

STATE INSTITUTE FOR EMPOWERMENT OF PERSONS WITH DISABILITIES (SIEP)

(A registered society under SSEPD Department, Government of Odisha)
SSEPD Department, Lokseva Bhawan, Bhubaneswar, Odisha – 751001

No. 34 /SIEP
SIEP-MISC-0026-2024

Dated 25-11-2024

TENDER CALL NOTICE

Bids in sealed cover are invited under two-bid system from reputed and experienced service provider for providing House-keeping, upkeep & maintenance, Security and Catering services for Manodaya(SIEP) at NCSCDA Campus, Pokhariput, Bhubaneswar on outsourcing basis for a period of one year from the date of signing of agreement to manage the day-to-day services & activities. Further, the service may be extended for another 1 (One) year depending upon satisfactory performance of the service provider subject to maximum of two terms.

The details of the tender process are as follows:

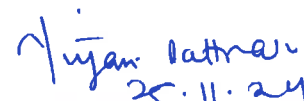
Bidding Schedule	Deadline
Date of Issue of Tender	25.11.2024
Pre-Bid meeting	05.12.2024-03.30 P.M
Bid Due Date and Time	16.12.2024 up to 5:00 P.M
Opening of Technical Bid	17.12.2024 at 11:30 A.M
Technical Bid evaluation meeting	23.12.2024 at 11:30 A.M
Opening of Financial Bid and evaluation	24.12.2024 at 03:30 P.M
Likely date for commencement of assignment	1 st January-2025

Bidders are required to submit the technical and financial bids separately. The bids in sealed Cover-I containing "Technical Bid" and sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super-scribed "TENDER FOR PROVIDING SERVICES FOR HOUSEKEEPING, UPKEEP & MAINTENANCE, SECURITY AND CATERING SERVICES ON OUTSOURCING BASIS FOR MANODAYA(SIEP), BHUBANESWAR" must reach the undersigned on or before 16.12.2024 up to 5:00 PM through Speed Post/ Registered Post/Courier only.

The bid document containing eligibility criteria, scope of the work and other terms and conditions of the tender can be downloaded from the website <https://ssepd.odisha.gov.in/>. All future addendum / corrigendum, if any, shall be hoisted on above website only. The authority reserves the right to reject any/all proposals and cancel tender process without assigning any reason thereof.

Complete Address for Submission of Bid:

Executive Director, SIEP
Manodaya (SIEP), NCSCDA Campus,
Pokhariput, Bhubaneswar, Odisha, Pin-751020


25.11.24
Executive Director, SIEP

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Memo No. 35 /SIEP Dated 25-11-2024

Copy submitted to PS to Principal Secretary, SSEPD Deptt. & Chairman, SIEP for kind information of Principal Secretary, SSEPD Deptt. & Chairman, SIEP.


Secretary, SIEP

Memo No. 36 /SIEP Dated 25-11-2024

Copy along with soft copy forwarded to the Manager (Advertisement), I & PR Deptt., Odisha, Bhubaneswar for information and necessary action with a request to get published in 1 (one) largest circulated National English dailies and 2 (two) largest circulated local Odia dailies on the inner side with minimum space at an early date for wide circulation of tender call notice. A complimentary copy of the Newspaper containing the tender call notice may be sent to this office for reference and records.


Secretary, SIEP

Memo No. 37 /SIEP Dated 25-11-2024

Copy to MIS/IT Cell (SSEPD Deptt.) for information & uploading the notice & tender document at SSEPD Deptt. web portal.


Secretary, SIEP

Memo No. 38 /SIEP Dated 25-11-2024

Copy forwarded to Superintendent, Manodaya(SIEP), Bhubaneswar for information & necessary action.


Secretary, SIEP

Memo No. 39 /SIEP Dated 25-11-2024

Copy to Notice Board of SSEPD Deptt., Lokseva Bhawan/ Manodaya(SIEP), Bhubaneswar for information of General Public.


Secretary, SIEP

**TENDER DOCUMENT
FOR HOUSE-KEEPING, UPKEEP & MAINTENANCE, SECURITY AND
CATERING SERVICES OF MANODAYA (SIEP), BHUBANESWAR**

**State Institute for Empowerment of Persons with Disabilities (SIEP)
(A registered Society under SSEPD Department, Govt. of Odisha)
SSEPD Department, Lokseva Bhawan, Bhubaneswar, Odisha-751001
Website: <https://ssep.odisha.gov.in/>**

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SECTION-I

Instruction to Bidders

A. General Information:

1. Manodaya(SIEP), Bhubaneswar requires the service of reputed, well established, financially sound and registered Service Providers to provide House-keeping, upkeep & maintenance, Security and Catering services by deploying adequately trained and disciplined man power at NCSCDA Campus, Pokhariput, Bhubaneswar as per the requirement.
2. The period of contract for providing the aforesaid service will be ideally (1 year) from the date of effectiveness of the contract. The contract may be extended for a period, not exceeding the original duration of the contract on mutual consent depending upon the performance of the Service Provider and at the discretion of the authority. The authority reserves the right to terminate the contract at any time after giving 30 days' notice to the service Provider.
3. The interested bidders may visit the location on any working day between the office hours to have a thorough knowledge of the work to be performed before preparation and submission of the bid.
4. Manodaya (SIEP), Bhubaneswar has the tentative requirements of the manpower resources for providing services towards House-keeping, upkeep & maintenance and Security as specified below:

Sl. No.	Category of Resources	Requirement
1	Attendant (Unskilled)	05
2	Sweeper/Labour (Unskilled)	15
3	Security Guards (semi-skilled)	18
4	Receptionist (skilled)	03
5	Supervisor (skilled)	03
6	Lift man (skilled)	02
	TOTAL	46

Eligibility criteria

Sl. No.	Eligibility Criteria	Documents to be Furnished along with the Technical Bid
1	The bidder should be registered under appropriate authority, such as <ul style="list-style-type: none">• Companies Act, 1956/2013.• Indian Partnership Act, 1932.• Indian Trusts Act, 1882.• Societies Registration Act, 1860.• Limited Liability Partnership Act, 2008.• Proprietorship Firm.	Certificate of Incorporation/Registration/Any valid legal document.

2	The bidder must have at least 5 years in business on the last date of submission of bid for providing manpower resources deployment services to reputed entities.	
3	The bidder must have successfully completed atleast one contract of similar manpower service of INR 50.00 Lakhs during the last 5 financial years of (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24) under any Central / State Govt. / PSUs/ Autonomous bodies.	Copies of the work order / contract document from the concerned authorities.
4	The Registered / Branch Office of the Service Provider must be located within the jurisdictional area of Bhubaneswar.	Valid address proof of the office (copy of the Telephone / Electricity Bill / Lease agreement of the rented premises)
5	Must have atleast Rs. 5.00 Cr annual financial turnover in each during the last 5 financial years of (2019-20,2020-21,2021-22,2022-23 & 2023-24) from the Business related to manpower resources deployment services only.	Copies of audited Income / Expenditure statement and Balance sheet for the concerned period.
6	Must have its own bank account in any scheduled bank situated in Bhubaneswar.	Copy of the bank pass book and transaction statement for the last 6 months from the date of issue of the tender.
7	Must not have been blacklisted by any Central / State Government or any other public sector undertaking or any authority During the recent past.	An undertaking to this effect should be furnished by the bidder as per the prescribed format (FORM-T2)
8	Must not have any pending judicial proceedings for any criminal offence against the proprietor/Director/Persons to be deployed by the Service Provider.	An undertaking to this effect should be furnished by the bidder as per the prescribed procedure and format (FORM-T3)

9	Other statutory documents to be furnished as part of technical bid:	Copies of: <ul style="list-style-type: none"> • PAN, • GSTIN, • EPF & ESI Registration Certificate • Valid License under PSARA (Private Security Agencies Regulation Act, 2005) • Valid Food License under FSSAI. • IT Return for the last five financial years of 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24.
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Bidders should submit the required documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will leads to outright rejection of the bid.

Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions and other information as mentioned in the tender document. The bids must be complete in all respect, indexed and hard bound. Each page should be numbered and certified by the authorized representative. Failure to comply with the tender requirements will result in outright rejection of the bid.

N.B:-Intending Agency/Firm are advised to inspect the site and its surroundings and satisfy themselves before submitting their Tenders. So that prior to participate in the Tendering process they can be well conversant with the nature of the work and area of operation and whether or not they are capable to provide the service in discipline and regular manner. If a agency participates in the Tendering process, it will be presumed that the intending Agency / Firm has already visited the site and is well acquainted / conversant of the work and area of operation. No complaints regarding his inconvenience shall be entertained after the work is a warded to Agency /Firm who came out successful in the Tendering process.

A. Submission of Bid

The bid complete in all respect as specified in the tender document must accompanied with a non- refundable amount of **Rs. 10,000.00 (Rupees Ten Thousand Only)** towards “Bid Processing Fee” and “Bid Security/EMD” amounting to **Rs.7,00,000/- (Rupees Seven Lakh Only)** in the form of Demand Draft in favour of “**Executive Director, SIEP, Bhubaneswar**” payable at any / nationalized / schedule commercial bank at Bhubaneswar. The bid complete in all respect should be submitted through **Speed Post/ Registered Post/ Courier** so as to reach the authority by **12.12.2024 up to 5:00 PM.**

The authority will not be responsible for any postal delay. Bids without **Bid Processing Fee and Bid Security / EMD** as applicable shall be out-rightly rejected. Bids submitted after due date and time will not be taken into consideration. EMD of unsuccessful bidders will be returned without interest after the award of Contract.

The bid has been invited under two bid systems i.e. **Technical Bid** and **Financial Bid**. The bidders are advised to submit two separate envelopes super scribing:

“TECHNICAL BID -TENDER FOR HOUSEKEEPING, UPKEEP & MAINTENANCE, SECURITY & CATERING SERVICES ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY FOR MANODAYA(SIEP), BHUBANESWAR”

and

“FINANCIAL BID - TENDER FOR HOUSEKEEPING, UPKEEP & MAINTENANCE, SECURITY & CATERING SERVICES ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY FOR MANODAYA(SIEP), BHUBANESWAR”.

Both sealed envelopes must be kept in a third sealed envelope super scribing **“BID DOCUMENT - FOR HOUSEKEEPING, UPKEEP & MAINTENANCE, SECURITY & CATERING SERVICES ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY FOR MANODAYA(SIEP), BHUBANESWAR”.**

Selected bidder will have to deposit a Performance Security of **(Rs. 18,00,000/-) (Rupees eighteen lakh) only** in the form of Performance Bank Guarantee (PBG) / Fixed Deposit Receipt (FDR) from any scheduled Commercial Bank situated within Bhubaneswar in favour of **“Executive Director, SIEP, Bhubaneswar”** as per the format at **Annexure-I** (applicable for PBG only) for a period of three months beyond the entire contract period(i.e. Performance Bank Guarantee must be valid from the date of effectiveness of the contract to a period of three months beyond the entire contract period) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Security.

Submission of Bid Security / EMD and Performance Security for the Service Providing Agency registered as MSEs / Startup will be guided by latest circular of Finance Department, Government of Odisha.

The Performance Security shall be released immediately after three months of expiry of the contract provided that there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the Performance Security. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the service providing agency as per the instructions of the authority.

B. List of Documents for Submission

Bidders are required to furnish the following documents along with the Technical Bid:

- a) Covering letter along with power of attorney on the bidder’s letter head **(FORM – T1)**
- b) Demand Draft in support of Bid Processing Fee and EMD as applicable.
- c) Copy of Certificate of Incorporation/Registration of the Service Provider.
- d) Copy of GSTIN
- e) Copy of PAN

- f) Copies of IT Returns for the last five financial years (2019-20,2020- 21, 2021-22, 2022-23 and 2023-24).
- g) Copies of EPF & ESI Registration Number.
- h) Copy of Valid License under PSARA (**Private Security Agencies Regulation Act, 2005**)
- i) Copy of valid **Food License under FSSAI**
- j) Copy Bank Account details.
- k) Copies of the financial audited statements for the last 5 financial years (2019-20,2020-21, 2021-22, 2022-23 and 2023-24).
- l) Copies of work orders from the previous authorities for providing similar type of services during last 5 years.
- m) Undertaking regarding non-blacklisting (On Stamp paper of **Rs.10.00** in shape of affidavit from the Notary (**FORM T-2**))
- n) Undertaking regarding non-pending of any judicial proceedings for any criminal offenses (On Bidder's Letter Head) (**FORM T-3**)
- o) Information desired regarding eligibility criteria as per format given at Annexure-IIA.
- p) NEFT details of the Banker of the agency with complete profile.
- q) Name and address of the clients for whom the jobs were executed in Annexure-IIA.
- r) Certificates from the clients for satisfactory performance.

Any deviation from the prescribed procedures/required information/formats/Conditions shall result in out-right rejection of the bid. Any conditional bid shall be out-rightly rejected.

All entries in the bid documents should be legible, filled in clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.

The Performance Security shall be forfeited if the successful bidder fails to undertake the work or fails to comply with any of the term and conditions of the Service Agreement.

The bid shall be valid and open for acceptance of the competent authority for a period of **90 days** from the date of opening of the technical bids and no request for any variation in quoted rates and / withdrawal of bids on any ground by the bidder shall be entertained. Validity of the bids can be extended on mutual consent.

To assist in the analysis, evaluation and computation of bids, the tender inviting authority may ask the bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

The bidder having the lowest evaluated financial bid (L-1) would be considered for award of the contract subject to fulfillment of the term and conditions of the tender document. In case, the lowest bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder for award of

contract at L-1 price. However, the decision of the authority shall be final during the overall selection process. **In case there is a tie on the price quoted by multiple bidders, the financial bids of the bidder with higher mark secured in the stage of technically bid evaluation will be selected as L1.**

The quoted rates shall not be less than the minimum wage fixed / notified by the Government of Odisha from time to time and shall include all statutory obligations.

The Service Provider shall be liable for all kinds of dues payable in respect of all personnel provided under the contract and the Authority shall not be liable for any dues for availing the services of the personnel.

The authority reserves the right to accept or reject any or all the bids and cancel the tender process without assigning any reason thereof.

SECTION-II

SCOPE OF THE WORK

Providing Housekeeping, Upkeep & Maintenance, Security and catering services at Manodaya (SIEP), (G+4 building), NCSCDA campus, Pokhariput, Bhubaneswar.

The Agency/Firm shall provide Housekeeping, Upkeep, Security at the SIEP, G+4 BUILDING, NCSCDA CAMPUS, POKHARIPUT, Bhubaneswar. The premises comprise of Therapy & treatment rooms, consultation rooms, Hostel for Children with Disabilities and mother, class rooms, workshop, Kitchen, dining areas, basements, toilets, wash basins, bathrooms, store rooms corridors, staircases, open areas, parking and terrace setc.

The interested bidder should visit the Centre located at G+4 Building, NCSCDA Campus, Pokhariput, Bhubaneswar at the working hours to have an idea of scope of work before bidding.

A. HOUSE KEEPING SERVICES:

1. The broad scope of the work includes:

- To ensure keeping up of interior furnishing of rooms and ancillary rooms.
- To ensure cleaning of rooms and toilets of the premises. To ensure cleaning of towels and napkins once in every week.
- Proper registers/records for the jobs carried out daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the Service Provider and will be counter-signed by the Officer-in-Charge at regular intervals and finally at the end of each month. The required consumables used for the purposes should be provided by the Service Provider and must be of good quality.
- To ensure maintenance of office interiors and furniture, fixtures and other decorative items.

B. SWEEPING AND CLEANING

1. Cleaning, sweeping, mopping and wiping of floors, staircase with phenyl, on daily basis or as required by Officer-in-Charge. Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/cleaning/mopping work before 9.00AM.
2. Thorough cleaning of all toilets using required detergents by putting naphthalene balls and air purifier in all urinals, wash basins.
3. Cleaning of general toilets at least thrice daily (at 8.30 AM, 12.00 Noon and 3.30 P.M) with phenyl and detergent etc. and maintain the toilet floors dry during office hours. Cleaning of windows and window slits of all toilets to be done regularly. Wash basins, urinals are to be cleaned with suitable detergents. Flushing system of all toilets is to be checked at regular Interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the Service provider regularly to ensure continuous availability of these materials in requisite containers. A duty chart must be

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

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

C. Office Support Services:

1. The manpower service provider should be managed by trained support staff to execute and perform the job and work assignment of such nature efficiently. The manpower to be deployed for this purpose should be registered under the service provider and must have the required qualifications, experience & relevant knowledge to perform data entry and office support services.
2. It shall be the responsibility of the Service Provider to verify the qualification and experience of the outsourced manpower. Candidates will be liable for performing the defined responsibilities assigned by the authority from time to time. The authority reserves the rights to verify and check the credentials and qualification of the outsourced manpower. If during the course of engagement of any outsourced personnel, it comes to notice of authority that he/she has misrepresented the fact about his/her qualification/experience, the Service Provider will have to terminate the service of such staff immediately.

3. The manpower service provider should have an empaneled list of trained/experienced Receptionists/ Supervisors so that un-Interrupted and continued services can be provided during the period of contract. The service provider should be able to provide additional manpower support whenever required by the authority under the same terms and condition. The Agreement may be extended, on the same terms and conditions or with some additions/deletions/modifications, for a further specific period mutually agreed upon by the Manpower Service Provider and the Finance Department.
4. The manpower deployed by the service provider shall be required to report for work at 09.00 AM and leave office at 5.00 P.M. and may also be required to work beyond 5.00 PM for which he would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. The manpower deployed for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain confidentiality. The service provider shall nominate a coordinator who shall be responsible for periodic interaction with the Authority so that optimal services of the persons deployed could be availed without any disruption. The attendance rolls for the personnel deployed by the Service Provider at the premises of Authority shall be provided by the Manpower Service Provider and it shall be monitored by the Service Provider on regular basis. These attendance rolls shall be signed by the authorized representative of Manpower Service Provider who shall get it verified from the designated officer. The entire financial liability in respect of manpower services deployed in the Authority's location shall be that of the Manpower Service Provider and the Authority will in no way be liable for the same. It will be the responsibility of the manpower Service Provider to pay to the person deployed a sum not less than the proposed monthly remuneration as mentioned in the financial bid. The Manpower Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Manpower Service Provider.
5. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Manpower Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
6. The Manpower Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to the persons deployed at the Authority's location. The service provider should ensure regular payment of monthly salary to the personnel engaged by the service provider by 10th of the succeeding month after deduction of applicable statutory dues. The service provider should credit the monthly salary of its employees in their respective Bank Account.
7. The engagement of outsourced person shall be purely on contract basis. The Service Provider shall at all times make it absolutely clear to the outsourced personnel hired through them. Any outsourced personnel deputed can be

removed any time by giving notice to the Service Provider and the Service Provider will have to provide suitable replacement acceptable to Authority within 3 working days.

D. SECURITY SERVICES:

1. The manpower for the security services shall be round the clock. However, the deployment of the security personnel may be varied with respect to the scope of the service, which can be increased / decreased as per the convenience of the Authority.
2. The Service Provider shall ensure that the security personnel deputed are as per the scope of the work, physically and mentally healthy and not more than 35 years of age or less than 21 years of age.
3. The full particulars of the personnel to be deployed by the service provider including their names and addresses shall be furnished along with testimonials before they are actually deployed for the job.
4. Visitors shall be regulated as per the direction of the Authority and procedure and records thereof shall be maintained as stipulated therein.
5. A senior level representative of the Service provider shall visit the Office premises at least once a week and review the service performance of its personnel. During the weekly visit, Service provider's representative will also meet the representative of the Authority dealing with service under the contract for mutual feedback regarding the work performed and removal of deficiencies, if any, observed in their working.
6. The incidental expenses towards shoes, shocks, caps, torch stick, umbrella and raincoat etc. shall be borne/ supplied by the service provider at its own cost.
7. The day to day functioning of the services shall be carried out in consultation with and under direction of the Authority. Proposals for efficient functioning of the security systems shall be discussed, considered and implemented from time to time by the Service provider with the approval of the Authority.
8. Any loss caused to the Authority due to the lapse on the part of the security personnel discharging responsibilities, will be borne by the Service provider and in this connection, the Authority shall have the right to deduct appropriate amount from the bill of the Service provider to make good such loss besides imposition of penalty. In case of frequent lapses on part of the security personnel deployed by the Service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.
9. The Service provider shall ensure that any replacement of the personnel as required by the Authority for any reason specified or otherwise, shall be effected promptly without any additional cost to the Authority. If the Service provider wishes to replace any of the personnel, the same shall be done with prior intimation to the Authority at the Service provider's cost.

E. CATERING SERVICES FOR HOSTELS:

1. The service provider should provide manpower for cooking service and cleaning work.
2. The service provider must employ skilled manpower for cooking all kinds of vegetarian, non-vegetarian items as and when required as per the

requirement of the Authority.

3. The service provider is required to make his own arrangements for cooking material, crockery, cutlery materials or any other material required for preparatory/cooking/serving/storage of food items.
4. Repair/maintenance charges incurred for various items and equipment, if any, provided by the Authority such as Refrigerators/Mixer grinder/Microwave Oven etc. need to be borne by the Service Provider. After expiry of the agreement, utensils and other items provided for the purpose are to be returned by the Service Provider to the Authority in good condition.
5. The service provider is required to provide packaged mineral water or any other packaged food material procured outside (including soft drinks) or any other items, at the rate not exceeding the MRP of such items, during programmes/events as per the requirement of the Authority.
6. A separate cooking arrangement and use of separate utensils etc. shall be ensured for Vegetarian and Non-Vegetarian dishes. Non-Vegetarian and Vegetarian items should be stored separately.
7. A high standard of catering should be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of standard brands. All food items should be ISI certified and branded. The Authority will carry out periodical inspections of the catering services.
8. **The ingredients of food - like grains, oil, atta (flour), fruits, vegetables for consumption of the children with Disabilities should be purchased with utmost care keeping in view the health sensitivity of the children. Food stored in Refrigerator or cold storage, which has lost food value should not be put to use in cooking to avoid health hazard for CWD children. Any deficiency pointed out by the authorities shall be ground for removal of the Service Provider with notice.**
9. The service provider will have to supply the cleaning materials and cooking materials, get the gas refilled at his own cost, maintain the stock and also pay towards the electricity charges, utilized in the kitchen and dining area or any other area exclusively used for the purpose.
10. The service provider would have to provide additional manpower and materials for special events as and when required. He has to provide substitutes, if their regular staff will be on leave.
11. The service provider shall provide special lunch/dinner in buffet style whenever required as per the dates indicated in the canteen or in the lawn or any other place as indicated by the authority. The menu for the same shall be prepared in consultation with the Authority. Apart from the items indicated in the menu, the caterer has to supply on demand additional items for special lunch/dinner or snacks at the rates mutually agreed to (wherever no rate is quoted).
12. The service provider should arrange for cleaning of the Dining Hall, the kitchen area, toilets, and washing area and any other area under his control regularly and also immediately after any service is rendered. He should also provide clean napkins along with liquid wash provision near wash basin area.
13. The service provider should ensure that the entire catering premises are kept hygienic and clean. Preventive pest control measures will have to be done by him at periodical intervals. Cleanliness, maintenance, garbage disposal of the service areas/cooking areas shall be the responsibility of the Service Provider.
14. The head gear for cooking and service staff in the catering area are also to be

provided by the caterer. Strict personal hygiene viz: nail cutting, hair cutting and hand cleaning shall be ensured for the persons to be deployed for catering services.

15. The service provider shall be solely responsible for any consequences, if it is found that there is laxity on the part of the service provider on maintenance of proper hygiene in operations at the kitchen/dining halls in various points/surroundings, leaving or storing the crockery/cutlery in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, service platforms, etc. Penalty may be levied for each of such violations. The decision of the Authority is final and binding on the Service Provider.
16. Cleaning of plates and utensils should be done with hot water, soap water and all items should be cleaned and dried.
17. Medical Certificate from registered medical practitioners as regards fitness of the person to be deployed for catering that he is free from contagious diseases is to be furnished.
18. Penalty as decided by the Authority will be imposed on the service provider, if there is any dereliction/irregularity or delay in service, if the food supplied by the service provider is sub-standard/poor in quality or insufficient quantity. Penalty will be recovered directly from the bill of the caterer and the decision of the Authority shall be final.
19. Any staff of the service provider, not acceptable to the Authority must be replaced.
20. Parallel cooking for commercial purpose is prohibited.

F. STANDARD OF SERVICES:

- I. The agency shall arrange for upkeep including sweeping, washing, cleaning with eco-friendly bio-product cleansing materials using bio-blocks for toilets of reputed brands, dusting, mopping, pest control of furniture and fixture, windows, windows glasses, doors, Chairs, sofa sets, wind screens, Venetian blinds, polishing of metal surfaces etc.. The agency shall ensure that even those areas of premises shall be well maintained and cleaned, which are not in immediate use and/or are vacant.
- II. The Agency shall arrange for of entire complex including furniture and fixtures at interval as specified in the **Annexure-I-A** to these terms & conditions.
- III. The Agency shall ensure excellent standard of housekeeping, security, cleanliness and Upkeep of the entire complex / premises at all times with due regard to hygiene. Disposal of all garbage /wastes (with segregation of the waste into two separate bins-one for dry waste and another wet waste), upto the Municipal dump, shall be the responsibility of the Agency.
- IV. The Agency shall ensure that the garbage is picked before 9.00 A.M. positively leaving no chance for complaint.
- V. The Agency shall ensure to display the workflow chart, the duties to be performed by the Agency labour/ guards/employees since morning till evening within the specified duty time.
- VI. The Agency shall ensure excellent standard of Upkeep services of aforesaid building and the premises by employing sufficient number of skilled/unskilled contract labourers **but not less than the numbers as mentioned in Price bid.** The said work shall include Security, Upkeep, externally and internally as mentioned.

- VII. The agency will be responsible to attend to the complaints / requirements within the purview of the contract and such complaints and requirements will be attended by the agency immediately.
 - VIII. The agency will be responsible for security of all the assets of SIEP available in the building premises including therapy & school machines, materials & equipment, hostel beds & materials, cupboards, kitchen utensils etc. The agency should prepare inventory of all the items and maintain its outward and inward movements.
 - IX. The Agency shall arrange polishing of brass plates, name plates.
 - X. The Agency shall arrange for pest control of Flies, Cockroaches, Mosquitoes, etc. Spraying with Finit/ Baygon spray in the entire complex is to be carried out at regular intervals and anti-termite at quarterly intervals. The costs for the above works shall be borne by the Agency.
 - XI. The Agency will have to do the aforesaid work services at the total consideration as quoted in price proposal per month payable on completion of work every month and on production of monthly bills along with certificates mentioned in Annexure here to.
- a. The Agency shall engage trained contract Labor with proven integrity for housekeeping, Security, Upkeep and specialized works. The agency shall ensure that its employees/ laborers observe cleanliness and wear neat and clean proper uniforms with plastic name badges for identification. The house keeping staff should wear disposable gloves while doing these tasks. These gloves should be changed on a daily basis. The agency shall have full control over its employees/laborers engaged by it. The agency shall give necessary guidance and instructions to its employees/laborers to carry out the jobs assigned to them by the Agency. The Agency on advice of the SIEP authority or his/their representatives will immediately remove from the work of any of his employees/laborers who may in the opinion of the SIEP be found to be undesirable in the interest of the SIEP and such personnel shall not be again engaged or allowed to work in the campus/premises.
 - b. The employees/ laborers must be courteous, polite and prompt while rendering efficient service in their respective areas. Further, the agency shall personally be responsible for good conduct and satisfactory antecedent of his employees/labourers.
 - c. The Agency shall be responsible to register himself and obtain a valid license under the contract Labour (Regulation and Abolition) Act 1970 and rules there under and the agency must comply with and carry out all the provisions and obligations under the said Act and Rules there under, including renewal of license and furnish all information to the SIEP as may be required by Act/Rules and the Agency shall indemnify the SIEP against the penalties/claims or for any default on their part.
 - d. It will be Agency's responsibility to ensure that each obligation under this contract is duly performed and observed. The Agency shall also designate one supervisor as required for proper supervision of the services to be rendered by the agency and/or through its employees/labourers.
 - e. The Agency shall carry out improvements as may be needed for ensuring satisfactory service and shall take due notice of complaints about deficiency in services brought to his notice by the authority or any other officer nominated by SIEP in this regard. The Agency shall submit the daily attendance and Complaint Register with action taken to the assigned officer every day for

further action by Officers-in-Charge.

- f. The Agency shall be responsible for any loss due to theft/pilferage/damage to the SIEP's property under the agency's area of service of the fittings, fixtures, furniture or other equipment entrusted in his charge or any property belonging to the SIEP's Staff/Guest/Customers when such a loss/damage in the SIEP's opinion, caused due to negligence or carelessness or any fault on Agency's part or that of his supervisor or any of agency's labourers, the agency shall be liable to pay to the SIEP such amount in respect of such damages/losses as may be assessed by the Officer concerned or any other officer authorized in this regard.
- g. The agency shall also be responsible for payment of their wages and/or other dues to its contract Labor including compliance of hours of work and conditions of employment in consonance of its applicable laws and rules. All liabilities arising out of violation of local laws and/or Central laws shall be the Agency's responsibility.
- h. The agency shall be solely responsible to his employees/labourers for any injury etc. under Employees Compensation Act or any other law in force applicable at that point of time. The SIEP will not be responsible financially or otherwise for any injury/death caused to any staff of Agency while executing the work under the agreement.
- i. The Agency shall not permit any of his employees to use any area of the premises/building for residential purposes.
- j. All material and equipment required for day to day housekeeping will be provided by the Agency insufficient quantity and these shall be of best quality as approved by the SIEP. All expenses for cleansing materials shall be borne by the Agency.
- k. The Agency shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infectious or contagious diseases.
- l. In case the Agency fails to fulfill his obligations for any day or any number of days, to the satisfaction of the SIEP, for any reasons whatsoever, he shall pay by way of price reduction upto a sum of Rs. **1000/-** per day for the entire number of such days and the SIEP shall without prejudice to their other rights and remedies, shall be entitled to deduct, such damages from the money, if any, payable to the agency besides its right to recover otherwise.
- m. The Agency shall have to execute an agreement as per the enclosed format (**Annexure-VI**) within **seven days from the date he has been advised to do so, failing which his tender will be rejected** and EMD will be forfeited. The Agency shall bear all the costs and expenses in respect of all charges, stamp duties etc. of the agreement. All the terms and conditions of the tender document will also form a part of the Agreement.
- n. All questions relating to the performance of the obligations under this contract and all the disputes and differences, which may arise either during or after the contract period or other matter arising out of or relating to this contract or payment to be made in pursuance thereof, shall be referred to the Executive Director, SIEP, Bhubaneswar whose decision shall be final, conclusive and binding on the parties to this agreement.

DETAIL SCOPE OF CLEANING WORKS:

(a) DAILY CLEANING SERVICE

SWEEPING AND CLEANING:

- Sweep and clean all floor areas.
- Damp moping of tiles, vitrified floors, staircases, floors, side walls and entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills and other debris.
- Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency of cleaning may be higher. Care shall be taken to remove all streaks, smears, swirl marks, detergent residue or any evidence of dirt remaining or standing water.
- After sweeping all vitrified floors, area would be cleaned with machine scrub.
- Sweep and clean of debris from walk ways and driveways and clean with water hose during appropriate climatic and water use conditions.

DRYCLEANING/ VACCUMING:

- Vacuuming all carpets and carpet protectors so that they are free of dirt, mud, etc.
- Heavy industrial type vacuum cleaner would be used to ensure equate cleaning. When completed, the area should be free of all litter, lint, looses oil and debris.
- Any chairs, trash, receptacles and easily movable items shall be moved to clean under neat hand then shall be replaced in the original position.

WASHROOM CLEANING:

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable nonabrasive cleaners and disinfectants. The toilet should be cleaned number of times during the day to maintain utmost cleanness depending upon the requirements.
- Wash basins, Pan and Floor area has to be washed and cleaned on hourly basis.
- All surfaces shall be free of grime, soap, mud and smudges.
- Agency shall supply of paper towels, toilet paper and liquid soap dispenser with liquid soap solution of good/standard brand quality in all bath rooms.

TRASH REMOVAL:

- Emptying waste paper baskets from all floors and washing or wiping them with damp cloth, replacing plastic waste paper basket lining and returning items where they were located.
- All waste from waste paper baskets will be collected and deposited in the building swaste container or as directed by the SIEP.
- Dry and wet garbage would be segregated and dumped in to designated area.

GLASS SURFACE/ SUNMICA CLEANING:

- All glasses at the entrance door of the premises would be cleaned using damp and dry method.
- Glass tabletops, cabin doors, Sun mica and aluminum cabin partitions and glass accessories would be cleaned.
- Cleaning of mirrors, glass windows, glass doors etc.
- Removal of grease marks or finger prints on glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.

DAMP AND DRY CLEANING:

- Wipe clean all white boards of meeting rooms, conference rooms, work stations etc.
- Wipe clean all table tops of workstations, cubicle and other furniture and fixtures.

Please note that the house keeping staff should wear disposable gloves and cover mouth while doing their tasks. These gloves/covers should be changed on a daily basis.

(b) WEEKLY CLEANING SERVICE

DEEP CLEANING:

- Stairways, surrounding common area, terraces, generator ROOMS, AHU Rooms, basements, car parking etc.
- Ceiling, walls, partition etc.
- Toilets and washrooms.

WINDOW GLASS CLEANING:

- Interior and exterior glasses will be cleaned on both sides, throughout the PTC building.
- Dusting windows sills and blinds.

SANITIZING:

- Office desk paper bins would be cleaned and sanitized.
- All washrooms dustbins would be thoroughly cleaned and sanitized.
- All telephone instruments would be sanitized using disinfectants.
- Waste bins from pantry/canteen are as would also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant.

POLISHING:

- All the door/window handles/knobs, other brass fittings and items/statues, planner setc. are required to be polished and kept in shining condition by using good quality polishing agents.

(c) FORT NIGHTLY CLEANING SERVICE:

DUSTING AND WIPING:

- Dusting and wiping of light fixtures to free these from dirt, grim, dust and marks.
- Applying metal polishes to accessories or door/window handles, hand railings, lift wall setc. Where applicable.

SCRUBBING:

- Scrubbing of all floor areas with scrubbing machines.

(d) EXTERNAL FACADE:

The agency shall undertake cleaning of the glasses and glass panes from the exterior (the glasses/glass panes of the ground floor/basements etc. on daily basis) by using Spider-man method once in three months. It will be the responsibility of the service provider to ensure that the necessary insurance cover is obtained well in advance and produce to the SIEP before commencement of the cleaning work. It will also be necessary to obtain security/safety clearance from the Security Officer and Safety officer.

Supervisors/managers of the agency should visit different floors from time to time to ensure that each floor/toilet setc. remain clean and ready for use round the clock.

ANNEXURE-IA

PERIODICITY CHART OF HOUSEKEEPING SERVICES:

1	Mechanized vacuum cleaning, Sweeping & mopping open space within the compound (The agency has to keep the one scrubbing machine, three heavy duty vacuum cleaners available at site all the time)	Once in a day
2	Sweeping and Mopping Staircases	Throughout the day/night as and when required
3	Cleaning of open terraces, roof, road/portico	Once in a day
4	Dusting of furniture/wall paneling	Once in a day
5	Cleaning of planters	Once in a day
6	Clearing of inside sewerage	Once in a day
7	Cleaning & Washing of dustbins with detergent	Once in a day
8	Providing blue eco-friendly cubes in all urinals	Once in a day
9	Putting Odonilin all toilets	As and when required
10	Spray of air freshener in all rooms and hall/working area	Twice in a day
11	Curtains, blinds and windscreen cleaning including removing of stains, brushing with soft brooms, removing stains with approved quality stain remover as directed	Once in a day
12	Cleaning of toilets, sinks, khurras, wash basins, urinal basins by using Eco-friendly bio-products cleansing material using bio-blocks for gents toilets, only of reputed brands	Twice in a day
13	Disposal of rubbish	Twice in a day, before 9.00 AM and at 5.30 PM in presence of Security Staff.
14	Sweeping and mopping Lobbies & corridors/ Reception/ Pantries/ Kitchen	Twice in a day
15	Vacuum cleaning of curtains/ venetian Blinds/ sofa sets/ chair cushions/seats etc.	Once in a week
16	Cleaning of telephones with approved quality cleansing material and perfuming telephone instruments with the help of experienced personnel	Once in a week
17	Cleaning of computers, printers, fax machines, photocopiers, keyboards etc. with approved quality cleaning materials with the help of experienced personnel	Once in a week
18	Cleaning of buckets/mugs with Vim/detergent	Once in a week
19	Cleaning of toilet walls skirting/tiles of walls with Eco-friendly bio-product cleansing material using bio-blocks for gents toilets, only of reputed brands	Once in a week
20	Cleaning of Chajjas	Once in a week

21	Cleaning of windowpanes/door panes/wall paneling	Once in a fortnight
22	Cleaning/sweeping of floors of office premises, pantries, exposed areas as well as back-sides, corners and below the furniture items (with Eco-friendly bio-products cleansing materials of reputed brands)/removing cabinets/ almirahs etc. with water/ clean zo/ chemicals/ detergents /brushes/ brooms/ clothes/ rugs/ dusters/ vacuum cleaners. Disposal of rubbish as per approved quality cleaning	Once in a fortnight
23	Removing cob webs with vacuum cleaner, dusters, brushes etc.	Once in a fortnight
24	Removal of bushes, Shrub setc.	Once in a fortnight
25	Cleaning of fans/switchboards/wall/tube lights/wall hangings etc.	Twice in a month
26	Cleaning/dusting of ceilings, covered beams, removing cobwebs, sort dust with dusters, vacuum cleaners, brushes all of approved quality as per directions at monthly intervals with Eco-friendly bio products cleansing materials of reputed brands.	Once in a month
27	Shifting of furniture/fixtue and other articles from various floors.	As per requirement
28	Inspection of all false ceiling and re-fixing the panels in position. The panels which cannot be fitted(damaged)shall be removed and replaced with new panels(cost of new panels will be paid separately)	Day to Day basis
29	Spray of Insecticides, mosquitos and Rodents repellents(eco-friendly)	Daily in the evening
30	Anti-termite treatment on all floors of the complex described in the area score of work of the tender document.	Quarterly
31	Refilling of hand wash material in all toilets in the complex as described in the area and scope of work of the tender document	Daily or as and when required
32	Dry cleaning of Sofas, Executive chairs and Officers/Staff/Visitors chairs with good quality materials.	As an when required

NOTE

- i) The agency's staff should wear immaculate dress with their SIEP's logo and bear photo identity card.
- ii) The Agency to provide good quality Naphthalene Balls, Odonil, Phenyl, All Out, Mosquito, Rat repellents(Eco friendly), Toilet Soap, Vim, Detergents, Liquid Soap, Homacol, Toilet paper, Urinal cubes, room fresheners, air fresheners, certified ISI mark Eco friendly cleaning materials, Cleanzo, Harpic, Glass cleaner acids etc. from time to time and as and when required. The quality and quantity shall be approved/ determined by the SIEP. As far as possible all the materials used for cleaning and Upkeep should be Eco friendly.
- iii) In case it is observed that the cleaning material used is of inferior quality or in sufficient quantity is used, the SIEP will reserve the right to purchase the same itself and deduct the cost there of from the monthly bill pay able to the agency.
- iv) Agency shall maintain Date Chart/ Register for weekly/ fortnightly/ monthly services provided and copies of Charts with date of work done must be attached with monthly bills.
- v) The Agency shall provide adequate number of **Receptionists, Attendant, sweepers, supervisors, security guards etc. considered necessary for the works.**
- vi) Materials, consumables, appliance, tools, brooms, brushes, dusters, vacuum

cleaners, wipers, buckets, drums, mops etc and other cleaning materials shall be arranged by the agency for house-keeping services.

- vii) The periodicity/ frequencies for cleaning mentioned at Annexure-I-A above are minimum required. **However, the building is to be maintained dust and stain free.**
- viii) Sweeping, cleaning of all parts as per specifications. All the above activities shall be completed before 9.00 AM on working days. An activity performance card / report as per pro forma approved by the SIEP to be displayed on each floor at the specified place provided for this by the SIEP for inspection.
- ix) Premises should be maintained mosquito free, cockroach free, termite free, flies free, rodent free. Hit, Finit, Baygon Spray etc. should be applied as and when required to keep the premises mosquito, cockroach, termite, flies and rat free at regular intervals.
- x) In case of any Office, Premises requires sweeping, cleaning, dusting etc. on Sundays/ Holidays the same work will be attended by the Agency and no extra payment on this account shall be made by the SIEP.
- xi) Collecting all type of Garbage, Malva, Slush, Dismantled items, Kuchra etc. From various points in the open area of the whole specified areas above and disposing of the same away from the SIEP's complex to the Municipal Dump.

I/we agree with the terms and conditions as described above.

Signature with seal of the Tenderer

ANNEXURE-IB

OTHER WORKS TERMS AND CONDITIONS

1. The agency or his supervisor should be available at site every day during office hours. In case of emergency complaints, the agency must be available in person to ensure rectification of defects immediately.
2. The agency will have to immediately attend the complaint and complete the same on its receipt on the same day.
3. The agency will have to maintain all types of records for consumption and receipt of material as desired by the SIEP and suitable instructions issued from time to time in this regard should be complied with by the agency.
4. The scope of work will be for the entire existing installations & any installation that comes up in future.
5. The agency should maintain the registers etc. for his labourers engaged on this job
as required under the law and comply with all legal formalities applicable in this behalf.

6. All materials needed for the works should be of standard make and ISI mark. As far as possible all the materials used should be eco-friendly.
7. The agency will ensure that the senior executives of the firm/ SIEP responsible for the work should visit the site at least once in a month and have meetings with the officials of the SIEP on monthly intervals so as to ensure excellent Upkeep of the complex and proper availability of the staff.
8. The agency has to ensure compliance of statutory obligations of ESI/EPF/Contract Labour, GST and Income Tax /TDS etc. the SIEP reserves the right to call for the evidences of the statutory compliances.

Signature with seal of the Tenderer

PEST CONTROL TREATMENT

The agency shall carry out the Pest Control treatment for eradication of Pests/Insects like silver Fish, Cockroaches, Rodents, Flies, Mosquitoes and other household pests and treatment to be carried out minimum once in every month and also termite treatment if required at any time with chemicals including infestation/fumigation of traps, manholes, inspection-chambers, enclosed spaces like almirahs, false ceiling, AC etc. in the entire complex. The work has to be carried out as per Indian standard rules and regulation and by an authorized person.

Signature with seal of the Tenderer

ANNEXURE-IC

SAFETY CODE

The Safety Code has to be observed by the Agency as under: -

- i) These shall be maintained in a readily accessible place - first aid appliances including adequate supply of sterilizers, dressings and cotton wool.
- ii) The injured person shall be taken to a public hospital without loss of time in case where the injury necessitates hospitalizations.
- iii) Suitable and strong scaffold should be provided for workmen for all works that cannot safely be done from ground.
- iv) No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30cms (clear) and the distance between two adjacent rungs shall not be more than 30 cms. When a ladder is used, extra Masdoor(s) shall be gaged for holding the ladder.

- v) Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fences or railing minimum height of which shall be one meter.
- vi) No floor, roof or other parts of the structure shall be loaded with rubbish or materials as to render it unsafe.
- vii) Suitable facemasks and disposable gloves should be supplied for use by the workers, when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
- viii) Ropes used in hoisting or lowering material or as a means of suspension should be of durable quality adequate enough and free from defects.
- ix) The agency will ensure that all types of safety measures as advised by Government are taken care of during the performance of work.

Signature with seal of the Tenderer

HELP DESK SERVICES**1. Help Desk Service**

- 1 Help Desk services shall be operated by the Agency through their manpower & Supervisors.
- 2 The Agency is required to provide services round the clock on a two shift basis. The services include help desk at Gate/Reception/Administrative/hostel building etc.
- 3 The Agency shall place a set of newspaper (**1 English, 2 Odia**) at the reception.
- 4 The Agency shall keep a Complaint/Suggestion Book at Reception to record complaints/suggestions on services rendered by the Agency and such complaints shall be taken note of and acted upon immediately. All Complaints made by the inmates/visitors must be brought to the notice of officer in charge along with details of actions taken.

2. Provision of Potable Drinking Water

- i) The Agency shall also ensure that potable drinking water requirement of all working in SIEP premises.
- ii) Collection & distribution of water from the source to various consumption points is the responsibility of the Agency.
- iii) It shall be the responsibility of the Agency to arrange potable drinking water as follows:
 - In the Therapy centres/ Office rooms for employees/patients every two hours in summer and every four hours in winter.
 - In the hostel rooms at morning and evening or as and when asked for by the inmates.

3. Room Services in Hostel

- 1 The Agency shall provide round the clock service in the Hostel rooms and other Rooms at premises.
- 2 The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the inmate(s).
- 3 All linen shall be washed with clean water and soaps/ detergents, neatly packed and stored so that the linen are clean and soft. Required linen shall be provided by the SIEP and maintained by the Agency.
- 4 The Agency will also ensure that the linen is changed as and when requested by the inmate(s).
- 5 The Agency shall arrange to refill the drinking water Jugs placed in the rooms as per requirement and as and when requested by the inmates.
- 6 The Agency shall provide the following toiletries daily in the toilet/Room for each inmate(s):
 - Toilet Kit (Soap, Comb, Oil and Shampoo Sachets)
 - Bath room Sleeper in each room.
 - Mosquito Repellent of approved quality
 - Laundry Bag
- 7 The Agency shall spray room fresheners at regular intervals or as requested by the inmates.
- 8 The Agency shall arrange for dry cleaning of blankets and washing of curtains once in three months or earlier based on need or on advice of SIEP. The Agency shall also ensure cleaning/shampoo washing of sofa sets/chairs once in 6 months or earlier.

Signature with seal of the Tenderer

SECURITY SERVICES

1. Security services shall be operated by the Agency through their Guards & Supervisors.
2. The Agency is required to provide services round the clock on a three-shift basis. The services include security of the building and its all assets at Gate/Administrative/Therapy/hostel building etc.
3. All Complaints made by the inmates/visitors must be brought to the notice of officer in charge along with details of actions taken.

Signature with seal of the Tenderer

CATERING SERVICES and related terms & conditions

The Agency shall provide Catering Services in Manodaya (SIEP), Bhubaneswar. The services like cleaning, Upkeep, disposal of garbage, provisioning of Potable drinking water or other materials/consumables etc already included in the above clauses are also applicable under the Catering Services.

1. Scope of Catering Services

- i. The agency shall provide regular catering services in the Dining Area at premises as per the following Menu/courses (details as per **Appendix IV**):
 - Breakfast in morning
 - Tiffin in evening
 - Lunch & Dinner
 - ii. The Agency shall provide varieties in Menu/Cuisine in consultation with SIEP and shall get the weekly menu approved from authorized officer.
 - iii. The SIEP shall provide adequate crockery and cutlery and table cloth, mats etc. in the kitchen and dining halls.
 - iv. The Agency shall deploy quality chef and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt service. The Agency shall provide trained manpower services in the dining hall. However, sufficient manpower shall be deployed depending upon the number of inmates/events in progress on a day to day basis.
 - v. Serving of potable drinking water from the source to the dispensers and water coolers placed at allocations shall be the responsibility of the Agency.
 - vi. The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves in neat and clean manner.
 - vii. The Agency shall arrange for such of those special equipment's and apparatus if any required for cooking etc. on any special occasion in the Dining and Kitchen at his own cost.
- 2. Special Events Arrangements** - SIEP may arrange special events besides regular activities in which the Agency may be required to provide additional services at times on short notice. For any special events, menu may be different or in addition to the normal notified menu, the rates for which shall be mutually decided prior to organizing the event.

3. Operation at Manodaya (SIEP), Bhubaneswar.

- i. Normally, the timings for providing catering services at the time of Training as per Menu is given below:

Breakfast	- 07.30 AM to 09.30 AM
Lunch	- 12.30 PM to 02.00 PM
Evening Tea and Snacks	- 05.00 PM to 06.30 PM
Dinner	- 08.00 PM to 09.30 PM

- ii. The Agency, however, shall be required to adjust/change the above timings as and when required.
- iii. The dining hall shall remain open on all days when any programme is scheduled or inmates are staying in the hostel rooms.
- iv. The Agency should be prepared to serve for parties in the dining hall, lawn or other location for which he may be required to have other arrangements like fans, candle burners/gas burners, table ware and thermos ware etc.

4 Personal Hygiene:

The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular **Health checkups**. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of tobacco/zarda/gutka etc. Spitting

is strictly prohibited.

5 Quality Upkeep:

- I. The SIEP will also undertake independent hygiene and quality audits as and when deemed necessary.
- II. The eatables served by the Agency to the inmates shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- III. Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or Fish, prawn and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
- IV. Vegetarian and Non Vegetarian dished shall be prepared and served separately.
- V. All vegetables, fruits etc. Used shall be fresh and shall not be rotten or over ripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

6 Inspection:

1. The authorized office will check the quality of grains, oil, vanaspati oil, atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.
2. The Agency shall allow the food inspector/ SIEP Officer to inspect the food items and services for their quality, as per prevailing rules and regulations. The Agency shall abide by all applicable laws.
3. The Agency shall submit in the prescribed format on a daily basis a checklist for the Upkeep of Catering Services as given in **Appendix VI**.
4. In case of dispute regarding the services, quality or the quantity of the food stuff, snacks, tea etc. The decision of SIEP will be final and binding.

7 Upkeep of Dining Hall

- a. The Agency shall prepare and serve the breakfast/lunch/dinner, as per Menu, in a pleasing and presentable manner.
- b. Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

8 Provision of Services on Payment basis

- I. The Agency shall provide regular canteen service (Tea/Coffee/Lunch items/snacks) on mutually agreed rates to the Manodaya (SIEP) employees and other Outside agencies personnel in the PTC premises at their work place as per requirement.
- II. The Agency shall provide consumables like Biscuits/Snacks /Cold drinks/ Juice/Tea/Coffee etc to guests on payment basis as approved by the SIEP whenever requested.
- III. The Agency shall provide other toiletries/cosmetic items of reputed brands approved by the SIEP to the guest(s) on payment basis, whenever requested.
- IV. The Agency shall arrange for Laundry/Dry Cleaning/Shoe Shine facility for the Guests on payment basis, to be borne by the guests. The SIEP approved charges for the same shall be displayed.
- V. SIEP shall not be responsible for any amounts due to the Agency arising out of supply of any of the above service or material including foodstuffs supplied by him to any unauthorized persons/individuals.

Signature with seal of the Tenderer

DAILY CHECK LIST FORM- THERAPY, SCHOOL & ADMINISTRATIVE BUILDING

Date:

Sl. No.	Issue	Observation		Remarks
1.	Material received are branded One sand stored properly	Yes	No	
2.	All areas cleaned and no areas left out	Yes	No	
3.	Building readied timely	Yes	No	
4.	Workers are found in uniform	Yes	No	
5.	Dusting of tables, chairs, furniture done	Yes	No	
6.	Glass panes /windows/doors cleaned	Yes	No	
7.	Floors are hygienically cleaned	Yes	No	
8.	Toilets hygienically cleaned	Yes	No	
9.	Replenished naphthalene balls, Odonil, soap cakes in toilets	Yes	No	
10.	Garbage/waste cleared from dust bins	Yes	No	
11.	Garbage/waste collected disposed-offin poly bags	Yes	No	
12.	Staircase/Veranda cleaned with surf-weekly	Yes	No	
13.	Tables, chairs etc. Moved and swept -weekly	Yes	No	
14.	De-pesting is done once in aweek	Yes	No	
15.	Toilet paper rolls/liquid soap available	Yes	No	
16.	Terrace cleaned-monthly	Yes	No	
17.	Drainage system is functioning properly. No leakage/over flow observed	Yes	No	
18.	Any other item	Yes	No	
19.	Any other item	Yes	No	

Overall Housekeeping and Upkeep of Administrative Building: Satisfactory/Not satisfactory

Name and Signature of Agency**Countersigned by the Authorized Officer of SIEP**

CHECKLISTFORM-OPENAREA

Date:

Sl. No.	Issue	Observation		Remarks
1.	Sweeping/cleaning of Roads Inside the premises	Yes	No	
2.	Sweeping /cleaning open areas Inside the boundary wall	Yes	No	
3.	Garbage collected and properly Covered for disposal	Yes	No	
4.	Disposal done properly	Yes	No	
5.	Drainage system functioning properly-No over flows any where	Yes	No	
6.	Parking area in front of building cleaned	Yes	No	
7.	Security cabin cleaned	Yes	No	
8.	Papers/polythene bags/waste Materials removed	Yes	No	
9.	DG Set area cleaned	Yes	No	
10.	Garages	Yes	No	
11.	Foot path Outside PTC campus on frontside	Yes	No	
12.	Any other item	Yes	No	

Overall Housekeeping and Upkeep of Open Area: Satisfactory/ Not satisfactory

Name and Signature of Agency

Countersigned by the Authorized Officer of SIEP

CHECKLISTFORM-HOSTEL

Date:

Sl. No.	Issue	Observation		Remarks
		Yes	No	
1.	Supervisor/Receptionist available round the clock in proper uniform	Yes	No	
2.	Set of newspapers (2 Odia & 1 English) placed in reception	Yes	No	
3.	Toiletries as per scope of work placed in bathroom	Yes	No	
4.	Tea/coffee tray replenished with sachets as per menu	Yes	No	
5.	Status of fixtures and fittings ascertained-In order	Yes	No	
6.	Linen (bed sheets, towels, etc.) provided fresh/Changed as per stipulated frequency	Yes	No	
7.	Staffs presented themselves and behaved properly	Yes	No	
8.	Housekeeping service of Hostel Block done	Yes	No	
9.	Check-in/Check-out formalities done in a Pleasing manner	Yes	No	
10.	Feedback forms duly filled in handed over	Yes	No	
11.	No due certificate issued to inmates by supervisor	Yes	No	
12.	Any other item	Yes	No	
13.	Complaints, if any	Yes	No	

Overall Housekeeping and Upkeep of Hostel Building: Satisfactory/Not satisfactory

Name and Signature of representative of Agency

Countersigned by the Authorized Officer of SIEP

FOODMENU

SUNDAY							
		CwD			Parent		
Sl. No.	Session	Items	Quantity	Calories	Items	Quantity	Calories
1	Breakfast	Puri	2nos (60 g)	200 cal	Puri	4no.s (120 g)	400 cal
		Aloodum	50 g	100 cal	Aloodum	100 g	200 cal
		Fruits	1 no.	40 cal	Fruits	1 no.	40 cal
		Oats/Corn flakes	30 g	100 cal	Tea	1cup	120cal
		Milk	250 ml	160 cal			
2	Lunch	Rice	50 g	175 cal	Rice	100 g	350cal
		Dal	30 g	100 cal	Dal	60 g	200 cal
		Egg Curry	2 no.	245 cal	Egg Curry	2 no.	245 cal
		Egg Curry	1no.	145 cal	Salad	½ cup	30 cal
		Salad	1 plate	30 cal			
3	Evening Snacks	Moori nuts		100 cal	Moori nuts		100 cal
		Boiled Egg	1 no	100 cal	Biscuits	4 pcs	100cal
		Biscuits	2 pcs	50 cal	Tea	1cup	120cal
4	Dinner	Rice	50 g	175 cal	Rice	100 g	350cal
		Roti	50 g	100 cal	Roti	100 g	200 cal
		Dal	30 g	100 cal	Dal	60 g	200 cal
		Kabuli Chana Curry	30 g	145 cal	Kabuli Chana Curry	60 g	290cal

Monday							
		CwD			Parent		
Sl. No.	Session	Items	Quantity	Calories	Items	Quantity	Calories
1	Breakfast	Oats / Pancake	2 no.	250 cal	Oats Pancake	4 no.	500 cal
		Aloo Curry	1 cup	100 cal	Aloo Curry	100 g	200 cal
		Fruits	1 no.	40 cal	Fruits	1 no.	40 cal
		Oats	30 g	100 cal	Tea	1cup	120cal
		Corn flakes	25 g	100 cal			
		Milk	250 ml	160 cal			
2	Lunch	Rice	50 g	175 cal	Rice	100 g	350cal
		Dal	30 g	100 cal	Dal	60 g	200 cal
		Sabji	30 g	75 cal	Sabji	60 g	150cal
		Salad	1 plate	30 cal	Salad	½ cup	30 cal
3	Evening Snacks	Fried Iddli	2 no.	145 cal	Fried Iddli	4 no.	290cal
		Boiled Egg	1 no	100 cal	Biscuits	4 pcs	100cal

		Biscuits	2 pcs	50 cal	Tea	1cup	120cal
4	Dinner	Khichdi	60 gm	200 cal	Khichdi	120 g	400 cal
		Mix Veg		75cal	Mix Veg	60g	150cal
		Roti	30 gm	100 cal	Roti	60 g	200 cal
		Dal/ Fried Dal	30 gm	100/145cal	Dal/ Fried Dal	60 g	200/290cal

Tuesday							
		CwD			Parent		
Sl. No.	Session	Items	Quantity	Calories	Items	Quantity	Calories
1	Breakfast	Idli(2no.s)-30g	2 no.s	100 cal	Idli(2no.s)-30g	4 no.s	200 cal
		Matar Curry	30g	145 cal	Matar Curry	60g	290 cal
		Fruits	1 no.	100 cal	Fruits	1 no.	100 cal
		Oats	30 g	100 cal	Tea	1cup	120cal
		Corn flakes	25 g	100 cal			
		Milk	250 ml	160 cal			
2	Lunch	Rice	50 g	175 cal	Rice	100 g	350cal
		Dal	30 g	100 cal	Dal	60 g	200 cal
		Veg Curry	30 g	75 cal	Veg Curry	60 g	150cal
		Salad	30 g	30 cal	Salad	½ cup	30 cal
3	Evening Snacks	Muri+ Nuts		100 cal	Muri+ Nuts		100 cal
		Boiled Egg	1 no	100 cal	Biscuits	4 pcs	100 cal
		Biscuits	2 pcs	50 cal	Tea	1 cup	120 cal
4	Dinner	Rice	50 g	175 cal	Rice	100 g	350cal
		Roti	30g	100cal	Roti	60g	200cal
		Dal	30 g	100 cal	Dal	60 g	200 cal
		Veg Curry	30g	75cal	Veg Curry	60g	150cal

Wednesday							
		CwD			Parent		
Sl. No.	Session	Items	Quantity	Calories	Items	Quantity	Calories
1	Breakfast	Dosa	2 no.	200 cal	Dosa	2 no.	200 cal
		Sambar	30 g	145 cal	Sambar	60 g	290 cal
		Fruits	1 no.	40 cal	Fruits	1 no.	40 cal
		Oats	30 g	100 cal	Tea	1 cup	120 cal
		Corn flakes	30 gm	100 cal			
		Milk	250 ml	160 cal			
2	Lunch	Rice	50 gm	175 cal	Rice	100 g	350cal

		Dal	30 gm	100 cal	Dal	60 g	200 cal
		Boiled Chicken/ Chicken Curry	100 gm	100/145 cal	Chicken Curry		145 cal
		Veg Curry	30g	75 cal	Veg Curry		75 cal
		Salad	½ cup	30 cal	Salad	½ cup	30 cal
3	Evening Snacks	Corn salad	30 gm	100 cal	Corn salad	60 g	200 cal
		Boiled Egg	1 no	100 cal	Biscuits	4 pcs	100 cal
		Biscuits	2 pcs	50 cal	Tea	1 cup	120 cal
4	Dinner	Rice	50 gm	175 cal	Rice	100 g	350 cal
		Roti	30 gm	100 cal	Roti	60 g	200 cal
		Fried Dal	30 gm	145 cal	Fried Dal	60 g	290 cal
		Veg Curry	30 gm	75cal	Veg Curry	60 g	150cal

THURSDAY							
		CwD			Parent		
Sl. No.	Session	Items	Quantity	Calories	Items	Quantity	Calories
1	Breakfast	Poha Peanuts		250 cal	Poha Peanuts		250 cal
		Matar Curry	30 gm	145 cal	Matar Curry	60 g	290 cal
		Fruits	1 no.	40 cal	Fruits	1 no.	40 cal
		Oats	30 gm	100 cal	Tea	1 cup	120 cal
		Corn flakes	30 gm	100 cal			
		Milk	250 ml	160 cal			
2	Lunch	Rice	50 gm	175 cal	Rice	100 g	350 cal
		Dal	30 gm	100 cal	Dal	60 g	200 cal
		Soya Been Curry		75 cal	Soya Been Curry		75 cal
		Salad	½ cup	30 cal	Salad	½ cup	30 cal
3	Evening Snacks	Veg Cutlet	2 no.	150 cal	Veg Cutlet	4 no.	300 cal
		Boiled Egg	1 no	100 cal	Biscuits (Marie)	4 pcs	100 cal
		Biscuits (Marie)	2 pcs	50 cal	Tea	1 cup	120 cal
4	Dinner	Rice	50 gm	175 cal	Rice	100 g	350 cal
		Roti	30 gm	100 cal	Roti	60 g	200 cal
		Dal Fry	30 gm	145 cal	Dal Fry	60 g	290 cal
		Kabuli Chana Curry	30 gm	145cal	Kabuli Chana Curry	60 g	290cal

FRIDAY							
		CwD			Parent		
Sl. No.	Session	Items	Quantity	Calories	Items	Quantity	Calories
1	Breakfast	Dosa	2 no.	250 cal	Dosa	2 no.	250 cal
		Sambar	1 bowl	145 cal	Sambar	1 bowl	145 cal
		Fruits	1 no.	40 cal	Fruits	1 no.	40 cal
		Oats / Corn Flakes	30 gm	100 cal	Tea	1 cup	120 cal
		Milk	250 ml	160 cal			
2	Lunch	Rice	50 gm	175 cal	Rice	100 g	350 cal
		Dal	30 gm	100 cal	Dal	60 g	200 cal
		Fish Curry	100 gm	145 cal	Fish Curry	200 g	290 cal
		Veg curry	30g	75 cal	Veg curry	60 g	150 cal
		Salad	½ cup	30 cal	Salad	½ cup	30 cal
3	Evening Snacks	Corn Salad	30 gm	100 cal	Corn Salad	60 gm	200 cal
		Boiled Egg	1 no	100 cal	Biscuits	4 pcs	100 cal
		Biscuits	2 pcs	50 cal	Tea	1 cup	120 cal
4	Dinner	Rice	50 gm	175 cal	Rice	50 gm	175 cal
		Roti	30 gm	100 cal	Roti	30 gm	100 cal
		Dal	30 gm	100cal	Dal	30 gm	100cal
		Veg Curry	30 gm	75 cal	Veg Curry	30 gm	75 cal

SATURDAY							
		CwD			Parent		
Sl. No.	Session	Items	Quantity	Calories	Items	Quantity	Calories
1	Breakfast	Chakuli	2 no.	200 cal	Chakuli	4 no.	400 cal
		Matar Curry	30 gm	145 cal	Matar Curry	60 g	290cal
		Fruits	1 no.	40 cal	Fruits	1 no.	40 cal
		Oats	30 gm	100 cal	Tea	1 cup	120 cal
		Corn Flakes	30 gm	100 cal			
		Milk	250 ml	160 cal			
2	Lunch	Rice	50 gm	175 cal	Rice	100 g	350cal
		Dal	30 gm	100 cal	Dal	60 g	200 cal
		Veg curry	30g	75 cal	Veg curry	60g	150cal
		Salad	30g	30 cal	Salad	½ cup	30 cal
3	Evening Snacks	Oats Pancake	2 no.	250 cal	Oats Pancake	4 no.	500cal
		Buta Chutney		50 cal	Buta Chutney		50 cal
		Boiled Egg	1 no	100 cal	Biscuits	4 pcs	100 cal
		Biscuits	2 pcs	50 cal	Tea	1 cup	120 cal

4	Dinner	Rice	50 gm	175 cal	Rice	100 g	350cal
		Roti	30 gm	100 cal	Roti	60 g	200 cal
		Dal	30 gm	100 cal	Dal	60 g	200 cal
		Veg Curry	30 gm	75 cal	Veg Curry	60 g	150cal

Note: The Agency should be ready to provide additional or replace the above dishes as and when desired by SIEP authority.

PROFORMA FOR HYGIENE AUDIT

(I)	Quality testing at receiving point(where the raw food/consumable is received/procured)		
	1	FIFO principleis applied(first in –first out)	Yes No
(II)	Food Preparation		
	2	Food indexing-them enusare being decided to ensure food variety	Yes No
(III)	Food Safety		
	3	Is the food prepared properly under hygienic conditions	Yes No
	4	Are the prepared items covered properly	Yes No
	5	Proper cleaning of the utensils	Yes No
(IV)	Kitchen/Pantry Hygiene		
	6	Floors are hygienically clean	Yes No
	7	Walls are dust/damp free	Yes No
	8	Furniture is regularly cleaned	Yes No
	9	Washing are a provides hygienic environment	Yes No
	10	Cooking counter is adequately clean	Yes No
(V)	Condition of Equipment in Food Preparation		
	11	Work worthy	Yes No
	12	Clean	Yes No
	13	Safe to handle	Yes No
(VI)	Food Handler's Health		
	14	Health checkup done or not	Yes No
	15	Nail are cut clean and healthy	Yes No
	16	Headgears/caps are worn	Yes No
	17	Gloves are worn	Yes No
	18	Smoking, eating or chewing of tobacco, zarda, gutkaetc spitting, are Strictly prohibited–Prohibition observed or not	Yes No
(VII)	Hygiene of Eating Place		
	19	Floor is hygienically clean	Yes No
	20	Walls are dust/damp free	Yes No
	21	Furniture is regularly cleaned	Yes No
(VIII)	Food Quality		
	22	Palatability is tasted by the SIEP's Representative	Yes No
(IX)	General		
	23	Exhaust System is working	Yes No
	24	Garbaged is posalisd one regularly	Yes No
	25	Drainages system is functioning	Yes No
	26	Washing are a provides hygienic environment	Yes No
	27	Service counter(s)are adequately clean	Yes No

Remarks: Satisfactory/Not satisfactory

Name and Signature of Agency

Countersigned by the Authorized Officer of SIEP

Date:.....

SECTION - III

EVALUATION OF TENDER

A three-stage evaluation process will be adopted as explained below for evaluation of the bids:

- **Preliminary Evaluation (1st Stage):** Preliminary evaluation of the bids will be done to determine whether the bids complied with the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not as per the requirements of the tender. **Bid not complying to the tender eligibility conditions and requirements, will be outrightly rejected.**
- **Technical Evaluation (2nd Stage):** The bids will be evaluated for those bidders who qualify the preliminary evaluation stage. Evaluation of the qualified bids shall be made as per the following technical parameters:

Technical Scoring Pattern (Total Marks –100)

Sl.No.	Technical Parameters	Maximum Mark
1	Number of years in business for manpower resources deployment service to the Central / State Govt. / Autonomous Bodies / Agencies / Societies / Corporate Bodies <ul style="list-style-type: none">• 5 years to 10 years =10 Marks• More than 10 years =15 Marks	15
2	Local office in Bhubaneswar	05
3	Numbers of eligible manpower services deployment contracts (As per the Eligibility condition: Sl. No. 3) <ul style="list-style-type: none">• 1 eligible contract= 5 Mark	20
4	Average Annual financial turnover from manpower deployment service contracts during each of the last 5 financial years (As per the Eligibility condition: Sl. No. 5) 5.00 Cr. To 10.00 Cr. INR=10 Mark More than 10.00 Cr. INR = 20 Mark	20

4	<p>Number of manpower deployed under current payroll (certified list of the manpower deployed in different offices along with EPF and ESI details to be enclosed along with technical bid)</p> <p style="text-align: right;">Upto 100 persons = 5 Mark 101 to 500=10 Mark 501 to 1000 = 15 Mark More than 1000=20Mark</p>	20
5	<p>Presentation in support of credentials (30 Minutes)</p> <p>a) Company Profile b) Awards, Commendations & Certifications such as ISO. c) Plan to execute the work</p> <ul style="list-style-type: none"> • No hard copy required to be submitted with tender document. The soft copy to be brought and submitted on the date and time of presentation. 	20
GRANDTOTAL		100

The bidder whose technical bid secures above **60 Marks out of 100** in the technical evaluation stage, will be qualified for opening of the financial proposal. All other financial bids will be ignored. Bids not meeting the minimum marks in “Technical Evaluation” shall be rejected. Bids meeting the minimum qualifying marks shall be called “Qualified Bids” and shall be eligible for financial evaluation.

- **FINANCIAL EVALUATION (3rd Stage):** The financial proposals of the technically qualified bidders only shall be opened at this stage in the presence of the bidder’s representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting. **Least Cost Selection Method will** be followed during the financial evaluation stage to determine the selected bidder. The tender inviting authority will award the contract to the bidder whose bid has been determined as the **lowest and competitive bid price** subject to fulfillment of the terms and conditions of the tender. In case, the lowest bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder for award of contract at L-1 price. However, the decision of the authority shall be final during the overall selection process.

- **In case there is a tie on the price quoted by multiple bidders, the financial bids of the bidder with higher mark secured in the stage of technically bid evaluation will be selected as L1.**

Terms & Conditions for Selected Bidder:

- a) The selected bidder will execute one agreement with SIEP in Non-Judicial stamp paper of appropriate value.
- b) Selected bidder has to abide by any conditions/alterations as imposed by the authority time to time.
- c) The successful bidder is required to carry out the services in accordance to the Terms of Reference as mentioned in the Annexures.
- d) The successful bidder shall ensure that there are sufficient manpower for the required services to meet the committed deployment plan.
- e) The successful bidder must employ adult and skilled labour only. Employment of child labour will lead to termination of the contract. SIEP authority will not be responsible for any legal consequences arise if any in this regard.
- f) The successful bidder should possess or procure needful infrastructure for smooth delivery of services. No additional cost towards the same will be borne by SIEP.
- g) The agencies/prospective bidders are advised to visit and examine the site and obtain for itself, at their own responsibility and risk, all information that may be necessary for submission of the bid and entering the contract.
- h) The selected bidder will nominate a coordinator who shall be stationed at Bhubaneswar and shall be responsible for immediate interaction with the office as and when required.
- i) Applicable income tax shall be deducted at source from all accepted payments, in accordance with the provisions of Income Tax Act, 1961 as amended from time to time.
- j) Communication by email from the authorized email address of SIEP. (Email: - siepodisha@gmail.com) would be treated as full and final communication in all respect.

The Performance Guarantee (PBG):

- a) The selected bidder shall have to sign an agreement in Non-Judicial Stamp paper of appropriate value with deposit of PBG @10% of the contract value (including GST) as per the. Govt. of Odisha Finance Deptt. OM No. 8952/18.03.2021 in the form FD/BG i.e. hypothecated to Executive Director, SIEP till completion of the contract period.
- b) Failure to comply with the conditions of the agreement shall constitute sufficient ground for the forfeiture of the PBG.
- c) No interest shall be paid on the PBG. The PBG shall be refunded after successful completion of the project.
- d) In case of breach of any terms & conditions, the performance security deposit of the selected bidder shall be liable to be forfeited besides annulment of the agreement.

Governing Law and Penalty Clause:

- a) The agreement would be terminated by issuing one month notice by any and both of the parties.
- b) The agreement will be terminated if the performance of the selected bidders will be found dissatisfactory by the engaging authority.
- c) Any complain regarding quality of service will be attended immediately by the service provider.
- d) Any legal/financial problem of the manpower engaged by the service provider will be looked after by the service provider, not by SIEP.
- e) The decision of the authority placing the contract. Whether the delay in development has taken place on account of reasons attributed to the selected bidder shall be final. The authority reserves the right to reject any or all the offers without assigning any reason thereof at any stage of awarding the tender.
- f) Any dispute arising out of this Tender, the decision of the Executive Director, SIEP shall be final & binding to all.

In case of a dispute, it will be governed by the laws of the court in Bhubaneswar

SECTION-IV

Schedule of Requirement:

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

(To be filled up by the Tender inviting Authority)

Sl. No.	Description	Requirement
Manpower		
1	Attendant (Unskilled)	05
2	Sweeper/Labour (Unskilled)	15
3	Security Guards (semi-skilled)	18
4	Receptionist (skilled)	03
5	Supervisor (skilled)	03
6	Lift man (skilled)	02
	TOTAL	46

SECTION-V

GENERAL TERMS AND CONDITIONS

- The “**SIEP**” shall mean “**SIEP (A registered society under SSEPD Deptt., Government of Odisha)**” having its registered office at NCSCDA campus, Pokhariput, Bhubaneswar-751020 and its Management or any Officer authorized by the Management.
- “**Agency / Firm**” means successful Bidder whose bid has been accepted and shall include the bidder’s executives, administrators and permitted assignees.
- “**Contract Price**” shall mean the total amount quoted by the successful Bidder inclusive of all statutory dues but excluding GST as applicable, which has been accepted by the SIEP in issuance of the Work Order.
- “**Terms & Conditions**” shall mean the General Terms and Conditions of contract, stipulated in this tender specification.
- “**Specification**” shall mean the entire bid document.
- “**Month**” shall mean Calendar month.
- “**Writing**” shall include any manuscript, type written, printed or other statement reproduction in any visible form whether under seal or underhand.
- The term “**Contract Document**” shall mean and include General Terms and Conditions of Contract, Notice inviting tender, instruction to Bidder, schedule of prices, and any special conditions applicable to the contract.
- “**ITEMS**” means specification of sanitation materials, tiffin & meals to be provided by the Bidder during the contract period.
- “**Controlling Officer**” shall mean the EXECUTIVE DIRECTOR, SIEP, NCSCDA campus, Pokhariput, Bhubaneswar or his/her authorized representative.
- “**Reporting Officer**” shall mean the concerned Officers’ of SIEP, NCSCDA campus, Pokhariput, Bhubaneswar as the case may be, under whom supervision work shall be executed by the Bidder or any Employees’ who is directly involved with the everyday activities and to be declared by the Controlling Officer to act as Reporting Officer for the purpose.
- Terms and Conditions not herein defined shall have the same meaning as a reassigned to them in the **Indian Contract Act, 1872** failing that in the **Odisha General Clauses Act, 1937**.

A.

1. For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of persons deployed. The persons deployed by the service provider shall not have any claim whatsoever like employer and employee relationship against the Authority under this agreement. The Service Provider shall make them known about their position in writing before deployment under the required service.
2. The Service Provider must employ adult labour only. Employment of child labour will lead to the termination of the contract. Persons to be deployed by the Service Provider should be above 18 years of age and not exceeding 40 years and physically sound to perform the duties.
3. The Service Provider will be overall responsible for the manpower deployed for performing the service. The Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.

4. The Service Provider shall exercise adequate supervision to ensure performance of manpower deployed to provide the services in accordance with the requirements. The Service Provider shall depute one full time supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
5. The Service provider shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensation EPF & ESI, Bonus and Gratuity etc. relating to manpower to be deployed by it at the Authority's location.
6. Service Provider shall maintain complete official records of disbursement of wage s/salary showing details of all supporting documents such as ESI, EPF etc. in respect of manpower deployed for the purpose.
7. The Service Provider shall maintain personal file in respect of all the staff who are deployed in office of the authority. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (temporary/permanent), Bank Account, EPF ESIC Details etc.
8. The manpower to be deployed by the Service Provider should not have any adverse Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. As undertaking to this respect must be provided by the manpower service provider prior to signing of the agreement.
9. The Service Provider will also ensure that the manpower deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such manpower who are not found suitable by this office for any reasons immediately on receipt of such a request.
10. The Service provider shall ensure that the manpower deployed by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.
11. The Service Provider shall provide uniform along with Photo ID Card to its personnel deployed at site at its own cost.
12. The Authority shall not be liable for any compensation in case of any fatal Injury/death caused to any man power while performing/discharging their duties/ for inspection or otherwise.
13. In case of any theft or pilferages, loss or other offences, the service provider will investigate and submit the report to the Authority and maintain liaison with the police. FIR will be lodged by the Authority, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
14. In case of any loss caused to the Authority due to lapse on the part of the personnel discharging duties, the same shall be borne by the Service Provider. Authority shall have the right to deduct appropriate amount from the bill of service provider. In case of frequent lapses on the part of the personnel deployed by the service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.

15. In the event of any personnel being on leave/absent, the service provider shall ensure suitable alternative arrangements to make up for such absence. If a person leaves the job for any reason, the Service provider is liable to provide the suitable replacement within 3 working days.
16. In case of delay in providing required replacement, the amount of penalty calculated **at the rate of 1%** of the annual contract value per week on account of delay, shall be deducted from the monthly bills in the succeeding month.
17. There would be no increase in rates payable to the Service Provider during the Contract period. The service provider will be responsible for deposit of EPF, ESI, GST and other statutory dues as applicable from time to time and submit the proof of deposit to authority for records.
18. The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization. Sub-contracting is not allowed under this agreement.
19. The Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the officer concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. The payment will be released by the second week of the succeeding month.
20. The Service Provider will have to deposit the remuneration of the deployed manpower for the concerned billing period in their respective bank account through online transfer and submit the details to the authority for necessary
21. In case of dispute resolution relating to rights/liabilities arising out of the agreement, the same shall be disposed off at the level of Administrative Departments.
22. In the event of failure of Service Provider to provide Services as per the terms and conditions of the agreement, the Performance Security shall be forfeited. Any violation of instructions/agreement or suppression of facts will attract termination of contract with 1 month prior notice to the Service Provider.
23. The Service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority.
24. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
25. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
26. All disputes shall be under the jurisdiction of the court at **Bhubaneswar**.
27. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the service provider will be recovered by forfeiture of performance security.

28. The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement, non-payment of remuneration of manpower deployed and non-payment of statutory dues. The Authority will have no liability towards non-payment of remuneration to the persons deployed by the Service Provider and the outstanding statutory dues of the service provider to concerned authorities.
29. The Manpower Service Provider will be bound by the details furnished to the authority while submitting the tender or at any subsequent stage. Misrepresentation of documents/ information, leads to termination of agreement.

B. Invitation to Proposal

1. Due Diligence

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications and other information in this e-Tender Document. The bid should be precise, complete and in the prescribed format as per the requirement of the e-Tender Document. Failure to furnish all information required by the e-Tender Document or submission of a bid not responsive to the e-Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. The Authority shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

2. Cost of Bidding

The Bidder will bear all costs associated with the preparation and submission of its bid and the Authority will in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

3. Amendment of Tender Document

At any time before the deadline for submission of bids, the Authority may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-Tender Document by amending, modifying and/or supplementing the same.

Any amendments/modifications in the e-tender document would be communicated via e-mail to the vendor and all such amendments shall be binding on the bidders without any further act or deed on the Authority part. In the event of any amendment, the Authority reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment in to account while preparing their bids.

4. Site Visit(s)

The bidder may wish to visit and examine the site (s) of the project and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the contract. The cost of visiting the site(s) shall be borne by the bidder. Tendering authority will not responsible to schedule / coordinate with the client for the Bidder's site visit and detail assessment of the requirement.

C. Instructions to Bidders

1. Introduction

The section aims to provide guidelines/Instructions for Bidders, to be used while submitting the Proposals. These are generic in nature, but bidders are required to abide by them during the currency of the Project.

2. Pre-Bid Meeting & Clarifications

- i. The authority will hold a pre-bid meeting with the prospective bidders as per the schedule given in tender notice. The meeting will be held at Conference hall of Manodaya(SIEP), NCSCDA Campus, Pokhariput, Bhubaneswar.
- ii. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach via email mentioned under contact details by 04.12.2024, 5.00 PM.
- iii. The queries should necessarily be submitted in the following format:

e-Tender Document Reference(s) (Section & Page Number(s))	Content of Tender requiring Clarification(s)	Points of clarification

- iv. The authority shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the authority.

3. Scope of Proposal

Detailed description of the objectives, scope of services and other requirements relating to the job/assignment are as specified in the Tender document. The bid is required to be submitted in the form and manner as specified in this document. The proposed outsourcing of services has been broadly classified in to three sections:

- A. Housekeeping, upkeep & maintenance, Security services
- B. Catering services

Bidder agency should apply for all sections. Price Bids should be submitted separately for each section. L-1 bidder shall be decided on sums of quoted price of each section. Bidder not applying for all sections than their bids shall be summarily rejected.

4. Format & Signing

The tender shall be submitted in two parts:

Part A – Technical Bid

Part B – Financial Bid

The tender shall be typed or written in indelible ink and shall be signed by the applicant or a person or persons duly authorized. Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the tender prior to opening of the same initial them.

5. Submission of Tender

The bidder shall prepare one original Technical Bid (Part-A) & Financial Bid (Part-B). The Technical Bid & Financial Bid shall be separately kept in envelopes clearly marked as "Technical Bid" & "Financial Bid" and must kept inside a third envelope marked as "Tender for SIEP" and sent by Speed Post/ Registered Post/ Courier to reach the under signed by the last date and time specified here in the tender paper. The Technical Bid & Financial Bid of the tender must be in separate envelopes, along with bidder name, address, the purpose of the tender along with tender number, date of opening.

6. Language of Bid

All Proposals and various documents related to these Proposals should be in English Language. All correspondence between the Authority and the Bidders would also be in English Language.

7. Conflict of Interest

The Authority requires that bidder must provide professional, objective and

impartial advice and at all times hold the Authority interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

8. Amendment of tender Document:

Any amendments/modifications in the tender document would be communicated through SSEPD Department web notice and all such amendments shall be binding on the bidders without any further act or deed on the Authority part. In the event of any amendment, the Authority reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment in to account while preparing their bids.

9. Language of Bid

All Proposals and various documents related to these Proposals should be in English Language. All correspondence between the Authority and the Bidders would also be in English Language.

10. Conflict of Interest

The Authority requires that bidder must provide professional, objective and impartial advice and at all times hold the Authority interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

11. Validity of Proposals

- a. For the purpose of placing the order, the Bids shall remain valid for at least 90 days after the date of bid opening.
- b. A bid valid for a shorter period shall be rejected by the Authority as being non-responsive.
- c. During the period of validity of Bids, the rates quoted shall not change.
- d. In exceptional circumstances, the Authority may ask for extension of the period of validity.
- e. The Authority request and the response to such a request by various bidders shall be in writing.
- f. A bidder agreeing to such an extension will not be permitted to vary/alter its rates.

12. Right to accept Proposal

The Authority reserves the right to accept or reject any Proposal, and to annul the Proposal process and reject all Proposals at any time prior to award of contract, without there by incurring any liability to the affected bidder or any obligation to inform the affected bidder of the grounds for such decision.

13. Proposal Due Date

Tender filled in all respect must reach to SIEP within the time and date specified in the tender notice.

14. Late Submission

Tender submitted after the deadline for submission prescribed by the Authority will not be considered.

15. Modifications /Withdrawal

No modifications/withdrawal to the Proposals shall be allowed; once it is received by the tendering authority.

16. Bid Opening

The Authority will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the date and time mentioned in the tender. In the event of the specified date being declared a holiday, the tender shall be opened at the appointed time and location on the next working day.

17. Fraud & Corruption

The Authority requires that bidder is bidding for this tender must observe the highest standards of ethics during the performance and execution of such contract. In pursuit (pursuance) of this policy,

- a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Authority official by any personnel of bidder in procurement process or in contract execution.
- b. "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to the detriment of the Authority, and includes collusive practices among the bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive the Authority of the benefits of free and open competition;
- c. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the Authority.
- d. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- e. The Authority will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt, fraudulent, unfair trade practices or coercive practices.
- f. The Authority will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent, unfair trade and coercive practices in competing for, or in executing, the contract.

18. Amendments

At any time prior to deadline for submission of proposal, The Authority may for any reason, modify the tender. The prospective bidders having received the tender shall be notified the amendments through email, such amendments shall be binding on them.

19. Clarifications

During evaluation of the Proposals, The Authority may, at its discretion, ask the bidder for clarifications on their proposal. The clarification shall be given in writing.

20. Rejection of Bid

The Authority reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.

21. Authentication of Bid

The original and all copies of the bid document shall be type written in indelible ink and shall be signed by a person or persons duly authorized to bind the bidder to the contract. A duly stamped Power-of-Attorney accompanying the bid document shall support the letter of authorization. The person or persons signing the bid document shall initial all pages of the Bid document, including pages where entries or amendments have been made. All the pages of the proposal should be serially numbered. All parts of the bid shall be properly scanned and uploaded in the e-tender portal.

22. Contact Details

Designation	Executive Director, SIEP
Contact Details	siepodisha@gmail.com

23 Acknowledgement by the Bidder

It shall be deemed that by submitting the Proposal, the bidder has:

- a. Made a complete and careful examination of the tender
- b. Received all relevant information requested from the Authority
- c. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the tender or furnished by or on behalf of the Authority or relating to any of the matters stated in the Tender Document
- d. Acknowledged that it does not have a conflict of Interest; and
- e. Agreed to be bound by the undertaking provided by it under and in terms hereof.

The Authority shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to tender or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.

24. Extension of Period of Validity

In exceptional circumstances, the Authority may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the EMD. A Bidder granting the request will not be permitted to modify its bid.

25. Validation of Interlineations in Bid

Any interlineations, erasures, alterations, additions or over writing shall be valid only if the person or persons signing the bid have authenticated the same with signature, date and time. No such interlineations, erasures, alterations, additions or overwriting shall be permitted after submission of the bid.

26. Announcement of Bids

The name of Bidder, bid prices, total amount of each Bid, EMD, discount, etc. shall be announced at the Commercial Bid opening.

27. Clarification of Bids

To assist in the evaluation, comparison and an examination of bids, the Authority may, at its sole discretion, ask the Bidder for a clarification of its bid including breakdown of unit rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiry of deadline prescribed in the request, the Authority reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder

28. Completeness of Bids

The Authority will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bid Documents are substantially responsive to the requirements of the tender.

29. Rectification of Errors

Arithmetical errors will be rectified on the following basis: -

- a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- b. If there is a discrepancy between the rates in words and figures, the rate in words will govern.
- c. If the bidder does not accept the correction of errors, his bid will be rejected.

30. Notification to Bidder

The Bidder whose Bid has been accepted shall be notified of the award prior to the expiry of the period of validity of the proposal, by registered letter or by Email. This letter (herein after the "Letter of Acceptance") shall state the sum that the Authority shall pay the Bidder in consideration of the execution, completion and maintenance of the work as prescribed by the Contract (hereinafter the "Contract Cost") in accordance with Payment Terms. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within five (5) days from the receipt of the Letter of Acceptance.

AB. Expenses for the Contract

All incidental expenses of the execution of the Contract shall be borne solely by the successful Bidder and such amount shall not be refunded to the successful Bidder by the Authority.

AC. Failure to abide by the Contract

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of the Authority with such penalties as specified in the Bid Document and the Contract.

AD. Annulment of Award

Failure of the successful Bidder to comply with pre-qualification criteria, evaluation criteria and other terms and conditions set out in the e-Tender Document shall constitute sufficient ground for the annulment of the award of Contract and forfeiture of the EMD.

AE. Disqualifications

The Authority may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- a. Submitted the Proposal documents after the response deadline
- b. Made SIEP evading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- c. Submitted a proposal that is not accompanied by required documentation or is non-responsive
- d. Failed to provide clarifications related thereto, when sought
- e. Submitted more than one Proposal (comprising of same Prime Applicant individually or in case of a consortium Prime Applicant and Implementation Partner)
- f. Declared ineligible by any Government Authority for corrupt and fraudulent practices or blacklisted
- g. Submitted a proposal with price adjustment/variation provision
- h. Submitted the Proposal documents without EMD if not exempted.

AF. General Terms & Conditions

1. Relationship between the Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'The Authority' and 'the Bidder'. The bidder subject to this contract has complete charge of personnel, performing the services under this project from time to time. The bidder shall be fully (jointly and

severally) responsible for the services performed by them or on their behalf hereunder.

2. Standards of Performance

The bidder shall perform the services and carry out their obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The bidder shall always act in respect of any matter relating to this contract as faithful advisor to the Authority.

The bidder shall always support and safeguard the legitimate interests of the Authority, in any dealings with the third party. The bidder shall abide by all the provisions / acts / rules etc. of Information Technology prevalent in the country. The bidder shall conform to the standards laid down in tender in totality.

3. Delivery and Documents

The bidder shall submit all the deliverables on due date as per the delivery schedule. The bidder shall not without the Authority's prior written consent disclose the contract, drawings, specifications, plan, pattern, samples to any person for "project management unit set up" other than an entity employed by the Authority for the performance of the contract. In case of termination of the contract, the entire document used by bidder in the execution of project shall become property of the Authority.

4. Intellectual Property Rights

No services covered under the contract shall be sold or disposed by the bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trade mark or similar right, or any charge mortgage or lien. The bidder shall indemnify the Authority from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the bidder, the Authority shall be defended in the defense of any proceedings which may be brought in that connection.

5. Assignment

The bidder shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without the Authority prior written consent.

N.B: Bidders are advised to study carefully the Tender documents and the conditions and if likes, also inspect the site of the SIEP.

1. OTHER TERMS AND CONDITIONS

- i. On execution of the work order, the successful Bidder shall have to execute an Agreement as per specimen enclosed within the time period of 15 days from the date of acceptance of work order.
- ii. No request for any variation in quoted rates or withdrawal of Tender on any ground of the Bidder shall be entertained. **However, in the event of revision of Minimum of Wages by the Govt. of Odisha, for different skilled category, the Agency / Firm shall raise the Bill of the employees/staff deployed for the purpose at the enhanced rate.**
- iii. The Agency/Firm should provide proper Uniform with Identity Card to its staff. A brief bio-data for every individual employee with photograph has also to be submitted by the Agency / Firm to the Reporting Officer.
- iv. The premises with fittings and fixtures, furniture, crockery, cutlery, electrical, mechanical appliances provided to the Agency / Firm for running of the SIEP shall be the property of SIEP. The Agency / Firm shall have not right on any of these equipment/materials and shall place them back at the disposal of the SIEP, when demanded.
- v. The Agency / Firm shall be responsible for the safe custody and proper use of appliances, furniture, fittings etc. of SIEP. Any damage caused to the properties of SIEP by the negligent operation of the Guests, the Agency / Firm should immediately bring to the notice of the Reporting Officer for the entire loss, failing which the cost of such loses will be recovered from his Security Deposit or from other dues payable to the Agency / Firm. But if any damage caused to the properties of SIEP by the negligent operation or by omission / commission of the Agency/Firm Staff deployed in the Training Centre, the cost of such loses will be recovered from his Security Deposit or from other dues payable to the Agency/ Firm.
- vi. The available appliances, furniture, fixtures, gadgets & fittings etc. in the Stock of SIEP shall be received by the authorized Agent of the Agency / Firm and thereafter he has to maintain that records. At the end of contract period, he will return back all the items provided to him by the SIEP in good condition. In such event during the verification, if any missing or damaged is detected, equivalent amount shall be recovered from the Agency / Firm from the Security Amount or from any other sources in order to re-equip the losses cause to SIEP.
- vii. Use of Electric Heater by the Agency/Firm is strictly prohibited.
- viii. The Agency / Firm shall arrange required Gas Cylinder from its own sources and SIEP is no way responsible for this purpose.
- ix. The Agency / Firm shall give instruction to its employees/staff for extending proper behavior with the Guests and complain received from the Guests in this regard is viewed seriously.
- x. The Agency / Firm has to execute the contract by himself and not by any sub-agency. If at any time the agency will be found to have engaged sub-agency, then the contract will be terminated by the SIEP with forfeiture of Security deposit.
- xi. The Agency/Firm shall take all the possible steps to avoid contamination of Food and Water.
- xii. The Agency / Firm should stick to the time, quality, quantity and weight of the items for providing Foods in the Dining.
- xiii. The Agency / Firm shall arrange Out-door Catering, as and when required/ordered

by the SIEP Officials as per requirement. For this purpose, no extra charges shall be paid to the Agency / Firm for transportation of foods to the specific Venue(s) if it is other than Training Centre.

- xiv. Any deviation from the contract will be viewed seriously and the SIEP Management will terminate the contract by issuing one month's notice to the Agency / Firm within the contract period.
- xv. After completion of the contract period the firm shall have to submit the Clearance & Performance Certificate obtained from the Authorized Officer in support of returning the appliances, furniture, fixtures, gadgets & fittings etc. and its satisfactory performance in line with the terms and conditions of the contract, after which security deposit will be released.
- xvi. The management shall provide the following:
 - a. Electrical gadgets like Aqua guards, T.Vs, Refrigerators, Fans, Air Conditioners, and Tube Lights etc. which are available in the SIEP shall be provided to the Agency/Firm to whom the work is awarded.
 - b. Adequate numbers of Furniture and Fixtures shall also be provided to the Agency/Firm.
- xvii. The following are also to be provided by the SIEP:
 - a. Water supply, Electricity, Dining Hall, Kitchen Room, Utensils & Crockery (as per the stock), Bed, Mirror, Dining Table and Chair for the Dining Hall;
 - b. Window Curtains, Bed Sheets, Turkish Towel, Dressing Table, Side Table, Chairs, Lock & Key, Bucket, Mug, Jug, Flash, Hangers, Dustbin and Crockery for Suites/Rooms;
- xviii. Besides, other items, if any, available in the Stock shall also be provided;

N.B:- The facilities which are to be provided by the SIEP on free of cost and charges to be levied on the Agency / Firm for the said purposes. However, it will be maintained under the supervision of the Agency/Firm and he shall be responsible in the event of damages caused to the said equipment/items. In such event, the Agency / Firm is liable for making payment of the cost of damages equipment/items.

2. VALIDITY OF THE TENDER:

The Tender shall be kept valid for a minimum period of **180 days** from the date of opening of the Tender failing which the Tenders will be rejected.

3. PERIOD OF CONTRACT:

The Contract period shall be valid for **01(one)** years from the date of issuance of order. Further, Service may be extended for another 1 (One) year with mutual consent of the SIEP Authority and Agency / Firm to whom the work is awarded. However, the contract shall be terminated at any time without giving any reasons thereof by giving one months' notice from either side. However, in case of any failure by the successful Bidder, to whom the work is awarded, to fulfill his contractual obligations, the SIEP reserves the right to cancel the contract and the Security Deposit of the Agency/Firm shall be forfeited.

4. PENALTY

- i) SIEP is at liberty to impose suitable penalty and deduct the same either from the bills submitted by the agency or at its discretion from the Security deposit for any damage caused to SIEP's property by the agency or for unsatisfactory work.
- ii) The agency shall while maintaining or repairing the plumbing/carpentry/minor masonry and development works at the aforesaid complex only for the aforesaid Upkeep and repair purposes, use the aforesaid and not to any other purpose and

any violation or breach of this condition shall make the agency liable for all the losses and of damages suffered or may be suffered by the SIEP in addition to pecuniary liability for all the consequences, besides forfeiture of the security deposit.

- iii) The agency shall keep all the walls floors, carpet stools and structures of the various buildings in the aforesaid complex and water drainage mains and pipes and sanitary apparatus of whatsoever nature in good, substantial and sanitary repair and proper working order and condition while carrying out the Upkeep and repairs operations of the aforesaid work and shall not come cause any damage or destruction to the aforesaid fixtures and fittings and material and agency expressly undertake to indemnify and keep the SIEP indemnified from all monetary losses. Legal actions proceedings suffer the SIEP and pay all the costs charges of expenses and whatsoever nature immediately on demand by the SIEP.
- iv) The agency specifically agree for the safe custody and storage of the various materials supplied to him by the SIEP and shall indemnify the SIEP for all the losses in the event of any theft, robbery, dacoit, fire or civic circumstances and will not allow any free access to any person who is not acceptable to the SIEP.
- v) The SIEP reserves the right to impose penalty upon the Agency / Firm on the following rate and event:

Sl.	Event	Penalty
01	If any of the cooking utensils, crockery, Cutleries are found in dirty condition	Rs. 100/-per day
02	If any portion of the SIEP is Kept dirty	Rs. 50/-per day
03	Non-keeping So a pin the Room(s)	Rs. 20/-per day
04	Negligence in keeping Odonil and cleaning of Room by Using the prescribed Materials	Rs. 50/-perday
05	Providing delay service resulting to discontentment	Rs. 100/-per day
06	Non-dumping of wastes in proper place	Rs. 200/-per day
07	Negligence in cleaning Bed Sheet, Pillow Cover, Towel & Door Cotton	Rs. 100/-per day
08	If in any month provided less manpower than the prescribed minimum manpower	The amount of wages paid to the person

However, SIEP reserves the right to add or delete or alter in any clause of Terms and Conditions of Tender Specification, if deem fit in the interest of the SIEP.

SUBLETTING:

The work shall not in any manner or degree shall be sublet except dry-cleaning/laundry service/cloth ironing.

5. LEGAL OBLIGATIONS:

- i) The Agency / Firm shall obtain a Labour License from the concerned authorities under the Contract Labour (Regulation and Abolition) Act 1970 and furnish copy of the same to the Reporting Officer within 30 days from the date of contract is awarded in favour of the Agency /Firm.
- ii) The Agency / Firm shall comply with the provisions stipulated in The **Employees' Provident Fund and miscellaneous Provisions Act 1952, The Employees' State Insurance Act 1948and The Payment of Bonus Act-1965**. The Agency / Firm shall

deposit Employees and Employer's contribution with the appropriate authority every month regularly in respect of the Manpower deployed by him in his own PF/ESI number.

- iii) The Agency / Firm shall also comply with the provisions stipulated in **The Payment of Wages Act 1936, The Minimum Wages Act 1948, The Employers Liability Act 1938, The Employee's Compensation Act 1923, The Industrial Dispute Act 1947, The Maternity Benefit Act 1961, The Employees Provident Fund miscellaneous Provisions Act 1952, The Contract Labour (regulation and abolition) Act 1970 & The child labour (Prohibition & regulation) Act 1986** or any modifications thereof or any other law relating thereto and rules made there-under from time to time.
- iv) **No person below 18 years will be employed** by Agency/Firm for executing the contract work.
- v) The Agency / Firm will take insurance policies for sufficient amounts to cover him self against third party risks, employee's compensation Act, Agency/Firm all risk policy, and keep SIEP indemnified and continuously keep indemnified till the currency of contract.
- vi) The Agency / Firm shall recruit his own staff for executing the contract work. The Agency /Firm staff will not be treated as staff / employee of SIEP for any purpose whatsoever and facilities/benefits applicable to the SIEP employees will not be applicable to Agency /Firm employees. The Agency/Firm shall be responsible for strict compliance of all statutory provisions of the relevant labour laws applicable from time to time and particularly for carrying out of the above job. If due to any reason whatsoever SIEP is made liable to meet any obligation under any of the said laws and enactment's etc. for any reason whatsoever the same shall be recovered from the Security Deposit of Agency / Firm or from the Bills payable to him or failing which it shall be recovered as per law. It is made clear that the Agency / Firm shall have PF Account No allotted by the RPFC and extend PF benefits as provided under EPF Scheme,1952 to his entire employee. He shall also allow ESI provisions to his employees.
- vii) The Agency/Firm shall not pay less than minimum wages to the employee's notified by the Govt. of Odisha from time to time under the minimum wages Act and Rules. Payment to the employee's deployed by the Agency / Firm shall be remitted before 7th day of every month in individual bank account of his employees through ECS irrespective of whether the Bill for the service rendered has been paid by the SIEP or not. The Reporting Officer or his authorized representative shall certify on the payment sheet/register for fulfillment of provision of Law.
- viii) Besides Wages, PF & ESI contribution, Annual Leave, Holiday Wages, Bonus etc. shall be paid to the employees engaged by the Agency/ Firm as per statutory provisions.
- ix) The Agency / Firm shall allow the Food Inspector to inspect the food items as per the provision of Food Adulteration Act. The Agency/Firm shall abide by all laws applicable.
- x) Any failure by the SIEP at any time or from time to time to enforce or require strict keeping and performance of any of the terms and conditions of agreement, or to exercise a right hereunder shall not constitute a waiver of such terms and conditions or rights and shall not affect or impair the same or the right of the SIEP at any time to avail itself of the same.

6. **CONTACT ADDRESS:**

Complete Postal address with Telephone number, Fax number. Cell Phone number

shall be given with the Tender for immediate contact. In the event of changes of Postal address or Telephone numbers, the Agency/Firm shall intimate the same to the Reporting Officer immediately.

7. FORCE MAJEURE:

In case SIEP does not require Agency / Firm services due to unforeseen and unavoidable events beyond the control of the SIEP, no amount (the contract rate), shall not be paid to the Agency/Firm for such period.

8. TERMINATION OF CONTRACT:

The management of SIEP reserves the right to terminate the contract without assigning any reason thereof at any time during the period of contract by giving 15 (fifteen) days' Notice, if it is in the interest of SIEP under existing circumstances.

Also in case of failure on the part of the Agency / Firm to fulfill the contract obligation, the Authorized Officer reserves the right to terminate the contract by issuing 15 (fifteen) days' notice in which case Security Deposit shall stand forfeited and be absolutely at the disposal of Controlling Officer.

9. DISPUTE SETTLEMENT:

Any dispute or difference arising out of this contract shall be mutually settled, but if any disagreement arises on such settlement, the decision of the CMD, SIEP or his authorized representative shall be final & binding.

10. JURISDICTION:

Suits, if any arising out of this contract shall be filed by either party in a Court of Law to which jurisdiction of civil court at Bhubaneswar, Odisha extends.

11. PAYMENT OF BILL:

- i) The Agency / Firm shall submit the monthly House Keeping and Upkeep charges Bills within 7th day of the following month to the Authorized Officer for payment along with the Payment Sheet with duly signed by the Reporting Officer or his authorized representative, copy of PF & ESI deposit Chans, Performance Certificate obtained from the Reporting Officer or his authorized representative and other documents related to statutory dues.
- ii) If the copy of P.F & ESI deposit Challan is not submitted with the Bill(s), the same shall be deducted from the running bills at the rate prevailing during payment of the bills.
- iii) The payment shall be made by the **Paying Officer** to the Agency / Firm after deduction of Taxes as applicable for the contract work.
- iv) In case of any complaint of non-fulfillment of any obligation under the contract, the Authorized Officer reserves the right to withhold payments due to the Agency / Firm and out of such amounts or amount of security held, if any or the amounts likely to fall due to the Agency / Firm (but without obligation to do so) to make such payments as it may be considered necessary.
- v) Submission of Bills in incomplete shape shall not be entertained for pass and payment. The same shall be returned to the Agency / Firm for necessary compliance after which action to be initiated for releasing the payment in favour of the Agency/ Firm.

12. OTHER TAX LIABILITY:

Paying Officer shall deduct the Tax as applicable on work contract in the following order from the monthly running bills of the Agency /Firm:

- i) **Income Tax:** TDS shall be deducted as per Rule.
- ii) **GST:** Shall be paid to the Agency/reimbursed by the Agency as per Rules. TDS shall

be deducted as per Rule

iii) **Works Contract Tax:** Shall be deducted at the prescribed rate of WC

13. PAYING OFFICER:

The **Executive Director**, SIEP is the Paying Officer for the purpose.

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

[Location, Date]

To

**Executive Director, SIEP
SSEPD Department, Lokseva Bhawan,
Bhubaneswar, Odisha-751001**

Sub: TENDER FOR PROVIDING SERVICES FOR HOUSEKEEPING, UPKEEP & MAINTENANCE, SECURITY AND CATERING SERVICES ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY FOR MANODAYA(SIEP), BHUBANESWAR (TECHNICAL BID).

Madam,

I, the undersigned, offer to participate in the tender process to provide services for Housekeeping, Upkeep & Maintenance, Security & Catering Services for Manodaya(SIEP), Bhubaneswar in accordance with your Tender Notice No.:-----, Dated----- We are hereby submitting our bid, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I, hereby declare that all the information and statements provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to **90 days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I, hereby unconditionally undertake to accept all the terms and conditions as stipulated in the tender document. In case any provision of this tender is found violated, then your office shall have the rights to reject our proposal including forfeiture of the Earnest Money Deposit outrightly.

I, remain

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation:

Address of the Bidder:

FORM -T-1

GENERAL DETAILS OF THE BIDDER

1.	Name & designation of the Bidder	
2.	Bid Processing Fee Details:	DD No.:
		Date:
		Amount in INR:
		Name of the Issuing Bank:
3.	Bid Security/EMD	DD No.:
		Date:
		Amount in INR:
		Name of the Issuing Bank:
4.	Full Address of Registered Office	Postal Address with Pin code:
		Telephone No.:
		FAX No.:
		E-Mail Address:
5.	Name & mobile no. of the authorized person signing the Bid.	Name:
		Mobile No.:
6.	Bank Name of the Service Provider	Account Number:
		Bank and Branch Name:
		IFS Code:
7.	PAN No. (Attach self-attested copy)	
8.	GSTIN No. (Attach self-attested copy.)	
9.	E.P.F. Registration No. (Attach self-attested copy)	
10.	E.S.I. Registration No. (Attach self-attested copy)	
11.	PSARA License no. & Validity Up to:-	

12.	Acceptance to all the terms And conditions of the tender (Yes/No)	
13.	Power of Attorney/ Authorization letter for signing of the bid documents	
14.	Submission of Undertaking towards no criminal case is pending with the police at the Time of submission of bid	
15.	Kindly mention the total Number of pages in the tender document	

16. **Financial Turnover of the Bidder for the last 5 financial years (*).**

Financial Years	Financial Turn Over Amount (In INR)	Average Financial Turnover (in INR)
2019-20		
2020-21		
2021-22		
2022-23		
2023-24		

**As on Dt. 31.03.2024 (Copies of Audited Statement for the concerned period to be furnished along with the technical bid).*

17. **Details of the manpower deployment contracts executed by the bidder during the last 5 years of 2019-20, 2020-21, 2021-22, 2022-23& 2023-24. As per the Eligibility condition. (On-going contract also will be considered).**

Sl. No.	Period	Name of Authority with Complete Address & Telephone no.	Type of services provided with details of the manpower deployed	Contract Amount (in INR)	Duration	
					From	To
1						
2						
3						
4						
5						

(Maximum 5 assignments of manpower resources deployment Contract)

[On the Bidder's Letter Head]

DECLARATION

I, Shri _____ Son/Daughter/Wife of
Shri _____ Proprietor/ Director/ Authorized signatory
of _____ (Name of the Service Provider), competent
to sign this declaration and execute this tender;

I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them;

The information and documents furnished along with the tender are true and authentic to
the best of my knowledge and belief. I am well aware of the fact that, furnishing of any false
information / fabricated document would lead to rejection of our tender at any stage besides
liabilities towards prosecution under appropriate law.

**Signature of the Authorized Representative
With Date and Seal**

Name:

Date:

Place:

Enclosures:

1. Bid Processing Fee in the form of DD in Original
2. Bid Security /EMD in the form of DD in Original
3. Copy of the tender document(each page must be signed and sealed)
4. Duly filled in Technical and Financial Bid
5. Lists of required documents as applicable

FORM-T 2

UNDERTAKING

[On the Stamp Paper of Rs.10.00 in shape of affidavit from the Notary regarding non-blacklisting]

I, hereby undertake that, our organization has not been blacklisted/debarred by any of the Central / State Government Department / Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours sincerely,

Authorized Signature

[In full and initials]

Name and Designation of the Signatory:

Name of the Bidder and Address:

FORM-T3

UNDERTAKING

[On the Bidder's Letter Head regarding not have any pending judicial proceedings for any criminal offences]

I, hereby undertake that there is no criminal case pending in any Court of Law against our organization or against the Proprietor / Director / Persons to be deployed by our organization.

I / we further certify that Proprietor / Director / Persons to be deployed by our organization have not been convicted of any offence in any Court in Odisha / India during the recent past. I understand that, I am fully responsible for the contents of this undertaking and its truth fullness.

Yours sincerely,

Authorized Signature [In full and initials]

Name and Designation of the Signatory:

Name of the Bidder and Address:

TECHNICAL BID EVALUATION

Technical evaluation of the bids will be done to determine whether the bids complied to the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Bids qualified the technical evaluation stage, will be considered for opening of the financial bids. The financial bids shall be opened in the presence of the tender committee and bidders' representatives who choose to attend. **Least Cost Selection Method** will be followed during the tender process to determine the selected bidder. The tender inviting authority will award the contract to the bidder whose bid has been determined as the ***lowest and competitive evaluated bid price.***

SECTION-VII
FINANCIAL BID
COVERING LETTER
(BIDDER LETTER HEAD)

[Location, Date]

To

**Executive Director, SIEP
SSEPD Department, Lokseva Bhawan,
Bhubaneswar, Odisha-751001**

Sub: TENDER FOR PROVIDING SERVICES FOR HOUSEKEEPING, UPKEEP & MAINTENANCE, SECURITY AND CATERING SERVICES ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY FOR MANODAYA(SIEP), BHUBANESWAR (FINANCIAL BID).

Madam,

I, the undersigned, offer to participate in the tender process to provide services for Housekeeping, Upkeep & Maintenance, Security & Catering Services for Manodaya(SIEP), Bhubaneswar in accordance with your Tender Notice No.:-----, Dated----- Our attached financial price is **[Insert amount(s) in words and figures) for the proposed service**. This amount is inclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the tender document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **90days**. I have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

yours faithfully,

Authorized Signatory
[In full and initials]

Name and Designation of Signatory with Date and Seal:

Address of the Bidder:

A. BIDPRICE:

The interested Agencies / Firms are requested to quote 'FIRM' price. No deviation from firm price will be entertained. The rate quoted by the Agency / Firm should be inclusive of cost of materials, labour charges, taxes, duties (if any) and FIRM. **No escalation of rate shall be allowed during the currency of the contract.** Quoted rates shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in execution and completion of the contract. **But in the event of revision of Minimum of Wages by the Govt. of Odisha, the Agency/Firm shall raise the Bill of the employees/staff in the revised rate and shall be reimbursed by the SIEP.**

B. CRITERION OF SELECTION:

- i) The SIEP reserves the right to accept or reject any or all bids without assigning any reasons.
- ii) The SIEP also reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or the quoted rate found to be un-reasonable and carrying the intention only to become lowest one in the bidding process.
- iii) In complete Tenders would be rejected.
- iv) The Technical bid of Tender shall be evaluated as per technical scoring pattern as mentioned in Section-III. Minimum qualifying mark for qualifying technical bid and opening of financial bid is 60% (60 marks out of 100).
- v) Financial bid of the technically qualified bidders shall be evaluated taking: -
Price per month quoted for Manpower for Housekeeping, upkeep & Security + Housekeeping & upkeep charges + Catering charges in the Price Bid.
- vi) The bids quoting the Service Charges for Manpower outsourcing @ less than 3.85% will be rejected outrightly as per Rule 264 (iv) of OGFR, 2023. Similarly bids quoting Catering charges and housekeeping charges less than the minimum rates as provided in price bid will be outrightly rejected.
- vii) Minimum take home remuneration per person should be not less than the minimum wages fixed by SIEP/Labour and ESI Department as the case may be from time to time.
- viii) No rates quoted by the Agency / Firm in the bids shall be treated as non-responsive.

(FORM-F1)

PRICEBID FORMAT

For Housekeeping, Upkeep & Maintenance, Security and Catering Services of SIEP

Tender Notice No: _____

Name of Tendering Agency: _____

SECTION- A MANPOWER DEPLOYMENT COST PER MONTH FOR HOUSEKEEPING, UPKEEP & SECURITY:

Detail of Manpower deployment and other cost

1. The statutory dues such as EPF, ESI, GST etc. will be as per prevailing rates and these are not required to be quoted.
2. Service Charge quoted less than 3.85% shall be treated as non-responsive bids.

Sl. No.	Description	No. of persons to be deployed (all round the clock)	Rate /Wages per day per Person in Rs.	Total admissible wage for 30 days	Service Charges quoted (%)	Total Service Charges quoted on Sl. No.-5 (amount) Rs.
1	2	3	4	5	6	7
1.	Receptionist/ Lift man/ Supervisor (skilled)	08	550			
2.	Attendant (Unskilled)	05	450			
3	Security Guards (semi-skilled)	18	500			
4.	Sweeper/ Labour (Unskilled)	15	450			
	Total of Section-A	46				

*Break-up of the rate for each of the above item should be provided along with the copy of the Govt. Order on Minimum Wages to facilitate revision of rate whenever minimum wages are revised by the Govt.

SECTION- B HOUSE KEEPING & UPKEEP CHARGES PER MONTH:

The Bidder quoting in Less than minimum rates in the bid shall be rejected.

Sl. No.	Description	Minimum Rate /per Month in Rs.	Quoted price in Rs.
1	2	3	4
1.	Cost of materials towards cleaning of bathrooms/toilets/floor & other areas of building & premises to meet all requirements along with cleaning of Bed sheet, Pillow Cover, Towel, Drycleaning of Blanket as per terms and conditions.	Rs.10,000/-	

However, SIEP will have the power to change the minimum rate per month towards material expenditures considering the actual volume of materials used during the particular month.

SECTION– C CATERING CHARGES PER MONTH FOR SIEP:

The rate should be quoted for providing food items to both Children & one of their parents as per weekly menu chart enclosed at Appendix-IV. However, SIEP will have the power to change the menu chart as per requirement. Bidder should quote average rates per combo meals of a day and for the month. **The Bidder quoting in Less than minimum rates in the bid shall be rejected.**

Rates for Food Items (as per details given in Menu*)

Sl. No.	Description	Minimum Rate for one combo meal per day for both Children & one of their parents (in Rs.)	Quoted rate for combo meal for 100 Children & one of their parents (in Rs.)	Quoted price per month of 30 days for combo meal for 100 Children & one of their parents in Rs.
1	2	3	4	5
1.	Cost of providing food items to both Children & one of their parents as per weekly menu chart. The rates shall include the cost of manpower (including trained chef and catering staff), materials, canteen services, fuel, GST and other taxes etc. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.	Rs.371/-	-	-

Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by SIEP.

ii) There would be no increase in rates during the Contract period except for provision made under the terms and conditions.

(Signature of Tenderer with seal)

Name:

Seal:

Address:

Phone No (O):

Date:

SECTION-VIII
BID SUBMISSION CHECK LIST

BID SUBMISSION CHECK LIST

Sl. No.	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head and General Details Of the Bidder (FORM-T1)		
2	Bid Processing Fee as applicable		
3	EMD as applicable		
4	Copy of Incorporation/Registration Certificate of the Bidder		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copies of ITR for the last 5 financial years (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24)		
8	Copy of Valid EPF, ESI Certificate		
9	Copy of Valid PSARA License		
10	Valid food license under FSSAI		
11	TECHNICAL BID duly filled in (Covering Letter, FORM-T1, T2 & T3)		
12	Financial details of the bidder along with all the supportive documents such as copies of Income/Expenditure Statement and Balance Sheet for the last 5 years (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24)		
13	Power of Attorney in favour of the person signing the bid on Behalf of the bidder.		
14	List of contracts of similar nature along with the copies of work Orders for the respective assignments from the Authorities.		
15	Undertaking for not have been black listed by any Central/ State Government/Any Autonomous bodies during the recent past. (FORM – T2).		
16	Undertaking for not having any police case pending against The bidder (FORM–T3).		
FINANCIAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head		
2	Duly Filled in Financial Bid (FORM-F1)		

It is to be ensured that:

- *All information has been submitted as per the prescribed format only.*
- *Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with Index Page.*
- *All pages of the proposal have been sealed and signed by the authorized representative.*

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal:

SECTION-VIII
SERVICE AGREEMENT
(To be made on Rs. 100.00 Non Judicial Stamp Paper)

This **SERVICE AGREEMENT** is made on _____ between,
_____(Hereinafter called as the “**Authority**”) of
the 1st Part and, _____ its principal place of
business at _____ (here in after called the “**Service
Provider**”) of the 2nd Part.

WHEREAS

- (a) the “Service Provider”, having represented to the “Authority” that he has the required manpower has offered to provide the service in response to the Tender Notice No: _____, Dated: _____ issued by the Authority;
- (b) the “Authority” has accepted the offer of the Service Provider to provide the required services as per the terms and conditions as set forth in this Service Agreement.

NOW, THEREFORE, IT IS HEREBY AGREED between the two parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

Appendix A: The General Terms and Conditions of Agreement;
Appendix B: The Scope of Work;
Appendix C: Agreement Price and Payment Term;

2. The mutual rights and obligations of the Authority and the Service Provider shall be as set forth in the Agreement, in particular:
 - (a) The Service Provider shall carry out the service in accordance with the provisions of the Agreement; and
 - (b) The Certificate on the satisfactory performance of the services by the Service Provider shall be issued by an officer authorized by the Authority and in consideration of the Certificate of the satisfactory performance of Service Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.

3. **Mode of Payment**

The Service Provider will open a specific Bank Account for payment by the Authority in the beneficiary account towards the services performed by the Service Provider. The Service Provider will furnish the details of the Bank Account to the Authority within 7 days of the signing of the Agreement.

This Agreement constitutes the agreement between two parties in respect to obligations.

4. Now this agreement witnesses as below:

- a) That in consideration of the payment to be made by the **“Authority”** to the **“Service Provider”**, the **“Service Provider”** hereby agrees with the **“Authority”** to provide resources to be engaged in Manodaya(SIEP),NCSCDA Campus, Pokhariput, Bhubaneswar in conformity with the provisions of the terms and conditions of the Agreement.
- b) That the **“Authority”** hereby further agrees to pay the **“Service Provider”** the Agreement price at the time and in the manner prescribed in the said terms and conditions.
- c) Financial limit under this Agreement varies with changes in statutory dues and government taxes as applicable from time to time.
- d) That in the event of any dispute that may arise it shall be settled as per the terms and conditions of the Agreement.
- e) That this agreement is valid up to _____.

For and on behalf of [Authority]

Witness1:

Witness2:

For and on behalf of [SERVICEPROVIDER]

[Name and Designation of the Representative with seal]

Witness1:

Witness2:

PERFORMANCE BANK GUARANTEE FORMAT

To

**The Executive Director,
SSEPD Department, Lokseva Bhawan,
Bhubaneswar, Odisha-751001**

WHEREAS (Name and Address of the Service Provider) (herein after called “the Service Provider) has undertaken, in pursuance of Agreement no.....dated.....to undertake the service.

.....(Description of the services) (Herein after called “the Agreement”).

AND WHEREAS it has been stipulated by _____(Name of the Authority) in the said Agreement that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the Agreement.

ANDWHEREAS, we have agreed to give the Service Provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider up to a total of(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Agreement and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein;

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Agreement to be performed there under or of any of the Agreement documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the day of, year..... Our branch at _____(Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our ----- branch a written claim or Demand and received by us at our-----branch on or before Dt..... otherwise, bank shall be discharged of all liabilities under this guarantee thereafter.

.....
(Signature of the authorized officer of the Bank)

..... **Name and designation of the officer**

..... **Seal, name & address of the Bank & Branch**