

*Tender document*

*for*

*Cleaning & Sanitation Work*

*in*

*Heads of Department Building*

*Government of Odisha*  
*(General Administration Department)*  
*Odisha*

**2016**

*Price: Rs. 500.00 +VAT @ 5%*

## *Date chart*

<i>Sl. No.</i>	<i>Particulars</i>	<i>Date</i>	<i>Time</i>
<i>1</i>	<i>Issue of Advertisement</i>	<i>19.02.2016</i>	
<i>2</i>	<i>Pre-bid meeting</i>	<i>26.02.2016</i>	<i>3:30 PM</i>
<i>3</i>	<i>Issue of corrigendum / addendum, if any</i>	<i>29.02.2016</i>	
<i>4</i>	<i>Submission of Bid</i>	<i>16.03.2016</i>	<i>2:00 PM</i>
<i>5</i>	<i>Opening of General &amp; Technical Bid</i>	<i>16.03.2016</i>	<i>3:00 PM</i>
<i>6</i>	<i>Opening of Financial Bid</i>	<i>21.03.2016</i>	<i>3:00 PM</i>

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**Government of Odisha**  
**General Administration Department**

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**TENDER CALL NOTICE**

No. GAD-OE2-MISC-0006-2014- 4325 /Gen, Bhubaneswar dtd. 19.02.2016

*General Administration Department, Government of Odisha, hereby invites Sealed Tender for undertaking **Cleaning and Sanitation work in the premises of Heads of Department Building, (Backside of Secretariat Building), Unit-V, Bhubaneswar, Odisha on Outsourcing Basis.***

*The Tender Document can be available on State Government website of G.A. Department “[www.gaodisha.gov.in/tenders](http://www.gaodisha.gov.in/tenders)”. The Tender Document should be accompanied with a DD for Rs. 525/- alongwith the tender bid towards cost of tender document.*

*The intending firms may participate in the pre-bid meeting to be held on 26.02.2016 at 3:30 PM in the office chamber of F.A.-cum-Special Secretary to Government, G.A. Department before submitting their bids.*

*The corrigendum / addendum, if any issued will be hoisted in the aforesaid website only.*

*The Bidders are requested to contact the following person for any clarification on the Tender Document or any other related matter and submit their Tenders by 16.03..2016 at 2:00 P.M. The General & Technical Bids will be opened on the same day at 3:00 PM in the office chamber of F.A.-Cum-Special Secretary to Government, G.A. Department or any other place as may be confirmed before 30 minutes of opening of bids. The Financial Bids will be opened on 21.03.2016 at 3:00 PM in the same venue. The bidders or their authorized representatives may remain present at the time of opening of the bids.*

**Contact Person:** Officer on Special Duty(OE-II), G.A. Department, Bhubaneswar- 751001.

**Telephone :** 0674-232 2389 / 2322398

Sd/-  
Officer on Special Duty

Memo No. 4326 / Gen., dt. 19.02.2016

*Copy along with the soft copy of the notice forwarded to the Dy. Director (Advt.), Information & Public Relations Department for information and necessary action. He is requested to please publish the notice in two leading Newspapers (one national English daily & one local Odia daily immediately.*

*Sd/-*

*Officer on Special Duty*

Memo No. 4327 / Gen., dt. 19.02.2016

*Copy alongwith the soft copy of Tender Documents forwarded to the Technical Director, NIC, Bhubaneswar for information and necessary action. He is requested to please hoist the notice and Tender Documents in the website of G.A. Department immediately.*

*Sd/-*

*Officer on Special Duty*

Memo No. 4328 / Gen., dt. 19.02.2016

*Copy forwarded all Departments of Government with a request to display this notice on their Notice Board for publicity. .*

*Sd/-*

*Officer on Special Duty*

Memo No. 4329 / Gen., dt. 19.02.2016

*Copy forwarded to the Chief Receptionist, Odisha Secretariat, Bhubaneswar with request to issue temporary Secretariat Entry passes in favour of the tenderers or their representatives to enable them to submit their Tenders by 16.03.2016 and also to participate in the pre-bid meeting on 26.02.2016 at 3:30 P.M and general & technical bid opening on 16.03.2016 at 3:00 P.M and financial bid opening on 21.03.2016 at 3:00 P.M in the G.A. Department.*

*Sd/-*

*Officer on Special Duty*

**Cleaning and Sanitation work in the premises of Heads of Department Building  
Bhubaneswar, Odisha State.**

*General Administration Department, Government of Odisha invites offers from reputed and experienced Service Providers for undertaking Cleaning and Sanitation work in the premises of Heads of Department Building, Unit-V, Bhubaneswar.*

*The main objective of the contract is to provide Cleaning and Sanitation Services as per the standards and specifications set out in this document in particular and good industry practice in general.*

*Formats for submission, Terms of Reference (TOR) and Performance Specifications are enclosed. TOR describes broad scope of work and should guide in submission of the offer*

**(1) Proposal Conditions**

- (a) This Tender Call Notice is not an offer to contract but represents a definition of specific requirements and an invitation to recipients to submit a response addressing such requirements. Issuance of this Tender Call Notice, preparation and submission of a response by the bidder and the subsequent receipt and evaluation of the response by G.A. Department does not commit G.A. Department to award a contract to any bidder, even if all of the requirements stated in the Tender Call Notice are met.*
- (b) If a bidder (Service Provider) is selected, the bidder must be able to commence the services immediately within 30 days from the date of award of contract.*
- (c) G.A. Department may modify these requirements in whole or in part and / or seek additional bidders to submit bids. Only the execution of a written contract will obligate G.A. Department in accordance with the terms and conditions contained in such a contract.*
- (d) G.A. Department shall not , in any way, be liable for any costs incurred by the respondents in preparing a response to this Tender Call Notice or during subsequent discussions with G.A. Department, regarding their bids.*

- (e) *All information contained in this Tender Call Notice shall be considered “Confidential Information”. As such, the confidential information shall be protected and maintained in strict confidence by all the recipients of such information and shall not be disclosed or disclosure allowed by the bidder, except for the sole purposes of responding to this Tender Call Notice.*
- (f) *In the event that disclosure of the Confidential Information to employees and authorised agents is necessary, Confidential Information may be disclosed to them on a need-to-know basis, but the bidder shall make these persons aware of the confidentiality of such information and they shall (and the bidder shall cause them to) be bound by the terms and conditions of this Tender Call Notice.*
- (g) *In no event shall this document, or any subsequent documents that may be made available in connection with this Tender Call Notice, be copied, transcribed, or distributed in whole or in part without the specific prior written authorization of G.A. Department. G.A. Department reserves the right to require the return or destruction of all documents including extracts, summaries and related notes.*
- (h) *All access to G.A. Department sites shall be subject to G.A. Department security procedures, Code of Conduct, confidentiality provisions and health and safety rules. G.A. Department reserves the right at its absolute discretion to exclude and or refuse access to any of its sites to any personnel including but not limited to bidder’s staff and or agents.*

**(2) Who Can Bid?**

- (a) *Any individual, sole Proprietorship Firm, Partnership Firm, Public Limited Company, Private Limited Company, Corporate Body legally constituted having an office in India and Registered office /Branch office in Bhubaneswar can bid subject to the satisfaction of other eligibility criteria in terms of Organization and experience. The bidder should have at least one year experience in providing Cleaning & Sanitation services in any office of Government of India, State Government, Public Sector Undertaking, Corporate Body, Nationalized Bank etc to be evidenced by relevant documents.*
- (b) *The facilities Service Provider (Bidder) should have ISO 9001:2000 or latest updated version of the Certification in providing Cleaning & Sanitation services and follow the rules & regulations accordingly.*

### **(3) Essence of the Contract**

*The basis of consideration and the essence of the contract shall be strict adherence to the quality and performance specifications for performing the works / services during the period of contract. The performance and quality specifications set out in this document shall be the basis of evaluation of offers.*

### **(4) Submission of Bids**

*(a) The tender has been invited under two bid system namely, “General & Technical Bid” and “Financial Bid”. The interested bidders are advised to submit two separate sealed envelopes super scribing “General & Technical Bid for Cleaning and Sanitation work in the premises of Heads of Department Building, Bhubaneswar” and “Financial Bid for Cleaning and Sanitation work in the premises of Heads of Department Building, Bhubaneswar”. Both sealed envelopes should be kept in a third sealed envelope super scribing “Sealed Tender for Cleaning and Sanitation work in the premises of Heads of Department Building”, which should reach the Officer on Special Duty (OE-II), G.A. Department, Odisha Secretariat, Bhubaneswar, Odisha- 751001 by the scheduled date and time.*

#### **(b) General & Technical Bid:**

*The General & Technical Bid to be submitted as per formats enclosed in Annexure-B, Appendix-I shall comprise the following, failing which the bid will be summarily rejected and will not be considered any further.*

- (i) Cost of Tender Document of ₹ 525/- (Rupees Five Hundred Twenty-five) only in the form of D.D. in favour of Joint Secretary to Government, G.A.Department, payable at Bhubaneswar*
- (ii) Earnest Money Deposit of ₹ 5000/- (Rupees Five Thousand only) in the form of D.D. in favour of Joint Secretary to Government, G.A.Department, payable at Bhubaneswar.*
- (iii) Tender Acceptance Letter ( in the given format i.e. Proforma-I)*
- (iv) Bidder’s Organization status ( in the given format i.e. Proforma-II)*
- (v) Incorporation certificate, Bye-Law, memorandum and articles of association in case of company. Partnership Deed in case of partnership firm. Registration Certificate in case of other category of firm.*
- (vi) ISO certifications, if any*



- (vii) *Financial status (in the given format i.e. Proforma-III).  
The minimum average annual turnover should be Rs. 1.00 Crore.*
- (viii) *Nature of experience ( in the given format) alongwith certificate / letters for proof (See Proforma-IV)*
- (ix) *Approach & methodology, Organisation Chart and CVs of Key Personnel(See Proforma-V)*
- (x) *Copy of Income Tax returns filed and Audit Certificates for last 3 consecutive years certified by Chartered Accountant .*
- (xi) *Service Tax Registration Certificate*
- (xii) *Copy of up to date Challan of Service Tax deposit*
- (xiii) *EPF Registration Certificate under Odisha region*
- (xiv) *Copy of up-to-date Electronic Challan-cum-Return of EPF contribution*
- (xv) *ESI Registration Certificate under Odisha region*
- (xvi) *Copy of up-to-date Electronic Challan-cum-Return of ESI contribution*
- (xvii) *PAN / GIR Card*
- (xviii) *Certified Extracts of the Bank Account containing transactions during last 3 months*
- (xix) *Labour Licence / Registration under the Contract Labour (Regulation and Control) Act, 1970.*
- (xx) *An affidavit to the effect that no case is pending with the police against the bidder and the bidder has not been black listed.*
- (xxi) *Letter of Authorization for attending bid opening (in the given format i.e. Proforma-VI).*
- (xxii) *List of equipment and machine if any available for the work.*
- (xxiii) *Any other regulatory clearance / documents as required for providing cleaning and sanitation service.*

*Note: 1. Copies of documents should be self-attested and attached to the General & Technical Bid in the order mentioned in the format prescribed for General & Technical Bid.*

*2. The document should be properly indexed indicating the page No. for each document in the index table.*

**(C) Financial Bid:**

*The Financial Bid shall be submitted as per formats enclosed in Annexure B, Appendix 2 and shall comprise the financial quote*

**5. Bid preparation cost.**

*The cost of preparing the bids, presentation and of negotiating the contract including site visits etc. will be borne by the bidders themselves and in no case will be reimbursable by G.A. Department.*

**6. Local Conditions**

*It will be imperative on each bidder to fully inform himself of all local conditions and factors, which may have any effect on the execution of works / services covered under these documents and specifications. Intending Bidders shall visit the site and make themselves thoroughly acquainted with its local site conditions. It is suggested to the bidders to conduct a demographic study to identify the local utility areas (markets / locality / residential areas, communication and transport conditions, effective labour and materials required to be involved and other features) which will help the bidders to consider all such factors during estimation for performing services as indicated in this Bid Document.*

*It must be understood and agreed that all the factors have properly been investigated and considered while submitting the bids. No financial adjustment arising thereof shall be permitted by G.A. Department, which are based on lack of such clear information. Further, no claim for financial adjustment to the contract awarded on these specifications and documents will be entertained by G.A. Department.*

## **7. Price Bids**

*The bidders are required to quote a lump sum monthly fee inclusive of all prevailing taxes and fees except the statutory service tax for the said Services in the prescribed format. The monthly fee shall be quoted in Indian rupees. The break-up of the quoted monthly fee is to be submitted in the prescribed format with the Financial Bid, otherwise the Financial Bid shall not be taken into consideration. G.A. Department may consider escalation over subsequent year, if required, to compensate increase in minimum wages, inflation etc. The contract shall be valid for a period of one year and would be extendable by 5 years at the discretion of the G.A. Department.*

*In addition, the statutory service tax if payable shall be paid separately on submission of proof of payment to the Government.*

*The bidders are required to consider all the costs, consumables, tools and equipments except for providing the services.*

## **8. Duties and Taxes**

*All information in the bid shall be in English. Information in any other language shall be accompanied by its translation in English. Failure to comply with this requirement shall disqualify a bid. In the event of any discrepancy in meaning, the English language translation of all documents shall prevail.*

## **9. Signature of the Bidder**

*The bid must contain the name, residence and place of business of the authorized person or persons making the bid must be signed by the Bidder with his usual signature. The names of all persons signing shall be stamped, typed or printed below the signature. Bids by Corporation/Company must be signed with the legal name of the Corporation/Company by the President/Managing Director or other person or persons authorized to bid on behalf of such Corporation/Company in the matter. Significant evidence of authority of the person signing on behalf of the Bidder in the form of power of Attorney or Board Resolution shall be furnished with the Bid.*

**10. Vague and Indefinite Expressions**

*Tender documents submitted by the bidders containing vague and indefinite expressions such as “subject to availability” etc. will not be entertained. Full responsibility is to be accepted by the bidder.*

**11. Late Bids**

*Bidders are advised in their own interest to ensure that the bids reach the specified office well before the closing date and time of Bid Submission. Any bid received after dead line for submission may be rejected or returned unopened.*

**12. Equal information policy**

*Should any bidder raise a question, which is considered to be general interest, GA DEPARTMENT reserves the right to calculate both question and answer to all other respondents/bidders. In this event, the identity of the bidder(s) raising the issue will not be disclosed.*

**13. Earnest Money Deposit (EMD):**

*The bidders are required to pay an earnest money deposit of ₹ 5000/- (Rupees Five Thousand only) in the form of demand draft in favour of Joint Secretary to Government, G.A. Department, payable at Bhubaneswar .*

*The D.D. for EMD must be enclosed in the envelope containing the general & technical bid. Any bid without EMD shall be liable for rejection. The amount of EMD shall not carry any interest.*

**14. Return of EMD**

*The EMD paid by the unsuccessful bidders will be refunded to them without interest, after the award of work is finalized by G.A. Department or after the date of expiry of validity of offer, unless the validity of the offer is extended by mutual consent.*

**15. Bid validity period**

*The bid shall be kept valid for a period of one hundred twenty (120) days from the stipulated last date of submission of bids. The overall offer for the assignment and*

*bidders' quoted prices shall remain unchanged during the period of validity. In case the bidder withdraws, modifies or changes his offer during the bid validity period, the Earnest Money deposit paid by him shall be fortified without assigning any reason thereof.*

## **16. Rejection of Bids**

*16.1 G.A. Department reserves the right to accept or reject any or all bids without giving or assigning any reason for its decision. The whole work may be split between two or more Contractors or accepted in part and not entirely, if considered expedient by G.A. Department.*

*16.2 Tenders are liable to be rejected in case any of the particulars / prescribed information is either missing or incomplete in any respect and / or if the prescribed conditions are not fulfilled.*

*16.3 Canvassing in connection with the tender is strictly prohibited and proposals submitted by bidders who resort to canvassing will be liable to rejection.*

## **17. Right to Accept or Reject any or All Bids**

*Evaluation of bids shall be at the sole discretion of G.A. Department and no suggestion and / or communication shall be entertained in this regard. G.A. Department reserves right to reject or accept and to annul the bidding process and reject all the bids at any time prior to the award of contract, without thereby incurring any liability to the effected bidders or any obligation to inform the affected bidders of the ground for G.A. Department's action.*

## **18. Examination of Bids**

*G.A. Department will examine all the bids to determine whether they are complete in all respects as specified in the Tender Documents supplied to the bidders. Examination of Bids shall be done in two stages as below:*

### **18.1 General & Technical Bid**

*General & Technical bids received will be opened on the scheduled date and time. This bids will be examined as per the terms of reference, specifications and documents, mentioned in this Tender Documents to ascertain the qualified bids. The bidder should take enough care to submit all the information sought by G.A. Department in the desired formats.*

### **18.2 Financial Bid**

*The Bidder will quote a lump sum monthly price for conducting the assignment. The price Bid is to be provided in the formats given in Appendix 2. Significant lack of clarity on any cost of item as called for above could lead to the bid being rejected, if it hinders a uniform evaluation process, even if the bid meets all other bidding and technical criteria.*

*Those bidders who will be successful in their general & technical bid shall only qualify for consideration of opening of financial bids. Financial bids of all qualifying bidders will be opened on the scheduled date and time.*

### **19. Successful Bidder**

*The Pre-qualified Bidder to be found successful will be called for negotiation and subsequently may be selected as the Successful Bidder(Service Provider).*

### **20. Clarifications**

*Subsequent to the evaluation of bids and declaration of the Successful Bidder, GA DEPARTMENT, will notify it in writing by issuing LOA that its Bid has been accepted.*

### **21. Service Agreement**

*The successful bidder would be invited to negotiate and execute the Service Agreement, which would have, apart from others, the specific conditions as presented in Annexure A.*

## ***Annexure A***

### ***Specific Condition of the Services Agreement***

#### ***A General Conditions***

- 1. The Persons deployed by the service provider must be properly trained, have requisite experience and skills for carrying out a wide variety of Cleaning & Sanitation services using appropriate materials and tools/equipments. Details regarding the training imparted to employees should be attached with the technical bid. The manager should be a graduate with Management Degree having at least three years experience. The Supervisors have at least three years experience in supervising cleaning and sanitation service. The Sweepers should have five years experience in rendering cleaning and sanitation service.*
- 2. The Service provider must ensure the health & safety measures of the employees. Details of health and safety measures that the Service Provider takes, should be attached. The nodal officers to be appointed by GA DEPARTMENT for the said building will also have the right to conduct health check up of the staff once in 6 months.*
- 3. The Service Provider must comply with all the statutory compliances including payment of minimum wages, provident fund and employee state insurance premium for all the contract staff deployed for providing the services. Any non compliance of any statutory requirement will lead to the termination of the contract.*
- 4. The Service Provider should not assign any other job to the Manager, Supervisors and Sweepers in any other organization.*
- 5. The service provider shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to the Nodal Officers. The Service Provider at all times should indemnify G.A. Department against all claims, damages or compensation under the provisions of*

*Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employee's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. G.A. Department will not own any responsibility in this regard.*

6. *The Service Provider will have to deposit a Performance Security Deposit of ₹ 50,000/- (Rupees fifty thousand) only or one month's fee including statutory dues whichever is higher by way of Bank Guarantee (BG) from a nationalized bank in favour of Joint Secretary to Government, G.A. Department covering the period of contract within seven days from the date of signing of the agreement. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly renewed by the Service Provider.*

7. *The successful Service Provider will have to commence the work within 30 days from the date of acceptance of contract. Otherwise the contract will be cancelled and EMD will be forfeited.*

8. *The Cleaning & Sanitation services as per scope of work defined in Clause C below and for complete common area on all the floors, including outer area, offices, rooms, parking area in premises of HoD Building.*

9. *The contract shall initially be valid for a period of one year and may be extended further on a yearly basis subject to satisfactory performance, on the same terms & conditions up to a maximum of five years. The rates quoted by the Service Provider shall remain unchanged during the initial period of one year of contract. G.A. Department, however reserves the right to terminate the contract by serving two months notice in writing to the Service Provider. The contract may also be terminated with mutual consent by giving one month's notice.*

10. *The successful Service Provider must provide standard liveries as per list providing by him with the bid, to its staffs / supervisors / managers, with their identity cards properly displayed. Samples of liveries will have to be submitted by successful Service Provider for approval of G.A. Department.*



11. *In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the Service Provider will be liable to be forfeited by G.A. Department besides annulment of the contract.*

12. *Staff deployed by the Service Provider shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government property / person.*

13. *Government of Odisha or any of its officers / staff will not extend any loan or advance to any staff of the Service Provider working at the sites, or will not entrust any valuables or keys of any cabin / office / enclosure where confidential / valuable documents / items /assets are stored, to the staff member of the Service Provider.*

14. *The Service Provider shall not entrust the work to any other party.*

15. *G.A. Department reserves the right to withdraw / relax /amend any of the terms and conditions mentioned above without assigning any reason there for so as to overcome any problem that may arise at a later stage.*

## **B. Infrastructure**

### **1. Control Room:**

*G.A. Department will provide space for setting up a control room. The control room will have seating arrangements for the Manager and / or Supervisor and shall be equipped with computer work stations by the Service Provider. The contractor will arrange for all other items, viz. computerized inventory of stores, computerized daily duty roster chart, etc. The staff will first report to the Manager / Supervisor in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.*

### **2. Store Room:**

*G.A. Department will provide space for a store room at each of the locations. The supervisors deployed by the Service Provider will store all their liveries,*

materials, equipments in the store room and maintain a computerized record of the store. The officers of G.A. Department have the rights to inspect the store at any time.

3. G.A. Department will depute a nodal officer to ensure that the specified areas, are open at designated hours for cleaning / housekeeping and other related work.

i. The Service Provider shall be responsible for checking the liveries, equipments to be provided to each of the staff.

ii. The Service Provider shall provide a roster chart giving floor wise / area wise / station wise deployment plan.

4. The Service Provider shall manage collection, screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Service Provider shall arrange for required resources, including manpower, machinery, disposal bags, bins etc.. The Service Provider shall also ensure that the garbage collection and disposal work does not adversely affect the surrounding or personnel deputed for the work.

**C. Scope of Work & Services**

The details and scope of work are enclosed at Appendix 1 to Annexure A.

**D. Payment Procedure**

Payment will be made within 30 days of the succeeding month upon submission of the bill in duplicate. Payment of the bill will be based on standardized invoices alongwith all statutory documents viz duly verified attendance sheet, wage sheet, Provident Fund & Employees State Insurance Scheme Challans.

**E. Minimum Requirement of Manpower and Materials**

Minimum requirement of manpower, materials and consumables for the said work has been indicated at Appendix-3 to Annexure-B.

## Appendix 1 to Annexure A

### Scope of Work

#### **I Buildings**

*The proposed services are to be provided at the following premises located at Bhubaneswar:*

- (1) *Heads of Department Building of Government of Odisha.*

#### **II Scope of Services**

A. *The entire building will be cleaned thoroughly including inside, outside and premises of the building one time prior to regular cleaning within a specific period i.e. preferably within 15 days from the date of issue of Work Order.*

B. *The detailed scope of work shall be as under:*

*Housekeeping: Professional housekeeping in HoD Building the following areas:*

**Common Area / Office Areas:** *The professional housekeeping of these covered areas would involve 2 Levels of cleaning, depending on the degree of intensity and cleaning aids used in each:*

- Level One (Basic) : *These are daily activities and include dry / wet odor free mopping, dry / damp wiping using mops, brooming, litter collection, garbage disposal – within the facility, dusting, washer / wiper glass cleaning etc.*
- Level Two (Intensive): *These are weekly activities and include floor scrubbing using auto scrubber, vacuum cleaning, stain removal, scraping , disinfecting, etc.*

**Bathrooms:** Professional housekeeping of bathrooms would involve cleaning & disinfecting with cleaning agents.

The cleaning and maintenance of toilets and washrooms require high standard of Hygiene. The maintenance of the standards may necessitate the cleaning of the area several times a day or minimum three times a day.

The cleaning schedule is divided into 2 parts:

❖ **Daily Cleaning – Routine cleaning is carried out covering the following aspects;**

- Floor cleaning and sanitization
- Glass & mirror cleaning
- Fixtures and tiles
- Toilets & Urinals
- Deodorizing & air freshening

❖ **Periodic cleaning (weekly) – The following aspects are covered:**

- Ventilator, Exhaust Fan cleaning
- Removal of Uric acid, Scale & Organic Buildup from the toilet bowls.

The Service Provider shall maintain reports (Toilet Checklist, Consumption record, Supervisors checklist) to analyze performance in terms of Fortnightly Performance analysis

**Outer Area:** two levels cleaning of outer areas, so as to ensure cleaner surrounding, involving:

- **Level One (Basic):** Constant litter collection on daily basis by attendants (litter men) equipped with lobby dustpans, brooms for outer area.
- **Level Two (Intensive):** Outer paved area daily mechanized brooming with Work behind Manual Sweeper.

**Waste Management:** *The Service Provider shall manage collection, screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Service Provider shall arrange for required resources, including manpower, machinery, disposal bags, bins etc. and shall also ensure that the garbage collection and disposal work do not adversely affect the surroundings or personnel deputed for the work.*

**Pest Control Services:** *This service would cover all areas, and common usage areas such as staircases, elevator lobbies, drains and equipment rooms. Service in specific shall include the following.*

- *Treating the entire common area for general preventive disinfestations that shall include cockroaches, snails, millipedes, centipedes, spiders etc.*
- *Treating the entire common area for rodent treatment.*
- *Spraying of manholes, drain outlets and other areas susceptible to pest breeding*
- *Regular check-up of all drainages, shafts etc for mosquitoes*
- *Rotation of pesticides to avoid immunity in pests*
- *Notify all concerned within the office premises of the treatment well in advance.*
- *Ensure that no plastic stationery or medicine or food is exposed to the pesticides*
- *Cleaning of the working areas after pest control treatment.*

**Coordination with Bhubaneswar Municipal Corporation (BMC) :** *The Service Provider should properly coordinate the officials of BMC for proper disposal of day to day collection of garbage from the HOD Building and premises.*

***Annexure B***

***Formats for Submission***

***of***

***Bid Data***

***Appendix-1: Formats***

***for General & Technical***

***Bid***

**Appendix – 1: Formats for General & Technical Bid**

**GOVT. OF ODISHA**

**GENERAL ADMINISTRATION DEPARTMENT**

**BHUBANESWAR - 751001**

**COMPLETE CLEANING AND SANITATION WORK IN THE PREMISES OF**

**HEADS OF DEPARTMENT BUILDING, BHUBANESWAR**

**GENERAL & TECHNICAL BID**

<i>Tendering Firm's Name, Address &amp; Contact No.</i>	
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<b><i>Sl No.</i></b>	<b><i>Description</i></b>	<b><i>Yes / No</i></b>	<b><i>Page</i></b>
1	<i>DD of Rs. 525/- towards cost of Tender Document</i>		
2	<i>DD of Rs. 5000/- towards EMD</i>		
3	<i>Tender Acceptance Letter in Proforma-I</i>		
4	<i>Organization status in proforma-II</i>		
5	<i>In corporation Certificate, Bye-law, Articles of association / Partnership Deed / Registration Certificate</i>		
6	<i>ISO Certification, if any</i>		
7	<i>Financial Status in proforma-III</i>		
8	<i>Experience in proforma-IV</i>		
9	<i>Approach &amp; methodology, Orgn. Chart in proforma-V</i>		
10	<i>IT return for last 3 consecutive years</i>		
11	<i>Service Tax Registration</i>		
12	<i>Up-to-date Challan towards Service Tax deposit</i>		

13	<i>EPF Registration under Odisha Region</i>		
14	<i>Up-to-date Challan-cum-Return of EPF</i>		
15	<i>ESI Registration under Odisha Region</i>		
16	<i>Up-to-date Challan-cum-Return of ESI</i>		
17	<i>PAN / GIR No.</i>		
18	<i>Extracts of Bank Account containing transactions during last 3 months</i>		
19	<i>Labour Licence / Registration under the Contract Labour (Regulation &amp; Control) Act 1970</i>		
20	<i>Affidavit regarding Police Case &amp; Black List</i>		
21	<i>Letter of Authorization in proforma-VI</i>		
22	<i>List of equipment &amp; machines if any available for work</i>		
23	<i>Additional information, if any</i>		

***N.B- All documents should be properly indexed.***

*Authorised Signatory*



# ***Proforma I***

## ***Tender Acceptance Letter***

*To*

***The Officer on Special Duty (OE-II)***

***G.A. Department***

***Government of Odisha***

***Bhubaneswar***

***Sub: Cleaning and Sanitation work in the premises of Heads of Department Building, Bhubaneswar, Odisha.***

*Dear Sir,*

*We have visited the above premises and buildings and fully acquainted ourselves with the relevant facilities to provide services as envisaged in this tender.*

*We fully understand that non-compliances of the above shall not be accepted as an excuse for performance below the expected level of standards.*

*Having examined the conditions of the buildings, their surroundings, the nature occupants, working hours, nature and conditions of the floor areas, bathrooms & toilet blocks, plumbing, furniture, local conditions, etc., relating to the description in the tender document hereunder set out and having completed the assessment of the SOW specified in the said tender document and having acquired the requisite information relating thereto as affecting the Tender Documents, I/We hereby offer to undertake the job specified in the said tender document for the duration specified in the said tender document as they may be applicable.*

*I/We guarantee that the contents of the Tender documents will be kept confidential within our organization and text of the said documents shall remain the property of G.A. Department and that the said documents are to be used only for the purpose intended by G.A. Department.*

*Name of the person having Power of Attorney to sign the Contract (Certified True Copy of the Power of Attorney shall be attached):*

*(Name) :*

*(Designation) :*

*Yours faithfully,*

*Signature of the Facilities Service Provider*

*Along with Seal*

***Witness***

*(1) Signature : \_\_\_\_\_*

*Occupation : \_\_\_\_\_*

*Address : \_\_\_\_\_*

*(2) Signature : \_\_\_\_\_*

*Occupation : \_\_\_\_\_*

*Address : \_\_\_\_\_*

*Authorized Signatory:*

\_\_\_\_\_

**Proforma II**

**Organization Status**

<b><i>Name</i></b>	<b><i>Category (proprietorship, Partnership, Company, Corporate body etc.)</i></b>	<b><i>Registered Office and Branch Office Location address</i></b>	<b><i>Name of CEO/MD/ Managing Partner / Proprietor</i></b>	<b><i>Contact e-mail, Fax, tel., mobile nos.</i></b>	<b><i>Year of registration / date of commencement of operation</i></b>	<b><i>Registering Authority and Registration Number</i></b>

*Note :*

***Supporting Documents are to be submitted:***

**Proforma III**

**Financial Status**

<b><i>Name of the Firm</i></b>	<b><i>Annual Turnover from Cleaning &amp; Sanitation work (excluding catering) for last 3 years</i></b>			<b><i>Average Annual Turnover</i></b>
	<b><i>(X) 2012-13</i></b>	<b><i>(Y) 2013-14</i></b>	<b><i>(Z) 2014-15</i></b>	<b><i>(X+Y+Z)/3=T</i></b>

*Note:*

- (1) Annual Turnover = Total Revenue from Cleaning & Sanitation - Revenue from sale of assets, scrap - Revenue from catering services*
- (2) The turnover must be given in Indian Rupees*
- (3) The minimum average annual turnover should be Rs. 1Crore (Rupees One Crore) only.*
- (4) This proforma shall be duly filled-up and enclosed with supporting documents.*

**Proforma IV**

**Nature of Experience**

<b><i>Sl. no.</i></b>	<b><i>Name of the Client</i></b>	<b><i>Nature of Work</i></b>	<b><i>Period</i></b>	<b><i>Annual Payment (Please support with proof) (₹)</i></b>	<b><i>Fee mentioned was earned 12 months starting from (month and year)</i></b>

- Note:
- (1) *The nature of work should clearly indicate specific service or over all maintenance*
  - (2) *Copies of clients’ certificates regarding certificatory deposit of statutory dues such as Service Tax, EPF, ESI etc. to concerned authority and service agreements should be provided*

**Proforma-V**

***Approach & Methodology and Organization Chart***

*This should contain the following:*

- (1) Organization chart depicting people at various levels in the hierarchy*
- (2) Monitoring and Review Mechanisms*
- (3) Justification of being able to provide the service as per the scope of work*
- (4) CVs of key personnel in the organization.*

**Proforma-VI**

***Letter of authorization for attending bid opening***

*Following persons are hereby authorized to attend the bid opening for the tender on behalf of \_\_\_\_\_ (bidder) in order of preference given below*

<i>Order of preference</i>	<i>Name &amp; Designation</i>	<i>Specimen Signature</i>
<i>1</i>		
<i>2</i>		
<i>3</i>		

**Note:**

- 1. Only one representative can be allowed*
- 2. Permission for entry to the hall where bids are opened, may be refused in case authorization as prescribed is not produced.*

***Annexure B***  
***Formats for Submission***  
***of***  
***Bid Data***

***Appendix- 2: Formats***  
***for Financial Bid***



***Proforma for Financial Bid***

*From:*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*To:*

*The Officer on Special Duty (OE-II)  
G.A. Department  
Government of Odisha  
Secretariat Building  
Bhubaneswar, Odisha*

*Sir,*

***Sub: Cleaning and Sanitation services in the premises of Heads of Department Building, Odisha***

*I/We \_\_\_\_\_ herewith submit the financial offer for the Cleaning & Sanitation Services for the subject work.*

*(1) Our fees inclusive of all taxes, duties fees, cess, etc. but excluding service tax is ₹ \_\_\_\_\_/- per month.*

*(Indian Rupees \_\_\_\_\_ only).*

*The break-up of the above fee is annexed herewith in the prescribed format.*

*The service tax shall be paid separately by GA DEPARTMENT as per the prevailing rates if applicable.*

*Note:*

*(1) Above cost has been quoted inclusive of all prevailing taxes and fees except the statutory service tax.*

*(2) No escalation apart from as stated hereinabove on whatsoever account, shall be paid to us on the fees quoted by us for the scope of services mentioned in the bid document.*

*Yours faithfully,*

*Signature* \_\_\_\_\_

*Full Name* \_\_\_\_\_

*Designation* \_\_\_\_\_

*Address* \_\_\_\_\_

*Tele nos (O)* \_\_\_\_\_

*(R)* \_\_\_\_\_

*Fax No*

*(Authorized Representative of the lead Bidder)*

**Appendix-3 to Annexure-B**  
**Break-up of the quoted price per month**

**1. Manpower**

Sl. No.	Category	No. of Manpower	Remuneration per head				Amount Rs. (B X C)
			Minimum Wage / Take home salary (Rs.)	EPF (Rs.)	ESI (Rs.)	Total (Rs.)	
	<i>A</i>	<i>B</i>					<i>D</i>
1	Manager	1					
2	Supervisors	2					
3	Sweepers	35					
<b>Total (1)</b>							

**2. Cleaning Materials & Consumables**

Sl. No.	Particulars	Quantity required per month	Rate including all taxes Rs.	Amount Rs.
1	Naphthalin Ball (Kingson) Bengal Chemical Product	6 Kg.		
2	Vim Powder	50 Kg.		
3	Bleaching Powder(Swastik)	38 Kg.		
4	Hydrochloric Acid	80 Ltrs.		
5	Liquid Soap (Lizol /ISI Brand)	100 Ltrs.		
6	Carbostone	6 Pcs.		
7	Black Phenyl(Double Bull) Utkal Chemical	50 Ltrs.		
8	White phenyl(Sanitol) IDD	160 Ltrs.		
9	Odonil	34 Pcs.		
10	Dettol	20 Ltrs.		
11	Handle with Pochha	80 Pcs.		
12	Pochha refill	200 Pcs.		
13	Colin	10 Ltrs.		
14	Baygon Liquid	10 Ltrs.		
15	Baygon Sprayer (big)	5 Pcs.		
16	Carbolic Acid	2 Bottles		
17	Fouda (TATA)	1 Pc.		
18	Kanta Fouda (TATA)	1 Pc.		

19	<i>Belcha (TATA)</i>	<i>1 Pc.</i>		
20	<i>Jhudi (Bamboo)</i>	<i>2 Pcs.</i>		
21	<i>Duster cloth (standard Markin cloth in rolls)</i>	<i>5 Mtrs.</i>		
22	<i>Stationeries</i>	<i>Rs. 2000/-</i>		
<b>Total (2)</b>				

### **3. Other cost / charges**

<i>Sl. No.</i>	<i>Particulars</i>	<i>Rate</i>	<i>Amount Rs.</i>
<i>1</i>			
<i>2</i>			
<b>Total (3)</b>			

<b>Grand Total</b>	<b>Total (1) + Total (2) + Total (3) = Rs.</b>
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***N.B – The materials and consumables should be of good quality.***