

REQUEST FOR PROPOSAL NOTICE

CONTROLLER OF ACCOUNTS, ODISHA

3rd Floor, Treasury and Accounts Bhawan, Unit-III, Kharvel Nagar, Bhubaneswar

Website- <https://caodisha.nic.in> E-mail: caoorissa@rediffmail.com

Notification No-1-2022-23/CAO-OE-ESTT-0006-2020, Dated 14.03.2023

Request for Proposals/Bids in sealed cover are invited under two-bid system from reputed and experienced manpower service providers for the **facilities management & housekeeping services for maintenance of Pension and Provident Fund records** for the Office of the Controller of Accounts, Odisha, Bhubaneswar (HoD).

Interested bidders are requested to submit bids in sealed cover which must reach the Office of the Controller of Accounts, Odisha, on or before **10.04.2023** by **Speed Post/Registered Post/ Courier** only up to **5.00 P.M.**

The bid documents containing eligibility criteria, scope of the work, terms and conditions of the tender and draft agreement can be downloaded from the website of Controller of Accounts, Odisha Tender Section Link:- <http://www.caodisha.nic.in/tenderinfo.php> or from the website of Government of Odisha Tender Portallink:- <http://www.odisha.gov.in/tender>

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Controller of Accounts (O)

REQUESTFORPROPOSAL (RFP)

**FOR FACILITIES MANAGEMENT & HOUSEKEEPING SERVICES
FOR MAINTENANCE OF PENSION AND PROVIDENT FUND
RECORDS**

For

**THE OFFICE OF CONTROLLER OF ACCOUNTS,
ODISHA, BHUBANESWAR**

14th MARCH-2023

Office of the Controller of Accounts,
Treasury & Accounts Bhawan,
Unit-3, Kharavelanagar, Bhubaneswar,
Odisha -751001

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**Controller of Accounts
Odisha, Bhubaneswar**

Important Information for the Bidders:

Particulars	Details
RFP/Bid Inviting Authority	Controller of Accounts, Odisha, Department of Finance, Govt. Of Odisha
Request for Proposal No:	
RFP publication date	14/03/2023
Place of submission of bid documents	Office Establishment Section, 3 rd Floor, Office of the Controller of Accounts, Treasury & Accounts Bhawan, Third Floor, Unit-3, Kharavelanagar, Bhubaneswar, Odisha -751001
Address for correspondence	Office of the Controller of Accounts, Treasury & Accounts Bhawan, Third Floor, Unit-3, Kharavelanagar, Bhubaneswar, Odisha -751001
Date, time & Venue of Pre bid meeting	Date:22/03/2023 Time-03.30 PM Venue-Conference Hall, 3 rd Floor, Office of the Controller of Accounts, Treasury & Accounts Bhawan, Third Floor, Unit-3, Kharavelanagar, Bhubaneswar, Odisha -751001
Date & time of uploading of the result of the pre bid meeting	Date-23/03/2023 Time-4.00 PM
Last date and time for submission of proposal/bid	Date : 10/04/2023 Time:05.00 PM Venue-Office of the Controller of Accounts, Treasury & Accounts Bhawan, Third Floor, Unit-3, Kharavelanagar, Bhubaneswar, Odisha -751001
Date, time and venue for opening of Technical bids	Date : 11/04/2023 Time: 11.30 AM Venue-Conference Hall, 3 rd Floor, Office of the Controller of Accounts, Treasury & Accounts Bhawan, Third Floor, Unit-3, Kharavelanagar, Bhubaneswar, Odisha -751001
Date, time and venue for declaration of technical bid result	Date : 12/04/2023 Time: 04.00 PM Venue: Conference Hall, Office of the Controller of Accounts, Treasury & Accounts Bhawan, Third floor, Unit-III, Kharavel Nagar, Bhubaneswar
Date, time and venue of opening of Financial bid	Date-13/04/2023 Time-3.00 PM Venue: Conference Hall, Office of the Controller of Accounts, Treasury & Accounts Bhawan, Third floor, Unit-III, Kharavel Nagar, Bhubaneswar
Contact Person	Sri GaneswarNayak, Asst. Controller of Accounts, Office of the Controller of Accounts, Odisha, Bhubaneswar Contact No: 6370830985

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**Controller of Accounts
Odisha, Bhubaneswar**

SECTION-I

Instruction to Bidders

A. General Information:

1. Office of the Controller of Accounts, Odisha (HoD) requires the service of reputed, well established, financially sound and registered Service Providers to provide ***the facilities management & housekeeping services for maintenance of Pension and Provident Fund records*** through competent support team for the above work as per the requirement of this Heads of the Department.
2. The period of contract for providing the aforesaid services will be initially for a period of **2 years** from the date of execution of the contract. The contract may be renewed for further period of **one year** on mutual agreement and upon the satisfactory performance of the Service Provider. However, the renewal of contract will be the sole discretion of the authority.
3. ***The authority reserves the right to terminate the contract at any time after giving 30 days' notice to the service Provider without assigning any reason thereof.***
4. The interested bidders may visit the location on any working day between the office hours to have a thorough knowledge of the service to be provided before preparation and submission of the bid.

Eligibility Criteria:

Sl. No	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid
1.	<p>The bidder should be registered under appropriate authority, such as</p> <ul style="list-style-type: none"> • Registered under the Companies Act 2013 • Registered under the Indian Partnership Act 1932 • Registered under the Indian Trusts Act 1882 • Registered under the Societies Registration Act 1860. • Registered under the Limited Liability Partnership Act 2008. • Registered under the GST Act. 	Certificate of Incorporation/ Registration
2.	<ul style="list-style-type: none"> • The bidder must have at least five years in business (up to the last date of submission of bid) for providing similar type of services to Central/State Government/Autonomous bodies Copies of the work order agencies / societies / corporate bodies. 	Copies of the work order from the previous authorities along with proof of successfully executing the contract/order
3.	<ul style="list-style-type: none"> • The Registered Office / Branch Office of the Service Provider must be located within the jurisdictional area of Odisha. 	Valid address proof of the office (Copy of Telephone / Electricity Bill)
4.	<ul style="list-style-type: none"> • Must have average annual financial turnover of Rs.2,00,00,000/- during the last five financial years as on Dt. 31.03.2022. 	Copies of audited Income/ Balance sheet for the concerned period

5.	<ul style="list-style-type: none"> Must have its own bank account in any scheduled bank located in Odisha 	Copies of the pass book and transaction statement for the last 6 month
6.	<ul style="list-style-type: none"> The agency should not have been blacklisted by any Central / State government, or any other public sector undertaking or a corporation as on the date of this RFP. 	An undertaking to this effect to be furnished by the bidder as per the prescribed format. [Form – T2]
7.	<ul style="list-style-type: none"> Must not have any pending judicial proceedings for any criminal offence against the Proprietor /Director/Facilities Management Support Team to be deployed by the Service Provider. 	An undertaking to this effect to be furnished by the bidder as per the prescribed format. [Form – T3]
8.	<ul style="list-style-type: none"> Other Statutory Documents:- 	Copies of: <ul style="list-style-type: none"> PAN GSTIN Copies of EPF & ESI Registration Certificate IT return for the last 3 assessment years Valid Labour License

B. Submission of Bid:

The proposal complete in all respect as specified must be accompanied with a Non-refundable amount **Rs.1,000/-** towards **Bid Processing Fee** in shape of Demand Draft and **3%** of the annual contract value **as estimated by the bidder** is to be furnished as **EMD** in shape of **Demand Draft** in favour of "**Controller of Accounts, Odisha, Bhubaneswar**", drawn in **any scheduled commercial bank** and payable at **Bhubaneswar** failing which the bid will be out rightly rejected. **No relaxation on EMD will be allowed to the MSME Firm.** The bid should be sent through Speed Post/Registered Post/ Courier so as to reach the authority by **10/04/2023 up to 5.00 PM.**

A pre-bid meeting will be conducted by the authorized officer of Controller of Accounts, Odisha with the interested bidder on **22/03/2023** at **3.30 PM** in the **Conference Hall of the Office of the Controller of Accounts, Odisha, Bhubaneswar** for better understanding of the scope of work (**Section –II** of the bid documents) .

The authority will not be responsible for any postal delay. **Bids without bid processing fee and EMD shall be out rightly rejected as non-responsive.** Bids submitted after due date and time will be summarily rejected. EMD of the unsuccessful bidders will be returned without interest after the award of Contract.

The bid has been invited under two bid systems i.e **Technical Bid and Financial Bid**. The bidders are advised to submit two separate envelopes super scribing "**Technical Bid**" for providing services of **the facilities management & housekeeping services for maintenance of Pension and Provident Fund records** and "**Financial Bid**" for providing services of the **facilities management & housekeeping services for maintenance of Pension and Provident Fund records** to the **Office of the Controller of Accounts, Odisha**. Both the sealed envelopes must be kept in a third sealed envelope super-scribing "**Bid Document**" for providing services of **the facilities management & housekeeping services for maintenance of Pension and Provident Fund records**. The third sealed cover also to indicate the bidders detailed address, contact number (mobile & landline) and e-mail ID. If the bidders failed to submit the bid document as stated above, the bid will be out rightly rejected.

Selected bidder will have to deposit a Performance Security equivalent to **10% of the contract value** in the form of Bank Guarantee form from any scheduled Bank located within Odisha in favour of **Controller of Accounts, Odisha, Bhubaneswar** as per the prescribed format provided in the bid document at **Section - X** for a period of **three months** beyond the contract period. (i.e. Performance Bank Guarantee must be valid from the date of effectiveness of the contract to a period of three months beyond the contract period) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee. The Performance Bank Guarantee shall be released immediately after three months of expiry of the contract without interest provided that there is no breach of contract on the part of the qualified bidder. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the deployed service provider as per the existing terms and conditions of the bid.

C. List of Documents for submission

Bidders are required to furnish the following documents along with the Technical Bid:

- a) Covering letter along with power of attorney on the bidder's letter head
- b) Demand Draft in support of Bid processing fee as applicable
- c) Demand Draft in support of EMD as applicable.
- d) Copy of Certificate of Incorporation of the firm / agency
- e) Copy of GSTIN
- f) Copy of PAN

- g) Copies of IT returns for the last **three assessment years**
- h) Copies of Labour License, EPF & ESI Registration Number
- i) Copy of Bank Account details
- j) Copies of the Income/Expenditure statements along with Balance Sheet for the **last 3 years**.
- k) Copies of work orders from the previous organizations for providing services during the **last 3 years** along with supporting documents for successful execution of work
- l) Undertaking regarding non-blacklisting (On non-judicial stamp paper of Rs.10/-)
- m) Undertaking regarding non-pending of any judicial proceedings (On bidder's letter head)
- n) Undertaking regarding non-deployment of personnel for more than two years(On bidder's letter head)
- o) ***The bidder should not submit negligible amount of service charge in the financial bid. While calculating the amount he /she should be taken into consideration factors like profit, insurance, medical expenses, admin expenses, contingency, bonus, gratuity, leave/holiday salary, casual leave, sick leave, holiday wages, Misc. expenditure, etc.***
- p) If the Financial bid documents of the bidder found to be submitted openly or without seal cover, that bid will be out rightly rejected.
- q) The bidder will submit the proof of deposit of ESI and EPF of their employees in every monthly bill.
- r) ***The service provider will have to submit an undertaking in his letter head that the personnel to be deployed by that agency have not previously rendered service in the Office of the Controller of Accounts for more than 2 years.***
- s) The service provider should have to submit at the time of submission of agreement in his letter head that the personnel deployed do not have any adverse Police records/ criminal cases against the persons deployed.
- t) ***The Service provider has to obtain undertakings from the personnel deployed in the premises for the purpose that they should not claim for any regular employment in the office of the bid inviting authority in future and the bidder has to submit the same at the time of agreement.***
- u) Failure to submit the above undertaking in the Technical bid leads to disqualification of the bidder.
- v) The bidder has to submit the downloaded copy of the bid document duly signed by the authorised signatory of bidder in each and every page of the bid document.
- w) The bidder has to submit an undertaking that he /she will abide by all the terms and conditions of the tender.

Any deviation from the prescribed procedures / required information / formats/ conditions shall result in out-right rejection of the bid of the bidder. Any conditional bid shall be out- rightly rejected.

All entries along with the pages in the bid document should be legible, filled-in clearly and signed by the authorized representative. There should be no overwriting/ correction/ erasing in the technical bid and in the financial bid. Correction if any, in the technical bid need to be written clearly with due authentication with the signature of the authorized signatory. Correction/overwriting/ erasing in the financial bid without due authentication of authorized signatory will result in rejection of the financial bid. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.

The **Technical Bid** will be opened in the “**Conference Hall of the Office of the Controller of Accounts, Odisha, Bhubaneswar**” on **11/04/2023** at **11.30 A.M** in presence of the authorized representatives of the bidders. **The representative must submit the authorisation letter of the bidder otherwise, they will not be allowed to remain present at the time of opening of the bid document.**

Financial Bid of the technically qualified bidders shall be opened on **13/04/2023** at **3.00 PM** in presence of the authorized representatives of the bidders. The representative must submit the authorisation letter of the bidder otherwise, they will not be allowed to remain present at the time of opening of the bid document.

The EMD of the unsuccessful bidders shall be returned without interest after issuance of the Work Order.

The bid shall be **valid** for a period of **90 days** from the date of opening of the bids and no request for any variation in quoted rates and withdrawal of bids on any ground by the bidder shall be entertained. Validity of the bids can be extended on mutual consent.

To assist in the analysis, evaluation and computation of bids, the authority may ask the bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

The service provider has to rationally & realistically calculate the number of required facility management support team consisting **not less than 15 members** to provide specific service defined under the scope of work of tender documents as outlined in section-II. Cost of the service per day/per month may be determined on the basis of number of support team to be sponsored by the outsourcing agency to carry out the service quoted by the procuring authority. ***In no circumstances, the quoted rates shall be less than the minimum wages fixed/notified by the Government of Odisha from time to time and shall include all statutory obligations.***

The bidder having the lowest evaluated Financial bid (L-1) would be considered for award of contract subject to fulfillment of the terms and conditions of the bid documents. If the lowest (L-1) bidder is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder for award of contract at L-1 quoted price. However, the decision of the tender inviting authority shall be final during the overall selection process.

The service provider shall be liable for all kinds of dues payable in respect of Facilities Management Support Team deployed / provided under the contract and the authority shall not be liable for any dues for availing the services of the personnel.

In case of any unprecedented situation/natural calamities or the bid opening dates if declared as Govt. holiday, the authority reserves the right to postpone such dates and will intimate the fact to the bidders over phone and e-mail and the bid will be opened on the following dates.

The authority reserves the right to reject any or all bids and terminate the bidding process without assigning any reason thereof at any point of time.

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SECTION-II

SCOPE OF THE WORK & RELATING TERMS AND CONDITION

A. Maintenance of Pension and Provident Fund records

1. Office of the Controller of Accounts, Odisha(HoD) invites sealed bids from the eligible bidders for providing the service of **Facilities management & housekeeping services for maintenance of Pension and Provident Fund record** at **Office of the Controller of Accounts, Odisha.**
2. Total office space-**23,968 SQFT**
3. Number of floor-**2 numbers of floors located at 3rd and 4th Floor of Treasury and Accounts, Bhawan, Unit-III, KharavelNagar,Bhubaneswar**
4. Numbers of Sections/Cell-**27 nos**
5. Number of Officers Chambers-**10 nos**
6. Number of Record Rooms -**03 nos**
7. Total numbers of officers or employees whose calls is to be attended-**52 nos**
8. Average number of records per day to be moved from one table to another table/from Section to Sections and among the officers/officials mentioned above-
 - a) Average number of records per day to be moved from Diary Section to dealing Assistant table-265 nos
 - b) Average number of records per day to be moved from the dealing assistant table to Section Officer Table-265 nos
 - c) Average number of records per day to be moved from the Section officer table to Branch Officer table-265 nos
 - d) Average number of records per day to be returned from the Branch officer table to the Section Officer Table-265 nos
 - e) Average number of records per day to be returned from the Section Officer table to the dealing Assistant Table-265 nos
 - f) Average number of records per day to be moved from the dealing Assistant table to issue section-265 nos
 - g) Average number of records /files to be traced out/sorted out per day from record room-50 nos

Total average number of records per day to be moved from one table to another table-1640 nos

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9. The following specific Services are required for “Facilities management & housekeeping services for maintenance of Pension and Provident Fund record”

- i. Physical maintenance of records of the Sections/Cells/Record Rooms
- ii. General cleanliness and upkeep of the Sections/Cells/Chambers of Officers
- iii. Carrying of files and other papers within the building
- iv. Photocopying of documents
- v. Other non-clerical work in the Section/Cells
- vi. Assisting in routine office work like diary, despatch , computer cell, Office Establishment, general Coordination Cell, RTI Cell, Computer Cell etc.
- vii. Distribution of daks to various sections
- viii. Movements of files from one table to another table/from Sections to Sections
- ix. Delivering of dak (outside the building)
- x. Handling and distribution of forms and stationery
- xi. Opening and closing of rooms
- xii. Cleaning of rooms as and when required
- xiii. Dusting of furniture/computers etc
- xiv. Any other work as assigned by the superior authority.
- xv. Monitoring the use of equipment and supplies of various articles within the office.
- xvi. Dealing with queries or requests from the visitors and employees of the office.
- xvii. Assisting other administrative staff in wide range of office duties.
- xviii. Attending the bell of Officers
- xix. Making necessary sitting arrangements of Officers and staff, cleaning and hygiene prior to commencement of Office hours,

10. **At least a team of 15 members of** Facilities Management Support Team is required to serve the service as specified above. **However, the service provider is free to provide more numbers of personnel for to** Facilities Management Support Team with list quoted value.

11. The bid inviting authority reserves all the rights to increase/decrease the no of Facilities Management Support Team members as and when required with the same Financial Terms and Condition.
12. The deployed Facilities Management Support Team who will render the desired service shall work during the office time between **10am to 5.30 PM & there will be 30 minutes lunch break at 1.30 PM.**
13. No of working days in a month-**25 days(Approximately)**
14. The Service Provider shall ensure that the Facilities Management Support Team deputed for the services are as per the scope of the work, be physically and mentally healthy and not more than **35** years of age or less than **21** years of age.
15. Any loss caused to the Authority due to the, lapse on the part of the person concerned discharging the duty, responsibilities, will be borne by the Service provider and in this connection, the Authority shall have the right to deduct appropriate amount from the bill of the Service provider to make good of such loss besides imposition of penalty. In case of frequent lapses on part of the Facilities Management Support Team/person deployed by the Service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.
16. The service provider or his /her authorized representative will supervise the duties of the personnel deployed in the premises from every working day.
17. The Service provider shall ensure that any replacement of the personnel as required by the Authority for any reason specified or otherwise, shall be effected promptly without any additional cost to the Authority. If the Service provider wishes to replace any of the personnel, the same shall be done with prior intimation to the Authority at the cost of Service provider

B. Other related terms and conditions

1. The service provider should have an empaneled list of personnel *for Facilities management & housekeeping services for maintenance of Pension and Provident Fund record* so that un-interrupted and continued services can be provided during the period of contract. The service provider should be able to provide additional members to the Facilities Management Support team whenever required by the authority under the same terms and condition.
2. The Agreement may be extended for **another one year**, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Service Provider & Controller of Accounts(O).
3. The **Facilities Management Support Team for Facilities management & housekeeping services for maintenance of Pension and Provident Fund record** deployed by the service provider shall be required to report for work at 10.00 AM and leave office at 5.30 P.M. and may also be required to work beyond 5.30 PM for which he would not be

paid any extra remuneration. In case, any member of Finance Management Support Team remains absent on a particular day or other, the service provider has to provide a substitute and if the service provider failed to provide a substitute, proportionate deduction from the remuneration for the day/ days will be made. In case of any dislocation of service due to absence of members of **Facilities Management Support Team without suitable alternative/substitution arrangement the service procuring authority reserves all the rights to take punitive action against the service provider including cancellation of the contract.**

4. The outsourcing agencies shall be responsible for taking attendance and submit the same to the Controller of Accounts, Odisha. The service provider can deploy a supervisor to supervise the day to day affairs of the personnel deployed.
5. **No ID Cards will be issued by the Controller of Accounts to the members of Facilities Management Support Team** to be deployed by the service provider to execute the required service. In case of requirement, same shall be issued by the agency only.
6. There will be no direct correspondence with **the members of Facilities Management Support Team** to be deployed by the service provider for the performance of the required services. In case of necessity, necessary communication shall be made through the service provider only.
7. The **members of Facilities Management Support Team** to be deployed by the Service Provider for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain confidentiality.
8. The service provider shall nominate a supervisor who shall be responsible for periodic interaction with the Authority so that optimal services of the persons deployed could be availed without any disruption.
9. The attendance of the **members of Facilities Management Support Team** to be deployed by the Service Provider at the premises of Bid Inviting Authority shall be provided by the Service Provider and it shall be monitored by the Service Provider only on regular basis. These attendance rolls shall be signed by the supervisor of Facilities Management Support Team of the Service Provider who shall get it verified from the designated officer.
10. The entire financial liability in respect of the **members of Facilities Management Support Team** to be deployed by the service provider in the Authority's location shall be that of the Service Provider and the Authority will in no way be liable for the same. It will be the responsibility of the Service Provider only to pay to the person deployed a sum not less than the proposed monthly remuneration as mentioned in the financial bid.
11. The **members of Facilities Management Support Team** to be deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

12. The Service Provider shall be responsible for compliance of all the statutory provisions relating to minimum wages payable to the persons deployed at the Authority's location. The service provider should ensure regular payment of monthly salary to the personnel engaged by the service provider in the succeeding month after deduction of applicable statutory dues. The service provider should credit the monthly salary of its employees in their respective Bank Account.
13. ***The service provider will have to ensure the procuring authority that the personnel to be deployed by that agency have not previously rendered service in the Office of Controller of Accounts more than 2 years. A certificate in this regard is to be attached by the service provider during deployment of Facilities Management Support Team.***
14. Any **member of Facilities Management Support Team** to be deployed the Service Provider can be removed any time by giving notice to the Service Provider and the Service Provider will have to provide suitable replacement acceptable to Authority within 3 working days.

(Prescribed Qualification & Experience of the personnel)

Sl No	Facilities Management Support Team	Age Limit in years	Qualification	Work Experience	Remuneration(Minimum Take Home Remuneration)	Job Description
1	Facility management support for maintenance of Pension and Provident Fund records.	21-35	Must have passed 10 th Standard and able to read and write Odia preferably having basic knowledge in Computer	Must have working experience in Govt. Sector more than 1 years	The service provider should ensure that the minimum take home salary for the personnel deployed in the office shall not be less than the Govt. of Odisha notification released from time to time.	<ul style="list-style-type: none"> • Opening and closing of office room. • Arranging refreshment / water etc, • Delivery of local letters as and when required. • Distribution of official dak and files among the officers and staff. • Shifting of office equipment as and when required. • Obtaining computerized printouts, photocopies, scan (if any). • Performing other work as. and when assigned from time to time by the Controller /Addl. Controller/Asst. Controller, etc. as detailed in the Scope of work under Section-II

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SECTION-III

Schedule of Requirement:

Requirement of the **members of Facilities Management Support Team** to be deployed for the proposed services given here as under: -

(To be filled up by the Bid Inviting Authority)

Sl No	Description of Service	Range of members of Facilities Management Support Team required to render service
1	Facilities Management & Housekeeping Services for maintenance of Pension and Provident Fund Record	Minimum 15 personnel

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Odisha, Bhubaneswar**

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SECTION-IV

GENERAL TERMS AND CONDITIONS

1. The hiring of services shall be purely on contract basis. For all intents and purposes, the Service Provider shall be the “**Employer**” within the meaning of different Rules & Acts in respect of persons deployed. The persons deployed by the service provider shall not have any claim whatsoever like employer and employee relationship against the Authority under this agreement. The Service Provider shall make them known about their position in writing before deployment under the required service.
2. The Service Provider must provide adult labour only as **members of Facilities Management Support Team**. Employment of child labour will lead to the termination of the contract. Persons to be deployed by the Service Provider should be above **21** years of age and not exceeding **35** years and physically sound to perform the duties.
3. The Service Provider will be overall responsible for the personnel deployed for performing the service. The Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
4. The Service Provider shall exercise adequate supervision to ensure performance of **Facilities Management Support Team** to provide the services in accordance with the requirements. The service provider shall depute one full time supervisor in the office of the authority, for overall management of the services to be rendered at the site.
5. The Service provider shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensation, EPF, ESI, Bonus and Gratuity, etc. relating to Facilities Management Support Team to be deployed by it at the Authority’s location.
6. Service Provider shall maintain complete official records of disbursement of wages showing details of all Supporting documents such as ESI, EPF etc. in respect of Facilities Management Support Team deployed for the purpose.
7. The Service Provider shall maintain personal file in respect of all the member of **Facilities Management Support Team** who are to be deployed in office of the authority. The personal file shall invariably consist of personal details such as name, qualification, address, date of birth, sex, residential address (temporary/permanent), Bank Account, EPF/ESIC Details etc.
8. The member of **Facilities Management Support Team** to be deployed by the Service Provider should not have any adverse Police records/criminal cases against them. The responsibility of the agency is to make adequate enquiries about the character and antecedents of the persons to whom they are recommending.
9. The Service Provider will also ensure that the member of **Facilities Management Support Team** who are to be deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such Facilities

Management Support Team who are not found suitable by this office for any reasons immediately on receipt of such a request.

10. The Service provider shall ensure that the member **of Facilities Management Support Team** who are to be deployed by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.
11. **The Service Provider shall provide uniform along with Photo ID Card to its personnel deployed at site at its own cost.** No extra cost is to be borne by the bidding authority.
12. The Authority shall not be liable for any compensation in case of any fatal injury/death caused to any man power while performing/discharging their duties/ for inspection or otherwise.
13. In case of any theft or pilferages, loss or other offences, the service provider will enquire and submit the report to the Authority and maintain liaison with the police. FIR will be lodged by the Authority, wherever necessary. If require, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
14. In case of any loss caused to the Authority due to lapse on the part of the _ personnel discharging duties, the same shall be borne by the Service Provider. Authority shall have the right to deduct appropriate amount from the bill of service provider. In case of frequent lapses on the part of the personnel deployed by the service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.
15. In the event of any personnel being on leave/absent, the service provider shall ensure suitable alternative arrangements to make up for such absence. If a person leaves the job for any reason, the Service provider is liable to provide the suitable replacement within 3 working days.
16. In case of delay in providing required replacement, the amount of penalty calculated *at the rate of 1%* of the annual contract value per week on account of delay, shall be deducted from the monthly bills in the succeeding month.
17. There would be no increase in rates payable to the Service Provider during the Contract period. The service provider will be responsible for deposit of EPF, ESI, GST and other statutory dues as applicable from time to time and submit the proof of deposit to authority for records along with the bill in every month.
18. The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this Agreement to any other agency or organization. Sub-contracting is not allowed under this agreement.
19. The Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the officer concerned in respect of the member **of Facilities Management Support Team** and submit the same to the prescribed authority in the first week of the succeeding month. **The payment will be released by the second week of the succeeding month.**
20. The Service Provider will have to deposit the remuneration in respect of the members **of Facilities Management Support Team** for the concerned billing period in their respective bank account.

21. In case of dispute resolution relating to rights/liabilities arising out of the agreement, the same shall be disposed off at the level of Administrative Departments.
22. In the event of failure of Service Provider to provide Services as per the terms and conditions of the agreement, the Performance Security shall be forfeited. Any violation of instructions/agreement or suppression of facts will attract termination of contract with 1-month prior notice to the Service Provider.
23. The Service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority.
24. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
25. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively, the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
26. All disputes shall be under the jurisdiction of Hon'ble **High Court of Orissa at Cuttack**.
27. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the service provider will be recovered by forfeiture of performance security.
28. The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement, non-payment of remuneration to the members of Facilities Management Support Team and non-payment of statutory dues.
29. The Authority will have no liability towards non-payment of remuneration to the persons deployed by the Service Provider and the outstanding statutory dues of the service provider to concerned authorities.
30. The Service Provider will be bound by the details furnished to the authority while submitting the bid or at any subsequent stage. Mis- representation of documents/ information, leads to termination of agreement.

Anandh
14-03-23

**Controller of Accounts
Odisha, Bhubaneswar**

Controller of Accounts
Odisha, Bhubaneswar

SECTION - V

PRE-BID

There will be a Pre-Bid meeting as per the scheduled date and time in the conference hall of the Office of the Controller of Accounts, Odisha, Bhubaneswar, which the intending bidders / authorized representative of the firms/bidders are advised to attend.

- i) Pre-bid meeting will be convened as per the schedule to clarify the doubts of the prospective bidders and submission of suggestions, if any. The Bid Inviting Authority may or may not amend the terms and conditions as well as technical requirement of the bid document on the basis of feedback obtained during such meeting.
- ii) Bidders are required to submit their queries and suggestions at least 48 hours before the date of pre-bid meeting in the email address caorissa@rediffmail.com
- iii) Response to Pre-bid queries and amendments, to the bid terms and conditions, if any shall be uploaded in the website of the Controller of Accounts, Odisha, Bhubaneswar i.e caodisha.nic.in
- iv) The Pre-bid meeting is an opportunity for the prospective bidders to obtain all the details about the Bid terms and conditions governing the bids and necessary clarification on the Bid document. Failure to attend the Pre-bid meeting will not be a disqualification, but a loss of opportunity for the prospective bidders to understand about the terms and conditions of the bid.

Controller of Accounts
Odisha, Bhubaneswar

Anmol Singh
14-03-23

Controller of Accounts
Odisha, Bhubaneswar

SECTION - VI
TECHNICAL BID COVERING LETTER
(BIDDER LETTER HEAD)

[Location, Date]

To

The Controller of Accounts, Odisha
3rdFloor, Treasury & Accounts Bhawan
Kharavel Nagar, Unit-III, Bhubaneswar.

Sub:

Bid for Outsourcing of **Facilities Management & Housekeeping Services for maintenance of Pension and Provident Fund Record** in the Office of the Controller of Accounts, Odisha, Bhubaneswar.

Sir,

I, the undersigned, offer to participate in the bid process to provide Facilities Management Support Team services for **Facilities Management & Housekeeping Services for maintenance of Pension and Provident Fund Record** at Office of the Controller of Accounts, Odisha, Bhubaneswar in accordance with your Bid Notice No: _____, Dated ____/____/____. We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I hereby declare that all the information and statements provided in the technical proposal are true and correct and accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to **90 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I, hereby unconditionally undertake to accept all the terms and conditions as stipulated in the RFP document. In case any provision of this bid are found violated, then your office shall have the rights to reject our proposal including forfeiture of the earnest money deposit absolutely.

I remain,

Yours faithfully,

**Authorized Signatory
with Date and Seal**

Name and Designation: _____

Address of the Bidder: _____

(FORM-T1)

1.	Name of the Bidder	
2.	Details of Bid Processing Fee and Earnest Money Deposit:(Demand Draft Details)	DD No:
		Date:
		Amount (Rs.)
		Drawn on Bank
3.	Name of the Director	
4.	Full Address of Registered Postal Address:	Postal Address:
		Telephone No.
		FAX No.:
		E-Mail Address:
5.	Name & telephone number of the authorized person signing the bid	Name and Designation:
		Mobile Number:
6.	Bank Details	Name of the Bank and Branch Name
		Name of the Branch
		Account No
		IFSC Code
7.	PAN No. (Attach self-attested Copy)	
8.	GSTIN (Attach self-attested Copy)	
9.	E.P.F Registration No. (Attach self-attested Copy)	
10.	E.S.I Registration No. (Attach self-attested Copy)	
11.	Acceptance to all the terms & conditions of the bid(Yes/No)	
12.	Power of Attorney / authorization letter for signing the of the bid documents.	
13.	Please submit an undertaking that no criminal case is pending with the police at the time of submission of bid	
14.	Kindly mention the total number of pages in the bid document	

Anmolendra
14-03-23

**Controller of Accounts
Odisha, Bhubaneswar**

15. Financial Turnover of the bidder for the last 5 financial years.

Financial Year	Turn Over Amount (In INR)	Average Turnover (In INR)
2017-18		
2018-19		
2019-20		
2020-21		
2021-22		

16. Details of the similar type service provided by the bidder in last 5 years

Sl No	Period	Name of Authority with complete Address & Fax No	Types of services provided with details of Facilities Management Support Team/machinery deployed	Contract Amount (In INR)	Duration	
					From	To
1						
2						
3						
4						

Controller of Accounts
Odisha, Bhubaneswar

Anand
14-03-23

**Controller of Accounts
Odisha, Bhubaneswar**

17. Declaration

I,
Shri _____ S/
O, D/O, W/O of _____ Proprietor/
Director/ Authorized signatory of (Name of the Service Provider), competent to sign
this declaration and execute this bid;

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

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

(Signature of Authorized Representative with seal)

Place: _____

Date: _____

Enclosures:

1. Bid Processing Fee in the form of Demand Draft in original
2. EMD in the form of Demand Draft in original
3. Copy of bid document (each page must be signed and sealed)
4. Duly filled Technical Bid and Financial Bid
5. List of Documents as applicable

Handwritten signature
14-03-23

**Controller of Accounts
Odisha, Bhubaneswar**

FORM-T2
UNDERTAKING

(On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding non-blacklisting)

I, hereby undertake that, our organization has not been blacklisted / debarred by any of the Central / State Government Department/ Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours sincerely,

Authorized Signature
[In full and initials]

Name and Designation of the Signatory :

Name of the Bidder and Address :

Manohar
14-03-23

Controller of Accounts
Odisha, Bhubaneswar

Controller of Accounts
Odisha, Bhubaneswar

FORM-T3
UNDERTAKING

[On the Bidder's Letter Head regarding not have any pending judicial proceedings for any criminal offences]

I, hereby undertake that there is no criminal case pending in any Court of Law against our company/firm or against the Proprietor/Director/Partners of our company/firm.

I/we further certify that Proprietor/Director/Partners of our company/firm have not been convicted of any offence in any Court in India during the recent past. I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

**Authorized Signature
[In full and initials]**

Name and Designation of the Signatory:

Name of the Bidder and Address:

Controller of Accounts
Odisha, Bhubaneswar

Anand
14-03-23

**Controller of Accounts
Odisha, Bhubaneswar**

TECHNICAL BID EVALUATION

Technical evaluation of the bids will be done to determine whether the bids complied to the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Bids qualified the technical evaluation stage, will be considered for opening of the financial bids. The financial bids shall be opened in the presence of the bid committee and bidders' representatives who choose to attend. Least Cost Selection Method will be followed during the bid process to determine the selected bidder. The bid inviting authority will award the contract to the bidder whose bid has been determined as the **lowest and competitive evaluated bid price**.

Amalendu

14-03-23

**Controller of Accounts
Odisha, Bhubaneswar**

SECTION - VII

FINANCIAL BID

COVERING LETTER
(BIDDER LETTER HEAD)

[Location, Date]

To

*The Controller of Accounts,
Treasury & Accounts Bhawan, Third floor,
UNIT-III, Kharavel Nagar, Bhubanesar
Khordha, 751001*

Sub: Bid for outsourcing of *Facilities Management & Housekeeping Services for maintenance of Pension and Provident Fund Record* at Office of the Controller of Accounts, Odisha, Bhubaneswar.

Sir,

I, the undersigned, offer to provide the services for **Facilities Management & Housekeeping Services for maintenance of Pension and Provident Fund Record** in accordance with your Bid No. _____
Dated: _____. Our attached financial price is
Rs. _____ (Word _____) for the proposed service. This amount is inclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the bid document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of 90 days. I have carefully read and understood the terms and conditions of the bid to provide the services accordingly.

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

I remain,

Yours faithfully,

Authorized Signatory
[In full and initials]

Name and Designation of Signatory with Date and Seal:

Address of the Bidder:

Anand
14-03-23

Controller of Accounts
Odisha, Bhubaneswar

(FORM -F1)

(Administrative Charge)

A:- Facilities Management Support Team Details						
Sl No	Category of personnel	Requirement	Cost per Unit in INR (Inclusive of remuneration and all statutory dues)		Service charges @----- -----%	Total cost for whole unit along with Service Charge
			Monthly	Annually		
1	Unskilled	Not less than 15				
B:- GST (as applicable)						
C:-Total Administrative Charges(A+B)						

- Bidder with lowest evaluated competitive administrative charges for the required service will be awarded with contract.
- The bidder who will quote zero or negligible service charge, the bid will treat as non-responsive.
- The Service charge quoted by the bidder must include profit, insurance, medical expenses, admin expenses, contingency, charges for deployment of supervisor and other costs, etc.

Place: _____

Date: _____

(Sign and Seal of Authorised Representative)

Anand
14-03-22
**Controller of Accounts
Odisha, Bhubaneswar**

SECTION - VIII BID SUBMISSION CHECK LIST

A:- List of Documents submitted along with the TECHNICAL BID (ORIGINAL)			
Sl. No.	Description	Submitted (Yes/No)	Page No
1.	Covering Letter in Bidders Letter Head		
2.	Bid Processing Fee		
3.	EMD		
4.	Copy of Incorporation / Registration Certificate of the Bidder		
5.	Copy of PAN		
6.	Copy of GSTIN		
7.	Copies of Income Tax Clearance Certificate for the last three Assessment years		
8.	Copy of Valid EPF Certificate		
9.	Copy of Valid ESI Certificate		
10.	Copy of bank account details		
11.	TECHNICAL BID duly filled in (Covering Letter, FORM- T1, T2 and T3)		
12.	Financial details of the bidder along with all the supportive documents such as copies of Income / Expenditure Statement and Balance Sheet for the last 3 years		
13.	Power of Attorney in favour of the person signing the bid on behalf of the bidder.		
14.	List of completed / on-going assignments of similar nature (Past Experience Details) along with the copies of work orders for the respective assignments from the authorities		
15.	Undertaking for not have been black-listed by any Central / State Govt./any Autonomous bodies during the recent past.(FORM- T2).		
16.	Undertaking regarding any judicial proceeding pending against the bidder in his letter head		
17.	Undertaking for not having any police case pending against the bidder.(Form-T3)		
18.	Undertaking regarding non-deployment of any personnel for more than two years on the bidder's letter head		
19.	Undertaking reg. personnel to be deployed have not previously deployed in the Office of Controller of Accounts		
B:- List of Documents submitted along with the FINANCIAL BID (ORIGINAL)			
1.	Covering Letter in Bidders Letter Head		
2.	Duly Filled in Financial Bid (FORM- F1) in separate sealed cover		

It is to be ensured that:-

- **All information has been submitted as per the prescribed format only.**
- **Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with Index Page.**
- **All pages of the proposal need to be sealed and signed by the authorized representative.**

Authorized Signatory (In full and initials) : _____
Name and Designation of Signatory with Date and Seal : _____

SECTION – IX

SERVICE AGREEMENT

(To be made on Rs. 100.00 Non Judicial Stamp Paper)

This **SERVICE AGREEMENT** is made on _____ between, Controller of Accounts(O) & _____ (hereinafter called as the “**Authority**”) of the 1st Part and _____ its principal place of business at _____ (hereinafter called the “**Service Provider**”) of the 2nd Part.

WHEREAS

- (a) the “**Service Provider**”, having represented to the “**Authority**” that he has the required Facilities Management Support Team and other resources, has offered to provide the service in response to the Bid Notice No: _____, Dated: _____ issued by the Authority;
- (b) the “**Authority**” has accepted the offer of the Service Provider to provide the required services as per the terms and conditions as set forth in this Service Agreement.

NOW, THEREFORE, IT IS HEREBY AGREED between the two parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - *Appendix A: General Terms and Conditions*
 - *Appendix B: Scope of Work*
 - *Appendix C: Contract Price and Payment Term*
2. The mutual rights and obligations of the Authority and the Consultant shall be as set forth in the Contract, in particular:
 - (a) The Service Provider shall carry out the service in accordance with the provisions of the Agreement and
 - (b) The Certificate on the satisfactory performance of services by the Agency shall be issued by an Officer authorized by the Client and in consideration of the Certificate of Satisfactory Performance of Services Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.
3. *Mode of Payment*

The Service Provider will submit the bill for every month in the 1st week of the next month and the payment will be made in the respective account within one week.

This Contract constitutes the agreement between two parties in respect to obligations and supersedes all previous communications between the Parties.

4. Now this agreement witnesses as below: -

- a) That in consideration of the payment to be made by the "Authority" to the "Service Provider", the "Service Provider" hereby agrees with the "Authority" to provide Facilities Management Support Team resources to be engaged in the [Insert the location] in conformity with the provisions of the terms and conditions of the contract.
- b) That the "Authority" hereby further agrees to pay the "Service Provider" the contract price at the time and in the manner prescribed in the said terms and conditions.
- c) Financial limit under this Contract varies with changes in statutory dues and government taxes as applicable from time to time.
- d) That in the event of any dispute that may arise it shall be settled as per the terms and conditions of the contract.
- e) That this agreement is valid upto _____.

For and on behalf of **Controller of Accounts(O)**

Witness1:

Witness2:

For and on behalf of **[SERVICE PROVIDER]**

[Name and Designation of the Representative with seal]

Witness1:

Witness2:

Anmolendu
14-03-23
**Controller of Accounts
Odisha, Bhubaneswar**

SECTION - X
PERFORMANCE BANK GUARANTEE FORMAT

To

**Controller of Accounts, Odisha,
Treasury and Accounts Bhawan,
Unit-III Kharavela Nagar, Bhubaneswar, Khordha, 751001**

WHEREAS _____ (Name and address of the Service Provider) (hereinafter called "the Service Provider") has undertaken, in pursuance of Contract No. _____ dated _____ to _____ undertake _____ the service _____ (description of services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by _____ (Name of the Authority) in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Service Provider such a bank guarantee; NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider up to a total of _____ (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the _____ day of _____ year. Our branch at _____ (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our _____ branch a written claim or demand and received by us at our _____ branch on or before Dt _____ otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank & Branch