



ODISHA KNOWLEDGE CORPORATION LIMITED

TENDER FOR SELECTION OF SERVICE PROVIDER FOR HOUSEKEEPING SERVICES

SHORT TENDER CALL NOTICE

OKCL invites sealed Tender submission from experienced and reputed Housekeeping Service Providers for housekeeping services of its office located in Jaydev Vihar, Bhubaneswar. The tender document is available in the website of www.okcl.org, which may be downloaded for use. Interested parties may submit their proposal super-scribing as **“Tender for Selection of Service Provider for Housekeeping Services”** to the undersigned through Hand Delivery/speed post /Registered Post/Courier at OKCL office which should reach on or before **11.00 A.M** of **20.09.2024** positively and the same will be opened at **12.00 P.M** of the same date. Alternatively, the documents may be sent by mail to accounts@okcl.org in [password protected format](#). The undersigned reserves the right to reject any or all the tender without assigning any reason thereof.

Sd/-
Managing Director
Odisha Knowledge Corporation Limited
10-09-2024

ODISHA KNOWLEDGE CORPORATION LIMITED

Plot no- 108/3607, Behind Pal Heights, Jaydev Vihar, Bhubaneswar-751013

TERMS AND CONDITIONS

1. Tender/Bid Document:

The prospective bidders/agency may download the complete set of the tender documents directly from the website at www.okcl.org and submit the same to OKCL with sign & seal on each and every page. Managing Director, OKCL shall have no responsibility for any delay / omission on part of the bidder. The tender application will be rejected if the bidder changes any clause or Annexure of the bid document downloaded from the website, or not submitted on or before the due date or not supported by necessary documents & Earnest deposit money.

2. Bid Submission:

a) The tender shall be submitted **in two bid system** i.e. Technical Bid & Financial Bid. Financial Bid contains only the price Bid as per Annexure – I and Technical Bid contains all other documents as per the tender terms except Price format. The Technical Bid & Financial Bid will be covered in two separate envelopes clearly written on the top of the envelope as **Technical Bid & Financial Bid** respectively and these two bids will be covered in a big envelope super scribed as **“Tender for Selection of Agency for Housekeeping Services”**.

b) The tender shall be for all/partial item(s) as described in the schedule of requirement and specification. The price bid is specified in **Annexure - A**, which should be used at the time of submission of tender.

c) The quoted bid price shall be inclusive of all taxes and other incidental charges.

3. Each bidder shall submit tender as mentioned in the tender document. Submission of bid without the Earnest Money Deposit shall be rejected.

4. The tender paper downloaded from the website should be signed by the bidder at bottom of each pages with their official seal duly affixed.

5. Bids to be submitted via Speed Post/Courier and should reach OKCL Office by 20th September 2024, 11:00 AM.

6. Bids may also be scanned and submitted through e-mail to accounts@okcl.org with 2 separate folders marking as Technical Bid and Financial Bid. Financial Bid is to be sent in a

password protected document. The password for the same shall be made known by the vendor at the time of opening of bid to OKCL. The DD's to be submitted in hard form before the opening.

6. OKCL may give work order to one or many bidders based on L1 price and/or quality specifications.
7. The Work Order shall be released before 30.09.2024 and work should be started from 01.10.2024.
8. The Payment shall be released monthly upon submission of invoice and after ensuring statutory compliances and quality verification of service provided. Necessary statutory deductions and deductions if any subject to Point No. 14 and 15 referred below shall be, made from the invoice amount.

9. Eligibility Criteria:

Sl.	Basic Requirement	Specific Requirements	Documents Required	Marks
1)	Legal Existence	The Bidder should be a Company registered under the Companies Act 1956/partnership firm/LLP or a proprietorship firm.	Certificate of incorporation, Pan Card, GST & other Registration certificates as per applicability & Other General Details of the Bidder. Annexure-2	10 marks
2)	Number of Years of Experience	The bidder should have at least 5 years of experience in providing housekeeping services in Government departments / Public sectors (Central or State) / Private limited company at the time of submitting the tender.	Experience Details and Supporting. Annexure-3	>5 years to 7 years – 10 marks >7 years – 20 marks
3)	Turnover	The bidder should have at least an average turnover of Rs. 20 lakhs in the last 3 Financial Years.	A turnover certificate signed by a Chartered Accountant to be submitted in this regard.	>20 lakhs to 25 lakhs - 10 marks >25 lakhs – 20 marks
4)	GST Registration & Return	The bidder must have periodically filed GST Return.	Registration Certificate and GST Return	10 marks
5)	EPF Return	The bidder must have periodically filed EPF Return.	Registration Document and Monthly Return copy	10 marks

			of last 2 months.	
6)	ESIC Return	The bidder must have periodically filed ESIC Return.	Registration Document and Monthly Return copy of last 2 months	10 marks
7)	Income Tax Return	The bidder must have periodically filed IT Return.	PAN Card Copy & Last 3 A.Y.s ITR	10 marks
8)	Non-Blacklisting	A self-certified letter by the authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as of date of Bid Submission must be submitted on original letter head of the bidder with signature and stamp.	A Self Certified letter by authorized signatory (Annexure – 4)	10 marks

10. The bids are liable to be rejected if any of the above conditions are not complied with.

11. Bid Processing Fee :

Non-refundable Bid Processing Fee of Rs. 1000/- in the form of DD in favour of **“Odisha Knowledge Corporation Limited”** from any nationalised bank to be submitted.

12. Earnest Money Deposit:

Bidder will submit EMD of Rs. 5000/- in the shape of Demand Draft/Pay Order from any nationalized bank in favor of **“ODISHA KNOWLEDGE CORPORATION LIMITED”** payable at **Bhubaneswar**. The same will be refunded to the bidders (except selected bidder) without interest after completion of bidding process.

13. The work order will be placed to the selected bidder whose bid has been determined to be substantially responsive. A bidder who fulfils the minimum 70% eligibility criteria as per clause no 9, will be considered for taking part next level bidding i.e. Financial Bid. The L-1 Bidder whose quality specifications are satisfactory in the Financial Bid will be awarded the contract.

14. In case, the firm fails to execute the order, the EMD will be forfeited and necessary legal action shall be taken to blacklist the firm.

15. In case of any deviation from the specifications of Work order, penalty at such rates as per the decision of the OKCL management shall be levied. Decision of Managing Director, OKCL will be final in this regard.

16. Penalty shall be levied in case the work is not satisfactory. However, MD-OKCL is authorized

to waive the delay penalty if the delay is not attributable to the fault of bidder.

17. Any effort by a bidder to influence the purchaser in its decision on bid evaluation may result in rejection of the bidder's offer.

18. Any legal disputes arising out of this are subject to Bhubaneswar jurisdiction only.

19. Bidders may be present in person or their authorized representative during the opening of bids at **12:00 PM on 20.09.2024** at OKCL's Regd. Office, Bhubaneswar.

20. Pre-Bid Queries – Bidders can submit their queries with respect to the Tender, to OKCL through e-mail at info@okcl.org latest by 14th September 2024. An online meeting shall be held on 16th September 2024 for clarification of the same.

SCOPE OF WORK

The purpose of housekeeping is that the whole office premises of Odisha Knowledge Corporation Limited must look neat and clean at all times and the Service Provider has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

General Information

Area of the Building – Approx. 2100 sq.ft Per Floor.

Floors – 2nd, 3rd and 4th Floor, Stairs and Common Area

Number of Washrooms – 6 nos.

Number of Manpower – 2 nos.

Office working hours – (9:30 AM to 7:00 PM)

Work to be done daily: (Before Office Opening Hours)

1. Cleaning, sweeping, mopping and wiping of floors, staircase, Building Entrance and Surrounding Common Area inside the boundary.
2. Dusting of all Office Floor Mats and Carpets.
3. Dusting and cleaning of office furniture chairs, tables and sofas, office equipment and other installations including Glass Doors, Handle Bars, Inside Lifts, Stairs Railings.
4. Glass Doors should be spotlessly cleaned with required cleaning agents.
5. Cleaning of Computers, Telephones etc. with soft cloth/duster and dry/wet.
6. Toilets, Urinals, Wash Basins to be cleaned 5 times in a day.
7. Pantry Area including Washing Area, Wash Basin should be cleaned after lunch hours and disinfected with necessary disinfectant.
8. Emptying of dustbins and handing it out to BMC collection vans.
9. Maintenance, cleaning and watering of all plotted plants, indoor plants kept in the office premises.
10. Lifting, carrying and disposing the dead birds/animals, rats, insects etc. if found in and around the office building.
11. Cleaning of any choking in the drainage and manholes etc.
12. Cleaning/removal of any type of stains etc. from the building premises and staircases.

In addition to above, in case of emergency, cleaning should be done at call on unforeseen events like breakage, spillage and special occasions.

Work to be done once in two weeks: (DEEP CLEANING)

1. Deep Mechanized Cleaning of all Floors, Stairs by various methods such as Scrubbing/Steaming etc.
2. Deep Cleaning of all Ceiling, cobweb removal.

3. Vacuum Cleaning of Chairs, Chair Leg Dusting.
4. Deep Cleaning of all Pantry Chairs and Tables including Kitchen Platform, Wash Basins and Wash Basin Platform.
5. Dusting and Cleaning of all Windows, Glass Panes, and Window Blinds.
6. Manual Cleaning of mats/rugs by soft brush.
7. Deep Cleaning of all Washrooms including Wall Tiles, Floor Tiles, WC, Wash Basins and all fittings including Exhaust Fans, Taps and Pipe Fittings.
8. Deep Cleaning of Office Entrance Area by removing all Plants Pots and thoroughly cleaning the area.
9. Deep Cleaning of all Almirahs and Cabinets.

In addition to above, in case of emergency, cleaning should be done at call on unforeseen events like breakage, spillage and special occasions.

Please note, the Deep Cleaning is to be performed on non-office working days.

MANPOWER

The details of the manpower engaged by the vendor to be submitted to OKCL along with their photographs, Aadhar, residence proof and Police Verification record prior to starting of work.

SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables other related item for cleaning is to be provided by the Service Provider.

The Service Provider should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by OKCL.

All materials required for cleaning (except for Hand Wash Liquid (in washrooms), Air Fresheners, Dish Washing Liquid (in pantry), Pest Control Products) are to be supplied by the Service Provider.

ATTENDANCE

Attendance register will be maintained to keep the attendance record of Service Provider Staff.

DISCIPLINE

The Service Provider must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and they shall engage only such workers, whose antecedents have been thoroughly verified, including character, police verification and other formalities.

Photo Id Proof, residence proof and other details of the staff shall be submitted to OKCL before starting work.

Service Provider will be responsible for any misconduct, misbehavior or theft in which your employees will be found guilty inside OKCL premises.

The housekeeping staff must be in proper uniform.

The Service Provider shall strictly ensure and adhere the following from their deployed housekeeping personnel:

- Are punctual and arrive on time for their duty.
- Take charges of their duties properly and thoroughly.
- Perform their duties with honesty and sincerity.
- Extend respect to all Officers and Staff of the office of OKCL
- Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will never sleep while on duty post.
- Will immediately report to the OKCL Officers any untoward incident/ misconduct or misbehavior.
- Do not entertain visitors.
- Shall not smoke/consume tobacco, gutka, pan masala etc. in the office premises. Please note OKCL premises is Alcohol and Tobacco Free Zone.

QUALITY VERIFICATION

The jobs to be carried out by the Service Provider is to be of the satisfaction level of OKCL authorities, failing which OKCL may impose penalty at such percentage on invoice value as will be decided by the OKCL Management.

HOLIDAYS

- All the cleaning personnel to be provided for housekeeping services are bound to work all the days except the holidays declared by OKCL and Sundays.
- A list of official holidays shall be provided to the Service provider in advance.

In case of an emergency leave of the cleaning personnel, the vendor must inform OKCL in advance and ensure that necessary arrangements are made without fail.

The protocol for informing OKCL in case of an emergency leave of cleaning personnel and the procedures for manpower changes:

- 1. Advance Notification of Emergency Leave:** The vendor must inform OKCL at least 48 hours in advance in case of any emergency leave taken by the cleaning personnel. In unavoidable circumstances where 48 hours' notice is not possible, the vendor must notify OKCL immediately upon becoming aware of the situation.
- 2. Provision of Replacement Personnel:** The vendor is required to ensure that replacement personnel are deployed immediately to avoid any disruption in the cleaning services. The replacement personnel must have equivalent skills and experience to perform the required tasks efficiently.
- 3. Details of Replacement Personnel:** The vendor must provide OKCL with the details of the replacement personnel, including their name, contact information, and

qualifications, at the time of notification. This information must be submitted in written form (email preferred) to the designated OKCL contact person.

4. **Verification and Approval:** OKCL reserves the right to verify the credentials and suitability of the replacement personnel. The vendor must obtain approval from OKCL before the replacement personnel commence their duties.
5. **Vendor Responsibility:** The vendor is responsible for ensuring that there is no lapse in the cleaning services due to the absence of personnel. Any delay or failure in providing suitable replacement personnel may result in penalties as per the terms of the contract.
6. **One-Point Contact:** The vendor must provide OKCL with one-point contact details of their personnel management team to facilitate prompt communication.
7. **Reporting and Documentation:** The vendor shall maintain records of all manpower changes, including reasons for leave and the details of replacement personnel. These records must be made available to OKCL upon request.

MONTHLY INVOICE

The service provider shall raise monthly invoice as per the work order.

DAMAGES

It is the sole responsibility of the deployed housekeeping personnel to execute the assigned work perfectly and neatly. If any damages are caused to OKCL's assets while discharging the duty, necessary action shall be taken.

GENERAL TERMS & CONDITIONS

1. **Compliance with Wage Laws and Statutory Requirements:** All cleaning personnel provided for housekeeping services must be governed by the applicable Minimum Wages Act, whether under the Government of India or the Government of Odisha, whichever is more beneficial to the employee. The Service Provider is responsible for all statutory obligations, including EPF, ESI, and other required recoveries and remittances.
2. **Right to Remove Personnel:** OKCL reserves the right to remove any housekeeping personnel deployed by the Service Provider if they are deemed undesirable or unsuitable for the job.
3. **Supervision and Quality Control:** The Service Provider must ensure adequate supervision to guarantee that housekeeping services are performed according to the agreed schedule and quality standards.
4. **Prohibition on Subcontracting:** The Service Provider shall not subcontract any part of the assigned work to other agencies or third parties.
5. **Emergency Leave and Arrangements:** In case of an emergency leave of the cleaning personnel, the Service Provider must inform OKCL in advance and ensure that suitable replacements or arrangements are made without fail to maintain uninterrupted service.
6. **Adherence to Safety and Environmental Standards:** The Service Provider shall ensure that all cleaning personnel adhere to safety protocols and environmental guidelines as specified by

OKCL. Proper handling of cleaning agents and disposal of waste must be in accordance with prescribed safety and environmental standards of local municipal body.

TECHNICAL BID SUBMISSION FORM
Application for Tender
(To be printed on Bidder's letterhead)

Date:

To,
The Managing Director,
Odisha Knowledge Corporation Limited,
Bhubaneswar – 751013

Subject: Application for Tender "Selection of Service Provider for Housekeeping Services"

Sir,

1. I, the undersigned, offer to provide the services for the proposed assignment in respect of **TENDER FOR SELECTION OF SERVICE PROVIDER FOR HOUSEKEEPING SERVICES**, Dated: 09-09- 2024.
2. We have examined and have no reservations to the Bidding Documents and its Terms & Conditions. We offer to execute the work in conformity with the Bidding Documents for **ODISHA KNOWLEDGE CORPORATION LIMITED, Jaydev Vihar, Bhubaneswar: 751013**.
3. Our proposal will be valid for acceptance up to **120 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.
4. All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal.
5. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.
6. We also declare that as on the date of bid submission, we have not been blacklisted or not under active blacklisting period/active debarred list by any of the Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc. on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
7. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that OKCL is not bound to accept highest ranked bid / lowest bid or any other bid that it may receive.
8. I, hereby declare that our company shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act, Labour Law etc.)

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

I remain,

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

Seal:

**GENERAL DETAILS OF THE BIDDER
Application for Tender**

Sl. No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel : Email id:	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No.: Email id:	
4	Registration / Incorporation Details Registration No: Date & Year. :	
5	Local office in Odisha If Yes, Please furnish contact details	
6	Bid Processing Fee Amount: BC/DD No. : Date: Name of the Bank:	
7	PAN Number	
8	Odisha Goods and Services Tax Identification Number (GSTIN)	
9	Willing to carry out assignments as per the scope of work of the RFP	
10	Willing to accept all the terms and conditions as specified in the RFP	

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

Seal:

ANNEXURE-3**Format for submission of Experience Details**

Sl. No.	Work Order No. & Date/Agreement Date	Order value (Rs.)	Name of the Organisation /Department	Scope of Work
01				
02				
03				
04				

(add more lines, if required)

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

Seal:

Self-Declaration: Not Blacklisted (in company letterhead)

Date:

To,
The Managing Director,
Odisha Knowledge Corporation Limited,
Bhubaneswar - 751013

In response to the Tender titled “(Tender for Selection of Service Provider for Houskeeping Services)”, as an owner/ partner/ Director of (organisation name)_____

_____ I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, black listed either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

Seal:

Requirement and specification along with Format for submission of Bid Price

Sr. No.	Particulars	Amount (in Rs.)
1	Bid value should be quoted only for one month for the quantified housekeeping work as per the Scope of Work (Bid value should not include GST which shall be raised in invoice every month as per the rate applicable from time to time.)	
2	Cost of Cleaning Materials (including GST)	
3	Total Amount(in Figures)	
	Total Amount(in Words)	

In case of mismatch between words and figures, the amount indicated in words shall prevail.

Authorized Signatory with Date and Seal:

Name and Designation:

Address of Bidder:

Seal:
