

No. ES/18/2024-OIDB

Dated: 24.09.2024

**INVITATION OF BIDS**

Oil Industry Development Board (OIDB) invites bids from reputed and financially sound agencies having experience in providing Facility Management Services – (i)Housekeeping, mechanised cleaning, upkeep and other allied services and(ii) Horticulture services at OIDB Bhawan, Plot No.2, Sector-73, Noida-201301 under two bid system.

Sl. No.	Item	Description
1.	Brief Description of the services	Facility Management Services – (i)Housekeeping, mechanised cleaning, upkeep and other allied services and (ii) Horticulture Services at OIDB Bhawan, Plot No.2, Sector-73, Noida-201301 under two bid system.
2.	Type of bid	Two bid system: (1) Techno-commercial Bid (2) Price Bid as per Schedule of Rates (SOR)  Both the bids to be submitted separately online on GeM
3.	Availability of Bid document on	GeM and OIDB's Website –www.oidb.gov.in
4.	Submission of Bid document on	GeM
5.	Earnest Money Deposit (EMD) to be submitted with the tender	Rs.13.50 Lakhs  Through NEFT/RTGS in favour of OIL INDUSTRY DEVELOPMENT BOARD A/C No. 11084240909  State Bank of India, Main Branch, Parliament Street, New Delhi. IFSC: SBIN0000691

प्रधान कार्यालय :-

ओ.आई.डी.बी. भवन, 'सी' ब्लॉक, तीसरी मंजिल,  
प्लॉअ न० 2, सेक्टर - 73, नौएडा-201301, उ.प्र.  
फोन : 91-120.2594602, 603, 604 फैक्स : 91-120-2594630  
वेबसाईट :- www.oidb.gov.in

पंजीकृत कार्यालय :-

301, वर्ल्ड ट्रेड सेन्टर, तीसरी मंजिल, बाबर रोड, नई दिल्ली-110 001  
फोन :- 91-11-23413540

Main Office :

OIDB Bhawan, 'C' Block, 3rd Floor  
PlotNo. 2, Sector - 73, Noida-201301, Uttar Pradesh  
Phone : 91-120-2594602, 603, 604 Fax : 91-120-2594630  
Website : www.oidb.gov.in

Registered Office :-

301, World Trade Centre, 3rd Floor, Babar Road, New Delhi-110001  
Phone : 91-11-25413540

कृपया हिंदी में पत्राचार करें।

6.	Tender upload date and time	24.09.2024
7.	Date of pre-bid meeting date, time and venue	30.09.2024 at 2.00 p.m. at Conference Room, 3 <sup>rd</sup> Floor, G+3 Block, OIDB Bhawan, Plot No. 2, Sector-73, Noida-201301
8.	Last date and time of submission of bids	15.10.2024 upto 4.00 p.m
10	Date of opening of Technical bids	16.10.2024
11.	Performance Guarantee to be submitted only by the Successful Bidder	5% of the Contract value + taxes as applicable
12.	Estimated value of the contract	Rs.4,42,16,312/- exclusive of taxes Rs. 5,21,75,248/- inclusive of taxes
13.	Period of contract	Two years
2	<b>BIDDER'S QUALIFICATION CRITERIA (BQC)</b>	
2.1	Bidder should have valid labour licence/Registration.	
2.2	Bidder should be having its registered/branch office at Delhi/NCR.	
2.3	Bidder should have valid PAN, EPF, ESI and GST.	
2.4	Bidder should have experience of similar work in CPSUs/State PSUs/Central or State Govt./Semi Govt.	
2.5	Experience of having successfully completed similar services in CPSUs/State PSU/Central or State Govt./Semi Govt. during last 7 (Seven) years ending last day of month previous to the one in which bids are invited should be of value either of the following:	
2.5.1	<p>Three similar completed works each costing not less than the amount equal to 40% of the estimated value i.e. Rs.177 lakhs</p> <p style="text-align: center;">Or</p> <p>Two similar completed works each costing not less than the amount equal to 50% of the estimated value i.e. Rs.221 lakhs</p> <p style="text-align: center;">Or</p> <p>One similar completed work costing not less than the amount equal to 80% of estimated value i.e.354 lakhs</p>	

	<b>Completion Certificate of the works to be submitted with the tender document.</b>
2.6	Similar work means experience in facility management services providing housekeeping, mechanised cleaning, upkeep and other allied services and horticulture services includes supply of indoor & outdoor plants with or without pots of any variety of any size selected by OIDB on rent basis, supply of flower bunch including pot and bouquet etc.
2.7	Bidder must have provided at least one similar service (housekeeping, mechanized cleaning for office/institution/hotel/building having 3 lac sq. ft. or more area for at least two years.
2.8	Bidder should have an average annual financial turnover of at least 30% of estimated value in similar work during the last 3 financial years, ending 31 <sup>st</sup> March, 2024 i.e. Rs.133 lakhs  For proof of Annual Turnover any of the following documents/photocopy must be furnished:  (i) Certificate issued by a practicing Chartered/Cost Accountant Firm, with Membership number (UDIN) certifying the Annual Turnover and nature of business. (ii) Audited Balance Sheet and Profit & Loss Account.
2.9	Offer of bidder under liquidation and/or net worth going negative will not be considered. A declaration/undertaking to this effect shall be submitted mandatorily by the bidder.
2.10	Bidder should not be on holiday listed/black listed by OIDB or any of Govt./PSU/MNC. A declaration/undertaking to this effect shall be submitted mandatorily by the bidder.
2.11	The Bidder must be ISO Certified Facility Management Service Agency.
2.12	Documentary proof in respect of bidder's qualification criteria from Sl. No.2.1 to 2.11 to be submitted with technical bid.
2A.	<b>Evaluation of Bids</b>
2A.1	The technical bids will be first opened and bidders satisfying all the pre qualifying criteria as mentioned in terms and conditions will only be qualified.
2A.2	The financial bid of technically qualified bids will only be opened and the lowest bidder will be declared as successful bidder.

2A.3	The gross total cost considering all items in SOR will be considered for comparing the financial bids.
3.	<b>GENERAL TERMS &amp; CONDITIONS</b>
3.1	Tender document should be uploaded with covering letter having index in which information of attached documents be given serial number wise like name of the document with page number etc. Proper page numbering should be done for all documents uploaded on GeM.
3.2	All uploaded pages of the tender document should be signed by the authorized signatory with stamp of the bidding firm as token of having accepted all the terms and conditions of the tender. Person signing the bid or other documents attached with tender must clearly write his/her name and also specify the designation.
3.3	Incomplete bid and/or bid without covering letter and/or without serial numbered pages and/or without signature & stamp of authorized signatory may be disqualified.
3.4	Proper numbering should be done of all pages of the Tender Document along with supporting documents.
3.5	OIDB reserves the right to annul the process of tendering at any time without assigning any reason. OIDB reserves the right to reject any or all the tenders without assigning any reason. OIDB also reserves the right to change any condition of the tender before submission of the bids. The same will also be uploaded on OIDB's website and GeM Portal.
3.6	Corrigenda/Addenda, if any, shall also be available on the referred web sites.
3.7	Bidder must acquaint himself/herself of the site and conditions prevalent at their own cost and convenience. No complaint will be entertained on this account later to the submission and acceptance of bids.
3.8	Consortium/Joint Venture bids shall not be accepted.
3.9	In case of composite works comprising of other types of works in addition to the qualifying work stated above, then the value of such qualifying work out of the total value of completed composite work shall be considered for the purpose of evaluation.
3.10	Bidder shall furnish documentary evidence i.e. copy of work orders including Schedule of Rates (SOR), completion certificate, complete annual audited financial year statements including balance sheets, profit & loss accounts statements and all other schedules, self-certification of being not under liquidation, court receivership or similar proceedings, etc. in the first instance

	<p>itself, in support of their fulfilling the Bidder's Qualification Criteria. OIDB reserve the right to complete the evaluation based on the details furnished without seeking any additional information.</p>
3.11	<p>No sub-contraction &amp; splitting of work is allowed. Total work shall be awarded to one agency only.</p>
3.12	<p>Bidder's authorized representative(s), shall attend the pre bid meeting on the prescribed day at the given venue. During the pre-bid meeting, all the technical and commercial issues shall be discussed and concluded to ensure that the bid received subsequent to pre- bid meeting shall be without any deviations to terms and conditions. Hence, bidders shall treat the pre-bid meeting as utmost important and depute competent &amp; senior person. However, in case any bidder does not attend the pre-bid meeting, it shall be understood that bidder has a clear understanding of the scope &amp; terms and conditions of the bidding document and does not have any comments/deviations to the requirements of the bidding document.</p>
3.13	<p>Validity of bid should be 90 days from the date of opening of Technical Bid. Bids with validity less than days shall not be considered.</p>
3.14	<p>Bids received without the prescribed Earnest Money Deposit, for an amount equal to 3% of the contract value exclusive of GST i.e. Rs.13.50 Lakhs shall be rejected. The bidder shall submit the EMD through NEFT/RTGS in OIDB before the last date of submission of bids and a copy of the proof of submission of EMD will be uploaded along with the bid documents.</p> <p>EMD waiver for SMEs/MSMEs will be as per government guidelines. No waiver will be given for experience. A certificate of SME/MSME status will be required mandatorily.</p> <p>EMD of the unsuccessful tenderer will be returned, without interest, within a period of two (2) months from the date of award of contract to the successful bidder.</p> <p>EMD of the successful bidder will be adjusted against the security deposit/performance security deposit as per bidder's consent.</p> <p>EMD of the successful bidder shall liable to be forfeited if the bidder does not sign an agreement in the prescribed form attached within fifteen (15) days of contract start date of GeM.</p>
3.15	<p>Successful bidder shall become contractor hence the term bidder and contractor as appearing in this tender document shall denote same person before and after the award of contract respectively. The expression "bidder" shall mean the "contractor" wherever appearing for the purpose of the contract.</p>

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3.16	Submission of " <b>Bid Security Declaration</b> " as per the <b>format attached (Appendix I)</b> with tender that if bidder withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents.
3.17	Successful bidder shall execute an <b>agreement</b> with the OI DB within fifteen days from the date of contract start date of GeM as per <b>format (Appendix II)</b> attached on a non-judicial stamp paper of appropriate value (Rs.100/-). The cost of non-judicial stamp paper shall be borne by the Bidder.
3.18	Successful bidder shall furnish <b>Performance Bank Guarantee</b> within fifteen days (15) from the contract start date of GeM as per attached <b>format (Appendix III)</b> made in favour of OI DB for an amount equal to 5% of the contract value exclusive of taxes. Performance Bank Guarantee shall remain valid for a period of 6 months beyond the date of completion of all contractual obligations.
3.19	OI DB may terminate the contract if it discovers subsequently that the bidder had engaged in corrupt fraudulent practices or any act of misrepresentation in competing for the contract.
3.20	In case, the information/document furnished by the contractor forming basis of evaluation of its bid is found to be false/fake/forged after the award of the contract, OI DB shall have the right to terminate the contract and get the remaining works executed by a third party at the risk & Cost of the Bidder and without any prejudice to other rights available to OI DB under the contract such as forfeiture of the performance bank guarantee, withholding of payment, other legal action etc.
3.21	The price bid will be opened only of those who will be found technically qualified.
3.22	Work will be awarded to L1 Bidder. In case of tie, the L-1 bidder shall be asked to furnish discount in separate sealed cover and the contract shall be awarded to the contractor who has offered highest discount. In case of further tie, the contract shall be awarded to contractor having highest turnover for financial year 2023-24 as per the audited annual accounts.
4	<b>BRIEF SCOPE OF WORK FOR FACILITY MANAGEMENT SERVICES</b>
4.1	Housekeeping, mechanised cleaning, upkeep and other allied services
A	Deployment of one experienced Supervisor and housekeeping boys. All materials, consumables like detergent / cleaning agent, disinfectant, scrubbers, naphthalene balls, repellents, sprayers, liquid soap, tissue paper/ toilet papers, buckets, baskets, brooms etc. (List of items attached Annexure 1) and cleaning equipment required for execution of the works to be supplied by the bidder at quoted rates.

	<p>Approx. Area for housekeeping- 30,564 Sq. M. including 19,626 Sq. M of 2 nos. of basements (G+3 Block - Tower B, C &amp; D, Terrace and in G+9 Block, Staircase and Terrace)</p> <p>Additionally, Area to be cleaned till vacant - 1811 Sq.M. of 7<sup>th</sup> floor, G+9 block</p>						
B	<p>Dry vacuum cleaning and shampooing of Carpet inclusive of supply of chemicals and machines required for cleaning at quoted rates.</p> <p>Area of carpet - 3,710 Sq. M and 1021 Sq.M. of 7<sup>th</sup> Floor, G+9 Block to be cleaned till vacant –</p>						
C	<p>Facade cleaning, mechanized/manual, through experienced and expert personnel including supply of all consumables required for facade cleaning consisting of DGU glasses, ACP sheet and granite stone surfaces.</p> <p><b>Total façade area</b></p> <table> <tr> <td>Glass panel</td> <td>7,700 Sq. M</td> </tr> <tr> <td>ACP Sheet cladding</td> <td>1,450 Sq. M</td> </tr> <tr> <td>Stone cladding</td> <td>8,500 Sq. M</td> </tr> </table>	Glass panel	7,700 Sq. M	ACP Sheet cladding	1,450 Sq. M	Stone cladding	8,500 Sq. M
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ACP Sheet cladding	1,450 Sq. M						
Stone cladding	8,500 Sq. M						
D	<p>Dry cleaning of synthetic curtains of Seminar Hall of Area - 270 Sq.m. and cleaning of chairs.</p>						
E	<p>Pest control inclusive of supply of material, consumables and aids required for pest control and fumigation etc. of G+3 Block.</p>						
F	<p>Services of personnel like Facility Manager, Plumber, Receptionist, I.B.M.S Operator, IT Technician etc.</p>						
4.2	<p><b>HORTICULTURE / LANDSCAPING</b></p>						
a	<p>Maintenance of existing lawns and parks in a manner that the whole office premises (OIDB) should look beautiful and lush green.</p>						
b	<p>Maintain all trees, plants, shrubs, grass, flowers etc. in a proper and pleasant manner.</p>						
c	<p>All material like fertilizer, sapling, seeds, manure, insecticide/pesticide and all tools and instruments/machines required for growing flowers and plantation, cutting of grass in lawns, pruning of plants etc. will be provided by the bidder at his own cost.</p>						
d	<p>Landscaping for aesthetic view and all inputs for earth filling, grading etc. will be to bidder's account.</p>						

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e	Supply of indoor potted plants with pots on rent basis, flowers bunches including pots/bouquet of any variety of any size as selected by OIDB every month approximately.
f	Deployment of Supervisor and gardeners for maintenance of horticulture in OIDB.
5	<b>PERIOD OF CONTRACT</b>
5.1	Contract shall be for a period of (02) two years from the date of contract start date of GeM with a provision to extend the contract period for one more year on the satisfactory performance of the agency on the same rates, terms & conditions at the sole discretion of OIDB.
6	<b>HANDING OVER AND TAKING OVER</b>
6.1	On Completion/termination of contract the site/plant/equipment will be taken over by the OIDB/incoming contractor in good/working condition. Cost for any deficiencies will be booked to the bidder.

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## PREFACE

The Conditions of Contract shall be read in conjunction with respective provisions specified in several sections of this Biding Document. In case of irreconcilable conflicts, the provisions under clause no 2.1 herein of Conditions of Contract shall prevail.

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1	<b>DEFINITIONS</b>
	In the Contract, capitalized words and expression defined by way of inclusion in "parenthesis", shall have the meaning so ascribed thereto. Further, in the Contract, unless repugnant to the context thereof, the following words and expressions used in these Conditions of Contract and elsewhere in the Contract, shall have the meanings assigned to them hereunder:
1.1	"Applicable Laws" means all laws in force and effect, including Tax laws but excluding direct Tax laws (which includes income tax, corporate tax, profession tax and wealth tax), as of the Base Date and which may be promulgated or brought into force and effect hereinafter including any revisions, amendments or re-enactments including without limitation regulations, rules and notifications made there under and judgments, decrees, injunctions, writs, orders and notifications issued by any court or Authority, as may be in force and effect during the subsistence of the Contract and applicable to either Party, their obligations or this Contract from time to time.
1.2	"Authority" means the Government of India, any state government or any local authority or any department, instrumentality or agency thereof or any corporation (to the extent acting in a legislative, judicial or administrative capacity and not as a contracting party with OWNER or commission under the direct or indirect control of such central, state or local government or any political sub-division thereof or any court, tribunal or judicial body within India.
1.3	"Bid" means the Bidder's signed offer for the Works and all other documents submitted along with the Bid.
1.4	"Bidding Documents" mean the Notice Inviting Bids/ Letter Inviting Bids, the instruction to bidders (including annexure), form of bid (including appendices), the Contract Agreement, the Conditions of Contract, the Specifications and all other reports, surveys, drawings and documents including amendments, if any, provided to the Bidder by OWNER.
1.5	"Completion" shall mean the successful provision of all materials and inputs and the successful completion and conclusion of all activities and tests required to complete the Works in accordance with the Contract.
1.6	"Contract" means the agreement between OWNER and the Bidder for execution of the Works and includes the Contract Agreement, the Conditions of Contract, the other Bidding Documents, the Specifications, the Price Schedule, and such further documents which are listed in the Contract Agreement and/or these Conditions of Contract and includes any amendment thereto made in accordance with the provisions hereof.

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1.7	"Contract Agreement" means the agreement entered into between OWNER and the Bidder along with the Price Schedule and other annexure and includes any amendments thereto made in accordance with the provisions thereof.
1.8	"Contract Performance Bank Guarantee/Security Deposit" means a duly executed, irrevocable, unconditional on demand bank guarantee / Bank Draft / Pay Order that is to be procured and maintained by the Bidder to secure the due and proper performance of the Contract.
1.9	"Contract Price" means the total price payable to the Bidder for performing the Works based on the rates and breakdown of prices provided by the Bidder in the Price Schedule, subject to such additions thereto and deductions therefrom as may be made under the Contract and as adjusted by the actual quantities, if applicable, of the items mentioned in the Price Schedule utilized in the execution of the Works.
1.10	OWNER shall mean Oil Industry Development Board.
1.11	"Engineer-In-Charge" means the Person designated by OWNER to act as the Officer- in-Charge for the purposes of this Contract and notified in writing to the Bidder.
1.12	"Running Bill" means the fully supported invoice delivered to OWNER by the Bidder at the times set out in the Payment Schedule, containing all the requisite information and complying with all the requirements set out in the contract.
1.13	"Site" means the land, location, right of way and/or places provided by OWNER where the Works are to be executed and to which Plant and Goods and Materials are to be delivered and any other place as may be specifically designated in the Contract as forming part of the Site or designated as such by the Engineer-in-Charge.
1.14	"Specifications" means all general and technical specifications and directions attached to and forming a part of the Bidding Documents which describe the purpose, scope, design and technical criteria of the Works including, the method and manner of performing the Works, the quality and quantity of the Works to be performed and the materials to be supplied under the Contract and includes all modifications or amendments made thereto by OWNER.
1.15	"Contract Period" means the period specified in the Contract Agreement or the Conditions of Contract for performing the Works.
1.16	"Week" means a period of any consecutive seven days.
1.17	"Working Day" means a day other than a Sunday or a public holiday on which OWNER is open for business.

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2.	<b>CONTRACT</b>
2.1	The documents forming the Contract are to be taken as mutually explanatory of one another. If there is an ambiguity or discrepancy in the documents, the Officer-in-Charge Contract shall issue necessary clarifications or instructions to the Bidder, and the order of precedence of the documents shall be as follows:
a	Contract Agreement
b	GeM Contract and LOA
c	Scope of Work/Job Specifications/Technical Specifications
d	Conditions of Contract
e	Other Terms and Conditions
f	SOR
3.	<b>CONFIDENTIALITY AND CONFIDENTIAL INFORMATION</b>
3.1	Both Parties shall treat the details of the Contract as private and confidential, except to the extent necessary to carry out obligations under it or to comply with Applicable Laws. Bidder shall not publish, permit to be published, or disclose any particulars of the Works in any trade or technical paper or elsewhere without prior consent of OWNER.
4.	<b>COMPLIANCE WITH APPLICABLE LAWS</b>
4.1	The Bidder shall, in performing the Contract, comply with all Applicable Laws.
4.2	Without prejudice to the foregoing, the Bidder shall be responsible for bearing all registration and statutory inspection fees payable under any Applicable Laws in respect of the Works executed or completed pursuant to the Contract. If the Bidder defaults in complying with the Applicable Laws, the Bidder shall, at its own risk and Cost, bear any and all additional fees, fines, penalties or charges. However, OWNER shall make reasonable efforts to assist the Bidder in rectifying any such default under Applicable Laws upon the Bidder's specific request, including any specific request to issue letters to the relevant Authorities on behalf of the Bidder.
4.3	The Bidder shall not be absolved from any of its obligations under Applicable Laws or the Contract or claim any additional amount from OWNER due to its ignorance of any Applicable Law.

5	<b>GENERAL OBLIGATIONS OF BIDDER</b>
5.1	Bidder shall obtain and maintain all permits, licenses and approvals required for the execution of the Works as per Applicable Laws.
5.2	All Equipment provided by the bidder at site for execution of the Works shall not be removed without the consent, in writing, of OI DB.
5.3	OWNER shall not at any time be liable for the loss or damage to any of the Bidder's Equipment or materials brought on Site by the Bidder for execution of the Works.
5.4	The Bidder shall throughout the execution of the Works take full responsibility for the adequacy, stability, safety and security of the, Bidder's Equipment, persons deployed at site, comply with the Safety Code, all relevant safety regulations. Insofar as the Bidder is in occupation or otherwise is using areas of the Site, the Bidder shall keep the Site and the Works in an orderly state appropriate for the avoidance of injury or accident to all persons on and in the vicinity of the Site and shall keep OWNER indemnified against all costs, charges, losses and damages that may be suffered by OWNER in any manner whatsoever as a result of any injury or accident to any person on or in the vicinity of the Site in connection with the execution of the Works;
6.	<b>OWNER'S OBLIGATIONS</b>
	Following facilities shall be provided by OWNER to Service provider's staff working at site free of cost:-
6.1	Office space
6.2	Lockable storage space for keeping tools, consumable & personal belongings of the personnel.
6.3	Landline telephone in office to key personnel.
6.4	Water as well as electricity shall be provided free of cost to the Bidder for the execution of the works.
7	<b>BIDDER'S PERSONNEL</b>
7.1	Employee(s) engaged/deputed for the subject job by the Bidder shall maintain punctuality and discipline. If any employee(s) engaged by the Bidder is found to be undisciplined, misbehaving with OWNER's authorized representatives and/or officer/staff under the influence of any intoxicant, OWNER may ask the Bidder to replace such Employee(s) and the Bidder shall then forthwith comply with such instruction.

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	The Bidder shall ensure that its employee(s) refrain from smoking or carrying any inflammable substances etc., inside the office premises of OWNER, while on duty with OWNER.
7.2	The Bidder shall make itself aware of all labour regulations and their impact on the cost and build up the same in the Contract Price. During the Contract Validity Period no extra amount in this regard shall be payable to the Bidder, for any reason whatsoever.
7.3	In the event of default being made in the payment of any money in respect of wages of any person employed by the Bidder and for carrying out of the Contract and if a claim thereof is filed in the office of the labour Authorities and proof thereof is furnished to the satisfaction of the labour Authorities, OWNER may, failing payment of the said money by the Bidder, as the case may be, make payment of such claim on behalf of the Bidder, to the said labour Authorities and any sums so paid shall be recoverable by OWNER from the Bidder. If the Bidder fails to pay any amount required to be paid to OWNER as aforesaid, within 7 (seven) days of its demand, OWNER shall be entitled to recover the amount from any moneys due or accruing to the Bidder under the Contract.
7.4	The establishment of the Bidder shall be duly registered under the Employees' Provident Fund and Miscellaneous Provisions Act, 1952 and the Employees' State Insurance Act, 1948 and the Bidder shall duly and timely pay its/their employees to the Authorities prescribed under the said Acts and any schemes framed thereunder in respect of all staff employed by it for the execution of the contract. Copies of challans/receipt of such payments along with the list showing persons employed together with emoluments paid for the purpose of provident fund deductions shall be submitted with Invoice/RA Bill.
7.5	The Bidder shall at his on cost and initiative take out and maintain at all times until the close out of the Contract, insurance policies in respect of workmen engaged by him for providing services under this Contract, in order to keep himself as well OWNER fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in the Workmen's Compensation Act, 1923. If the Bidder fail to take insurance as mentioned above, OWNER shall be entitled (but without any obligation to do so) to take such insurance at the cost and expense of the Bidder and without prejudice to any other rights or remedies of OWNER in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Bidder.
7.6	Contractor will make payment of wages to all their employee electronically in accordance with the minimum wages as applicable to Central Government Departments from time to time. Subsequent revision/increase in minimum wages by Central Govt. will be reimbursed by OIDB. In case of non-payment of wages or any other dues to any of your employee, OIDB reserves the right to recover the amount equal to such dues of the employees from contractor's bill and pay to concerned

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	<p>employee/s. Contractor will take all necessary steps to deposit statutory contribution in respect of employees with the concerned authorities and to ensure strict compliance of labour laws. This will be the responsibility of the contractor to comply with the statutory obligations related with the contract including the Provident Fund (PF) and Employee State Insurance (ESI) etc. for the persons deployed by the contractor. Contractor shall adhere to all laws, rules and regulations that may be in force from time to time concerning the employment or service conditions of their employees. Currently, as per the Govt. orders ESI is not applicable to employees whose wages/salary is above Rs.21,000/-. In future, if Govt. revised the ESI rules, ESI facility will be provided to the employees by the contractor and the same will be reimbursed by OIDB.</p>	
8.	Deduction, penalties/recoveries in payment to contractor due to deficiency in services or non-compliance of contractual provisions.	
i	Staff not working with proper and clean uniform	Rs.100/- per day per person
ii	Unsatisfactory and substandard House Keeping	Rs.2500/- per day per floor
iii	Non-availability of staff deployed as indicated in scope of work of NIT	Rs. 100/- per day per person for Unskilled Rs.150/- per day per person for Semiskilled Rs.250/- per day per person for Skilled Rs.500/- per day per person for Highly skilled
iv	Non-availability/defective of required Major Equipment (T&P)	Rs.1500/- per day
v	Non-availability of required consumables	Will be purchased by OIDB from local market and cost recovery will be made from contractor's bill. If such incident occurs more than two times in a month a penalty of Rs.1000/- per day per floor will be imposed.
vi	Non disbursement of wages to its employees latest by 7th day of every month	Rs.1000/- per day
vii	Non-compliance of any other contractual conditions	1% of the monthly payable amount exclusive of GST per day subject to the maximum of 10%.
viii	For repeated complaints of unsatisfactory performance of contract	Entire security deposit may be forfeited by the OIDB. In addition OIDB shall have the right to terminate

	the contract without assigning any reason.
9.	<b>TAXES AND DUTIES</b>
9.1	All the Taxes and duties including GST payable in India whether under Central, State or Local laws applicable in India shall form part of the Contract Price. The Bidder shall bear all the Taxes, duties, levies on the supply of Goods and Material and on performance of the services, under Central, State or Local laws applicable in India as well as those leviable outside India including Goods & Service Tax payable in India.
9.2	Contract Price shall include all taxes & duties, levies including GST. The Bidder shall be fully and exclusively responsible for the payments (and liable for all consequences in the event of default) of Cess, VAT, GST, any and all taxes, now or hereafter imposed, increased or modified from time to time in respect of the above job and all contributions and taxes for un-employment compensation, insurance and old age pensions and amenities now or hereafter imposed by any law of the Government/local bodies which are imposed with respect to or covered by the wages, salaries or other compensation paid to the persons employed by the bidder. OWNER shall have no liability whatsoever concerning the employees/labourers of the Bidder. The bidder shall keep OWNER indemnified against all losses or damage or liability arising out of or imposed in the course of employees.
10.	<b>PAYMENT TERMS</b>
10.1	Contractor shall submit bill on monthly basis in duplicate along with the attendance sheet, wage breakup sheet, proof of payment of wages to their deployed staff, an undertaking that they have complied all the statutory obligations, EPF Challan, ESI challan, GST Challan etc. Payment of the contractor's running bill shall be released after satisfactory performance of the job within 30 days of submission of bill. GST payment will be released when it shows on the GST portal of OIDB.
10.2	In the event of any query, objection, delay or dispute with regard to any bill or a part thereof, the contractor shall not be entitled to any interest for late payment.
10.3	Payment of bills will be made through Electronic Funds Transfer (NEFT)/RTGS. For this contractor shall submit bank details and a crossed cheque. Bank charges will be to contractor's account.
10.4	Income tax deduction shall be made from all payments as per provisions of Income Tax Act, 1961 as applicable from time to time. Contractor will indicate PAN and GST registration number on the bills.

10.5	<b>Release of Final Bill and Security Deposit</b>  The contractor shall submit the documentary proof of following for settlement of final bill and Security Deposit:
10.5.1	Paid due wages to all his employees engaged on the job for the whole period of contract.
10.5.2	Deposited the contributions of PF with the concerned authorities on monthly basis, for the whole period of contract and issued individual PF statements for the preceding financial year end.
10.5.3	Deposited the contributions of ESI with the concerned authorities on monthly basis, for the whole period of contract.
10.5.4	Indemnity bond on non-judicial stamp paper of appropriate value, indemnifying OIDB against any dues that may occur to his employees.
10.5.5	Submit "No Claim Certificate".
10.5.6	Documentary proof of submission of GST for the whole period of contract.
<b>11.</b>	<b>FORCE MAJEURE</b>
11.1	Neither party will be liable for any claim on account of any loss, damage, or compensation whatsoever, arising out of any failure to carry out the terms of this contract, where such failure is cause due to force majeure conditions like war, rebellion, mutiny, civil commotion, fire, riots, earthquake, drought, flood crop failure, or act of God or due to any restraint or regulation of the State or Central Government or a local authority. A notice of such occurrence is to be given to the other party in writing within 10 days from the date of occurrence of the force majeure condition, furnishing therewith documentary evidence supporting the invoking of the force majeure and will inform other party of the period for which the force majeure condition continued with documentary evidence thereof this effect.
<b>12.</b>	<b>INDEMNITY</b>
12.1	The Bidder shall indemnify and hold harmless OWNER, the Engineer-in-Charge, their advisors, representatives and employees from and against all actions, suits, proceedings, claims, damages, losses, expenses and demands of every nature and description, by reasons of any breach of the provisions of the Contract by the Bidder or any act or omissions of the Bidder, its representative or its employees, agents, and sub-bidders in the execution of the Works, including any professional services provided by the Bidder.

12.2	The bidder shall also indemnify and hold OWNER from and against all claims and proceedings on account of infringements of patents, rights, design, trademark etc.
12.3	All sums payable by way of compensation under these conditions shall be considered reasonable compensation payable to OWNER with reference to the actual loss or damage sustained by OWNER. The decision of the Engineer-in- Charge as to compensation claimed shall be final and binding.
<b>13</b>	<b>LIMITATION OF LIABILITY</b>
13.1	The aggregate total liability of the Bidder to OWNER under the Contract shall not exceed the total Contract Price, except that this Clause shall not limit the liability of the Bidder for following:
a	In the event of breach of any Applicable Law;
b	In the event of fraud, wilful misconduct or illegal or unlawful acts, or gross negligence of the Bidder or any person acting on behalf of the Bidder; or
c	In the event of acts or omissions of the Bidder which are contrary to the most elementary rules of diligence which a conscientious Bidder would have followed in similar circumstances; or
d	In the event of any claim or loss or damage arising out of infringement of Intellectual Property; or
e	For any damage to any third party, including death or injury of any third party caused by the Bidder or any person or firm acting on behalf of the Bidder in executing the Works.
f	Neither Party shall be liable to the other Party for any kind of indirect or consequential loss or damage including, loss of use, loss of profit, loss of production or business interruption which is connected with any claim arising under the Contract.
<b>14</b>	<b>TERMINATION</b>
14.1	Either party shall have the right to terminate this CONTRACT on account of Force Majeure, as set forth in Clause 11.
14.2	In the event the CONTRACATOR at any time during the term of this Agreement becomes insolvent or make a voluntary assignment of its assets for the benefit of creditors or adjudged bankrupt, then the OIDB shall, by a notice in writing have the right to terminate this CONTRAcT and the

	CONTRACTOR's right and privileges hereunder shall stand terminated forthwith.
14.3	If the OIDB considers that the performance of the contractor is unsatisfactory or not upto the expected standard, the OIDB shall notify the contractor in writing and specify in detail the cause of such dissatisfaction. the OIDB shall have the option to terminate this Agreement by giving one month notice in writing to the CONTRACTOR, if CONTRACTOR fails to comply with the requisitions contained in the said written notice issued by OIDB. At this stage (i) OIDB reserves the right to complete the work and/or arrange for other entities to do so at the risk and cost of the bidder (ii) call upon the whole or such portion of the Performance Bank Guarantee amount as OIDB may consider fit.
14.4	Notwithstanding any provisions herein the contrary, the CONTRACT may be terminated at any time by the OIDB on giving one month notice to the Contractor due to any reason not covered under the above Clause 14.1 to 14.3 and in the event of such termination the OIDB shall not be liable to pay any cost of damage to the Contractor except the payment for services as per the Contract upto the date of termination.
14.5	In the event of termination of CONTRACT, OIDB will issue Notice of Termination of the contract with date and event after which the contract will be terminated. The contract shall then stand terminated and the Contractor shall demobilize their personnel and material.
14.6	<b>CONSEQUENCIES OF TERMINATION</b>
14.6.1	In all cases of termination herein set forth, the obligation of the OIDB to pay shall be limited to the period up to the date of termination. Notwithstanding the termination of this Agreement, the parties shall continue to be bound by the provisions of this Agreement that reasonably require some action or forbearance after such termination.
14.6.2	In case of termination of CONTRACT herein set forth except under Clause 14.1 and 14.4 following actions shall be taken against the Contractor:  OIDB shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the Contractor, then they shall be put on holiday for a period of two years from the date the order for putting the contractor on holiday is issued.
15.	<b>GOVERNING LAW AND JURISDICTION</b>
15.1	The Contract shall be governed by and construed in accordance with the laws of India and the courts at Delhi shall have exclusive jurisdiction over all Disputes arising under or in connection with the Contract.

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16.	<b>Mobilization</b>
16.1	Bidder has to mobilize resources immediately as per contract generated on GeM. No mobilization advance and secured advance shall be paid to the bidder.
17.	<b>Other Important Terms and Conditions</b>
17.1	The bidder whose tender is accepted shall have to obtain labour license from appropriate authority, as applicable for employment of unskilled/skilled manpower for contract services. The bidder shall comply with all labour laws/statutory regulations applicable or which might become applicable to the Government with regards to performance of the work including but not limited to the Minimum wages act, contract labour act, payment of bonus act, etc from time to time and take such steps as may be deemed necessary in this regards. Payment of bonus to be made on monthly basis. In addition, bidder shall provide insurance cover to all his personnel with no additional payment.
17.2	OIDB shall have no liability, whatsoever in respect of workers to be deployed by the bidder for execution the contract, bidder will be held fully responsible for any consequences as a result of such dispute.
17.3	The bidder shall be fully responsible for payment of wages, or any other benefits under various labour laws / acts applicable to and / or the personnel employed by him. In case the bidder fails to discharge any of his legal obligations and liability, OIDB shall deduct from monthly bills and or security deposit and discharge the liability on behalf of the bidder as principal employer. The bidder shall make payment of wages latest by 7th of each month.
17.4	The bidder shall be solely responsible for all payment and other benefits to workers under any of the existing labour laws or which might become payable through modification of existing labour legislation or orders of the government or any other new law in this regard. OIDB shall have no liability, whatsoever in this regard.
17.5	The bidder shall not lease / transfer / sublet / appoint sub bidder for the services. If the bidder does so, the contract shall stand terminated and the security deposit shall be forfeited.
17.6	The bidder shall nominate a supervisor, who will coordinate with Officer-in- Charge Contract, who shall be available throughout on all working days of OIDB as well as on Saturday and holidays.

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17.7	No other person except the bidder's personnel shall be allowed to enter the premises and the bidder will not entertain outsiders to extend any services beyond OIDB premises. No visitors, guests or contract labour shall be permitted to do unnecessary telephone calls inside the premises.
17.8	Bidder's personnel shall be polite, courteous and well behaved.
17.9	Bidder's personnel shall not mix up or establish close contacts with OIDB employees and do any undue favour or any private work other than their normal duties during the specified working hours.
17.10	Bidder's personnel, accepting any tips from OIDB employees, shall be removed from the OIDB's premises and not allowed to work from the date of such an incident.
17.11	Bidder's personnel shall not disturb OIDB employees and/or use abusive language while dealing with them. If any such incident is reported, the bidder shall be held fully responsible for its consequences. The bidder shall be liable to take action against its erring personnel.
17.12	Bidder's personnel shall have to wear uniform provided by the bidder and display properly Identity Card provided by their company at all times while in OIDB premises.
17.13	Bidder's personnel shall not enter into any unlawful activity, within OIDB premises and should have good moral. Bidder's personnel shall not indulge in any unlawful activities, nuisance and noise including demonstrations, slogans shouting and or any other acts which hamper peaceful working of the premises.
17.14	The bidder shall apply for Police verification of its personnel and verify the character and antecedent of the personnel to be employed by him and shall furnish a certificate and copy of Aadhaar Card to this effect at the beginning of the contract and whenever there is any change in the employment status.
17.15	Bidder shall submit particulars of workers to OIDB for issue of entry passes to each and every worker deployed for regulating their entry in OIDB premises. Workers shall also be liable to physical search and other security checks at any time by OIDB's security staff. Bidder's workers shall fulfil all obligations and system set by OIDB in regard to security, attendance systems etc.

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17.16	Bidder shall have his personnel examined and medically checked prior to their deployment and submit their fitness certificates. Any person found medically unfit shall not be deployed. In case any person deployed by bidder is observed medically unfit such person shall be removed from duty.
17.17	Bidder shall maintain full particulars of workers deployed including their residential addresses and photographs and furnish the same as and when required by OIDB.
17.18	All safety / security provisions laid down by OIDB are to be followed strictly by the bidder and its personnel.
17.19	Bidder shall submit, but not limited to the following documents to the Officer-in-Charge Contract at the beginning of the contract and subsequently whenever there is a change of status:
a	Labour License
b	Insurance Cover of Rs. 2.0 lacs for deployed manpower.
c	Photocopy of ESI cards valid for ESI dispensaries in respect of workers employed
d	Temporary as well as permanent residential address of the workers employed along with a recent passport size photograph.
e	Bonus Act Compliance- Bonus to be paid on monthly basis.
17.19.1	Bidder shall be required to submit bill every month for the services rendered and payment made thereof enclosing therewith copy of bank statement showing names of the deployed staff as a proof of monthly wages paid, photocopy of challans in respect of contributions made to ESI and PF authorities, self certified copy of attendance for the concerned month and an undertaking that all the statutory compliances has been complied. The bidder shall strictly adhere to the statutory regulations viz. Minimum Wages Act, PF Act, ESI, Insurance and other regulations covering labour contract.
17.19.2	The bidder shall be solely responsible for any and all such payments to his personnel that might become applicable under any law, agreement during the currency of the contract. The bidder shall submit to the Owner the details of payments of statutory benefits like bonus, leave and relief etc. to its personnel from time to time.
17.20	OIDB will in no way be liable to pay to the bidder any claims whatsoever other than the monthly bills.

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17.21	Bidder shall be solely responsible for any damages and / or loss sustained by OIBD as a result of theft, pilferage, carelessness, negligence, wilful act and unlawful activities of his workers. OIBD shall recover entire cost of providing replacement for any such items.
17.22	The bidder shall indemnify OIBD against all losses / damages and / or liability arising out of or during the course of his employing person or out of his relations with his own personnel.
17.23	The bidder shall be directly responsible for any / all disputes arising between him and his personnel and keep OIBD indemnified against all such losses, damages and claims arising thereof.
17.24	The bidder shall be responsible for and pay the expenses for providing medical treatment to their personnel who may suffer any bodily injury / loss of life during the course of their contractual obligations as a result of any accident within the OIBD premises. Owner will stand indemnified against any claim/damage/compensation.
17.25	The Bidder shall not deploy the employee of the Owner at site. The Owner shall not be under any obligation to provide empanelment to any of the personnel of the Bidder after the expiry of the contract.
17.26	No person below the age of 18 years shall be employed by the bidder for the job.
17.27	The bidder shall be entitled to get reimbursement on the increase in minimum wages and consequential benefits as and when declared by the Central Government subject to submission of proof that the increased wages has been disbursed by the agency to its employees.
17.28	<b>The bidder shall quote the rates considering the following items.</b>
a	Salary of housekeeping boys based on prevailing Minimum Wages (Central Govt.)
b	Salary of Supervisor based on prevailing Minimum Wages (Central Govt.)
c	Applicable ESI Payment of all staff deployed through this contract.
d	PF Payment of all staff deployed through this contract.
e	Bonus Payment (per month per person as per Gazette Notification issued by Govt. of India)

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f	Charge for Uniform, Shoes, face mask & gloves etc. (good quality). Bidder shall provide minimum two sets each of summer and winter uniform to its personnel at its own cost.
g	Insurance of Rs 2.0 lacs for each manpower employed to be done for the contract period.
17.29	<b>Following shall be provided by the bidder to their staff working at site:</b>
a	PPE (Personnel Protective Equipment)
b	Tools and Tackles Aluminium ladder / stools etc.
c	Water motor approx. 2 HP- 2Nos.

**BID SECURITY FORM**

No.....

Date.....

To

The Secretary (hereinafter called "The Owner")  
Oil Industry Development Board  
OIDB Bhawan  
Sector-73, Noida-201301

Whereas M/s.....(Hereinafter called "the bidder") has submitted its bid dated.....for providing housekeeping, mechanised cleaning, upkeep and other allied services, horticulture services vide Tender No.....dated.....know all men by these presents that WE ..... of having our registered office at ..... (hereinafter called the Bank) are bound unto the Owner in the sum of Rs. .... (Rs, .....in words) for which payment will and truly to be made of the owner, the Bank bind itself, its successors and assigns by these present.

THE CONDITIONS of the obligations are:

If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid form.

OR

If the Bidder, having been notified of the acceptance of his bid by the Owner, during the period of bid validity, fails or refuses to execute the Contract, if required;

OR

fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

OR

fails or refuses to perform their duties fully or partially to the satisfaction of the Owner.

We undertake to pay the Owner up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the Owner will not justify the demand of the amount

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claimed by it is due to it owing to the occurrence of any one or both of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified in 3.14 of the Bid document up to ninety (90) days and including thirty (30) days after the period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Signature of Witness

Signature of the Bank

Name of Witness

Seal & Full address of Branch

Address of Witness

Tel No. of Branch

Email address of Branch

**CONTRACT AGREEMENT FORM**

CONTRACT AGREEMENT NO.....  
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DATED-----

THIS AGREEMENT is made on ..... between Secretary, Oil Industry Development Board (hereinafter referred to as "Client" which expression unless excluded or repugnant to the context be deemed to include his successors and assigns) and whose principal place of office is at OI DB Bhawan, Sector 73, NOIDA of the One Part,

AND

M/S.....having its registered office at..... (Herein after referred to as "the Bidder") which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing FMS services and horticulture services to Client.

NOW THIS AGREEMENT WITNESSTH as follows:

I. WHEREAS the Client invited bids through open tender, vide Notice Inviting Tender dated .....for "providing housekeeping, mechanised cleaning, upkeep and other allied services and horticulture services at its office under Tender No. ....

II. AND WHEREAS the Bidder submitted his bid vide..... in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfils all the requirements and has resources and competence to provide the requisite services to the Client.

III. AND WHEREAS the Client has selected M/s.....as the successful bidder ("the Bidder") pursuant to the bidding process and negotiation of contract price, Gem contract and awarded the Letter of Award (LoA) No. ...., to the Bidder on ..... for a total sum of ..... [Rupees ..... Only].

IV. AND WHEREAS the Client desires that the FMS services and horticulture services (as defined in the Bidding Document) be provided, performed, executed and completed by the Bidder, and wishes to appoint the Bidder for carrying out such services.

V. AND WHEREAS the Bidder acknowledges that the Client shall enter into contracts with other bidders/parties for the FMS services and horticulture services of its premises in cases the Bidder falls into breach of the terms and conditions as stipulated in the Tender Document and shall waive its claim whatsoever in this regard.

VI. AND WHEREAS the terms and conditions of this Contract have been fully negotiated between the Client and the Bidder as parties of competent capacity and equal standing.

VII. AND WHEREAS the Bidder has fully read, understood and shall abide by all the terms and conditions as stipulated in the Tender Documents for providing FMS services and horticulture services in the Client's premises, failing which the Contract is liable to be terminated at any time, without assigning any reasons by the Client.

VIII. AND WHEREAS the Bidder shall be responsible for payment of Service Tax with Central Excise and Taxation Department. The documentary proof of the same must be submitted within one month of payment of particular bill for the amount of Service Tax Charged in the said bill

VIII. AND WHEREAS the Client and the Bidder agree as follows:

1. In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.

2. The following documents shall be deemed to form and be read and construed as part of this:

- a. Agreement. This Agreement shall prevail over all other Contract documents.
- b. The Letter of Award (LOA) issued by the Client.
- c. The complete Bid, as submitted by the Bidder.
- d. The Addenda, if any, issued by the Client.
- e. Any other documents forming part of this Contract Agreement till date. (Performance Bank Guarantee, Bank Guarantee).
- f. Charges – Schedule annexed to this Article of Agreement.
- g. Supplementary Agreements executed from time to time.
- h. GeM Contract

3 Any changes/modifications/amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed by both the parties and such supplementary agreements shall be binding on both the parties and shall form the part of this contract agreement.

4. This Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract.

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VII. IN WITNESS HEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year indicated above.

Signed on behalf of the Bidder

Signed on Behalf of Oil Industry Development Board

(Authorized Signatory)

(Authorized Signatory)

**PERFORMANCE BANK GUARANTEE (FORM)**

(To be executed on non-Judicial stamped paper of an appropriate value)

Date : .....

Bank Guarantee No: .....

Amount of Guarantee: .....

Guarantee Period: From ..... to.....

Guarantee Expiry Date : .....

Last date of Lodgement: .....

WHEREAS Oil Industry Development Board having its office at OI DB Bhawan, Plot No.2, Sector 73, NOIDA (hereinafter referred to as "The Owner" which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a binding to the contract on [Please insert date of acceptance of the letter of Award (LOA)]

("Contract") with [insert name of the Successful Bidder].....(hereinafter referred to as the "Bidder" which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and providing services for "FMS services i.e. providing housekeeping, mechanised cleaning, upkeep and other allied services and Horticulture services at OI DB Bhawan" shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Tender Documents number [insert reference number of the Tender Documents] dated [insert date of issue of Tender Documents].....and various other documents forming part thereof.

AND WHEREAS one of the conditions of the Contract is that the Bidder shall furnish to the Owner a Bank Guarantee from a scheduled bank in India having a branch at New Delhi for an amount equal to 5% (five percent) of the total Contract value exclusive of taxes (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the "Guaranteed Amount") against due and faithful performance of the Contract including the performance bank guarantee obligation and other obligations of the Bidder for the supplies made and the services being provided and executed by under the Contract. This bank guarantee shall be valid from the date hereof upto ninety days after the expiry of the Contract Period.

AND WHEREAS the Bidder has approached [insert the name of the scheduled bank] (here in after referred to as the "Bank") having its registered office at [insert the address].....and at the request of the Bidder and in consideration of the promises made by the Bidder, the Bank has agreed to give such guarantee as hereunder:-

i. The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demurrage, reservation, contest, recourse or protest and without any enquiry or notification to the Bidder merely on a demand raised by the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or set-offs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount. In each case of demand, resulting to change of PBG values, the Owner shall surrender the current PBG to the bank for amendment in price.

ii. However, the Bank's liability under this bank guarantee shall be restricted to an amount not exceeding [figure of Guaranteed Amount to be inserted here] only.

iii. The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the bidder which under law relating the Surety would but for the provisions have the effect of releasing the surety.

iv. The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Bidder and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.

v. The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Bidder but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is affected.

vi. This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of New Delhi for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.

vii. All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.

viii. Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner

under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.

ix. We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated [date of power of attorney to be inserted] ..... granted to him by the Bank.

Date: Bank

Corporate Seal of the Bank  
By its constituted Attorney

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## SCOPE OF WORK

<b>A</b>	<b>DETAILED SCOPE FOR MECHANISED CLEANING AND HOUSEKEEPING SERVICES</b>	
	<p>The Board's objective of the mechanized cleaning, upkeep and housekeeping services would be to ensure that the premises and articles / equipment of OIDB Bhawan are kept neat, clean and presentable at all times.</p> <p>These pages lay-down in detail the services and the scope of work to be provided at "OIDB Bhawan" by the bidder under the subject work. It is specifically made clear that the scope of work shall include not only execution of work but also supervision of its own employees.</p>	
1	Location & Area	OIDB Bhawan Plot No. 2, Sector-73, Noida -201301 (UP)
1.1	Total Built up Area for cleaning and upkeep	31,664 Sq.M. Including 20,000 Sq.M. of basement I and II, Tower B, C & D of G+3 and staircase of G+9 block of area on regular basis.
2	Layout	Property Features are given in <b>Annexure -A</b>
2.1	The area of the building consists of the following sections:	<ul style="list-style-type: none"> <li>a) Main entrance lobby, peripheral area and lifts</li> <li>b) Staircases, lift lobbies and entry points</li> <li>c) Entrance &amp; exit gates</li> <li>d) Security cabins</li> <li>e) Parking in Basements</li> <li>f) Terraces (Total)</li> <li>g) Sloping Ramp and Basements</li> <li>h) Working space of the office : <ul style="list-style-type: none"> <li>1) <b>For G+3</b>, Block- B (1st &amp; 2<sup>nd</sup> Floor), Block- C (3<sup>rd</sup> Floor), Block - D Reception.</li> <li>2) <b>For G+9</b>, 7<sup>th</sup> floor</li> </ul> </li> <li>i) Mechanised cleaning of Cafeteria area (sitting area only), once in a quarter</li> <li>j) Drive ways</li> <li>k) other open areas</li> </ul>

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2.2	Engineering areas to be maintained are as under	a) DG Room b) AC Plant Room c) HT/LT Panel Room d) Meeting Room e) Pump Room f) Lift Machine Room g) AHU Rooms h) UPS Rooms i) Transformer Yard j) Water Bodies
3	Working Hours	OIDB's Office timings - 9.00 A.M. to 5.30 P.M. Monday to Friday Services are required for six (6) days in a week Monday to Saturday – 7 A.M. to 7 P.M. excluding Sundays and National Holidays Deployment will be: i) 07:00 AM to 3:30 PM (20 No.) ii) 10:30 AM to 7:00 PM (10 No.)
4	Requirement of staff for cleaning and upkeep of building	30 Nos. of housekeeping boys 1 No. Supervisor
5	Scope and nature of services	Detailed scope of work for the housekeeping and mechanized cleaning shall include but not limited to the following and will be done as per requirement of ODIB:
5.1	<b>Daily Services</b>	
a	Thorough check of work force by supervisor for uniform, appearance, cleanliness and attendance.	
b	Sweeping, mopping and cleaning of entire area and staircases, lift lobbies, common passages, parking area, lifts and toilets, etc. at least twice in a day and constant upkeep throughout the working hours.	
c	Mopping and cleaning of work stations, office furniture like sofa sets, chairs, tables, telephones, partitions, computers, etc.	
d	Continuous conservation of high traffic areas like the ground floor, lift lobbies, toilets, recreation facilities.	
e	Cleaning of address boards, notice boards, mail boxes and light fixtures.	
f	Cleaning of all accessible glasses	

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g	Shine all Brass Name Plates
h	Cleaning of all Pantries and kitchen
i	Cleaning and Maintaining Reception area at entrance.
j	Cleaning of Terrace
k	Cleaning of Carpets by Vacuum Machine dry.
l	Collection of waste paper, garbage and refuse from all area to pre- designated disposable area or the dumping place of Noida authority.
m	Washing down, cleaning and disinfecting all toilet and washroom area including hand basins and bidets
n	Upkeep of all engineering area (DG Room, AC Plant Room, AHU Rooms, Electrical Room, Pump Room, Lift Machine Room etc.) and removal of any water logging in the area.
o	Report any broken, damage to the Engineer-In-Charge.
p	Providing liquid soap in the toilets and placing sufficient quantity of Odonil cubes in the urinals as per the instructions of engineer-in-charge. The liquid soap dispenser and Odonil containers under no circumstances will remain empty.
q	Spraying air fresheners in the reception areas, conference / committee rooms and other cabins and halls as per direction of Engineer-In-Charge.
r	Changing of sanitary cubes, toilets paper rolls as and when required and as instructed by Engineer-In-Charge before opening of the office and ensure that all toilets at all times are equipped with necessary sanitary materials of approved quality as well as removal of choking with the assistance of plumber.
s	All open areas like entrance of building, internal roads etc. shall be mopped up. If required, cleaning shall be carried out with pressure water hose.
t	Sanitization at all floors of G+3 Block including basement I and II on alternate days.
u	Daily basis some garbage is generated in the building with different kind of composition. This is required to be disposed off as per the requirement of local authority. Bidder will arrange to dispose of the garbage so generated, irrespective of quantities, on daily basis. This will include all kind of garbage or scrap carrying no material value.
v	All consumables required for like soap solutions, paper rolls, sanitizers, fresheners, cleaning agents etc. shall be in the scope of contractor and shall be maintained at all time in good condition.
w	Detergents, carpet cleaning solutions etc. shall be in the scope of contract.
x	Assets as handed over on the start of contract shall be returned in good condition on the expiry /termination of contract.

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5.2	<b>Weekly Services</b>	
a	Review of the daily work schedule	
b	Cleaning and polishing of all metal surfaces like name boards, knobs, handles, panels, planters, wooden walls, wooden chairs etc.	
c	Cleaning all windows and glass pans	
d	Vacuuming and Spot Cleaning of all carpeted areas	
e	Removal of cobwebs and stains from wall and ceilings	
f	Scrubbing of floors and washroom tiles with cleaning agent and scrubbing machine for cleaning of stains	
g	Cleaning of all laminated partitions and table top	
h	Thorough cleaning and washing of common areas and washroom	
i	Cleaning of all electrical fittings like tube lights, fans, etc. under supervision of the electrician.	
j	Cleaning floors with soap water on holidays.	
k	Bug & insect killer sprays on holidays.	
l	Façade glass cleaning from inside the cabins, corridors, lobbies etc. at all the floors of G+3 Block	
m	Façade glass cleaning from inside and outside the cabins, corridors, lobbies etc at ground floor.	
n	Deep cleaning of all the housekeeping related services	
5.3	<b>Monthly Service</b>	
a	De-chocking of all rain water pipes, if required.	
b	Pressure wash with water- car parking area at main entrance and basement.	
c	Light vacuum cleaning of curtain blinds and net chairs	
5.4	<b>Equipment to be provided by the Bidder</b>	
1	Dry Vacuum cleaner 1100W	5 Nos.
2	Dry and wet Vacuum cleaner 1100W	2 Nos.
3	Floor scrubbing machine 1800W	3 Nos.
4	Wiper with rod and brush for cleaning high roof glass ( > 20 ft length)	2 Nos.
5	Four wheel mobile container system with 300Kg capacity	4 Nos.
6	Four wheel mobile container system with 70Kg capacity	10 Nos.
7	Mop buckets with four wheels	15 Nos.
8	Back pack spray machine for sanitization	2 Nos.
9	Jet pressure machine	1 Nos.
10	Sign board (cleaning in progress)	15 Pcs.

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11	Dustbin 5kg	10 Pcs.
12	Disinfection spray machine	1 Nos.
13	Godrej air automatic spray machine	5 Pcs.
14	Hard brush and soft brush single disk machine	4 Nos.
15	Rubber pipe	200 Mtr.
16	Aluminium Ladder 4 ft, 6 ft, 12 ft 18 ft & 20 ft	5 Pcs.
17	Rack (steel)	2 Set.
18	Air freshener lamp	5 Pcs.
19	Pest control machine	1 Pcs.
20	Fogging machine	1 Pcs.
21	First aid box	1 Set.
22	Barricading Rope	50 Mtr.
23	Extension board for machines	5 Pcs.
24	Caddy tray	10 Pcs
25	Water motor pump (2 HP )	1 nos.
5.5	All material required for cleaning of the above mentioned areas is to be provided by the bidder.	
5.6	All cleaning agents shall be biodegradable & environment friendly so that it does not cause any harm to the employees, workers & the object for which it is used. The brand of material to be used for cleaning the respective item is Johnson Diversy/ Taski / Ecolab / Lever.	
5.7	The housekeeping/cleaning services of some activities need to be started early in the morning and completed before 9.00 AM. Similarly some activities are to be done only on Saturday and Sundays or on Holidays to avoid inconvenience to the users of the building. The work on Saturday, Sunday or Holidays as required shall be carried out at no extra cost.	
5.8	Floor shall be cleaned using swappers drenched with water mix with portion of Teepol powder of approved make once daily, mopping of floor shall be done twice daily, once with water mix of teepol powder and second time with plain water. All the toilets in the building (areas specified above) shall also be washed with Phenyl. All toilets/corridors shall be washed with phenyl mixed water once daily and second time with plain water. Disinfectant liquid shall be used at least once a day.	

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5.9	Mopping up of floors will be done first time in a day with mix Tee pool powder second time, after lunch , mopping shall be done with plain water. However, cases where mopping is to done once a day, only water mix phenyl shall be used. All toilets/ corridors shall be washed once a day using phenyl & detergent powder and second time toilets shall be mopped with plain water.
5.10	Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills, cleaning and dusting of window panes.
5.11	Spraying Room fresheners daily at regular intervals.
5.12	Scrubbing of toilets, wash basins, sanitary fittings, glasses and toilets floors
5.13	Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. brush thoroughly below level and under rims including areas at hinges and cistern handles. Restock toiletries, including providing liquid hand soap, toilet paper, air freshener, sanitary cubes and naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.
5.14	Cleaning & dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, doormats etc.
5.15	Putting plastic bags in all dustbins to avoid stains & stinks and clear them on daily basis.
5.16	Checking and removing hairs, dust, dirt or any such object from anywhere in area covered under the contract.
5.17	Cleaning, dusting and scrubbing of pantries, reception, security rooms, training halls, corridors, committee rooms, conference room, visitors room, library etc. The cleaning in occupied area shall be done as and when the hall room / cabin is opened and in the presence of the officer concerned or his/her authorized representative once in a day or on call basis during office hours on all working days only. Whenever meeting in the Committee Room or any other chamber in Office premises takes place, the Bidder shall ensure that sufficient workers and supervisory staff is present till the meeting / function is over for which nothing extra is payable.

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5.18	Cleaning of baskets, wastepaper baskets, cobwebs and disposing off all the collected refuse/garbage/rubbish & other unserviceable materials at own cost as per the laws of Noida Authority.
5.19	All the materials / chemicals / consumables brought to site shall be wrapped /packed and stored properly, so as to avoid any damage due to weather conditions and handling.
5.20	Material of approved quality shall only be used. However, in case of non-availability of the same, prior approval of the competent authority in writing shall be obtained for the use of equivalent quality material. The consumption of the material / chemicals shall be regulated as per manufacturer's specifications.
5.21	If any material is not specified in the tender but required for the housekeeping work, it shall be brought by the Bidder at his own cost.
5.22	The above work as a whole includes cleaning with broom and mopping up corridors, staircases, washing and mopping up all rooms, toilets, windows, doors, Venetian blinds, panel / glazed aluminum, partitions, railings, parking area, canteens, pump house, electrical sub-station, library, Reception area, security rooms, conference room, committee room telephone exchange, canteen block, terraces, lobbies.
5.23	The Bidder shall ensure pest, animal and rodent free environment in the premises of the OIBD Bhawan and shall take effective measures including fogging etc.
5.24	Cleaning and polishing of chairs and sofas.
5.25	Liasoning with the Public Utility Authority of water service provider for collecting /depositing amount of bills & other water related issues.
5.26	<b>Deployment of Personnel for housekeeping services</b>
	The bidder shall deploy the following personnel to perform housekeeping and mechanized cleaning services in the building under this agreement.
<b>I</b>	<b>HOUSEKEEPING BOYS</b>
Introduction	Cleaning and housekeeping jobs in the building.
No. of Housekeeping Boys	30

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Working days/hours	Services are required for six (6) days in a week Monday to Saturday – 7 A.M. to 7 P.M. excluding Sundays and National Holidays. Deployment will be:  i) 07:00 AM to 3:30 PM (20 No.) ii) 10:00 AM to 6:30 PM (10 No.)
Man days per annum	30 x 312 = 9360 man days (No. of person x no. of days in a year)
Qualification	8 <sup>th</sup> pass with 2 year experience of cleaning works and other housekeeping jobs in a company of repute. Should know Hindi.
<b>II</b>	<b>HOUSEKEEPING SUPERVISOR</b>
Introduction	Supervise the works relating to housekeeping, cleaning and other related services in the building.
No. of Housekeeping Supervisor	1
Working days/hours	6 days Timings 8.30 A.M to 5.00 P.M. with half an hour lunch break
Mandays per annum	1 x 312 = 312 man days (No. of person x no. of days in a year)
Qualification	12 <sup>th</sup> Pass having minimum 5 year experience of Housekeeping works within an organization of repute. Should have knowledge of all cleaning procedures, chemicals in an office with knowledge of English, computer and Hindi.
<b>III</b>	<b>CARPET CLEANING BY MECHANICAL SHAMPOOING PROCESS</b>
Introduction	Inside of floor area in OIDB Bhawan has been provided with Milliken carpets. After some time of usage it gathers dirt, dust, stains etc. These are required to be cleaned regularly.

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Process of cleaning	Dry vacuum cleaning of carpet followed by Mechanical shampoo process of the carpet. Removal of dust dirt, stains by scrubbing/wiping and hot water cleaning by extraction process.  All machines, consumables, chemicals, tools & tackles shall be part of the scope and shall be arranged by the bidder
Cleaning solution to be used	TASKI-101 and TASKI-103 The cleaning agent will be neutral detergent (Neither alkaline nor acidic in nature)
Approx. area of carpet	3,710 Sq. M. 1,021 Sq. M. of 7 <sup>th</sup> Floor, G+9 Block
Frequency of cleaning	Twice a year
<b>IV</b>	<b>DRYCLEANING OF SYNTHETIC CURTAINS</b>
Introduction	Synthetic curtains are installed in Seminar Hall of OIDB. After some time of usage it gathers dirt, dust etc.
Process of cleaning	Drycleaning of Synthetic Curtains using high quality anti bacterial chemical. All, consumables, chemicals, tools & tackles shall be part of the scope and shall be arranged by the bidder.
Cleaning solution to be used	TASKI The cleaning agent will be neutral detergent (Neither alkaline nor acidic in nature)
Approx. area of curtains	270 Sq. M
Frequency of cleaning	As & when required.
<b>V</b>	<b>FAÇADE CLEANING</b>
Introduction	OIDB has an office complex situated at Plot No. 2, Sec-73, Noida. Building with a built up area of 4,25,000 sq. ft. is constructed on a plot of 16,000 sq. mtr. There are 4 blocks in the building. 3 blocks are with G+3 floor construction, while the 4th block is with G+9 floor construction. The façade of building consists of DGU glass, ACP sheet and granite stone cladding.

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Process of cleaning	<p>Cleaning of façade consists of DGU/toughened Glass, ACP Sheet, Granite stone can be done by mechanized cleaning machines or manual process through expert, scrubbing machine and steam cleaner for removing of dust, dirt grime, algae, paint, filth, liter, oil stains etc. Only skilled persons who have sufficient experience in similar work will be deployed. While quoting, the experience of person shall be highlighted.</p> <p>All machines, consumables, chemicals, tools &amp; tackles, scaffolding, platform, rope technology, gondola/cradle etc. shall be part of the scope and shall be arranged by the bidder.</p>						
Cleaning solution to be used	Mild chemical preferably organic cleaning agents can be used to remove stains. Cleaning of façade will be carried out with soft water (Demineralised Water). If required, hot water may be used only for granite stone façade.						
Approx. area for façade cleaning	<table> <tr> <td>Stone cladding</td> <td>8500 Sq M</td> </tr> <tr> <td>Glass cladding</td> <td>7700 Sq M</td> </tr> <tr> <td>ACP sheet cladding</td> <td>1450 Sq M</td> </tr> </table>	Stone cladding	8500 Sq M	Glass cladding	7700 Sq M	ACP sheet cladding	1450 Sq M
Stone cladding	8500 Sq M						
Glass cladding	7700 Sq M						
ACP sheet cladding	1450 Sq M						
Frequency of Cleaning	Twice a year						
<b>VI</b>	<b>GENERAL PEST CONTROL/ANTI TERMITE TREATMENT</b>						
Introduction	Pest control, anti-termite treatment, disinfectant treatment, rodent control, fogging of open areas will comprise of eradication of Cockroaches, Flies, Lizards, Termite, Mosquitoes etc. The services should cover the entire offices areas, common areas, Basements areas, machinery/equipment/furniture/fixtures & on and around the pile of files, toilets, drain, ducts, and all pantries/ cafeteria /kitchen area etc. of OIIB Bhawan.						
Process	<p>Rodent Control: Will include restriction/repulsion of rodents entry to building. Treatment for the eradication of rodents from the building.</p> <p>Fogging: Fogging of open areas will be carried out to make area clear of the airborne insects, flies, mosquitoes, etc.</p> <p>Disinfectant:</p>						

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	<p>Treatment of open drains for stopping the growth of any insects, mosquitoes, reptiles, etc</p> <p>Anti Termite:</p> <p>Treatment of wooden furniture and fixture.</p> <p>All material-chemical, machinery etc. required for the above mentioned treatment shall be part of the scope and shall be arranged by the bidder.</p>
Pesticides to be used	<p>All the above mentioned treatment should be done through permitted pesticides as per Government of India and WHO norms.</p> <p>The pesticides used for pest, rodent control, etc. should not have adverse impacts on human health.</p> <p>Preferably herbal based pesticides shall be used.</p>
Approx. area for pest control/ termite treatment	<p><u>Location &amp; Area</u></p> <p>OIDB Bhawan, Plot No.02, Sector -73, NOIDA (UP).  Plot Area – 16,000 Sq. M  Total Area – 31,664 Sq. M Approx. including two Basements.  Working space in the offices – GF to 3rd floor in G+3 block, staircase and any vacant area in GF to 9th floor in G+9 block.</p> <p>Following areas will require pest control, anti-termite treatment, disinfectant treatment, rodent control, fogging of open areas :-</p> <p>Office rooms,  Cabins,  Board rooms,  Seminar hall,  Pump Rooms,  Lift Machine Rooms,  Security Control Rooms,  DG/Electrical rooms,  HVAC plants/AHUs/chillers underground fire water and water supply space,  Water treatment plants/STP plants,  UPS rooms,  IBMS room,  EPBAX room,</p>

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	<p>Server rooms,  Cafeteria, pantries, Kitchen  Toilets gymnasium,  Library,  Main entrance lobby,  Peripheral area,  Atrium,  Staircases,  Lift lobbies,  Landscapes areas,  Entry points,  Entrance and exit gates,  Security cabins etc</p>
Frequency of Cleaning	<p>Twice a month or as may be required if service is found to be not satisfactory, without any additional cost to the owner.</p> <p>The service provider will have to suitably disinfect drain, outlets from the kitchen, Cafeteria, pantries, toilets etc. by spraying with insecticide every Saturday and whenever necessary.</p> <p>Fogging will be done on Saturday and whenever necessary.</p> <p>During the execution of the work by the agency prior information will be given to OIIB and record will be maintained in the schedule of register.</p>
<b>VII</b>	<b>MANPOWER SERVICES FOR PLUMBER, RECEPTIONIST, AUDIO/VIDEO OPERATOR AND MANAGERIAL SERVICES ETC.</b>
i)	PLUMBING MAINTENANCE
Introduction	<p>All plumbing works related to supply of water pipes, tanks, fittings and other fixtures, all sanitary fixtures, leakages in pipes, drainage system etc. in the building. Tools and tackles will be provided by the contractor.</p>
a) No. of Plumbers b) No. of helpers	3 3
Working days/hours	<p>7 days/ 8 hours (per shift) 3 shift  In the event of absence of one or more person, suitable substitute will be provided.</p>

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Man days per annum	a) $3 \times 365 = 1095$ b) $3 \times 365 = 1095$ (No. of persons x no. of shift x no. of days in a year)
Qualification for Plumber  For helper	ITI with 5 year experience/8 <sup>th</sup> pass having minimum 7 years experience in maintenance and operation of all plumbing Items and good knowledge of various plumbing works in an organization of repute. Should know Hindi. 3 year experience in similar works in a company of repute. Should know Hindi.
ii	<b>CARPENTER</b>
Introduction	To carry out repair and maintenance of all type of wood work, furniture, fittings including glass and aluminium work in the building. Tools and tackles will be provided by the contractor.
No. of days/hours	6 days Timings 9.00 A.M. to 5.30 P.M. with half an hour lunch break
Man-days per annum	$1 \times 312 = 312$ man days (No. of person x no. of days in a year)
Qualification	ITI with 5 year experience / 8th pass with experience of 7 years in repair and maintenance of all type of wood work, furniture, fittings etc. including glass and aluminium work in a reputed organisation.
iii	<b>RECEPTIONISTS</b>
Introduction	To handle the visitor of the offices operating from OI DB Bhawan. Should be of pleasant personality, humble and ready to guide the visitors. His/her duties would be to issue gate passes, establish a communication with the officers in the building and the visitor, keeping a tab over the person entering the building. To keep vigilant eye on anti-social element, interaction with security staff etc. or any other duty assigned to him/her.

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	Attend call from the premise on all the services. Direct the complaint to the concerned vendor of OIBD. Track every complaint, 95% of complaints should be resolved on the same day. Escalate the unresolved complaint to OIBD. Any critical complaint to be reported to OIBD immediately on receipt of complaint. Provide daily, weekly, monthly MIS on the complaints received with status.
No. of Receptionists	2
Working days/hours	5 days Timings 9.00 A.M. to 6.00 P.M. without break
Man days per annum	$2 \times 264 = 528$ No. of persons x No. of days in a year
Qualification	Graduate with 3 years experience of working as Receptionist in an organizations/institutions. Fluent in Hindi and English speaking and writing. Knowledge of computer with typing speed of 30 words per minute.
iv	<b>FACILITY MANAGER (ADMIN.)</b>
Introduction	To effectively manage the Housekeeping, Horticulture services, plumbing operations, reception desk operation, etc. in the building.
No. of Facility Manager	1
Working days/hours	6 days Timings 9.00 A.M. to 5.30 P.M. with half an hour lunch break
Man days per annum	$1 \times 312 = 312$ man days (No. of person x no. of days in a year)
Qualification	Graduate having 10 years or more experience to effectively manage the above mentioned services/operations.

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v	<b>TECHNICAL</b> <b>Civil Engineer – 1No.</b> <b>Electrical Engineer– 1No.</b>
Introduction	<b>Civil Engineer</b> - To look after the Civil works - M & R of Pipelines, Rain Water Harvesting, STP Plant, Water body, Wet riser system, water supply system, softening plant & Horticulture of OIDB Bhawan.  <b>Electrical Engineer</b> Technical supervision/operations of Lifts, STP, Fire Fighting system, Pumps, cooling towers, UPS, Electrical system, Substations, Heating Ventilation & Air conditioning, DGs, etc. installed at OIDB Bhawan.
	Civil - 01 Electrical -01
Working days/hours	6 days Timings 9.00 A.M. to 5.30 P.M.
Man days per annum	2 x 312 = 624 man days (No. of person x no. of days in a year)
Qualification	Diploma in Civil Engineering for Civil and Diploma in Electrical Engineering with 3 or more years of experience to manage the technical operations and civil maintenance works of above mentioned plants/systems installed at OIDB Bhawan.
vi	<b>I.T Engineer</b>
Introduction	The incumbent will look after the works related to LAN Network, IBMS, Audio/Video, internal PRI lines, Telephone Exchange, Voice communication, Network Switches, Leaseline, Tata sky etc. in the building. Also maintain and administer LAN & VOICE networks and related computing environments including hardware, configurations, troubleshooting, diagnosing and resolving hardware and other network problems.  Operate audio and video equipment including microphones, sound speakers, video screens, projectors, video monitors, recording equipment, connecting wires and cables etc.  Liasoning with BSNL, Telephone Exchange and Tata sky.  Tools and tackles will be provided by the contractor.
No. of I.T. Technician	1

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Working days/hours	6 Days Timings 9:00 A.M to 5:30 P.M
Man days per annum	1x312 = 312 man days
Qualification	B.Tech. (CS/IT) / BCA with Certificate in IT Field having a minimum of 5 years experience in above mentioned works.
vii	<b>I.B.M.S OPERATOR</b>
Introduction	<p>Integrated Building Management System consisting of Fire alarm system, Access control system, CCTVs, P.A system and BMS have also been supplied and erected by Siemens. The maintenance service is provided by Siemens for these facilities. Operation work of IBMS shall be done by the incumbent. He will operate &amp; oversee and manage following utilities in an effective &amp; efficient manner with round the clock.</p> <p>Monitoring of CCTV (closed circuit television), monitoring and controlling of bank of screens which are linked to surveillance cameras placed in building in central control room. The operator will also monitor and control Fire Alarm System, PA system and BMS system.</p> <p>Sometimes perform regular inspections to ensure that systems and equipment continue to work according to their specifications. Proficiency in use of test equipment like multi-meters and digital analyzers.</p>
No. of Operators	3
Working days/hours	7 days/ 8 hours (per shift) 3 shift In the event of absence of one or more person suitable substitute will be provided.
Man days per annum	3x365 = 1095 man days (No. of persons x No. of days in a year)
Qualification	Diploma in IT/Electronic field having 3 year experience in operation & maintenance of above mentioned services

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<b>B</b>	<b>SCOPE OF WORK FOR HORTICULTURE</b>
1.1	<p>The purpose of Horticulture work is that the whole office premise (OIDB) must look rich with lush green lawns and parks and beautiful flowers so as to provide an excellent ambience of work-environment and at the same time make the office premises environmental friendly and to provide good impression on the visitors and public who visit office for various purposes. The contractor has to undertake all such activities required to maintain the office premises in a presentable condition and in above mentioned spirit at all the time whether such activities are elaborated hereunder or not. While undertaking this work, the contractor will develop the parks with mowing lawn Tree/plants/grass/flowers etc. and lawns at the open space of glass in consultation with the designated officer and simultaneously maintain all the existing as well as the developed lawns/parks.</p> <p>The bidder will supply and maintain plants and flower pots in the room(s) and in other areas in consultation with designated officer and ensure that the flowers and plants in those pots do not perish or suffer in any manner and that will be changed periodically for their good maintenance.</p> <p>The bidder will also arrange to keep flower pots with seasonal/perennial flowers on the desks of identified officers on alternate working days. The bidder will also ensure that due to closure of office on weekend days the plants and flowers in the pots kept in the officers' room and in other areas do not suffer in any way. The contract also includes other activities as mentioned below:</p>
1.2	To maintain all the trees, plants, shrubs, hedges and lawn as are existing on the date of start of contract and any other lawn/park/plants developed thereafter.
1.3	To plant different/various kinds of Trees/Hedges/Palm tree etc. for development and beautification of the horticulture/garden of OIDB Bhawan.
1.4	To plant trees, shrubs etc. by excavation/digging as and when required in the interest of the beautiful maintenance of the ambience/park/lawn.
1.5	Except supply of free water by the OIDB in the garden, all other inputs like fertilizer/manure, soil, sapling, seeds and all tools & equipments used for growing flowers & plantation, cutting of grass in lawns, pruning of plants at required intervals and removing the waste to the proper place will be provided by the contractor at own cost.
1.6	Aesthetic landscaping shall be carried out by the contractor at own cost as per the direction of officer-in-charge OIDB. All inputs, earth filling, grading etc. will be to bidders account.

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1.7	To prepare and maintain flower beds, seasonal and perennial both.
1.8	To prepare and maintain flowers and plant pots with flowers and plants both indoor and outdoor at designated places to be decided in consultation with the designated officer.
1.9	Regular watering of grass, lawns, trees, plants, shrubs etc. and hoeing and weeding in and around them.
1.10	Spraying of insecticide and fungicide application/spreading of chemical and manure as and when required/advised.
1.11	Any other activity which is required to make the campus look beautiful with lush green environment from horticulture point of view shall be done by contractors at own cost.
1.12	Gardeners should demonstrate own initiative for horticultural up-gradation of OIIB's premises. List of seasonal plants for the same should be prepared and submitted to the designated officer and accordingly prepare saplings as per the seasons.
1.13	Good quality flowers and plants shall be provided.
1.14	Contractor will be required to maintain entire area covered in the contract in best conditions, irrespective of the weather conditions.
1.15	All flowers and plants casualty will be at contractor's cost. Sick/dead plants will be replaced by contractor without any delay at own cost.
1.16	Regular watering/replacement/cutting/pruning of plants at required intervals and removing the waste to the proper place.
1.17	For carrying out these functions, all materials, manures, chemical, items will be provided by the contractor at own cost.
1.18	Frequency and quantity of manure, insecticide/pesticides shall be decided in association with OIIB.
1.19	Any requirement of tractor or other equipment shall be provided by the bidder without any additional cost to OIIB.
1.20	To maintain the horticulture services in OIIB Bhawan 6 Nos. of gardeners and 1 No. of Supervisor is required. In the absence of one or more person suitable person shall be provided.  No. of Supervisor - 1 Qualification: Diploma (Horticulture) / 12 <sup>th</sup> pass with 5 year experience. Working days – 6 days/8.30 AM to 5:00 PM Man days per annum – 1 x 312 = 312  No. of Gardeners - 5 Qualification: 8 <sup>th</sup> pass with 2 year experience. Working days – 6 days/8.30 AM to 5:00 PM Man days per annum – 5 x 312 = 1560
1.21	All tools and tackles, machinery required for above work is to be provided by the contractor.
1.22	Any other job related to above.

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## Property Features

1	Location	Plot no -2 , Sector-73, Noida (U.P.)
2	No. of stories	G+3 (Tower-B,C,D) and G+9Tower-A)
3	Total built up (including basements)	44,020 Sq. M
4	Lower basement	10,000 Sq. M
5	Upper basement	10,000 Sq. M
6	Ground Floor	4,020 Sq. M
7	First to third floor	9,700 Sq. M
8	Fourth to ninth floor	10,300 Sq. M
9	No. of Lifts	8
10	No. of staircases	4
11	Car parking	lower and upper basement
12	Toilet details	49 Nos. (Ladies and Gents)
13	Pantries	24 Nos.
14	Water supply	Noida authority supply
15	Cafeteria (Canteen)	1 No.
16	Fire water tank	Underground and overhead
17	Water softening plant for utilities	Centralized water treatment plant
18	Hot water supply	Solar water heater system of 3000 Ltr
19	Heating, ventilation & Air conditioning (HVAC)	4 No 300 TR, water cooled, screw Compressors
20	Firefighting system	Yes
21	Fire alarm and Public address system	Yes
22	Power back-up	DG sets 3x1010 KVA plus 1x500 KVA
23	Electric supply system transformers and distribution system	2x1600 KVA ,11KV/0.415KV
24	Security system	Access control and CCTV system Yes
25	Horticulture and landscaping	Yes
26	UPS	3x160 KVA plus 1x80 KVA

27	Façade treatment & cladding	Aluminum/glass /granite stone
	A Stone cladding	8500 Sq. M
	B Glass cladding	7700 Sq. M
	C ACP cladding	1450 Sq. M
28	Status of property	Owned by OIDB
29	Boundary wall	Yes
30	Building automation system	Yes
31	Gas suppression system	In server rooms
32	Sewage treatment plant	50 Cu. M per day in lower basement
33	Gas suppression system	In server rooms
34	Sewage treatment plant	50 Cu. M per day in lower basement

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### SCHEDULE OF RATES (SOR)

Sl. No.	ITEM	QTY (yearly)	UNIT	UNIT RATE	TOTAL AMOUNT (in Rs) (for one year )
	<b>(Housekeeping, Mechanised cleaning and other allied services)</b>				
<b>A</b>	<b>Service Personnel (Details as per NIT)</b>				
1	Facility Manager (Admn.)- 1 No.	312	Man- days		
2	Receptionist- 2 Nos.	528	Man- days		
3	Civil Engineer- 1 No.	312	Man- days		
4	Electrical Engineer- 1 No.	312	Man- days		
5	I.T Engineer- 1 No.	312	Man- days		
6	I.B.M.S Operator- 3 Nos.	1095	Man- days		
7	Housekeeping Supervisor- 1 No.	312	Man- days		
8	Housekeeping Boys/staff - 30 Nos.	9360	Man- days		
9	Plumber - 3 Nos.	1095	Man- days		
10	Helper- 3 Nos.	1095	Man- days		
11	Carpenter- 1 No.	312	Man- days		
<b>B</b>	<b>Horticulture</b>				
1	Manpower for Horticulture services with all consumable materials including fertiliser & as per				

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	NIT and to provide following personnel.				
1.1	Supervisor - 1 No.	312	Man-days		
1.2	Gardeners- 5 Nos.	1560	Man-days		
<b>2</b>	<b>Plants Supply</b>				
2.1	Supply of Indoor Plants with pots of any variety of any size selected by OADB on rent basis.	150	Each		
2.2	Supply of outdoor Plants (without pots) of any variety of any size selected by OADB on rent basis.	1200	Each		
2.3	Supply of Flower Bunch consisting bouquet (Regular) & Pot as and when required.	1080	Each		
<b>C</b>	<b>Rain Water Harvesting Tank cleaning</b>				
1	Cleaning of under ground sump, Over Head R.C.C. Tank ( independent staging) including disposal of slit and rubbish to be done minimum 200 mts away from OADB & in authorized Noida dumping yard, all as per direction of Engineer-in-Charge. The cleaning to include emptying of water by pumping & bottom shall be cleaned of silt and other deposits. Entire surface area of the sump shall then	2	Each		

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	scrubbed thoroughly with wire brush etc. and pressure washed with water.				
<b>D</b>	<b>Providing Allied services i.e. cleaning venetian blinds, sofas, chairs etc</b>				
<b>1</b>	Carpet cleaning service area, venetian blinds, sofas, chairs etc as per NIT				
1.1	Carpet cleaning office area, as per NIT	9460	Sq. Mtr.		
1.2	Dry Cleaning of Venetian Roller blinds as per NIT	250	Sq. Mtr.		
<b>2</b>	Facade cleaning services Area as per NIT (Property Features attached)	35300	Sq. Mtr.		
<b>3</b>	General pest control services/ Anti-termite treatment/fogging service as per NIT (G+3)	24	Nos.		
<b>4</b>	Dry cleaning of Synthetic Curtains	270	Sq. Mtr.		
<b>D</b>	<b>Providing consumables for Housekeeping and Mechanized cleaning</b>				
1	AIR FRESHNER (ODONIL) 50 GM	288	Each		
2	AIR FRESHNER FRAGRANCE	12	LTR		
3	AIRFRESHNER REFILL (300 ML)	24	Each		
4	ALLOUT MACHINE	36	Each		
5	ALLOUT REFILL	36	Each		
6	ANTI TERMITE TREATMENT MEDICINE	12	LTR		
7	BLEACHING POWDER	60	KG		
8	BRASSO 500 ML	12	LTR		

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9	BUCKET	60	Each		
10	CARPET BRUSH	60	Each		
11	CLEANZO (PHENYL)	120	LTR		
12	COLIN (SPRAY BOTTEL 750 ML)	120	Each		
13	COTTON FLOOR DUSTER	288	Each		
14	COTTON HAND DUSTER(BLUE)CHECK	288	Each		
15	COTTON HAND DUSTER(RED)CHECK	288	Each		
16	COTTON HAND DUSTER(WHITE)	288	Each		
17	COTTON YELLOW DUSTER (BIG SIZE)	288	Each		
18	LIQUID SOAP (DETTOL , SEVLON, GODREJ)	180	LTR		
19	DOMEX FLOOR CLEANER (500 ml)	48	Each		
20	DUST CONTROL 24 INCH	120	Each		
21	DUST CONTROL REFILL	120	Each		
22	DUST MOP(F) BLUE COMPLETE	120	Each		
23	FACE MASK THREE LAYER	600	Each		
24	FEATHER BRUSH	60	Each		
25	FLOOR WIPPER (SUPER)	96	Each		
26	GARBAGE BAG(NORMAL)BIG	180	KG		
27	GARBAGE BAG(NORMAL)SMALL	180	KG		
28	GUM BOOT	12	Each		
29	HAND GLOVES (RUBBER)	120	Each		
30	HARD BROOM (SEEK) JHADU	240	Each		
31	HYDROCHLORIDE	60	LTR		
32	IRON BELT	24	EACH		
33	JALLA BRUSH (F)	48	EACH		
34	JUNNA (PLASTIC)	60	EACH		
35	KEEP PLASTIC	60	EACH		
36	LIZOL (500 ml)	24	LTR		

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37	MOUSE TRAP	60	EACH		
38	NEPHELENE BALL(M)	24	KG		
39	PLASTIC DUST PAN	60	EACH		
40	PLASTIC MUG	60	EACH		
41	PLATE FORM BRUSH COMPLETE	12	EACH		
42	PRESSURE PUMP	36	EACH		
43	ROAD BROOM	120	EACH		
44	ROOM FRESHNER (PREMIUM)	60	EACH		
45	SAFTEY BELT	12	EACH		
46	SANITIZER	120	LTR		
47	SCOTCH BRITE (BIG & SMALL)	240	EACH		
48	SCRUB PAD(STEEL WOOL)	12	KG		
49	SCRUBBING GREEN , RED & BLUE ,WHITE PAD 20 INCHS	24	EACH		
50	SKUZZY BLADE	12	EACH		
51	SKUZZY FOAM	12	EACH		
52	SKUZZY RUBBER	60	MTR		
53	SOFT /HARD BRUSH SINGLE DISK MACHINE	12	EACH		
54	SOFTBROOM	180	EACH		
55	SPRAY GUN	60	EACH		
56	SPRAY HIT (S) BLACK 400 ml	60	EACH		
57	SPRAY HIT (S)RED 400 ml	60	EACH		
58	STEEL JUNNA	120	EACH		
59	SUMA INBOX(D-7) 5 LTR	60	EACH		
60	TASKI R-2 (5LTR)	120	LTR		
61	TASKI R-3 (5LTR)	120	LTR		
62	TASKI R-4 (5 LTR)WOODEN POLISH	120	EACH		
63	TASKI R-9	60	LTR		
64	TASKI-R-5	120	LTR		
65	TEEPOLL	180	LTR		
66	TISSUE PAPER BOX	480	EACH		
67	TISSUE PAPER( M-FOLD)	48	BOX		

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68	TOILET BRUSH (ROUND)	60	EACH		
69	TOILET CLEANER (HARPICK)	120	EACH		
70	TOILET ROLL (B)	1800	EACH		
71	TURN NOVA (POLISH)	12	EACH		
72	URINAL CUBES (WHITE)	96	EACH		
73	URINAL PAD	60	EACH		
	<b>Net Amount (for 1 year period)</b>				
	GST @ 18%				
	<b>Grand Total (for 1 year period)</b>				

	<b>Grand Total (for 2 year period)</b>				
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Notes	1. Wages are as per Central Govt Min wage circular dt 01.04.2024 effective 01.04.24
	2. Uniform 2 sets each for Summer and 2 sets for Winter, including pullover, shoes, in one year
	3. PF on wages @13% (Employer Contribution)
	4. ESI for wages upto Rs 21,000/-(Employer Contribution)
	5. Sr no 1,3 & 4 will get revised with Central Govt circular for any modification in future.
	6. Timing for receptionist 9 am to 6 pm= 9 hours - 0.50 = 8.50 hours

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