF FIRM / COMPANY WITH CONTACT DETAILS	NUMBER OF HOUSEKEEPING WORKERS PROVIDED AS ON 31/12/2019
		GRAND TOTAL :	

SIGNATURE & SEAL OF THE TENDERER

Certified that the figure regarding number of Housekeeping Workman in Delhi/NCR on the roll of Mr. / M/s. _____, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis as mentioned above is true and found correct as per their Books of Accounts **as on 31/12/2019**.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE VI

ACCEPTANCE LETTER
(On the Letter Head of the Firm / Agency)

To,

The Chief Manager
The Oriental Insurance Company Limited,
A – 25/27, Asaf Ali Road, Oriental House,
New Delhi – 110 002.

Dear Sir,

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

The Tender Document for providing Housekeeping Services on Monthly Contract Basis floated by The Oriental Insurance Company Limited have been purchased / downloaded through their Website by me / us. I / We have gone through and read the entire terms and conditions, scope of services, penalty clause, procedure for submission of monthly bills along with statutory and mandatory requirements/documents for the release of payments to Bidder/Tenderer of the Tender Document of The Oriental Insurance Company Limited, A-25/27, Asaf Ali Road, New Delhi. I / We declare and agree that I / We will abide by the all the terms and conditions/clauses and hereby accept procedure for submission of monthly bills along with all the statutory/mandatory requirement and other documents for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirements and submission of documents mentioned in the Tender Document. In case any provision of the tender is found violated, I / We agree that the tender shall be liable to be rejected and The Oriental Insurance Company Limited shall without prejudice to any other right or remedy will be at liberty to forfeit the Earnest Money absolutely deposited by me / us along with the tender document and Security Deposit absolutely deposited by me / us upon award of contract to me / us.

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

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

Thanking you,

Yours faithfully,

SIGNATURE OF BIDDER/TENDERER
WITH DATE AND RUBBER STAMP

STATEMENT OF CALCULATION OF MONTHLY CONTRACT CHARGES PAYABLE TO CONTRACTOR FOR _____ 2020

Sl No	Name with Designation	Minimum Wages	EPF @ 12%	Admn. On EPF @ 0.50%	ESI @ 3.25%	EDLI @ 0.50%	Fixed Monthly Uniform Charges	Total Amount	Leave Cost @ 8.63%	Total Cost	Service Charges @	Total Cost per Worker/ Manpower	GST @ 18%	Total Payable to Contractor
	GRAND TOTAL:													

For M/s _____

Authorised Signatory with Company's Stamp

ANNEXURE VIII

STATEMENT OF CALCULATION OF AMOUNT PAYABLE TO WORKER/PLUMBER/SUPERVISOR FOR _____ 2020

Sl No	Name	Designation	Bank Account Number	Minimum Wages	Total Wages for the month	Deductions			Total Amount Payable to Worker	E-transaction Number with copy of Slip
						EPF @ 12%	ESI @ 4.75%	Others		
GRAND TOTAL :										

For M/s _____

Authorised Signatory with Company's Stamp

(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 _____, **2020** vide Challan No. _____ dated _____ (copy enclosed) in respect of our Establishment (Party Code : _____) which includes ESI Contribution for the month of _____, **2020**, in respect of the following Housekeeping Workman/Supervisor/Plumber deputed for The Oriental Insurance Company Limited as per details given below :-

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

For _____

Authorised Signatory / Proprietor
Stamp of the Company

(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 _____, **2020** vide Challan No. _____ dated _____ (copy enclosed) in respect of our Establishment (Establishment Code : _____) which includes EPF Contribution for the month of _____, **2020**, in respect of the following Workman/Plumber/Supervisor deputed for The Oriental Insurance Company Limited :-

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

The total amount of contribution of EPF in respect of the above-noted Workman/Plumber/Supervisor for the month of _____, **2020**, 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 HOUSEKEEPING WORKERS / SUPERVISOR / PLUMBER

The Contractor shall be responsible for taking good care of all Buildings of office premises mentioned in the Tender Document, Furniture, Fixtures, Fittings (including sanitary fittings, wash-rooms, drains etc.), electric, electronic, computer and telephone, floors, wash rooms, windows etc. They will employ only those workers, supervisors and sweepers who have worked for at least for two years in a reputed institution. Besides experience, the Supervisor should be qualified and have passed atleast Matric/Intermediate and should be well versed in reading and writing Hindi and English.

The Contractor shall employ under mentioned workers for rendering satisfactory services on all days i.e. Six days a week.

SL NO	Description / Type of Workman	Number of Workman	Duty Timings
1	Sweepers for cleaning, sweeping, dusting, polishing etc. Oriental House, Asaf Ali Road : 12 Nos. 88, Janpath, New Delhi. : 02 Nos. Aggarwal Bhawan, Asaf Ali Road : 03 Nos. Universal Building, Asaf Ali Road : 01 No.	18 Nos. (Eighteen)	Between 8.00 AM to 5.30 PM (Lunch 12.30 PM to 2.00 PM)
2	Plumber – For Oriental House, Asaf Ali Road, New Delhi & all Head Office Units mentioned in Tender Document.	01 No. (One)	
3	Supervisor– For Oriental House, Asaf Ali Road, New Delhi & all Head Office Units mentioned in Tender Document.	01 No. (One)	

Note : Timings can be altered at the discretion of the Company. Out of the 12 housekeeping workers (sweepers) proposed to be deployed at Oriental House, Asaf Ali Road, New Delhi, three will stay back upto 6.30 PM (in such an event their duty timing will start at 9.30 AM) in rotation to attend any routine/emergency work as per time table finalized by Asstt. Manager/Dy. Manager/Chief Manager, Establishment Department, Head Office, New Delhi.

The deployment of housekeeping workers, supervisor and plumber 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 workers/plumber/supervisor engaged by the Contractor and deputed to OICL for duty should observe the discipline and should see that the decency and decorum are maintained while performance of their duty for housekeeping and other jobs.
- (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.
- (4) Supervisor appointed by the Contractor shall oversee completion of all jobs of Housekeeping at all times at all the premises mentioned in the Tender Document. This person should have full authority and resources for prompt and efficient running of Housekeeping service.
- (5) The “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid should include transport expenses between the various Head Office Premises mentioned in the Tender Document in respect of Supervisor and Plumber and no additional charges or conveyance charges will be paid by the Company.
- (6) The Contractor shall ensure that the working hours of the Workers, Plumber and Supervisor are so segregated so as to suit the timings of housekeeping services required for maintenance of office premises including wash-rooms and drains.
- (7) Immediately on receipt of the Work Order, the Contractor will supply a list of names of workers, plumber 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. The Contractor has to apply for Online Police Verification declaring the workers as their own employee and submit Police Verification Report of each worker before deputing them for duty at OICL.
- (8) The services of the workers, plumber or Supervisor 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.
- (9) OICL has the discretion to increase / decrease the number of workers / plumber / supervisor. Accordingly, amount payable per month will also increase / decrease as per Minimum Wages Act and percentage of Service Charges quoted in the Financial Bid.
- (10) The OICL reserves the right to expel any worker, plumber or supervisor of the Contractor & deputed for OICL, who is found guilty of misconduct, with immediate effect.
- (11) The Company will always have the right to conduct a search of the Contractor's employees/workers, plumber, supervisor, agents and/or any of their vehicles used for transportation of material while entering / going out of the Company's Premises or inside the premises.

NO DUES CERTIFICATE

Please do not submit this Indemnity Bond now.

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

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

This deed of Indemnity executed on _____ at New Delhi by Shri/Smt _____ on behalf of (Name and address of the Housekeeping Service Provider) (herein referred to as the Service Provider) favouring The Oriental Insurance Company Limited (herein referred to as the OICL having its registered and corporate office at Oriental House, A-25/27, Asaf Ali Road, New Delhi, witness as follows :-

- (1) The Service Provider had been working for the OICL, New Delhi, for providing Housekeeping Services.
- (2) The Service Provider has made a Security Deposit of Rs. _____ only for Housekeeping Services as provided under Item No. 1 above.
- (3) The Contract for providing Housekeeping Services has been completed/terminated by the OICL / Cancelled by the OICL / Service Provider with effect from _____.
- (4) The Service Provider has paid all dues of the workers engaged in aforesaid Housekeeping Services and has also paid all the bills of materials purchased for the purpose of the above mentioned Housekeeping Service under Item No. 1.
- (5) The Service Provider having satisfied the 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. _____.
- (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 any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Housekeeping Services as provided under Item No. 1 or in the event of any damage, breakage or any other injury to the property of the Principal caused by the Service Provider or his workers, the Contractor shall, on being required by the 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

Signature of the Service Provider with Stamp of Firm

Signature
Name
Address

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

THE ORIENTAL INSURANCE COMPANY LIMITED
A-25/27, ASAF ALI ROAD, NEW DELHI.
TELEPHONE NO. : 011-43659119/166

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

1. Tenderers/Bidders are advised to quote the rates strictly in the format given in the Financial Bid.
2. The rate should be quoted in Indian Rupees Only.
3. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures as well as in words.
4. No column should be left blank which would otherwise make the tender liable for rejection.
5. The Minimum Wage Rate for Housekeeping Worker will be considered under “Un-skilled” Category, Plumber under “Semi-Skilled” Category and Supervisor under “Matriculate but not Graduate” Category as per Annexure “A”, “B” and “C” and the current rate of minimum wages will be (effective from 01/10/2019 as notified by Government of NCT vide Order F. No. 12(142)/02/MW/VH/3636 dated 23/10/2019 issued by Addl. Labour Commissioner, Government of NCT of Delhi, Labour Department, 5, Sham Nath Marg, Delhi – 54.
6. The Minimum Wages Rates per Housekeeping Worker/Supervisor/Plumber is **for duty of eight hours daily (excluding lunch time of one and 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 and will be acceptable by Bidder/Tenderer.
7. The Minimum Wages Rates per Housekeeping Worker/Supervisor/Plumber as per category specified and Overtime Rates, if any, will be revised as per revision in Minimum Wages Rates notified by Addl. Labour Commissioner, Government of NCT of Delhi, Labour Department, New Delhi, from time to time.
8. The Bidder/Tenderer will be required to make payment to each Housekeeping Workman/Manpower, Plumber and Supervisor deployed only through E-transaction Only by the 5th of every month and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company **treating it as a mandatory requirement and no deviation in the mode of payment to workman/plumber/supervisor will be permitted. Minimum Wages paid in cash to the workman/manpower, plumber and supervisor will not be treated as proof of payment.**

9. **The Bidders/Tenderers are advised, in their own interest, to visit all the office premises mentioned at Serial No. 4 of Scope of Service (Page 12 of Tender Document) above to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers like conveyance expenses for travelling between various Head Office Units by workers, supervisor and plumber and cost involved to maintain and keep all types of equipments like Dry-Cleaning Machines for dry-cleaning of chairs/sofa sets/carpets etc. and floor cleaning/scrubbing/polishing equipments and other equipments, blower, at site for giving prompt, effective and efficient housekeeping services before quoting rates in the Financial Bid.**
10. The minimum wages, EPF, ESI, bonus and other statutory charges as per Minimum Wages Act mentioned in Annexure “A”, “B” and “C” of Tender Document will be paid by the Bidder/Tenderer first to the workers/plumber/supervisor and then reimbursed to the Bidder/Tenderer on Monthly Basis on submission of proof of payment to the workers deputed and to the respective statutory authorities within 15 working days from the date of receipt of their bills along with necessary documents/proof complete in all respect as per procedure given in the Tender Document. Please note that Monthly Bills will be treated as received only if it is accompanied by all the mandatory/statutory requirements/documents. This minimum wages amount will be revised whenever notification for revision in minimum wages will be issued by concerned statutory authority.
11. **The Tenderers/Bidders are advised to quote the “Service Charges” in terms of percentage of sum total of monthly charges arrived at and given in Column 8 of Annexure “A”, “B” and “C”. The Tenderers/Bidders are advised to keep in view cost of all the administrative and financial expenses/arrangements to be made and borne by the Bidder/Tenderer including cost for submission of papers/documents as proof of payment, expenses for arranging alternate worker/plumber/supervisor in case of absence of regular worker/plumber/supervisor, profit margin for providing housekeeping services, cost of supplying and maintaining all tools/equipments/machinery/aids like Dry-cleaning Machine for dry-cleaning of chairs/carpet/sofa set etc., Floor Cleaning/Polishing/Rubbing/Scrubbing Machines, Plumbing Tools, Blower etc. at all times at site for providing prompt, effective and efficient housekeeping services, additional uniform cost, all conveyances expenses for movement of supervisor/plumber/workers between the various Head Office Units and financial arrangement/cost involved to pay the total monthly minimum wages including all other charges to housekeeping manpower/supervisor/plumber by the 5th of every month and to pay the statutory payments timely to statutory authorities by the Bidder/Tenderer in advance from his/their own financial resources first and then to claim reimbursement of such expenses from the Company on monthly basis only by submitting proof of such payments along with monthly bill as a mandatory requirement.**
12. The Tenderers/Bidders are advised to refer Scope of Services (including bearing penalty amount by the Bidder/Tenderer in case of failure to provide alternate worker in the absence of regular worker deputed by them) and Terms and Conditions relating to submission of Monthly Bills along with mandatory/statutory documents/requirements for release of payment to them given in the Tender Document so as to cover all administrative and financial arrangement / expenses to be borne by him/them before quoting “Service Charges”.
13. The charges for overtime, if any, will be paid as per Minimum Wages Act.
14. **All the Bidders/Tenderers are hereby informed that the decision in regard to lowest rates quoted by the Bidder/Tenderer to arrive at L-1 Bidder/Tenderer shall be taken on the basis of Lowest Percentage of “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid. However, the lowest amount of Washing Charges for Cotton Towels of different sizes mentioned in the Tender Document and Lump-sum Rate for providing housekeeping worker amongst all the eligible Bidders/Tenderers for opening of Financial Bids will be paid to the L-1 Bidder/Tenderer and the decision of the Competent Authority of the Company shall be final and binding on all the Bidders/Tenderers.**

- 15. The Bidder/Tenderer quoting the “Service Charges” / Consideration as “NIL” shall be treated as “Unresponsive” and will be considered.**
- 16.** If two or more Bidders/Tenderers quote the same L-1 rate, fresh quotes are to be obtained from both or all such L-1 Bidders/Tenderers after providing reasonable time for re-submission of fresh quote/rate. Thereafter Contract will be placed with the L-1 Bidder/Tenderer as per the evaluation of fresh quotes received from both or such L-1 Bidders/Tenderers.
- 17.** All applicable Statutory Deductions such as TDS, Surcharge, Education Cess, Higher Education Cess, Swatch Bharat Tax etc. will be deducted from the amount payable as per prevalent rules.
- 18.** Goods and Service Tax and Cess thereon, as applicable, will be paid in addition to amount quoted by/payable to the Bidder/Tenderer as per rules/norms in this regard.

**CHIEF MANAGER
ESTABLISHMENT DEPARTMENT**

(HOUSEKEEPING WORKER)**PRESENT MINIMUM WAGES AND OTHER STATUORY PAYMENTS AS PER MINIMUM WAGES ACT**

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per Housekeeping Worker for Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week Basis as notified by Government of NCT vide Order F. No. 12(142)/02/MW/VH/3636 dated 23/10/2019 w.e.f. 01/10/2019 under “Unskilled” Category i.e. Rs. 14,806/- per month.	14,806/-	Rupees Fourteen Thousand Eight Hundred Six Only.
2	EPF (Employer's Contribution @ 12% on Minimum Wages for 8 hours duty (Column 1).	1,776/-	Rupees One Thousand Seven Hundred Seventy Six Only.
3	Administration Charges of EPF @ 0.50% of Minimum Wages for 8 hours duty Column 1).	74/-	Rupees Seventy Four Only.
4	ESI (Employer's Contribution) @ 3.25% of Minimum Wages for 8 hours duty (Column 1)	482/-	Rupees Four Hundred Eight Two Only.
5	Employees Deposit Linked Insurance (EDLI) @ 0.50% of Minimum Wages for 8 hours duty (Column 1)	74/-	Rupees Seventy Four Only.
6	ADD: Leave Cost including National Holidays @ 8.63% on Minimum Wages (Column 1)	1,278/-	Rupees One Hundred Two Hundred Seventy Eight Only.
7	Uniform Charges including washing expenses (Fixed Amount per month). Additional Uniform Cost, if any, will be borne by the Bidder/Tenderer.	300/-	Rupees Three Hundred Only.
8	TOTAL MONTHLY COST PER HOUSEKEEPING WORKER FOR EIGHT HOURS DUTY ON SIX DAYS A WEEK (EXCLUDING SERVICE CHARGES)	18,790/-	Rupees Eighteen Thousand Seven Hundred Ninty Only.

NOTE: Reimbursement of Bonus @ 8.33% of Minimum Wages (Column 1) to the Tenderer/Bidder will be made only after actual payment to the housekeeping workers/supervisor/plumber through “E-transaction” only and on submission of proof of payment to the housekeeping workers/supervisor/plumber deputed. Reimbursement of ESI / PF Contribution to the Tenderer/Bidder will be made only after submission of proof of deposition with the concerned authorities along with details and procedure mentioned in the Tender Document by the Bidder/Tenderer.

ANNEXURE “B”**(SUPERVISOR)****PRESENT MINIMUM WAGES AND OTHER STATUORY PAYMENTS AS PER MINIMUM WAGES ACT**

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per Supervisor for Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week Basis as notified by Government of NCT vide Order F. No. 12(142)/02/MW/VH/3636 dated 23/10/2019 w.e.f. 01/10/2019 under “Matriculate but not Graduate” Category i.e. Rs. 17,924/- per month.	17,924/-	Rupees Seventeen Thousand Nine Hundred Twenty Four Only.
2	EPF (Employer's Contribution @ 12% on Minimum Wages for 8 hours duty (Column 1).	2,151/-	Rupees Two Thousand One Hundred Fifty One Only.
3	Administration Charges of EPF @ 0.50% of Minimum Wages for 8 hours duty Column 1).	90/-	Rupees Ninty Only.
4	ESI (Employer's Contribution) @ 3.25% of Minimum Wages for 8 hours duty (Column 1)	582/-	Rupees Five Hundred Eight Two Only.
5	Employees Deposit Linked Insurance (EDLI) @ 0.50% of Minimum Wages for 8 hours duty (Column 1)	90/-	Rupees Ninty Only.
6	ADD: Leave Cost including National Holidays @ 8.63% on Minimum Wages (Column 1)	1,547/-	Rupees One Thousand Five Hundred Fourty Seven Only.
7	Uniform Charges including washing expenses (Fixed Amount per month). Additional Uniform Cost, if any, will be borne by the Bidder/Tenderer.	300/-	Rupees Three Hundred Only.
8	TOTAL MONTHLY COST PER HOUSEKEEPING WORKER FOR EIGHT HOURS DUTY ON SIX DAYS A WEEK (EXCLUDING SERVICE CHARGES)	22,684/-	Rupees Twenty Two Thousand Six Hundred Eighty Four Only.

NOTE: Reimbursement of Bonus @ 8.33% of Minimum Wages (Column 1) to the Tenderer/Bidder will be made only after actual payment to the housekeeping workers/supervisor/plumber through “E-transaction” only and on submission of proof of payment to the housekeeping workers/supervisor/plumber deputed. Reimbursement of ESI / PF Contribution to the Tenderer/Bidder will be made only after submission of proof of deposition with the concerned authorities along with details and procedure mentioned in the Tender Document by the Bidder/Tenderer.

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

SL. NO	ITEMS	AMOUNT (Rs.)	AMOUNT (IN WORDS) RUPEES
1	Minimum Wages per Plumber for Eight hours Daily Duty (excluding lunch time as per Tender) on Six days a Week Basis as notified by Government of NCT vide Order F. No. 12(142)/02/MW/VH/3636 dated 23/10/2019 w.e.f. 01/10/2019 under “Semi-skilled” Category i.e. Rs. 16,284/- per month.	16,284/-	Rupees Sixteen Thousand Two Hundred Eighty Four Only.
2	EPF (Employer's Contribution @ 12% on Minimum Wages for 8 hours duty (Column 1).	1,954/-	Rupees One Thousand Nine Hundred Fifty Four Only.
3	Administration Charges of EPF @ 0.5% of Minimum Wages for 8 hours duty Column 1).	81/-	Rupees Eighty One Only.
4	ESI (Employer's Contribution) @ 3.25% of Minimum Wages for 8 hours duty (Column 1)	529/-	Rupees Five Hundred Twenty Nine Only.
5	Employees Deposit Linked Insurance (EDLI) @ 0.50% of Minimum Wages for 8 hours duty (Column 1)	81/-	Rupees Eighty One Only.
6	ADD: Leave Cost including National Holidays @ 8.63% on Minimum Wages (Column 1)	1,405/-	Rupees One Thousand Four Hundred Five Only.
7	Uniform Charges including washing expenses (Fixed Amount per month). Additional Uniform Cost, if any, will be borne by the Bidder/Tenderer.	300/-	
8	TOTAL MONTHLY COST PER HOUSEKEEPING WORKER FOR EIGHT HOURS DUTY ON SIX DAYS A WEEK (EXCLUDING SERVICE CHARGES)	20,634/-	

NOTE: Reimbursement of Bonus @ 8.33% of Minimum Wages (Column 1) to the Tenderer/Bidder will be made only after actual payment to the housekeeping workers/supervisor/plumber through “E-transaction” only and on submission of proof of payment to the housekeeping workers/supervisor/plumber deputed. Reimbursement of ESI / PF Contribution to the Tenderer/Bidder will be made only after submission of proof of deposition with the concerned authorities along with details and procedure mentioned in the Tender Document by the Bidder/Tenderer.

THE ORIENTAL INSURANCE COMPANY LIMITED
A-25/27, ASAF ALI ROAD, NEW DELHI.
TELEPHONE NO. : 011-43659119/166

“FINANCIAL BID”

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

2	Lump-sum Rate for providing additional Housekeeping Worker for duty on eight hours a shift basis to be requisitioned as per need / requirement of the Company conveyed through authorized officer of the Company.		
4	Washing Charges for washing of cotton towel of size 40x60 Cms.		
5	Washing Charges for washing of cotton towel of size 72x150 Cms.		

The decision in regard to lowest rates quoted by the Bidder/Tenderer to arrive at the L-1 Bidder/Tenderer shall be taken on the basis of Lowest Percentage of “Service Charges” quoted by the Bidder/Tenderer in their Financial Bid. However, the lowest amount of Washing Charges for Cotton Towels of different sizes mentioned in the Tender Document and Lump-sum Rate for providing additional housekeeping worker amongst all the eligible Bidders/Tenderers for opening of Financial Bids will be paid to the L-1 Bidder/Tenderer and the decision of the Competent Authority of the Company shall be final and binding on all the Bidders/Tenderers in this regard.

SIGNATURE WITH STAMP : _____

NAME OF FIRM : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail ID : _____

DATE : _____