

Government of Odisha
Home (SGH) Bhubaneswar
TENDER CALL NOTICE

No. SGH(OE-II)-75/2019. 1977 /SGH— Dt 25.06.2019

Sealed tenders are invited from reputed registered service provider agency to provide the services of manpower (Skilled, Semi - Skilled & Un - Skilled) for a period of one year from the date of commencement of the agreement. The interested firms/agencies shall furnish their bids in original **on or before 17.07.2019 by 01.00 PM** with all credentials/documents as per the terms and conditions of the tender document. The tender documents can be obtained from the Reception counter, State Guest House on payment of **Rs.1,000/- (Rupees One Thousand)** only by cash till **05.00PM of 16.07.2019.**

The terms and conditions of the tender document can also be accessed from our website **www.homeodisha.gov.in**. The undersigned reserves the right to accept / reject any offers without assigning any reasons thereof.

Manager, SGH-cum-Deputy Secy. to Govt.

Memo No.1978/SGH.

Date 25.06.2019

Copy forwarded to the Deputy Director (Publication), I & PR Dept with request to publish the above tender call notice in two leading Odia daily for one day by **05.07.2019.**

Manager, SGH-cum-Deputy Secy. to Govt.

Memo No. 1979 /SGH.

Date 25.06.2019

Copy alongwith a copy of tender document forwarded to the NIC Coordinator, Home Dept with a request for placement of the same in the Home Dept website.
Copy to the Notice Board, State Guest House, Bhubaneswar for information.

Manager, SGH-cum-Deputy Secy. to Govt.

STATE GUEST HOUSE, BHUBANESWAR
Home (SGH) Department

TENDER SCHEDULE

Sealed tenders are invited from reputed, specialized, ISO certified Human Resource Providers for providing manpower service in State Guest House, Bhubaneswar.

A	Nature of work	Providing manpower service round the clock in terms of cleaning & sweeping services, housekeeping services, catering services etc. for entire premises of – 1. State Guest House, Bhubaneswar
B	Period of Contract	For one year, purely subject to satisfaction of Additional Chief Secretary, Home
C	Last date of sale of tender papers	16.07.2019 up to 5 PM
D	Last date of receipt of tender papers	17.07.2019 up to 01 PM
E	Date of opening of Technical Bid	17.07.2019 at 3 PM
F	Date of opening of Financial Bid	Will be declared during Technical Bid meeting.
G	Earnest money deposit	Rs. 50,000/- (Rupees Fifty Thousand) Only

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR BIDDERS

1. **State Guest House, Bhubaneswar** requires the services of reputed, well established and financially sound Manpower Service Providers to provide services of Manpowers (**Skilled, Semi - Skilled & Un - Skilled**) on contract basis for day to day works of State Guest House, Bhubaneswar.
2. The initial contract for providing the aforesaid manpower is for 01 (One) year. The period of the contract may be further extended for a period of another **02 years** provided the requirement of **State Guest House, Bhubaneswar** for manpower persists at that time or may be curtailed / terminated before contract period owing to deficiency in service or substandard quality of manpower deployed by the selected Service Provider or because of change in **State Guest House, Bhubaneswar**. requirements. **State Guest House, Bhubaneswar** however, reserves right to terminate this initial contract at any time after giving one week's notice to the selected Service provider.
3. The tentative requirements of **Man powers (Skilled, Semi - Skilled & Un - Skilled)** and effective date of engagement of manpower service will be intimated to the successful manpower service provider while issue of offer letter of the State Guest House, Bhubaneswar.
4. The tender documents can be obtained from Reception counter, State Guest House, Bhubaneswar on payment of **Rs.1000/- (Rupees One thousands) only by cash.**
5. Tender submitted by post should reach the undersigned within the stipulated time of last date of submission.
6. The tenderer is required to quote in financial bid the rate per month. The quoted rate should be all-inclusive i.e including all kinds of taxes including GST, levies, expenses, EPF, E.S.I. service charges etc..
7. The successful tenderer should furnish a bank guarantee of **Rs. 2,00,000/- (Rupees two lakhs)** only as security deposit at the time of signing the agreement.
8. The staff deployed by the agency should possess the basic desirable qualifications and experience in the concerned field of service.
9. Additional Chief Secretary, Home or the Officer authorized by him at his discretion may impose additional conditions or delete any of the terms/ conditions as may be necessary in the overall interest of the State Guest House, Bhubaneswar.
10. Tenderer should keep additional back-up support service personnel to be indented by the Additional Chief Secretary, Home or any authorized officer for necessary services during

State functions at the State Guest House, Bhubaneswar. Extra payment will be made as per law.

11. The sealed tender should include the list of clients, experience certificate in prescribed format (Annexure-A), financial status indicating turnover for last three years, certified copy of Income Tax return, E.P.F Registration & E.S.I registration code, any other document that he/ she feels relevant. The agency shall be subject to all Rules, Regulations of Government of Odisha & Government of India.
12. The Tenderer should have an **annual turnover of Rs.1,00,00,000/ (Rupees One crore) only** for the last three years and also work experience in at least three Government Organizations/ PSUs preferably Government Guest Houses & Hotels located at Bhubaneswar.
13. The offer should be accompanied by Demand Draft for **Rs.50,000/- (Rupees fifty thousand) only** drawn in favour of "**Manager, State Guest House, Bhubaneswar**" as E.M.D, which will be returned to unsuccessful tenderers after the tender is finalized.
14. The words "**Technical Bid**" & "**Financial Bid**" shall be super scribed on the top of the two envelopes separately. Both the envelopes should be put together in a bigger envelope and super scribed as "Tender for providing Manpower service in State Guest House, Bhubaneswar." All the envelopes should be properly sealed and shall be dropped in the Tender Box so as to reach on or before dated **17.07.2019 by 1 PM**. The Financial Bid of those who are successful in Technical Bid shall only be opened.
15. The technical bid will be opened on dated **17.07.2019 at 3 PM** in the Office of the Manager, State Guest House, Bhubaneswar Date and time of opening of Financial Bid shall be declared during Technical Bid meeting. Tenderers or their authorized representative may remain present at the time of opening of Technical Bid and Financial Bid in the Office of the Manager, State Guest House, Bhubaneswar and should be ready to make a presentation before the Tender Committee, if required.
16. In case of a dispute, the decision taken by the Additional Chief Secretary, Home, Govt. of Odisha shall be final. Tender papers which are incomplete or not enclosed with required information and documents will not be considered. The tender paper should bear the signature of the Tenderer in full with name & seal in each page. No overwriting inside the tender shall be allowed. In case of cuttings, the same may be authenticated by the Tenderer by way of putting his signature & seal. Unfilled tender papers, tender papers with overwriting and without signature will be summarily rejected.
17. Staff engaged by the Contractor should be verified by local police before deployment and a copy of the Police Clearance Certificate (PCC) must be submitted in the office of the Manager, State Guest House, Bhubaneswar.

18. Service Provider will be held responsible for any theft, burglary, security of Officers, staff, guests, VIPs etc. caused by the staff engaged by the agency.
19. The successful tenderer shall have to execute an agreement in non Judicial Stamp Paper worth **Rs.100/- (Rupees One Hundred)** only with Additional Chief Secretary, Home or any authorized officer. Tender papers of the Tenderers only who agree to abide by all the clauses of Agreement will be considered. The draft agreement is enclosed herewith.
20. The prospective bidders are requested to properly and carefully fill up the forms, enclose photo copies of self attested documents, before filling the same. Additional Chief Secretary, Home, Govt of Odisha reserve the right to accept or reject any tender or all tenders without assigning any reason.
21. The tendering Manpower Service providers are required to enclose photocopies of the following documents (duly attested by Group "A" Gazetted Officers of the State Governments / Central Government), along with the Technical Bid. **failing which their bids shall be summarily / outrightly rejected and will not be considered any further :**
 - (a) Registration certificate of the applicant organization;
 - (b) Copy of PAN/GIR card;
 - (c) Copy of the IT return filed for the last three financial years;
 - (d) Copies of EPF and ESI registration certificates;
 - (e) Copy of the GST registration certificate;
 - (f) Certified extracts of the Bank Account containing transactions during last three years.
22. **The conditional bids shall not be considered and will be outrightly rejected in very first instance.**

TECHNICAL REQUIREMENTS FOR THE TENDERING MANPOWER SERVICE PROVIDER

1. The tendering manpower service provider should fulfill the following technical specifications :
 - (a) The registered office or one of the branch offices of the manpower service provider should be located within the jurisdiction of the Bhubaneswar.
 - (b) They should be registered with the appropriate registration authority;
 - (c) They should have at least **five / six years** of experience in providing manpower to Government Departments, Public Sector Companies/Banks etc;
 - (d) They should have their own Bank Account;
 - (e) They should be registered with Income Tax and Service Tax Departments;
 - (f) They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
 - (g) They should have registered with the appropriate Authority of Government of Odisha for providing manpower services.
 - (h) The minimum turn-over of service providing agency shall be Rs.01 crore or above per annum.

Technical requirements for Manpower to be deployed by the successful Manpower Service Provider in State Guest House, Bhubaneswar

1. She/he should be above 18 years of age and not exceeding 55 years and should have good healthy condition.
2. The manpower deployed should be educated and well behaved and should not have criminal antecedent.
3. Experienced personnel will be given preference for above categories of manpower.

APPLICATION – TECHNICAL BID

For Providing Manpower Services to State Guest House, Bhubaneswar.

1. Name of the Tendering Manpower Service Provider:-----

2. Details of Earnest Money Deposit: DD No.----- date -----
of Rs. -----drawn on Bank-----

3. Name of Proprietor/ Partner/
Director: -----

4. Full Address of Registered : -----

Telephone No. : -----
Fax No. : -----
E-Mail Address : -----

5. Full address of Operating/
Branch Office : -----

Telephone No. : -----
Fax No. : -----
E-Mail Address : -----

6. Name & telephone no. of : -----
Authorized officer/ person
to liaise with Field Office (s)

7. Bank of the Manpower Service Provider: -----
(Attach certified copy of statement of
A/c for the last Three years) -----

Telephone Number: -----
of Banker

8. PAN/GIR No. : -----
(Attach attested Copy)

9. GST Registration No. : -----
(Attach attested Copy)

10. E.P.F. Registration No. : -----
(Attach attested Copy)

11. E.S.I. Registration No. : -----
(Attach attested Copy)

12. Financial turnover of the tendering **Manpower Service Provider** for the last 3 Financial years. (copy of supporting record to be furnished).

Financial Year	Amount (Rs. Lacks)	Remarks, if any
2016-17		
2017-18		
2018-19		

13. Additional information, if any:
(Attach separate sheet if space provided is insufficient)

14. Give details of the major similar contracts handled by the tendering Manpower Service Provider during the last three years in the following format

(if the space provided is insufficient, a separate sheet may be attached) :

Sl. No.	Name of client, address, telephone & Fax No.	Manpower services provided		Amount of contract (Rs. Lacks)	Duration of contract	
		Type of manpower provided	No.		From	to

15. Additional information, if any
(Attach separate sheet, if required)

Date:
Place:

Signature of authorized person
Name :
Seal :

DECLARATION

1. I, _____ Son / Daughter / _____ / Wife of Shri _____ Proprietor / Director / Authorized signatory of the Service Provider, mentioned above, am competent to sign this declaration and execute this tender document;

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

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

Date:
Place:

Signature of authorized person
Full Name:
Seal:

APPLICATION-FINANCIAL BID

**FOR PROVIDING DIFFERENT CATEGORIES OF PERSONNEL TO
STATE GUEST HOUSE, BHUBANESWAR**

1. Name of the Tendering manpower service provider: -

2. Rate per person **per month (08 hours per day)** inclusive of all statutory liabilities taxes levies, cess etc.

Sl. No.	Manpower type (Qualification)	Monthly rate per person						Total
		(*) Take home remuneration	E.P.F.	E.S.I.	Other Statutory dues if any	Service charge	GST	
1	2	3	4	5	6	7	8	9
1.	Skilled							
2.	Semi-skilled							
3.	Unskilled							

Place :

*Signature of tendering
Manpower service provider
with seal*

Date :

Note : (i) The total rate quoted by the Tendering Agency should be inclusive of all statutory / taxation liabilities in force at the time of entering into contract.

(ii) The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each manpower.

GENERAL TERMS & CONDITIONS

1. The following services shall be rendered by the Service Provider – the 2nd Party up to the satisfaction of the 1st party. The prime services include: cleaning & sweeping services, housekeeping services, catering services, cooking services etc.
2. The agreement shall commence for a period of one year, unless it is terminated by the Competent Authority on issuance of one months notice for such termination.
3. Either party may terminate this Agreement before the expiry of stipulated period by giving at least 1 (one) month notice in writing to the other party mentioning its intention to terminate the Agreement without assigning any reason. In case the service provider fails to provide service before the intended date of termination, the service provider shall be liable for the losses, inconvenience, risk suffered by the Govt. / 1st party and the quantum of such losses, damage, inconvenience etc. shall be determined by Additional Chief Secretary, Home, Govt of Odisha and his decision shall be final and binding on both the parties. The Service Provider will not challenge the same in any forum. The 1st party reserves the right to forfeit the security deposit made by the 2nd party service provider. The damage so recovered besides the security deposit shall be credited in favour of Government by Additional Chief Secretary, Home, Govt of Odisha.
4. The Service Provider shall perform the work under the directions and instructions of the Additional Chief Secretary, Home or any other officers authorized by him / her. The 1st party is the final and absolute authority in deciding the standard and quality of the service satisfying the requirement in the State Guest House concerning the object of agreement.
5. The 1st party shall pay **as per the approved tender rate** per month* to the 2nd party service provider towards satisfactory service charges rendered by the 2nd party. The amount so fixed, can't be enhanced by the service provider during the period of the contract under any circumstances. The 1st party reserves the right to withhold the service charges payable for the day on account of deficiency in service after due intimation to the service provider. The Additional Chief Secretary, Home is the authority to take final decision in the matter.
6. The service provider will be responsible for all liabilities in relation to the payment of wages, ESI, PF, bonus and other benefits, along with wage hike etc., which may be announced by the Government of Odisha as well as Govt. of India from time to time and applicable to the persons employed by the Service Provider during the said period. The Govt. of Odisha is not liable to pay any amount to the employees engaged by the service provider. The employees engaged by the service provider shall have no right at all to claim any financial / employment related benefit from Government Odisha -- 1st party.
7. The service provider shall be responsible for any legal / civil / criminal / consumer case if initiated under any law in force by the any employee engaged by him or by his officers / staff for executing this contract during the contract period. The Government of Odisha or their officer / staff will not be responsible to any kind of legal proceedings in any judicial / quasi judicial forum located anywhere else. In the event of any such legal proceeding or liability, the service provider shall indemnify the Govt. / 1st party all damages including consequential and incidental charges.

8. The service provider shall maintain all registers, files and documents which are required under the Labour Acts, Rules, Regulation and restrictions issued from time to time. Government of Odisha will not be responsible or accountable for the lapses committed by the service provider, or his officers / staff / employees.
9. The Service Provider will be bound by the details furnished by it to the Authority while submitting the tender or at any subsequent stage. In case, any of such documents furnished by the Service Provider is found to be false at any stage, it would be deemed to be a breach of terms of Agreement making it liable for legal action besides termination of the Agreement.

C. STAFF

1. The 2nd part, Service Provider shall provide adequate number of employees for rendering satisfactory and proper services in the State Guest House, Bhubaneswar. The employees shall be within the age group of 18 to 55 years with good physique and sound health having good moral character. They should be properly trained for rendering adequate service voluntarily and willingly.

The service provider shall provide one supervisor for execution of work and shall remain answerable for the day to day work to the 1st party as well as to the Manager, State Guest House, Bhubaneswar.

2. During the period of this contract, the service provider shall provide uninterrupted service and perform the duties diligently, honestly and to the satisfaction of the 1st party. The deployment of staff shall be on shift basis having duration of 08 (eight) hours per day. To ensure regular duty the service provider has to keep sufficient number of leave reserve persons at his own cost in order to provide weekly holiday to regular persons and to meet any other emergent need. The timings of the shifts will be determined by the 1st party. A duty register to that effect shall be maintained by the 1st party or by his authorized agent in the State Guest House to monitor the attendance in order to avoid dislocation in work. The 2nd party shall provide uniform to its employees with identity card.
3. The Service Provider shall provide sufficient manpower to meet the urgent need in the State Guest House at the time of the visit of VIPs and VVIPs as indented by the Additional Chief Secretary, Home or officers authorized by him and 2nd party shall remain responsible for proper and satisfactory service.

On the event of failure on part of the 2nd party to comply the above said requirements the 2nd party shall be liable to pay damages to the 1st party which shall be determined by the Additional Chief Secretary, Home Govt of Odisha.

4. The Service Provider shall be responsible for disciplined conduct of his staff inside and outside the premises. The service provider shall be liable to make good the cost of any damage caused to the building or property belonging to the Government as a result of negligent conduct or disorderly behavior of the staff deployed.

5. The Service Provider shall pay all kinds of taxes, VAT, service charges / taxes etc to Govt. of Odisha and Govt. of India as applicable from time to time. Govt. of Odisha shall not be liable to pay any amount towards such taxes and shall also not be liable to pay any amount towards such taxes and shall also not be liable for any legal proceedings on account of any default in any judicial / quasi judicial forum.
6. In case of misbehavior or improper conduct on the part of his staff, the service provider shall immediately replace such employee(s) at the instance of the Additional Chief Secretary, Home or officers authorized by him.
7. 1st party shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of his employment (functions/duties), or for payment of any compensation in what so ever.
8. The persons deployed shall not claim any benefits or compensation or absorption or regularization of deployment with Govt of Odisha. There exists no relationship of master and servant. The contract of engagement of the employee rests with the 2nd party i.e. the service provider.
9. The service provider shall be responsible to get the antecedents of his personnel verified by the police department before they are engaged / deployed in State Guest House, Bhubaneswar.
10. Once the period of the Agreement is completed, the Agreement will stand terminated automatically. No notice in this regard will be issued.
11. Additional Chief Secretary, Home reserves the right to extend the period of contract or to terminate as and when required. However this agreement shall not entail the 2nd party to continue in rendering in service beyond the period of contract unless the 1st party allows 2nd party in written.

D. PENALTIES

1. In every case of any deficient services and for each incident of inaction & insubordination of person(s) engaged, the Service Provider shall be liable to pay a penalty of not less than s.300/- in each instance so as to be decided by Additional Chief Secretary, Home or Officer(s) authorized by him. If any staff remains absent, wages for the same will be deducted from the monthly bill of the service provider-2nd party.
2. All the disputes and differences between the parties shall be referred to a single Arbitrator to be appointed by Additional Chief Secretary, Home whose decision shall be final & binding to both the parties. The courts at Bhubaneswar shall have exclusive jurisdiction to adjudicate all disputes arising out of and / or in connection with this Agreement except the disputes described here above within the authority of jurisdiction of Additional Chief Secretary, Home, Govt of Odisha-1st Party.