



**E-TENDER DOCUMENT FOR
Supply/Contract/Maintenance
for
the Outsourcing Management.**

No.IHM BHUBANESWAR/2022-23/ 1388

Dated : 02-03-2022

**INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR , BHUBANESWAR-751010
Tel No.(0674) 2589241, website-www.ihmbbs.org**

Cost of E-Tender Document: 1000/-

Total number of Pages:-24

News paper NIT



**INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR , BHUBANESWAR-751010
Tel No.(0674) 2589241, website-www.ihmbbs.org**

No.IHM BHUBANESWAR/2022-23/ 1388

Dated : 02-03-2022

NOTICE INVITING TENDER

E-tender is invited by IHM, Bhubaneswar on two bid system from Individuals/Companies/Firms registered in India fulfilling the eligibility conditions, as per tender document for Supply/Contract/ Maintenance for the out sourcing Management

Last date of submission of tender :-Upto 17.00 hrs of 15/03/2022 at 17:00

For details please visit our websites www.tenderwizard.com/IHM or www.ihmbbsr.org

**Sd/-
PRINCIPAL**



**INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
V.S.S. NAGAR , BHUBANESWAR-751010
Tel No.(0674) 2589241, website-www.ihmbbs.org
E-TENDER NOTICE**

E-tenders under one umbrella are invited from reputed, well established, financially sound and registered service providers, Companies/firms/Individual for supply/contract/maintenance and deploying adequately trained and disciplined man power for different services on outsourcing basis for following different departments of Institute of Hotel Management, Bhubaneswar in its Institute building, staff quarter, Boy's hostel and Girl's hostel for the period of one year (1st April 2021 to 31st March 2022) or may be renewed years together subject to satisfactory performance of the Agency with the mutual consent of both the parties.

1. Contract for House Keeping
2. Contract for Out sourcing manpower .
3. Contract for Security services.
4. Contract for maintenance of Garden

The tender forms may be downloaded from our website www.ihmbbs.org and www.tenderwizard.com/IHM. The tender paper completed in all respects should be uploaded in e-tender portal www.tenderwizard.com/IHM . Hard copy of EMD & Paper cost dispatched by Speed Post/Regd. Post only. The cost of EMD and cost of Tender paper can also be paid through online Banking/ RTGS/ NEFT/ Demand Draft **in favour of Principal , Institute of Hotel Management, Bhubaneswar.** The last date for receiving of tender will be Dt.15.03.2022., 5.00p.m. The tender paper shall be opened at 11.30 a.m. on dt.16.03.2022 through online in presence of tenderers or their authorized representatives who may wish to be present. The undersigned reserves the right to cancel any or all the tenders without assigning any reason. This Tender Notice shall be the part of the contract documents.

**Sd/-
PRINCIPAL**

1. GENERAL TERMS AND CONDITIONS

- a) Sealed tenders are invited from eligible Bidders (Firms/ Agencies) interested to provide Following different Outsourcing Services to Institute of Hotel Management, Bhubaneswar (IHM, BHUBANESWAR) in its Institute building, Boy's Hostels and Girl's Hostel at Bhubaneswar on outsourcing basis as per a service contract with specific terms and conditions categorically in following manner. The tender forms may be down loaded from our website www.ihmbbs.org and www.tenderwizard.com/IHM. The tender paper completed in all respects should be uploaded in e-tender portal www.tenderwizard.com/IHM . Hard copy of EMD & Paper cost dispatched by Speed Post/Regd. Post only.
- b) The tender form should be accompanied with the Xerox copies of PAN CARD , GSTIN REGISTRATION CERTIFICATE ,PROVIDENT FUND,REGISTRATION OF FIRM,LICENSE FROM COMPETENT AUTHORITY FOR OUTSOURCING OF MANPOWERS, ESI REGISTRATION ETC, GST Clearance and Income Tax Return filing(last year) . Separate DD of Rs.1000/- and Rs.20000/- made in favour of Principal, Institute of Hotel Management, Bhubaneswar should be attached with the form towards form charges(non-refundable) and earnest money(refundable) respectively.
- c) The amount of security will be Rs.1,00,000/- (One lakh).It can be increased in case it is felt that at the time of awarding of contract that the specified security deposit is inadequate. The security is to be deposited by bank draft.
- d) On acceptance of tender, the earnest money will be treated as a the security deposit.**Both the security deposit & earnest will carry no interest.**
- e) The validity of the tender shall be up to 31ST March 2023 from the date of opening of the tender.Though the contract is up to 31ST March 2023 after issue of the work order, the payment shall be made monthly on production of the bill along with service certificate duly signed by the authorized officer
- f) The successful tenderer shall have to enter into an **AGREEMENT** at their own cost.
- g) A tenderer shall submit the tender which satisfies each and every condition laid down in the notice, failing which the tender will be liable to be rejected without assigning any reason thereof.
- h) **The rates must be quoted for all bids of different services as mentioned in tender paper (Anx 3), failing of which will not be considered in financial evaluation.**
- i) The bids with "Nil" or very abnormally low quoted service charges will be treated as "Non responsive" and will be rejected during the financial evaluation
- j) This Institute do not bind themselves to accept the lowest or to give any reason for their decision.
- k) This Tender Notice shall be the part of the contract documents.
- l) In case, the services are not satisfactory, the management has the right to terminate the services with immediate effect without assigning any reason.
- m) The tenderer should not accompany or follow any request for negotiation from tenderers.
- n) The tenders received late are liable to be rejected. Required forms attached here with have to be submitted along with the tender form.
- o) Rates should be quoted as per the format provided in the tender paper(Annx 3) , as per the wages act of Government of Odisha.
- p) The intending firm should have been registered as a shop and commercial establishment.
- q) The intending firm should have sufficient experience in relevant field.
- r) The manpower deployed by the agency shall be required to work manually 8.00 hrs. per day as per the Institutes working days i.e. from Monday to Friday from 9.00am to 5.30pm with a lunch break of half an hour from 1.30pm to 2.00pm. However, in exigencies persons deployed may be called on Saturdays, Sundays and Other holidays for which additional payment will be made as per wages Act. An attendance register will be maintained in our Institute for their attendance.
- s) During the duty/contract period if any loss or damage to the Institute property caused by the deployed personnel due to negligence in duty will be recovered from the amount of bill/security deposit.
- t) Request for enhance of rate during the contract period will not be considered at any cost except the changes of wages made by the Government of Odisha.
- u) Child labour should not be engaged
- v) It will be the responsibility of the Agency/firm to see that PF, ESI deposits are made regularly and facilities like transportation, food, medicine/medical treatment, uniforms are adequate/properly provided to the personnel provided to the Institute.
- w) The firm should submit the documents relating to the deposit of EPF, ESI deduction and the down loaded statement of EPF, ESI of individual persons deployed every month and downloaded copy of GSTIN deposit(previous month) failing which payment will be with held. An undertaking in this regard to be given during the award of contract.

- x) Any paper related to tender should be provided as and when required by the Institute.
- y) The persons deployed by the agency must be courteous and should bear good conduct/moral character and such person should not have any past criminal record. The persons should be young, energetic and possess a good health and free from all contagious diseases. No worker below the age of 18 years shall be deployed for the duty at the Institute.
- z) A tenderer should quote in figures as in words in which rate tendered.
- aa) In case, the services are not satisfactory, the undersigned has the right to terminate the contract/services with immediate effect without assigning any reason.
- bb) There will be no advance. Payment shall be made monthly on production of the bill along with service certificate duly signed by the authorized officer

Final Authority

If the tenderer desires to appeal against any matter he shall appeal to Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Bhubaneswar whose decision on such matters shall be final and conclusive.

Arbitration Any dispute or difference between the parties with regard to this document and all connected and related matters whatsoever shall be discussed and settled amicably. In the event of any failure to resolve the disputes or difference whatsoever shall be referred to the sole Arbitrator appointed by the Institute. The decision of the Arbitrator will be final and binding on both sides.

Notice Inviting Tender

1. The contract shall be initially for a period of one year, which may be renewed for years together, subject to satisfactory performance of the Agency and with the mutual consent of both the parties.
2. Interested Bidders can download the Tender document containing detailed terms and conditions, scope and eligibility criteria from the INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR website: hospitality@ihmbbs.org. The cost of the Tender document is Rs. 1000/- (Rupees One Thousand only) including GST, which is non-refundable. The cost of EMD and cost of Tender paper can also be paid through online Banking/ RTGS/ NEFT/ Demand Draft in favour of Principal, Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar from any Nationalized/ Scheduled Bank. in following manner.

Name of the Bank & Branch	Indian Overseas Bank, Macheswar, Bhubaneswar
Accounts Name	Principal, IHMCT & AN. V.S.S.Nagar, Bhubaneswar
Account No.	091502000001017
IFSC Code	IOBA0000915
Address of the Bank	Macheswar V.S.S.Nagar, Bhubaneswar
E-Mail id	hospitality@ihmbbs.org
Contact No.	9437001241

3. The Hard Copy of the Bids (both technical and financial) in the prescribed formats and manner must reach the Office of the INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR within due date and time (i.e. 15/03/2022 **at 17:00**). Bids received after due date and time shall be rejected. The Bids should be submitted **only through registered post/ speed post/ courier service. It may be noted that there is no system of receipt of Bid through drop box or by hand.**
 - i. The Facility Management Service Provider will be selected through Quality and Cost- Based Selection (QCBS) as per the procedures described in Clause No.12
 - ii. The scanned copies of E-Payment receipt towards EMD/BID security, Cost of bid document have to be uploaded in the e-Tender portal of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR www.tenderwizard.com/IHM
 - iii. Intending bidders are requested to register themselves with INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR through the website www.tenderwizard.com/IHM for obtaining user-id, Digital Signature etc. by paying Vendor registration fee and processing fee for participating in the above mentioned tender.

- iv. Amendments, if any, to the tender document will be notified in the above website as and when such amendments are made. It is the sole responsibility of the bidders who have downloaded the tender document from the website to keep themselves abreast of such amendments before submitting the tender document.
- v. IHM Bhubaneswar has decided to use the process of e-tendering for inviting this tender and thus the physical copy of the tender would not be sold.
- vi. The bidders shall furnish a declaration that no addition / deletion / corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on Web-site (www.tenderwizard.com/IHM)
4. In case of any correction/ addition/ alteration/omission is found in the tender document; the tender bid shall be treated as non-responsive and shall be rejected.

Key Information:

Sl. No.	Particulars	Information
1	Start Date for sale or availability of Tender document in the official website	03/03/2022 at 15:00
2	Closing Date for sale or availability of Tender document in the official website	15/03/2022 at 17:00
3	Cost of Tender Document including GST (non-refundable)	Rs.1000/-
4	Last date and time for receipt of Tender	15/03/2022 at 17:00
5	Date and time for opening of Technical Bid	16/03/2022 at 11:30
6	EMD to be submitted along with the Technical Bid	20,000/-
7	Tender processing fee	2124/- (Non Refundable)
8	Address for submission of Tender	Institute of Hotel Management Catering Technology & Applied Nutrition Veer Surendrasai Nagar Bhubaneswar-751007

- Note:**
- a) **INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR reserves the right not to accept any category of person provided by the successful bidder and it may resort to testing of skills of the persons and accept the qualified persons as per its own requirement.**
- b) **In case the last date of submission / opening of bid is declared to be a holiday, last date of submission/ opening of bid will get shifted automatically to next working day at the same schedule time. Any change in bid submission/ opening date due to any other unavoidable reason will be notified through the IHM Bhubaneswar Web site/ or e-Tender portal and /or newspapers IHM Bhubaneswar is the final authority to accept or reject the tender bids.**

Sd/-
Principal
Institute of Hotel Management, Bhubaneswar

2. Certain terms and condition of each department

1) Contract for Out sourcing manpower

GENERAL TERMS & CONDITIONS:

- a) The tenderers are advised to inspect and examine the site, its surrounding and nature of work involved and to satisfy themselves before submitting their tender as to the nature and quantity of work and in general shall themselves obtain all necessary information as to risks contingency and other circumstances which may influence or affect their tender. The tenderer shall be deemed to have full knowledge of the work whether the tenderer inspect it or not and no extra charges shall be allowed.
- b) Submission of a tender implies that he / she had read this notice and documents and has made himself / herself aware of the scope and satisfactory conditions of the work to be done and of local conditions of the work to be done and of local conditions and other factors for the execution of work.
- c) A tenderer should quote in figures as in words in which rate tendered.
- d) Police verification report of the firm and deployed personnel engaged in the Institute should be provided.
- e) The firm has to enter into an agreement at their own cost before deployment of manpower.
- f) List of names of persons with their bio-data including the photograph and Aadhar card Photo Copy should be submitted to this office before deployment. Any change of personnel by the firm during the contract period should be informed to the Institute with their bio-data and photograph.
- g) Requirement of Man powers –Site Executive, Office Asst., Sr. Lab. Attendant, Lab Attendant, Plumber, Cook, Kitchen Helper, bus Driver, Helper, Electrician.

I / We have gone through the terms & conditions of tender for Annual contract for Outsourcing of manpower arrangement at IHM, V.S.S.Nagar, Bhubaneswar and it is accepted by me / us.

I / We are pleased to quote our rate in Annexure-3. Rate should be quoted as per the rates of Government of Odisha Rules & Regulations.

Sd/-
PRINCIPAL

Date-

(Signature of the Tenderer)

(Seal)

N.B: Quoting in own format of the firm will be summarily rejected.

2) Contract for Security services

GENERAL TERMS & CONDITIONS:-

- a) The tenderers are advised to inspect and examine the site, its surrounding and nature of work involved and to satisfy themselves before submitting their tender as to the nature and quantity of work and in general shall themselves obtain all necessary information as to risks contingency and other circumstances which may influence or affect their tender. The tenderer shall be deemed to have full knowledge of the work whether the tenderer inspect it or not and no extra charges shall be allowed.
- b) Submission of a tender implies that he / she had read this notice and documents and has made himself / herself aware of the scope and satisfactory conditions of the work to be done and of local conditions of the work to be done and of local conditions and other factors for the execution of work.
- c) During the duty/contract period if any loss or damage to the Institute property caused by the security personnel due to negligence in duty will be recovered from the amount of bill/security deposit.
- d) The security personnel and also the security agency should have knowledge and skill regarding the following.
 1. Principle of security
 2. Basic Odia ,Hindi, English
 3. Access control
 4. Personal control
 5. Material control
 6. Vehicle control
 7. Search procedure
 8. Fire prevention and control
 9. Identification of Explosive
 10. Use of security equipments & devices
 11. Crowd control
 12. Security communication & role play
- e) Police verification report of the firm and security staff engaged in the Institute should be provided
- f) The firm has to enter into an agreement at your own cost before deployment of security guard.
- g) List of names of guard with their bio-data including the photograph should be submitted to this office before deployment. Any change of guard by the firm during the contract period should be informed to the Institute with their bio-data and photograph.
- h) In case of any loss/theft of property from the premises the entire cost will be borne by your organization failing which the amount will be deducted from the monthly bill.
- i) The firm needs to ensure a lathi and one 3 cell torch light with battery to each of the guard on night duty.
- j) There should always be supervision of duties of the security guards deployed by your supervisory staff.
- k) An attendance register should be maintained at staff quarter, Institute, Boys & Girls hostel premises for the outsiders visiting the premises. The registers are to be maintained with proper format indicating all relevant information of the visitors. The attendance register of guards for both the premises will be verified/checked by our Administrative Officer as and when required.
- l) Guard deployed at Institutes lobby are required to check all the bags carry bags (for incoming and outgoing) of staffs, students, suppliers and outsiders.
- m) Any guard found sleeping while on duty then wages will be deducted from the bill.
- n) Guard should perform their duties with full uniform, identity card with photo.
- o) More than continuous duty for one shift (8 hours) should be strictly avoided.
- p) On holidays no department will be opened without permission of the principal.

- q) The guards should neither keep any intimacy with any employee of this Institute nor should form any association among themselves.
- r) The firm shall have to provide extra security guard out of the given list as and when required by this Institute on usual payment.
- s) The firm should submit the documents relating to the deposit of EPF, ESI deduction and the down loaded statement of EPF, ESI of individual guard deployed every month and downloaded copy of GSTIN(all deposits of previous month) failing which payment will be withheld. An undertaking in this regard to be given during the award of contract.
- t) The security personnel and also the security agency should have knowledge and skill regarding the following.
- u) Principle of security, basic Odia, Hindi, English, access control, personal control, material control, vehicle control, search procedure, fire prevention and control, identification of explosive, use of security equipment & devices, crowd control, security communication and role play.
- v) The height of the guard to be deployed for duty should be minimum 5'6" with sound health.

Sd/-
PRINCIPAL

I / We have gone through the terms & conditions of tender for Annual contract for Security Arrangement at IHM, V.S.S.Nagar, Bhubaneswar and it is accepted by me / us.

I / We are pleased to quote our rate in Annexure-3. Rate should be quoted as per the rates of Government of Odisha Rules & Regulations.

Date-

(Signature of the Tenderer)

(Seal)

N.B: Quoting in own format of the firm will be summarily rejected.

SALIENT FEATURE OF SECURITY SERVICES

- 1 The successful Tenderer shall have to provide **24 hours security service on 8 hourly Basis.**
- 2 The Tenderer will be responsible for off duty of their guards, accommodation, health, Uniform, provident fund deductions etc.
- 3 The Tenderer shall have to **supervise** the duties of the guards at regular intervals.
- 4 The security guard should be with clean **full uniform, identity card** with photo while on duty.
- 5 The Tenderer shall liable to **compensate any loss/theft** caused due to negligence of security guard on duty. The cost theft material fixed by authority is final and binding on the part of the tenderer to pay the cost in the month incident.
- 6 The timing and place of duty will be intimated to the successful tenderer.
- 7 The Institute will pay a **consolidated amount per guard per duty** as per the rate approved by the Institute.
- 8 The successful tenderer shall have to enter into a formal agreement within ten days of award of contract.
- 9 The lowest will not be only criteria for finalization of the tender.
- 10 The undersigned reserve the right to cancel any or all quotations without assigning any reason.
- 11 The bill must be accompanied with the copy of the tax, provident fund/ESI deposit challan.
- 12 Attendance Register to be signed by the security guard and supervisor which will be available with our Administrative Officer.

3) **Contract for maintenance of Garden**

GENERAL TERMS & CONDITIONS:

- a) The tenderers are advised to inspect and examine the site, its surrounding and nature of work involved and to satisfy themselves before submitting their tender as to the nature and quantity of work and in general shall themselves obtain all necessary information as to risks contingency and other circumstances which may influence or affect their tender. The tenderer shall be deemed to have full knowledge of the work whether the tenderer inspect it or not and no extra charges shall be allowed.
- b) Submission of a tender implies that he / she had read this notice and documents and has made himself / herself aware of the scope and satisfactory conditions of the work to be done and of local conditions of the work to be done and of local conditions and other factors for the execution of work.
- c) The tenders received late are liable to be rejected. Required forms attached here with have to be submitted alongwith the tender form. The job description of above different work is also attached for tenderer's reference. The salient feature of works is given in the tender document.
- d) Attendance Register to be signed by the gardener,
- e) Any paper related to tender should be provided as and when required by the Institute.

**Sd/
PRINCIPAL**

I / We have gone through the terms & conditions of tender for Annual contract for Security Arrangement at IHM, V.S.S. Nagar, Bhubaneswar and it is accepted by me / us.

I / We are pleased to quote our rate in Annexure-3. Rate should be quoted as per the rates of Government of Odisha Rules & Regulations. Date-

Date:

(Signature of the Tenderer)

(Seal)

N.B: Quoting in own format of the firm will be summarily rejected.

SALIENT FEATURE OF LAWN AND GARDEN WORK

The Lawn & Garden inside the Institute to be maintained properly throughout the year as per the following

1. Lawn grass to be cut size and unwanted shrubs, small trees are to be removed regularly in the institute premises.
2. Seasonal flower trees to be planted on the ground & pots.
3. Minimum 500 flower pots and plants to be maintained.
4. Watering to garden & flower pots
5. Grown up trees are to be cut to size at regular interval.
6. To make flower pots ready to participate in flower show competition.
7. The Lawn and Garden should be maintained neat and clean and should be free from dry leaves and dead branches.
8. Compost and Manure should be used as per the requirements.
9. All the materials such as Manure, Seeds, Plants, Fertilizers, Pesticides, and Fungicides, 300 nos. earthen pots of various sizes etc. are to be supplied by the tenderer.
10. All the Gardening Equipment's like Phawrah, Pick axe, Lawn Mower, Garden Pipe, tree cutting machine etc shall have to be arranged by the tenderer.
11. During the work if any damage to the Institute property caused by the tenderer will be recovered from tenderer's bill/security deposits.
15. Name and other details of regular and substitute gardeners with photograph should be submitted to the Institute.
16. Any paper related to tender should be provided as and when required by the Institute.
17. Landscaping to be done.

2.4 **Contract for House Keeping including all materials**

GENERAL TERMS & CONDITIONS:-

- a) The tenderers are advised to inspect and examine the site(**Institute building, staff quarter, Boy's hostel and Girl's hostel including all practical classes.**), its surrounding and nature of work involved and to satisfy themselves before submitting their tender as to the nature and quantity of work and in general shall themselves obtain all necessary information as to risks contingency and other circumstances which may influence or affect their tender. The tenderer shall be deemed to have full knowledge of the work whether the tenderer inspect it or not and no extra charges shall be allowed.
- b) Submission of a tender implies that he / she had read this notice and documents and has made himself / herself aware of the scope and satisfactory conditions of the work to be done and of local conditions of the work to be done and of local conditions and other factors for the execution of work.
- c) ***Cleaning of inside and outside of premises (Institute building, staff quarter, Boy's hostel and Girl's hostel)including all practical classes ,housing keeping department, along with supplyof cleaning materials use therein.***
- d) Deodorants and disinfectants to be used in all toilets.
- e) All toilets to be cleaned and washed at least twice in a day.
- f) During functions and events areas to be kept clean.
- g) Sufficient manpower to be deployed to ensure that all areas in both the campus is clean at any given time.
- h) The quotation should include list of manpower , equipment used and cleaning agent.
- i) Damage to any areas due to wrong chemicals being used shall dealt debiting damage charges.
- j) HK materials to be used is mentioned in Annexure-1

**Sd/
PRINCIPAL**

I / We have gone through the terms & conditions of tender for Annual contract for Security Arrangement at IHM, V.S.S. Nagar, Bhubaneswar and it is accepted by me / us.

I / We are pleased to quote our rate in Annexure-3. Rate should be quoted as per the rates of Government of Odisha Rules & Regulations.

Date-

(Signature of the Tenderer)

(Seal)

N.B: Quoting in own format of the firm will be summarily rejected.

3. EligibilityCriteria

The interested Bidders shall have to comply with the following criteria to participate in the tendering process –

- a) Must have either its registered office or operating office in Odisha. **(Self- attested copy of documentary evidence like Certificate of Incorporation, GST Registration Certificate, etc. to be furnished along with the technicalBid)**
- b) Must have minimum Ten years of experience (as on 31stDec, 2021) in providing different outsourcing services either to a single organization or multiple organizations. Inlast 3 years, the Agency should have provided Facility Services at any Hotels/Educational institutes/ Guest House/Hospitals/ Residential Buildings and at least Two categories of services out of the eight categories of services i.e. (1) Security Service, (2) Housekeeping Service, (3) Providing Lab Attendants, (4) Electrical and Other technical Maintenance Service, (5) PH Maintenance Service, (6) Providing Cook and Cook Attendant, (7) Gardening Service and (8) Manpower outsourcing Services. **(Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical Bid)**
- c) Must have provided similar Facility Management Services to at least Five Government/Semi-Government/public sector undertaking clients successfully (uninterrupted/ continuous) for a period of minimum 12 months during thelast3 financial years i.e. 2019-20 2020-21 to 2021-22. (Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical Bid)
- d) Must have executed similar Facility Management/ Manpower Outsourcing Work for at leastRs.10 Crores during each of the last 3 financial years i.e. 2019-20 2020-21 to 2021-22 **(Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/Performance Certificates from the Employers to be furnished along with the technical Bid)**
- e) Must have valid registration under Shops & Establishment Act or other relevant Act/ Rules, Labour Law, Income Tax, ESI, EPF, GST, etc. **(Self- attested copies of such Registration Certificates to be furnished along with the technicalBid)**
- f) Must have license to engage in the business of Private Security Agency from Competent Authority. The bidder can't provide security service by way of outsourcing the same from another agency having required license from Competent Authority to engage in the business of Private Security Agency. In such case. **(Self-attested copy of PSARA (Private Security Agency Regulation Act) Certificate of the bidder to be furnished along with the technical Bid)**
- g) Must have employed not less than 100 (one hundred) field level staff (non-administrative) to render similar services at clients' locations (either single location or multiple locations). **(Self-attested copies of EPF and ESI returns for any one of the three months preceding the month of submission of this Bid to be furnished along with the technical Bid)**
- h) Must have a minimum Annual Turnover of Rs.10 Crores during each of the last 3 Financial Years i.e. 2017-18, 2018-19 & 2019-20 or 2019-20 2020-21 to 2021-22. **(Self-attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished along with the technical Bid. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.)**
- i) Must have ISO 9001:2015 & ISO 45001:2018 certification. **(Self-attested copy of ISO 9001:2015 & ISO 45001:2018 Certificate to be furnished along with the technicalBid)**
- j) Organization having Training Academy In Odisha will be preferred.
- k) Preference will be given to the Organization those are partnered with National Skill Development Corporation (NSDC) for Skill India Program.
- l) The organization as MSME member of Fire & Security Association of India will be preferred
- m) The Authority reserves the right to accept or reject any or all the tenders without assigning any reason thereof or order for re tender of entire work at any time.

4. Responsibilities of the IHM Bhubaneswar:

- a) **The responsibilities of the management shall include:**
- b) Provide space for safe storage and issue of consumables, maintenance of Records and place of sitting for Supervisors (deputed by the contractor).
- c) Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.
- d) Co-operate with the deployed staff for smooth conduct of the assignments by the Contractor
- e) Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like computer room, office room, etc. to avoid unwanted situations including Damages, interruption, accident, etc.
- f) Develop log book, control sheet, checklist for documentation, regular monitoring and Quality assurance.
- g) **The nos. of staff under all categories are approximate in nature, which may vary at the time of issue of Work Order. The Agency will be paid for the extra persons deployed as required & requested by INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR at the rates quoted against the categories of persons in the Financial Bid at Annexure 3.**

5. Cost of TENDER Document, EMD and Performance Security

- a) The bidders shall submit along with the Technical Bids, the cost of Tender Document for **₹. 1000/- (Rupees One Thousand)** only in the form of Demand Draft/ Pay Order in favour of Principal, Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar and EMD of **₹. 20,000/- (Twenty Thousand)** only in form of Demand Draft/ Pay Order in favour of Principal, Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar. Whereas MSME / NSIC certified company will be Exempted from submitting EMD.
- b) Performance Security shall be 1% of annual contract value. The successful bidder shall deposit the Performance Security in the form of Demand Draft (DD)/ Pay Order (PO)/ NEFT in favour of Institute of Hotel Management, Bhubaneswar, payable at Bhubaneswar within 10 days of notification of award.
- c) EMD of all the bidders shall be returned once the successful bidder deposits the Performance Security and signs the Contract.
- d) Security money may be cancelled in failing of duty of any damage of Institute properties.
- e) Performance Security of the successful bidder shall be returned within 30 days of successful completion of the contract period.
- f) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- g) The tender paper submitted without EMD mentioned above, will be summarily rejected.

6. Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as EPF, ESI, etc. for the previous month.
- c) The price as quoted by the Agency in the prescribed format shall remain unchanged in the operation tenure unless any change in Government Minimum wages Act.
- d) GST/ Taxes, if any, shall be paid at the applicable rate and liable to change as per Govt. Terms and Order.
- e) **Request for enhance of rate or any other charges during the contract period will not be considered at any cost.**

7. Period of Engagement

- a) The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The agency shall sign the contract and start providing services (actual engagement of personnel) within 15 days of issue of Letter of Award/Intimation.

8. Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.
- b) The INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - c) Shall specify the nature of failure, and Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
 - d) The INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving the service provider reasonable opportunity of being heard.
 - i. If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management (INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR) have subsequently approved in writing.
 - ii. If the service provider becomes insolvent or bankrupt.
 - iii. If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or
 - iv. If, in the judgment of the Management of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

Final Authority

If the tenderer desires to appeal against any matter he shall appeal to Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Bhubaneswar whose decision on such matters shall be final and conclusive.

Arbitration

- i. **Any dispute or difference between the parties with regard to this document and all connected and related matters whatsoever shall be discussed and settled amicably. In the event of any failure to resolve the disputes or difference whatsoever shall be referred to the sole Arbitrator appointed by the Institute. The decision of the Arbitrator will be final and binding on both sides.**
- ii. **In case of any dispute arising out of the contract between the two contracting parties, the decision of the Principal, IHM Bhubaneswar shall be final and binding**

Bidders are requested to visit the office premises of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR to assess the actual floor area, outdoor workload including internal road, lawn, parking area, rest shed, etc., to assess the actual area to be covered and the quantum of work preferably on the day of the pre-bidmeeting.

9. Instructions to Bidders

Submission of the Bid

- a) The Bid shall be submitted in a sealed envelope with clear inscription as **“TENDER FOR OUTSOURCING OF DIFFERENT SERVICES, TENDER REFERENCE NO. IHM BHUBANESWAR/2022-23/1388 Dated :02/03/2022”** on top of it before due date and time.
- b) The Bid shall be in one part i.e. Cover-A. “Cover-A” shall contain the Technical Bid and Financial Bid submitted through online.
- c) Technical and Financial Bid shall be submitted separately in sealed covers with clear inscription as “TECHNICAL BID; TENDER REFERENCE NO. IHM BHUBANESWAR/2022-23/ 1388 Dated : 02-03-2022 on top of envelope
- d) The bid shall remain valid for a period not less than 90 days after the last date of submission of TENDER
- e) The successful tenderer shall have to enter into an AGREEMENT at their own cost

10. Contents of the Bid

- a) The technical Bid in addition to proof of eligibility shall contain:
 - i. All the information, documents and clarifications as required under Annexure 2 & ToR.
 - ii. EMD (in form of DD/NEFT) and TENDER Document Cost (in form of DD/NEFT).
 - iii. Copy of the TENDER Document signed on every page by the duly authorized Signatory.
 - iv. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR for this Tender.
- b) The Financial Bid shall be submitted in the format given in **Annexure-3**

11. Evaluation and Selection

- a) The Bids shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- b) The Financial Bids shall be opened of those bidders who will qualify in the technical evaluation.
- c) The minimum qualifying score in technical evaluation shall be 80 marks out of 100 marks and the financial Bid of the bidders who secure the minimum 80 marks shall be opened.
- d) Format for technical evaluation is given in **Annexure 5**.
- e) Financial Bid shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below—

Date of Opening of financial Bid shall be communicated to the technically qualified bidders.

For financial evaluation, Price excluding Tax shall be taken into consideration i.e: After the evaluation of the financial Bids, combined evaluation will be carried out.

For combined evaluation, the following abbreviations are used –

- a. Ts = Technical score
- b. Fm = Lowest evaluated financial Bid
- c. Fs = Maximum financial score
- d. F = Price of the Bid under consideration
- e. T = Weight given to the Technical Bid
- f. P = Weight given to the Financial Bid
- g. S = Combined score

The combined evaluation will be carried out as follows –

- (i) The lowest evaluated Financial Bid (Fm) will be given the maximum financial score (Fs) of 100 points. The financial scores (Fs) of the other financial Bids will be computed as per the following formula-
**$$Fs = 100 \times Fm / F$$
, in which Fs is the financial score, Fm is the lowest price and F the price of the Bid under consideration.**
- (ii) Bids will be ranked according to their combined technical (Ts) and financial (Fs) scores using the weights (T = the weight given to the Technical Bid; P = the weight given to the Financial Bid; T + P = 100), which is S (combined score) = $Ts \times T\% + Fs \times P\%$.
- (iii) The weights given to the Technical and Financial Bids are: T = 70 and P = 30

12. Award of Contract

- a) Contract shall be awarded to the bidder whose bid will be determined to be substantially responsive and who has secured the highest combined technical and financial score as per Clause No. 3.3 (f) (ii) above.
- b) In case two bidders secure the same highest combined score, the bidder with the highest average annual turnover during the last 3 financial years i.e. or 2017-18, 2018-19 & 2019-20 or 2019-20, 2020-21 & 2021-22 shall be awarded the contract.
- c) Any effort by a bidder to influence INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR in its decision on bid evaluation or placement of Work Order may result in rejection of the bidder's offer
- d) Any legal dispute arising out of this is subject to Bhubaneswar jurisdiction only.
- e) IHM reserves all the right to accept or reject any or all bid without any further clarification.

13 . Special Conditions of Contract

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The personnel deployed by the Agency should not have any Police records/ criminal cases against them.
- d) INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR may advise the Agency to disengage any of its staff from service, with 24 hours of prior intimation, in case the management of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR shall provide suitable space to the Agency for storage of tools, equipment, chemicals and consumables required for the services and safe custody of all such materials will be Agency's sole responsibility.
- g) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR shall not be liable for any payment on account of compensation.
- h) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR or any other statutory authority.
- i) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*, as and when sought for.
- j) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall provide TDS certificate to the Agency.
- k) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, EPF, etc. *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall have no liability in this regard.
- l) The *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including EPF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances, the *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall be made a party to it in case of any dispute arising out of such non-compliance.
- m) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* proportionate to the extent of default/non-compliance.
- n) *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- o) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* during the currency or after expiry of the Contract.

- p) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.
- q) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- r) The Agency shall provide a suitable substitute well in advance if there is 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 Agency.

13. Penalty Clauses

a) In case the contractor fails to commence/ execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR reserves the right to impose the penalty as detailed below:

- b) 0.5% of cost of order/ agreement per week, up to 2 weeks delay.
- c) After 2 weeks delay, *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* reserves the right to cancel the contract and withhold the agreement and get this job be carried out from other contractor (s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the differential amount, if any, will be recovered from the contractor by forfeiting the Performance Security deposited by the contractor.
- d) For any breach of contract, *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR* shall impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.
- e) If the lapse is repeated, the extent of penalty will be doubled on each such occasion. Some of the instances in which penalty would be imposed are enumerated below, but these are not exhaustive and penalty may be imposed on any violation/ breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities-
 - i. If the personnel working are not found in proper uniform and not carrying their photo identity cards.
 - ii. If the personnel working are found indulging in smoking/ drinking/ sleeping during duty hours.
 - iii. If the behavior of the deployed personnel (s) are found to be discourteous to any official of *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.
- f) If any person is found performing duty by submitting a fake name and address.
- g) If any person is found on duty other than that mentioned in the approved list provided by the Agency to *INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR*.
- i) *In case of any loss/ theft of INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, INSTITUTE OF HOTEL MANAGEMENT, BHUBANESWAR will make good the losses by deducting the cost of loss from the Performance Security Deposit of the Agency or next month's bill of the Agency in one or more installments.*
- j) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.
- K) During the duty/contract period if any loss or damage to the Institute property caused by the Security personnel due to negligence in duty will be recovered from the amount of bill/security deposit.

Tender Bidding Methodology

It is a Two Stage bidding system–.

Financial bids & Technical bids shall be submitted by the bidder at the same time.

C. Broad outline of activities from Bidders perspective:

- a. Procure a Digital Signature Certificate (DSC)
- b. Register for Electronic Tendering System (ETS) in e-Tender Portal.
- c. Create Users and assign roles on ETS
- d. View Notice Inviting Tender (NIT) on ETS
- e. Download Official Copy of Tender Documents from ETS
- f. Clarification to Tender Documents on ETS – Query to IHM BHUBANESWAR (Optional)
- g. View response to queries posted by IHM Bhubaneswar, through addenda.
- h. Bid-Submission on ETS
- i. Attend Public Online Tender Opening Event (TOE) on ETS – Opening of Technical-Part
- j. Post-TOE Clarification on ETS (Optional)
- k. Respond to IHM Bhubaneswar’s Post-TOE queries
- l. Attend Public Online Tender Opening Event (TOE) on ETS – Opening of Financial-Part
(Only for Technically Responsive Bidders)

D. Digital Certificates

For integrity of data and its authenticity/ non-repudiation of electronic records, and becompliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). Also referred to as Digital Signature Certificate (DSC), of Class III issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>]. Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

E. Registration

Amendments, if any, to the tender document will be notified in the above website as and when such amendments are notified. Intending bidders are requested to register themselves with M/s. ITI Limited provided e-Tender Portal- www.tenderwizard.com/IHM for obtaining user-id, Digital Signature Certificates etc., by paying Vendor registration fee and processing fee for participating in the above mentioned tender. After successful submission of Registration details and Vendor registration fee and processing fee (as applicable), please contact ITI Helpdesk and IHM BHUBANESWAR Contact Points (as given below), to get your registration accepted/activated.

ITI Tender Wizard Help Desk Contact	Shri Sanjeeb Mahapatra, Mobile no. 07377708585, 011-49424365 email id: twhelpdesk404@ gmail.com
IHM Bhubaneswar Contact- 1	Mrs Sharada Ghosh Mob No- 9437001241 / 9437574465 E-Mail- hospitality@ihmbbs.org

ANNEXURE 2: Profile of the Bidder (To be furnished along with the Technical Bid: Cover “A”)

Sl.No.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and Date of Incorporation / Registration (Self-attested copy of Certificate of Incorporation / Registration to be furnished)	(NGO / Partnership Firm / Company / Others) Date of Incorporation / Registration
3.	Name, designation, contact no. and address of the contact person / local representative	
4.	Registration / empanelment details with different authorities (Self-attested copies of such Registration Certificates to be furnished)	Authority(s): Date of Registration
5.	a) ISO 9001:2015 Certification b) ISO 45001:2018 Certification (Self-attested copy of ISO Certificate to be furnished)	a) Date of Certification: Valid up to: b) Date of Certification: Valid up to:
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years i.e. 2017-18, 2018-19 & 2019-20 (Self-attested copies of the Service Contracts / Agreements / Work Orders / Completion Certificates / Performance Certificates from the Employers to be furnished)	1. Name of Client, (2) Date of Contract (3) Duration of Engagement (4) Contract Value (5) Contact Status (Completed / Ongoing)
	(Separate list for Govt. / Public sector and private sector clients to be furnished.	
7.	License to engage in the business of Private Security Agency is used by Competent Authority	Self-attested photocopy of License issued by Competent Authority to be furnished.
8.	Number of field level staff engaged at the client locations to render facility management service (Refer Eligibility Clause 2.1g)	Supervisory Staff (Field) (2) Service & Support Staff Self-attested copies of EPF and ESI returns for any one of the three months preceding the month of submission of this Bid to be furnished.
9.	Financial position and operational results for last three financial years (2017-18, 2018-19 & 2019-20 or 2019-20, 2020-21 & 2021-22)	Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.
10.	Plan for execution	1. Manpower Planning, (2) Monitoring 2. Quality Assurance
11.	Details of make, model, brand and quality of tool, equipment and consumables to be used	Item wise details to be furnished for the items in Annexure 1
12.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

(i) Information to be furnished in separate sheet wherever necessary.

(ii) In case of documents, they shall be self attested photocopies.

Date:

Place:

Authorized Signatory

ANNEXURE 3: FINANCIAL BID

Name and Address of the Bidder: Price Details:

Manpower Outsourcing Services

Per Duty Per Person	Site Executive 1	Office Asst. 2	Sr.Lab. Attendant 3	Lab. Attendant 4	Plumber 5	Cook 6	Kitchen Helper 7	Bus Driver 8	Helper 9	Electrician 10
(a)Basic Wages with VDA(Current)										
(b)Other Allowances If any										
(c)EPF@ 13% (12+1)										
(d)ESI @ 3.25 %										
(e)Bonus @ 8.33%										
(f)Leave @ 18 days										
(g)uniform										
(h)Service Charge										
(i)Total(a+b+c+d+e+f+g+h)										
(J)TOTAL Before Tax=(1+2+3+4+5+6+7+8+9+10)										
(K) GST @ 18% on J										
(L) TOTAL with Tax =J+K										

Security Services

Per Duty Per Person	Head Guard 1	Security Guard 2
(a)Basic Wages with VDA(Current)		
(b)Other Allowances If any		
(c)EPF@ 13% (12+1)		
(d)ESI @ 3.25 %		
(e)Bonus @ 8.33%		
(f)Leave @ 18 Days		
(g)uniform		
(h)Service Charge		
(i)Total(a+b+c+d+e+f+g+h)		
(J) TOTAL before Tax= (1+2)		
(K)GST @18% on J		
(L) Total with Tax = J+K		

Gardening Services

Per Duty Per Person	Head Gardener 1	Gardener 2
a) Basic Wages with VDA(Current)		
b) Other Allowances If any		
(c)EPF@ 13% (12+1)		
(d)ESI @ 3.25 %		
(e)Bonus @ 8.33%		
(f) Leave @18 days		
(g) uniform		
(h) Service Charge		
(i) Total Manpower cost (a+b+c+d+e+f+g+h)		
(J)TOTAL Unit Cost for All Category=(1+2)		
(K)Gardening Manure, Fertilizer Seasonal Plants, seeds, Pots Etc along with Tools, tackles and machinery.		
(L) Total before Tax = (J+K)		
(M)GST @ 18 % on L		
(N)Total with Tax (L+M)		

Cleaning Services

Per Duty Per Person	Sweeping & Cleaning staff	Dish washer
a) Basic Wages with VDA(Current)		
b) Other Allowances If any		
(c)EPF@ 13% (12+1)		
(d)ESI @ 3.25 %		
(e)Bonus @ 8.33%		
(f) Leave @ 18 Days		
(g)uniform		
(h)Service Charge		
(i)Total Manpower cost (a+b+c+d+e+f+g+h)		
(J)TOTAL Unit Cost for All Category=(1+2)		
(L) Total before Tax = (J+K)		
(M)GST % on Total (L)		
(N) = Total with Tax (L+M)		

TOTAL Price for All Services

Service Category	Total Before Tax	Total With Tax
Manpower outsourcing		
Security Services		
Gardening Services		
Cleaning Services		
GRAND TOTAL		

Grand Total in words Before Tax.....

Grand Total in words with Tax.....

Note:

- Pl. mention the % of GST as applicable and on which charges it is applicable. Also, the details of Other Taxes, if any, are to be mentioned.
- If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the nos., the unit price shall prevail and the line item total shall be accordingly corrected.
- If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be accordingly corrected.
- If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case, the amount in figures shall prevail subject to (2) and (3) above.
- If the firm submitting the lowest evaluated bid does not accept the correction of errors, its Bid shall be rejected.

Date:

Place:

Authorized Signatory

(Signature and seal of the authorized signatory)

ANNEXURE 5: FORMAT FOR EVALUATION OF TECHNICAL BID

Name & Address of the Bidder:				
Sl.No	Criteria	Maximum Marks	Marks Obtained	Remarks
1	Number of Years in Operations/Experience	Max. 25 Marks		
a)	3 Years or More but Less Than 5 years	10		
b)	5 Years or More but Less Than 7 years	15		
c)	7 Years or More but Less Than 10 years	20		
d)	More Than 10 Years	25		
2	Average Turn Over Last 3 Financial year	Max.25 Marks		
a)	Less or Equal to 20 Crs	10		
b)	More Than 20 Crs and Less Than 50 Crs	15		
c)	More Than 50 Crs and Less Than 100 Crs	20		
d)	More than 100 Crs	25		
3	Quality Related Matix	Max.20 Marks		
A)	ISO 9001 : 2015	Max.10 Marks		
a)	ISO 9001 Less Than 4 Years	5		
b)	ISO 9001 More Than 4 Years	10		
B)	ISO 45001:2018	Max.10 Marks		
a)	ISO 45001 Less Than 4 Years	5		
b)	ISO 45001 More Than 4 Years	10		
4	Size and Quality Of client for which Cleaning/Housekeeping/Security Services are being Provided	Max. 15 Marks		
	Annual Billing per client should be at least 60 Lakh per year			
a)	More than 20 client	15		
b)	15-19 clients	10		
c)	10-14 clients	7		
d)	5-9 clients	5		
5	Composition of the client base-mentioned in point 4	Max.15 Marks		
	Annual Billing per client should be at least 60 Lakh per year			
a)	Large Government Sectors/PSUs Offices	5		
b)	Large Corporate Sectors Firm/Head quarters	5		
c)	Reputed Hotels/Guest Houses/Hospitals	5		