

# **Request for Proposal (RFP)**

**for**

**Providing out sourced services of Skilled,  
Semi-skilled & Un-skilled workers for  
housekeeping & Maintenance of World Skill  
Center, Bhubaneswar**

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**Mode of Selection: Least Cost based Selection (LCBS)**

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**(Jun 2021)**

**Odisha Skill Development Authority (OSDA)**

**DISCLAIMER**

All information provided as a part of this Request for Proposal (RFP) document to the prospective Applicants by the Odisha Skill Development Authority (OSDA), is subject to the terms and conditions set out in this RFP and any addendum to the same (as and when issued in writing).

This RFP document not an agreement and is neither an offer nor invitation by the OSDA to the prospective Applicants or any other person. The purpose of this document is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

This RFP document does not claim to contain all the information each Applicant may require. Each Applicant is advised to conduct its own due diligence and check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources as deemed necessary. OSDA makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. OSDA may at their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

**Odisha Skill Development Authority (OSDA)**  
**Niyojan Bhavan, Kharvel Nagar,**  
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**Website: [www.skillodisha.gov.in](http://www.skillodisha.gov.in)**

Date: . 06.2021

**Bid Identification No. OSDA/WSC/ 2021-22**

**NOTICE INVITING THE REQUESTS FOR PROPOSAL**

Odisha Skill Development Authority Invites Request for Proposal from renowned Firms/ Agencies through e-procurement portal of Govt. of Odisha for **“Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance of World Skill Center ”**

Firms/ Agencies those having experience in similar work can submit their bids for this proposal. The Bid Document comprising of eligibility criteria, Instruction to Bidders, Scope of the work, BOQ, etc. can be seen in portal of [skillodisha.gov.in/OSDA/Tender](http://skillodisha.gov.in/OSDA/Tender).

**Pre-bid Meeting: Dt. at 11:30 Hours**

Interested firms who may like to visit the site may seek clarification from General Manager (Projects), WSC, Mancheswar, Bhubaneswar-751001, Odisha on any working day during office hours.

The Technical Bid should consist of Credentials of the firm, completed/substantially completed works of similar nature, Turnover, EPF, PAN, GST Registration Number and all other documents as mentioned in the bid document.

The Technical Bid will be opened on **Dt. at PM** at OSDA, Niyojan Bhavan, Kharvel Nagar, Bhubaneswar in presence of the bidder or their authorized representative who choose to be present. After evaluation of the Technical Bids, the date of opening of the financial bid will be intimated to the shortlisted bidders via e-mail..

Any addendum/ corrigendum/ cancellation notice of RFP can also be seen in the OSDA website [www.skillodisha.gov.in/OSDA/Tender](http://www.skillodisha.gov.in/OSDA/Tender) and will not be published in newspapers.

OSDA has the right to accept or reject any or all the RFP without assigning any reasons thereof.

**Sd/-  
CEO (OSDA)**

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**RFP for Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance of World Skill Center, Bhubaneswar**

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## 1. Project Background

Odisha Skill Development Authority is a Government Society implementing Odisha Skill Development Project (OSDP) funded by Asian Development Bank, with an objective of establishing World Skill Center at Bhubaneswar, Odisha. World Skill Center (WSC), Bhubaneswar is an autonomous institute under Department of Skill Development & Technical Education Department, Government of Odisha.

World Skill Center, Bhubaneswar was launched on 5<sup>th</sup> of March 2021 and will impart Long Term and Short Term Training Programme from Aug, 2021. World Skill Center is a state of art building having 18 floors with parking facility at basement, located in the industrial area of Mancheswar, Bhubaneswar.

**OSDA is inviting service providing agencies in the field of operation and maintenance, to provide required resources in Skilled, semi-skilled and un-skilled category for maintenance and house keeping service at World Skill Center.**

The selected service provider shall provide the following services to OSDA as per the below mentioned timeframe:

Sr. No	Name/Type of Services	Period of providing services	Location of Providing Services
1	Maintenance services for Infrastructure created by OSDA	3 years (Extendable on year to year basis thereafter, subject to assessment of the performance of the Service Provider)	World Skill Center, Mancheswar Industrial Area, Bhubaneswar

- a) The detailed scope and specifications of the services, along with the contract period, payment terms, etc. as are given in Scope of work (Terms of Reference) section as enclosed in Annexure.

## 2. Instruction to Bidders

### 2.1 Purpose

OSDA invites proposals from interested and eligible bidders to participate in the Project for **Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance of World Skill Center.**

**RFP NIT sheet:**

Sr. No	Information	Details
01	Date of Publication of RFP Notice	
02	RFP form download start date	
03	Last Date of receiving queries /clarification(online in MS word format)	
04	Pre-Bid Queries submission	osdpadbosda@gmail.com
05	Pre-Bid meeting	
05	Pre-bid Responses by the Department	
06	Last date of submission of Bid	
07	Opening of Technical Proposals	
08	Opening of Financial Proposals	Informed by the department on email

### 2.2 Consortium

No Consortium or joint venture is allowed for participating in this bidding process

### 2.3 Completeness of Bid

The Bid should be complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Bid and forfeiture of the Earnest Money Deposit (EMD).

### 2.4 Proposal Preparation Cost

- a) The Bidder shall incur the bid at its cost and expense for bidding. OSDA shall not be held responsible for any cost incurred by the Bidder. Submission of a bid does not entitle the Bidder to claim any cost and rights over OSDA.
- b) All materials submitted by the Bidder shall be the absolute property of OSDA and no rights e.g. copyright shall be entertained by OSDA.

## 2.5 Pre-bid Meeting and Queries

- a) **OSDA will host a Pre-Bid meeting through web platform if required**, as per the date mentioned in the RFP NIT sheet. The interested organizations are encouraged to attend the pre-bid meeting. The Bidder is expected to attend the Pre-Bid Meeting and Site visit towards comprehensive clarity on the client's expectations. The purpose of the Pre-bid meeting is to provide the bidders with information regarding the RFP, articulate in detail the expectations and vision in reference to the RFP. Pre-Bid meeting will also provide each of the bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project. Costs for the pre-bid meeting will be borne by the bidders. All communication made at the pre-bid meeting, site visit, clarifications to questions will become an addendum/Corrigendum to the RFP and will be officially released as such on the website.
- b) All Bidder shall e-mail their queries to [osdpadbosda@gmail.com](mailto:osdpadbosda@gmail.com). The response to the queries will be published on <https://skillodisha.gov.in/OSDA/Tender>. No queries will be entertained thereafter. The responses to the pre-bid queries shall become an integral part of the RFP. OSDA, however, shall not make any warranty as to the accuracy and completeness of responses.
- c) OSDA shall endeavour to respond to the questions raised or clarifications sought by the Bidders. However, OSDA reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this RFP shall be taken or read as compelling or requiring OSDA to respond to any question or to provide any clarification.

## 2.6 Amendment to the RFP

- a) Any amendments made to the RFP would be published on <https://skillodisha.gov.in/OSDA/Tender> only and not in newspaper.
- b) All amendments, corrections corrigendum, addendum, responses etc. issued under this RFP shall integrally become part of the RFP.
- c) The Bidders are advised to visit the portal <https://skillodisha.gov.in/OSDA/Tender> on regular basis to check for necessary updates. OSDA also reserves the right to amend the dates mentioned in this RFP.

## 2.7 OSDA's Right to Terminate the Process

OSDA may terminate the RFP process at any time and without assigning any reason. OSDA reserves the right to amend/ edit/ add/ delete any clause of this RFP Document. Any such amendment/ editing/ addition/ deletion shall be notified at the portal.

## 2.8 Site Visit and Verification of Information

The Bidders are advised to visit and examine the site(s) and obtain for itself, at its own responsibility and risk, all information that may be necessary for submission of the bid and entering into the Contract. The costs of visiting the site(s) shall be borne by the Bidder.



## 2.9 RFP Document/Tender Processing Fee (TPE)

RFP can be downloaded from the tendering portal, <https://skillodisha.gov.in/OSDA/Tender> . Tender Processing Fee of Rs.11,800 (Rupees Eleven Thousand only) in the form of Demand Draft payable in favour of Odisha Skill Development Authority, Bhubaneswar shall be submitted along with the bid document. Bids submitted without TPE will not be considered for technical evaluation.

## 2.10 Earnest Money Deposit (EMD)

- In terms of this RFP, a Bidder is required submit EMD of Rs. 2,00,000.00 (Rupees Two Lakh only) in the form of Demand Draft payable in favour of Odisha Skill Development Authority, Bhubaneswar
- EMD of the unsuccessful Bidders will be returned after the signing of the contract by the successful Bidder. The EMD of the successful bidder would be returned upon the submission of Performance Bank Guarantee.
- No interest will be paid by OSDA on the EMD amount.
- The Bid submitted without EMD will be summarily rejected.

The EMD may be forfeited:

- a) If a Bidder withdraws its bid or increases the price quoted during the period of bid validity or its extended period, if any.
  - b) In case of a successful Bidder, the Bidder fails to sign the Contract in accordance with the terms and conditions of this RFP.
  - c) If during the bid process, a Bidder indulges in any deliberate act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
  - d) If, during the bid process, any information is found false/ fraudulent/ mala fide, then OSDA shall reject the bid and, if necessary, initiate action.
- The decision of OSDA regarding forfeiture of the EMD shall be final and binding upon all the Bidders.

## 2.11 Bid Submission Instructions

The completed bids shall be submitted in the office of CEO, OSDA, Niyojan Bhavan, Kharvel Nagar, Bhubaneswar before the last date of submission. The bids in deviation from the prescribed format are liable for rejection.

## 2.12 Late Bid and Bid Validity Period

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained. The validity of the bids shall be **at least 90 (Ninety) days** from the last date of submission of the bid.

### 2.13 Modification and Withdrawal of Bids

No bid shall be withdrawn during the bid validity period of 90 (Ninety) days. In case of withdrawal the entire EMD shall be forfeited.

### 2.14 Non-responsive Bids

A Bid may be construed as a non-responsive proposal and ineligible for consideration:

- If it does not comply with the requirements of this RFP
- If the Bid does not follow the format requested in this RFP or does not appear to address the particular requirement(s) of OSDA.

### 2.15 Language of Bids

Bids should be submitted only in English. If any supporting documents submitted are in any language other than English, then the translation of the same in English language (duly attested by the Bidder) should be submitted with the bid. The English translation shall be validated at OSDA's discretion.

### 2.16 Authentication of Bid

- The person/ official of the Bidder who signs the bid shall obtain an authority letter from the Bidder, which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by such authorized person.
- The Bidder should submit a Power of Attorney as per the format set forth in the RFP authorizing the signatory of the Bid to commit on behalf of the Bidder.

### 2.17 Acknowledgement of Understanding of Terms

By submitting a Bid, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

### 2.18 Evaluation Process

- a. OSDA is having Tender Committee (TC) to evaluate the responses of the bidders.
- b. The TC constituted by OSDA shall evaluate the responses to the RFP and all supporting documents. Inability to submit requisite supporting documents, may lead to rejection.
- c. The decision of the TC in the evaluation of responses to the RFP shall be final. No correspondence shall be entertained in this regard.
- d. The TC may seek clarifications from any Bidder w.r.t. its proposal and may visit the Bidder's client site to validate the credential/ citations claimed by such Bidder.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f. The bid shall be evaluated as – **Least Cost Based Selection (LCBS)** after securing 70 marks from technical proposal.

## 2.19 Pre-Qualification Criteria

The Bidder should be fulfilling the following minimum eligibility criteria and must also submit documentary evidence in support of fulfilment of these criteria while submitting the Bid. Claim without documentary evidence will not be considered. The eligibility criteria and documentary evidence required are as follows:

Sr. No	Pre-Qualification Criteria	Document Required to be submitted by bidder
a.	The Agency may be a Registered Company/Firm of Individuals/ Partnership Firm/Proprietorship firm/ Association of Persons and as such, the eligible entity must be registered under the Companies Act 1956 or the Partnership deed or the Limited Liability Partnership Act 2008.	Copies of <ul style="list-style-type: none"> <li>• Certificate of Incorporation</li> <li>• Memorandum of Association</li> <li>• Articles of Association</li> </ul>
b.	The Bidder should have valid PAN and GSTIN registration	<ul style="list-style-type: none"> <li>• Copy of PAN</li> <li>• Copy of GST registration certificate</li> </ul>
c.	The Bidder should not have been banned/blacklisted by OSDA or any government agency or any PSU as on the date of submission of Bid	Declaration to this effect, as per the format given
d.	Tender Processing Fee and Power of Attorney	<ul style="list-style-type: none"> <li>• Tender Cost through online</li> <li>• Power of Attorney copy</li> </ul>
e.	The Bidder should have an office in Odisha as on the date of submission of Bid	Relevant GST registration document and Sale Deed/ lease deed of property of office address in Odisha
f.	The Bidder should have been covered by the labour legislations, such as EPF, ESI and Contract Labour (R&A) Act.	Copy of valid EPF & ESI registration certificate and valid Labour License
g.	The Bidder whose Contract Agreement with OSDA had been terminated /failed to perform will not be eligible to participate in the bidding. Decision of OSDA in this regard is final & binding on all such entities	Self- Declaration letter by the bidder
h.	The Bidder must have experience of having successfully executed similar work during the last 5 (five) years ending FY 2020, which shall be either of the following:  a) The bidder should have satisfactorily executed TWO similar works each costing Rs. 40.00 lakhs	a) Relevant contracts or Work Orders or Agreement containing the scope of services, the value of the

Sr. No	Pre-Qualification Criteria	Document Required to be submitted by bidder
	<p>or more aggregating to Rs. 80.00 lakhs or more in any one financial year Current / last five years</p> <p><b>OR</b></p> <p>b) executed ONE similar work costing Rs. 80.00 lakhs of the estimated cost or more in any one financial year Current / last five years</p> <p>Completion certificate to be submitted by the bidder.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• <b>“Similar completed Services”</b> shall mean the Bidder should have successfully executed the work of providing comprehensive operation and maintenance of technical infrastructure to any Govt. entity</li> <li>• Applicable 5 (five) years shall be preceding five financial years excluding the financial year of floating of the Tender (i.e. FY 2015-16, FY 2016-17, FY 2017-18, FY 2018-19 and FY 2019-20)</li> </ul>	<p>contract or Work Order or Agreement; and</p> <p>b) Completion certificate from their clients/employers, regarding successful completion of the services.</p> <p>c) In case value of the contract is not mentioned in the contract or work order or agreement, then the value must be mentioned in the completion certificate issued by the client/employers</p>
i.	<p>The Bidder shall have at least 10 (Ten) years of experience in providing comprehensive operation and maintenance of technical infrastructure in State or Central Government organizations/ PSUs.</p>	<p>a) Relevant contracts or Work Orders or Agreement containing the scope of services, the value of the contract or Work Order or Agreement; and</p> <p>b) Completion certificate from their clients/employers, regarding successful completion of the services.</p>
j.	<p>Average financial turnover of the Bidder during the last 3 (three) financial years ending FY 2020 should be at least <b>INR 3 crore.</b></p>	<p>Copy of Audited Financial sheets for last 3 years and Annual Turnover format signed by Statutory Auditor/ Company CA firm (having FRN &amp; membership no.) and Authorised Signatory with Stamp</p>

## 2.20 Technical Evaluation Criteria

**RFP for Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance of World Skill Center, Bhubaneswar**

- i. The evaluation of Technical Proposals of only those Bidders who have qualified in the pre-qualification criteria will be carried out.
- ii. The Technical scoring shall be done based on the following:

Sr. No	Criteria	Basis of evaluation	Max marks	Supporting documents
01	Annual Average Turnover of the bidder from various types of Services in last 3 years ending FY 2020 (FY 2017-18, FY 2018-19 and FY 2019-20)	Average Annual Turnover of Rs. 3 Cr.= 10 Marks >Rs. 3 Cr. and < Rs. 4 Cr.= 15 Marks >Rs. 4 Cr. = 20 marks	20	Copy of Audited Financial Statements for last 3 years and Annual Turnover format signed by Statutory Auditor/ Company CA firm (having FRN & membership no.) and Authorized Signatory with Stamp
02	The Bidder should have successfully executed the work for providing comprehensive operation and maintenance of technical infrastructure to any Govt. entity in India of service value from Operation and Maintenance of technical infrastructure in <b>single work order</b> (without joint venture or consortium) of value Rs. 1 Crore for at least 2 years of service in last 10 years from date of submission of proposal.	One such experience certificate showing 2 years of service and work order value Rs. 1 Cr.= 10 Marks  <b>Maximum= 50 Marks</b>	50	Work order and Experience Certificate from Govt. entity in India showing service value and period of services provided
03	The Bidder should have an office in Odisha as on the date of submission of Bid	Office in Odisha= 10 marks  No office in Odisha= 0 Marks	10	Relevant GST registration document and Sale Deed/ lease deed of property of office address in Odisha
04	Technical Presentation to Tender Committee of OSDA  a) Company profile- <b>5 Marks</b>  b) Major O&M contracts undertaken having annual contract value greater than INR 1 Cr = <b>5 Marks</b>  c) Details of training infrastructure and facilities = <b>5 Marks</b>  d) Awards and certifications= <b>5 Marks</b>		20	PPT should not have more than 20 slides  Duration for individual bidder will be 15 minutes with Q&A.
		<b>Total Marks</b>	<b>100</b>	

Sr. No	Criteria	Basis of evaluation	Max marks	Supporting documents
	<b>Qualifying Score for Opening of Financial Proposal</b>		<b>70</b>	

## 2.21 Submission of Financial Bid

The bidder to quote percentage (%) of Management Charge/ Service Charge in the excel format of the Odisha tender portal as provided. The bidder to enter its organization name and % of management Fees/ Service Charges for **“Providing out sourced services of Skilled, Semi-Skilled & Un-Skilled Workers for Maintenance and House keeping service at World Skill Center”**

### Definition of Management Charge/ Service Charge:

Management charge / Service Charge quoted by the Bidder shall cover profit, insurance, Medical expenses, admin expenses, contingency, interest cost (if any), other service benefits of all employees.

## 2.22 Evaluation of Financial Proposal

- The financial bid of the technically qualified bidders to be opened in the presence of authorised representative of the bidders in a scheduled date and time, as informed through e-mail.
- The quote mentioned by the bidder in the financial bid shall be arranged in chronological manner having lowest quote for Total Cost as L1. Other bidders as L2...L3...L4 and So on.
- The bidder who has given least Total Cost, will be declared as successful bidder. Other bidder, as L2 shall kept as reserve till L1 bidder has not been executed contract with OSDA.
- If the financial quote, found same in % up to two decimal places for more than one bidder, then those bidders are to be kept in panel for further negotiation through sealed bid shall be conducted. In case, still the tie persists, then those bidders are to be kept in panel for assigning services, on part basis and for future requirement purpose too.

## 2.23 Negotiation

OSDA reserves the right to negotiate the price with the Preferred Bidder before issue of the LOA.

## 2.24 Letter of Acceptance (LOA)

The Preferred Bidder shall have to acknowledge and accept the LOA by returning a signed copy of the LOA within a period of 7 (Seven) days of issue thereof, along with submission of the Performance Security, failing which the issued LOA may be cancelled and EMD of the Preferred Bidder shall be forfeited by OSDA. In such a case, OSDA reserves the right to approach the technically qualified Bidder(s) who has submitted the next lowest Price Bid and ask such Bidder(s) to match the L1 price and on acceptance of the same, issue a fresh LOA to such Bidder and proceed with such Bidder.

## 2.25 Signing of Contract

OSDA shall notify the successful Bidder that its bid has been accepted. The successful Bidder shall enter into the contract with OSDA within the time frame mentioned in the LOA issued to the successful Bidder by OSDA.

## 2.26 Failure to Agree with the Terms & Conditions of the RFP / Contract

The failure of the successful Bidder to agree with the Terms & Conditions of the RFP/ Contract shall constitute sufficient grounds for the annulment of the award, in such an event OSDA may invite the next best bidder for negotiations or may call for fresh RFP. In such a case the entire Bid security submitted by the Successful Bidder shall be forfeited.

## 2.27 OSDA's Right to accept any Bid and to reject any or All Bids

OSDA reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for OSDA's action.

## 2.28 Performance Security

- a) Within Seven (7) days from the date of acceptance of LOA, the Successful Bidder shall at its expense submit a Demand Draft payable in favour of Odisha Skill Development Authority, Bhubaneswar for an amount of **3% of accepted contract value as per required manpower and including management fees** to OSDA which shall be valid for the entire duration of the contract period plus 90 days.
- b) The Performance Security shall be from a Nationalized Bank or a Scheduled Commercial Bank in the format prescribed in the RFP, payable on demand, for the due performance and fulfilment of the contract by the successful bidder.
- c) All charges whatsoever such as premium; commission etc. with respect to the Performance Security shall be borne by the successful Bidder.
- d) The Performance Security may be returned by OSDA upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Security.
- e) In case the Project is extended after the Project schedule as mentioned in the RFP, the Performance Security shall be retained for the extended period.
- f) In the event of the successful Bidder being unable to service the contract for whatever reason OSDA would forfeit the Performance Security. Notwithstanding and without prejudice to any rights whatsoever of OSDA under the contract, the proceeds of the Performance Security shall be payable to OSDA as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the Contract. OSDA shall notify the successful Bidder in writing of the exercise of its right to receive such compensation within 14 (fourteen) days, indicating the contractual obligation(s) for which the Bidder is in default.
- g) OSDA shall also be entitled to make recoveries from the Bidder's bills, Performance Security, or from any other amount due to it, for any wrong payment made to the Bidder due to inadvertence, error, collusion, misconstruction or misstatement.

- h) On satisfactory performance of the obligations under the Contract, a Contract Completion Certificate shall be issued by OSDA and the Performance Security would be returned to the Successful Bidder.

## 2.29 Liquidated Damages / Penalty Clause

### A. In case of any loss/theft

In case of any loss/theft, Maintenance/ Administrative Head of WSC will consider the circumstances leading to the loss/theft and submit a report to the CEO, OSDA and for fixing responsibility and if the responsibility is fixed upon the Service provider, the Service provider shall make good the loss within the period specified by OSDA or else deduction of the cost shall be made from the following monthly/ Quarterly invoice

### B. Liquidated Damages / Penalty Clause in case of lapses in duty and breach of contract

- a) For any breach of contract, the Maintenance/ Administrative Head of WSC on behalf of the OSDA, shall be entitled to impose a penalty to the extent of **INR 10,000/-** on the first instance upon the Service provider in the event of breach, violation or contravention of any of the terms and conditions contained herein after bringing it to the notice of the CEO, OSDA and obtaining his approval.
- b) If the lapse is repeated, the extent of penalty will be doubled on each such occasion. However, the Service provider can appeal for waiver of penalty to CEO, OSDA who is the final authority for taking decision in this respect. The decision of the OSDA in this regard shall be final and binding upon the Service provider. Some of the instances, in which penalty shall be imposed, are enumerated below. The list is illustrative and non-exhaustive.
- i. If the personnel are not found in proper uniform and displaying Photo Identity Card/ nameplate.
  - ii. If the personnel are found indulging in smoking/drinking/sleeping during duty hours.
  - iii. If the personnel are found performing double Duty within 24 hours without prior approval.
  - iv. If the behaviour of the personnel is found to be discourteous/disrespectful.
  - v. If any personnel found performing duty, submitting a fake name and address.
  - vi. If any personnel are found on duty other than those mentioned in the approved list supplied by the Service provider to the Maintenance/ Administrative Head of WSC.
  - vii. If personnel are found indulging in unlawful activities.
  - viii. If any person is found occupying space or keeping their belongings on passages (both sides) of office premises.



- ix. If a person/hawker is found occupying space in front of office premises or on both sides of passageway on working days/ Saturdays/ Sundays.

Moreover, penalty shall be imposed on the Service provider in case of the below deviations:

- i. ESI and EPF contribution not being deposited regularly by service provider to statutory authorities
  - ii. EPF amount deducted from wages of O&M skilled and un-skilled personnel and deposited less in the account
  - iii. Wages are not paid in time to workman/manpower
  - iv. Salary Slip not issued to the O&M skilled and un-skilled personnel deployed by the service provider
  - v. Payment to guards are made in Cash or by Cheque
- c) Violation of any of the terms and conditions of the contract shall lead to deduction from the total amount of invoice for the month. Such deductions, however, **shall be limited to a maximum of 10% of the total amount of invoice for the month subjected to maximum 10% of the contract value for the entire period of contract.** When the maximum limit of deduction is reached, OSDA at its discretion, may also terminate the contract, by issuing a notice 30 days prior to such termination.

### **C. In the event of delay in manpower deployment**

- a) In the event that required manpower (or part thereof) is not deployed within the timeframe of **2 week's duration** from the date of intimation, the OSDA, at its discretion can terminate the contract, alongside forfeiture of the Service Provider's Security Deposit & Performance Security.
- b) Liquidated damages/Penalty shall be levied with applicable GST. Invoice for such damages/penalty recovered shall be issued by OSDA.

### 3. Scope of Work (Terms of Reference)

The Service Provider shall provide Operation and Maintenance and House keeping services in WSC . The service provider shall deploy the following personnel's at WSC;

- Skilled
- Semi-skilled
- Un-skilled

The detailed scope of services of other components of the building that the firm would be contractually obliged to deliver has been detailed as per the following.

Location / Areas	Desired Services
<b>A-SOFT SERVICE</b>	
<b>Housekeeping.</b> Entrance & Corridors, external features, fire exits and stairwells, Basement, D.G. Room, Pump House, security Room, Parking Area, Roof & terrace, Cable trenches & Catchments drains, Pest Control etc.	<ul style="list-style-type: none"> <li>• Thoroughly clean glass or other doors, surrounding areas, window ledges, partitions, visible glass and approaches.</li> <li>• Thoroughly clean all landings, ramps, stairwells, fire exits, steps, entrances, porches, porticos, balconies, external light fittings etc.</li> <li>• Wipe all ledges and surfaces with a natural detergent and cloth, spot clean and remove all obvious stains. All should be free from dust and stains.</li> <li>• Spot clean glass.</li> <li>• Cleaning of pavements entire premises maintain a dust free environment.</li> <li>• Sweeping clean of debris from walkways and drive ways &amp; terrace &amp; hose clean them during appropriate climate condition.</li> <li>• This service is effective against cockroaches, silverfish, crickets, Rats etc. The treatment comprises of thorough monthly insecticide sprays of entire premises. The chemical in use will have knock down effect to kill pest instantly and residual action to take care of the premises during the intervening period. While spraying, our operator shall pay special attention in all nooks and corners and other vulnerable places harboring insect pests.</li> <li>• All the staircases from the Ground floor to the terrace.</li> <li>• The terraces at all levels.</li> <li>• Entrance lobby in each wing.</li> <li>• Parking at ground floor level.</li> <li>• Compound area of the building.</li> <li>• Service Ducts &amp; Common toilets.</li> <li>• Elevators &amp; Machine rooms.</li> <li>• Watchmen rooms, Meter rooms, Pump rooms and any rooms which may not have been mentioned here specifically but nevertheless is accessible in the building and is under the control of the Owner. In the above description the term common area would necessarily mean any area in the building that has not been leased out but excludes carpet area on all floors.</li> <li>• The house-keeping service to be provided in the building will include maintenance by keeping the entire areas mentioned above in totally clean, dust free and hygienic conditions. Particular care shall be taken to ensure that all floor, walls, ceilings, windows, doors, and other areas are maintained in hygienic &amp; immaculately clean condition.</li> <li>• Cleaning Service areas (as required vacuum cleaning) of all floors, walls &amp;</li> </ul>

	<p>ceilings minimum twice a day.</p> <ul style="list-style-type: none"> <li>• Scrubbing &amp; wet mopping of hard finished floors &amp; walls to remove dust, stains and any kind of dirt and to maintain these in highly polished condition as original.</li> <li>• Cleaning &amp; scrubbing of all joints in flooring &amp; walls (where applicable) to ensure that no dirt &amp; dust deposit in the same.</li> <li>• To sweep all floors, terraces, walls &amp; ceilings to remove all dust, garbage.</li> <li>• To dispose off the garbage collected to municipal garbage collection place within the complex (Once a day).</li> <li>• To clean lifts internal areas and common toilets daily.</li> <li>• To clean lifts and common toilet areas.</li> <li>• Sweeping all the floor areas, including damp mopping of areas such as tiles, staircases elevator floors, sidewalls &amp; entrance areas. Floors shall be free of dirt, mud, footprints, liquid spills &amp; other debris. During inclement weather conditions the frequency may be higher than once per day. When completed the floors shall have a uniform appearance with no streaks, smears, swirl marks, detergents, residues or any evidence of remaining dirt of standing water. After sweeping all the tiles floors, area must be scrubbed clean.</li> <li>• Through cleaning of toilets at scheduled intervals with suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.</li> <li>• Clearing of glasses at entrance doors and windows of common areas with window squeeze and applicators.</li> <li>• Removal of any grease marks or finger prints from the walls, doors, doorframes, windows and window frames and security booths, glass counters and partitions. The cleaning shall be done using approved all-purpose cleaner and lint free cloth or paper towels.</li> <li>• Removal of Trash or Garbage to the designated areas in the complex. This shall further be moved to main dump pits in the complex, keep dump area reasonably in a clean condition.</li> <li>• Sweeping of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.</li> <li>• All dustbins from the office areas must be scrub cleaned.</li> <li>• Dusting windowsills from common areas of the floor exits.</li> <li>• Mechanical sweeping equipment shall be used for sweeping of compounds daily.</li> <li>• Wet Floor scrubbing machine for granite / marble floors in the internal lobbies should be used weekly.</li> <li>• Jet pressure machine for cleaning of the compounds/car parks shall be used weekly.</li> <li>• Mechanical sweeping equipment shall be used for sweeping of compounds daily.</li> </ul>
<p><b>(A) (iv).</b> Toilets and bathroom fixtures (Both Lobby &amp; Service Area)</p>	<ul style="list-style-type: none"> <li>• Thoroughly clean all basins, toilets, fittings and all vertical, horizontal surfaces with an approved detergent.</li> <li>• Clean thoroughly the inside of the toilet bowl. Clean the toilet seat, cistern and under the toilet bowl.</li> <li>• Mop floor with neutral detergent.</li> <li>• Clean and wash all mirrors.</li> <li>• Scrub toilet floor (Machine scrub or manually).</li> <li>• Wash all tiled surfaces.</li> <li>• Wipe surfaces with cloth having appropriate cleaning characteristics.</li> <li>• Thoroughly clean exhaust fans and vents.</li> </ul>

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	<ul style="list-style-type: none"> <li>Spot clean and hot rinse showers.</li> <li>Thoroughly clean showers and bathroom fixture including commodes.</li> <li>Replace naphthalene balls/urinal cubes.</li> <li>Remove all wetness on floor and slabs.</li> <li>Check for odour quality.</li> <li>Use air-fresheners and deodorizers.</li> <li>Paper bins would be cleaned and sanitized.</li> <li>All washroom dustbins would be thoroughly cleaned and sanitized.</li> <li>Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.</li> </ul>
Fixtures, fittings and furniture (all areas including offices)	<ul style="list-style-type: none"> <li>Wipe with neutral detergent cloth and spot clean.</li> </ul>
Low level surfaces	<ul style="list-style-type: none"> <li>Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains.</li> </ul>
High level surfaces	<ul style="list-style-type: none"> <li>Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains.</li> <li>Remove cobwebs as they appear.</li> </ul>
Ceiling	<ul style="list-style-type: none"> <li>Remove cobwebs as they appear.</li> </ul>
Walls, skirting.	<ul style="list-style-type: none"> <li>Wash with a neutral detergent.</li> </ul>
Hard Floors.	<ul style="list-style-type: none"> <li>Thoroughly sweep with a dust mop.</li> <li>Wet mop with a neutral detergent, removing all marks, stains.</li> <li>Buff with a polisher.</li> <li>Vacuum sliding door tracks. Thoroughly vacuum with a filtered machine, details corners, edges and sliding door tracks.</li> <li>Spot vacuum, remove stains, spillages etc.</li> <li>Any chair, trash receptacles, and easily moveable</li> <li>Items, shall be moved to vacuum underneath, and then replaced in the original position.</li> </ul>
Raw water tank	<ul style="list-style-type: none"> <li>Tank to be cleaned in regular frequency as per directed by Engineer-in-charge</li> </ul> <p><b>Procedure</b></p> <ul style="list-style-type: none"> <li>The area surrounding the tank and top of the tank is cleaned</li> <li>Tools used in tank cleaning process are disinfected</li> <li>Water and sludge is drained out from the tank using a sludge pump</li> <li>Manual scrubbing of the tank is done to remove the dirt, sediments, fungus &amp; stains</li> <li>Walls, ceiling and floor of the tank is washed using a high pressure jet</li> <li>Tank is filled with water that is made to run through the taps to disinfect the water pipes</li> <li>Water from the tank is drained through the taps and tank is left empty for drying</li> <li>Tank is clean and ready to be filled with water for domestic use</li> </ul>
General Pest Control Services.	<ul style="list-style-type: none"> <li>Service Provider also should make sure all products are properly labeled and contain appropriate warnings about hazards, use and handling as well as what to do in an emergency. If pest controls require hazardous chemicals, other solutions can be considered, such as ultrasonic devices that repel rodents and require no chemicals, and continuously upgrade the program to more environmentally safe methods.</li> <li>common pests include ants, bees, birds, cats, crickets, flies, ground</li> </ul>

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	<p>squirrels, mice, mosquitoes, pill bugs, rats, silverfish, spiders, stored-product pests, termites, wasps etc.</p> <ul style="list-style-type: none"> <li>• Toilet areas / shafts</li> <li>• Common areas</li> <li>• Planned site assessments are undertaken at the frequency and time agreed with the Client</li> <li>• Pest deterrents and capture and disposal methods are efficient and humane</li> <li>• Safety requirements and procedures relating to the use of pest control chemicals are clearly complied</li> </ul>
<p><b>B (i)</b> Standby DG, DG sets Associated panel boards &amp; HSD Storage Facilities.</p>	<p>DG sets as mentioned above to start and stop as per the requirement or Schedules that will be given to you by the maintenance in charge of OSDA Towers, Bhubaneswar.</p> <ul style="list-style-type: none"> <li>• Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported / rectified within a reasonable time period and help support OEM engineer for rectification work if required.</li> <li>• To coordinate with the external and internal customer to facilitate smooth functioning of the DG Sets.</li> <li>• To carry out day to day maintenance work as per activity chart that shall be formatted by you and got approved by the Maintenance in charge of OSDA Towers, Bhubaneswar, which shall cover the following: <ul style="list-style-type: none"> <li>• Battery check for electrolyte level.</li> <li>• Specific gravity checks.</li> <li>• Oil level and temperature check.</li> <li>• Fuel Leak.</li> <li>• Cooling Hose check.</li> <li>• Oil pressure check.</li> <li>• Voltage and current check in each phase.</li> <li>• Engine run hour and RPM.</li> <li>• KWH generated.</li> </ul> </li> <li>• Checking general functioning of all gadgets observe noise and vibration levels.</li> <li>• Regular visual inspection of all mechanical drives.</li> <li>• Log all running parameters once every hour. If required for any interval as per direction of In-charge of OSDA Towers, Bhubaneswar.</li> <li>• Prepare log sheets for routine maintenance as per O&amp;M manuals of all equipment and ensure that the instruction of O&amp;M manuals is strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.</li> <li>• Prepare inventory of spares and ensure that critical spares are always available.</li> <li>• To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&amp;M Manual.</li> <li>• To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis.</li> <li>• To ensure that minimum one day fuel for continuous running of all DG's is always available and keep record of diesel/oil consumption and maintain the record.</li> <li>• To keep records of diesel receipts and consumption and submit daily report to In-charge of OSDA Towers, Bhubaneswar.</li> </ul>
<p><b>(B) (ii).</b> Water Pumps</p>	<ul style="list-style-type: none"> <li>• Maintenance of the automatic panels of the system.</li> <li>• Regular routine maintenance of the pumps and associated equipment, pressure gauges etc.</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordination with the OEM as and when required ensuring trouble free and smoothing operations and no disruption in water supply to the clients.</li> <li>• Logging of all maintenance data in the approved formats.</li> <li>• Ensuring that the equipment is functioning as per the design parameters.</li> <li>• Prepare log sheets for routine maintenance as per O&amp;M manuals of all equipment and ensure that the instruction of O&amp;M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.</li> <li>• Prepare inventory of spares and ensure that critical spares are always available.</li> <li>• To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&amp;M Manual.</li> <li>• To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis.</li> </ul>
<p><b>(B) (iii).</b> HVAC, Air conditioning &amp; its accessories &amp; AHU'S.</p>	<ul style="list-style-type: none"> <li>• Operation of A/C as per the schedule time.</li> <li>• Thoroughly wipe with an appropriate detergent and cloth and keep also free from dust, also wipe area surrounding the AHU vent.</li> <li>• Operation of all AHU &amp; attending the complaint of AC.</li> <li>• Record of room temperature in every module in every day &amp; maintaining the register on it.</li> <li>• Follow-up for the AMC of Air-condition equipment with appropriate agency &amp; coordination with AMC agency for trouble free operation.</li> <li>• Air conditioning system under O&amp; M to start and stop as per requirement or schedules that will be given to you by the Maintenance in charge of OSDA Towers, Bhubaneswar.</li> <li>• Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported/rectified within a reasonable time period and help support OEM engineer for rectification work if required.</li> <li>• Facility Manager / Supervisor shall generate daily weekly and monthly reports covering the energy consumption, daily service requests, faults attended, routine and break down maintenance.</li> <li>• Regular visual inspection of all mechanical drives.</li> <li>• Log all air conditioning parameters every hour.</li> <li>• Check all the air-conditioning equipment for any sign of external leaks, check and prevent leaks from glands, valves and pipelines and stop the same immediately.</li> <li>• Check clean and maintain pumps including oiling greasing and gland packing as per requirement and clean all filters once in a week.</li> <li>• Check and record all electrical parameters viz voltage, current, frequency, power factor, KWH on all panels in your scope.</li> <li>• To keep record of energy consumption and prepare record of clients energy consumption.</li> <li>• Prepare log sheets for routine maintenance as per O&amp;M manuals of all equipment and ensure that the instruction of O&amp;M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.</li> <li>• Prepare inventory of spares and ensure that critical spares are always available.</li> <li>• To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&amp;M Manual.</li> <li>• To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time</li> </ul>

	equalization basis.
<b>(B) (iv).</b> Water Management, Plumbing and Sewerage System	<ul style="list-style-type: none"> <li>• Thoroughly clean all overhead and underground water storage tanks periodically.</li> <li>• Water management, operational records, inflow and outflow control.</li> <li>• Regular checking and repairs of all sanitary fixtures and supply lines.</li> <li>• Checkup of all valves, taps, floats and other plumbing and sanitary fittings free from leakage.</li> </ul>
<b>(B) (v).</b> Lifts (Vertical Movement), Operation and Upkeep of Lifts.	<ul style="list-style-type: none"> <li>• Providing undisturbed services of capsule lift &amp; service lift for tenants.</li> <li>• Lift attendant shall look after operations of lifts without any interruption.</li> <li>• Follow up for the AMC of lift with appropriate agency (after maintenance warranty period &amp; coordination with AMC agency for trouble free operation.</li> <li>• Thorough cleaning and upkeep of the lift on regular intervals in a day.</li> <li>• Cleaning of glass, sensors bottom channels for any trouble &amp; lights, fans inside the lift car.</li> </ul>
<b>(B) (vi).</b> Electrical Works – Minor Repair & Checkup, Electrical Systems (HT & LT), Electrical fixtures and appliances	<ul style="list-style-type: none"> <li>• Daily operation of all electrical power system- incoming and outgoing and DG sets.</li> <li>• Minor maintenance and replacing fuse, tube lights, bulbs, minor wiring etc.</li> <li>• Switching on pumps for filling water to tanks.</li> <li>• Attending to power breakdowns in case of internal faults.</li> <li>• Providing electricians for preventive maintenance of power panels, maintenance of all accessories, light fixtures, power points, replacement of spares, attending DG periodic checking of electric fittings, replacement of batteries &amp; coordinating with AMC for servicing of mechanical &amp; electrical equipment.</li> <li>• Follow-up for the AMC of D.G. sets &amp; Panels with appropriate agency &amp; coordination with AMC agency for trouble free operation.</li> <li>• All facilities /functions to start or stop as per the requirements or as directed by the Maintenance in charge .</li> <li>• Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported / rectified within a reasonable time period and help support OEM engineer for rectification work if required.</li> <li>• Regular checking of all the electrical panels and distribution boards.</li> <li>• Hourly logging of all parameters like meter readings, power factor, power consumption etc. and highlight discrepancies or variances.</li> <li>• Clean all panels, switchgears controls etc on regular basis.</li> <li>• Daily check of all light fixtures, points , bulbs and power sockets wiring and changing defective ones within the premises under maintenance.</li> <li>• Check earth pit resistance and watering earth pit.</li> <li>• Check and all the switches on standby equipment and ensure that all are in operating condition.</li> <li>• Inspect and clean contacts if necessary &amp; check connections of Motors/switchboards/equipment etc. on routine basis.</li> <li>• Check correct operations of all safety circuits and equipment.</li> <li>• To attend all service calls and breakdowns within the minimum possible time period.</li> <li>• To carry out preventive maintenance to ensure minimum breakdowns.</li> <li>• Prepare log sheets for routine maintenance as per O&amp;M manuals of all equipment and ensure that the instruction of O&amp;M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.</li> <li>• Prepare inventory of spares and ensure that critical spares are always</li> </ul>

	<p>available.</p> <ul style="list-style-type: none"> <li>• To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&amp;M Manual.</li> <li>• To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis.</li> <li>• To keep day to day reading of all meter readings including energy meter readings and prepare client wise monthly report stating energy consumption.</li> <li>• Thoroughly clean all electrical fixtures and appliances including fountains and insect killing devices.</li> <li>• Periodically clean all motor vents, etc.</li> </ul>
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**Maintenance for technical services (Plumbing, Electrical, Mechanical and other miscellaneous work)**

**PLUMBING & SANITARY**

- The agency will be responsible for undertaking all types of repairs/replacement pertaining to plumbing / sanitary work in OSDA Towers.
- The scope of services will also include periodical cleaning and clearing of existing water supply lines, sewerage disposal system (including underground Sewerage Pipes and Inspection chambers within the WSC) from time to time or as and when considered necessary.
- The agency will carry out periodical cleaning of water storage tanks on quarterly basis (minimum) or as directed by Maintenance-in-charge, WSC and keep all the water tanks in hygienic conditions within the scope of this maintenance contract without extra cost. and proper record is required to be maintained.
- The contractor will arrange cleaning of the main underground water storage tanks once in 6 months through specialized agency including UV and disinfection treatment within the scope of this maintenance contract without extra cost. and proper record is required to be maintained.
- The services of a skilled plumber (and helper as and when required) should be available at site from 8 a.m. in the morning to 8 p.m. daily.
- The contractor will be responsible to arrange for all types of tools required for the purpose at their cost.
- The contractor will have to arrange for digging and refilling of trenches if required so at any place including masonry work etc.
- The necessary materials viz. Plumbing Pipes and fittings, Spindle, CP fittings, Stone Ware Pipes, CI/PVC Drainage Pipes with fittings of approved quality required for day to day maintenance / repairs / replacement will be arranged by the contractor and on the prevailing market rates for which OSDA will reimburse the bills on actual basis.
- The agency will ensure upkeep of various fittings and fixtures to ensure the same in perfect working conditions and material used for repair should be of matching standard. In case of contractor's failure in doing so, OSDA will be at liberty to recover the cost of such costly fittings from agency or will get the same replaced at their risk and cost which please note.



- In case of water supply failure from P.H.E.O. the same should be restored at the earliest in co-ordination with the P.H.E.O. officials. In case of emergency, due to non-availability of water supply due to the reasons beyond control, agency will arrange for supply of water tankers after seeking permission from the OSDA's authorities and cost thereof shall be reimbursed by OSDA as per prevailing market rates.
- It shall be responsibility of agency to execute the work of maintenance and repairs including replacement of sanitary and plumbing fittings at all levels and heights of the buildings for which necessary Jhoola, Safety belt, Scaffolding, Helmets etc. will be arranged by the agency at their cost.

#### **Other terms O&M of Plumbing, Electrical and Mechanical works:**

- The spare parts used for replacement shall be procured by OSDA from the authorized dealer/service center of same make/quality as installed in DG set with warranty or guarantee as per manufacturer. The original bills/vouchers of purchase of spare parts are to be attached with the quarterly payment claims as a proof of its genuinity, in case the same is procured by the O&M service provider.
- The O&M agency shall maintain services logbook/file containing copy of the cards duly signed by the users and countersigned by Maintenance In-charge, WSC.
- In case of continued non-performance and inability to meet service requirements, OSDA shall reserve the right to terminate the contract after giving 15 days' notice in writing.
- No advance payment will be made in any case. The bills would be submitted after completion of each quarter.

Ordinarily a complaint must be attended within 4 hours whenever no change of part is involved, however, in case of requirement of change of spare part, the complaint may be attended within 48 hours of its receipt.

Thereafter, under both the cases the delay in attending complaint shall attract a levy of compensation at the rate of Rs. 5,000/- per day & per purifier subject to a maximum of Rs. 10,000/- against the complaint. Thus after 5 days OSDA shall have the right to get the complaint rectified on his own through any other agency and the amount shall be recovered from the concerned agency.

#### **Terms and Mode of Payment**

- The Service Provider shall be paid for each category of personnel and other manpower supplied as per deployment chart plus quoted / negotiated Service charges.
- Basic wages indicated above are as per rates effective w.e.f. 01.04.2020 or any date notified by Labour Department, Govt. of Odisha.
- In addition to the above, GST will be charged on gross monthly billing as per the provisions applicable of GST Act.
- The service provider shall submit bills for payment due to him at the end of each Month in original to Maintenance/ Administrative Head of WSC and mark copy to CEO, OSDA).

Maintenance/ Administrative Head of WSC to ensure that bill submitted by the service provide to be cleared by OSDA within 60 days of raising invoice.

- Payment shall be made in Indian Rupees subject to recoveries, if any, by way of liquidated damages or any other charges as per terms and conditions of contract.
- An abstract sheet of service supplied by him to the Building Premises during the month. The abstract sheet should be prepared by him in format of OSDA/ OSDA services Register. The abstract sheet shall be checked and verified by the appropriate authority of OSDA. After verification, such authorities shall sign/ countersign on the abstract sheet and on the bill submitted by the contractor/agency with certificate that the services provided for the Operation & maintenance of infrastructure has been duly rendered satisfactorily by the contractor/agency for the period claimed in the bill.
- The attendance sheet of services staff deployed by the contractor/agency, duly authenticated daily by his designated staff and countersigned by appropriate authority of OSDA. No payment shall be made for absentee employees.
- Self -declaration, **“We are complying with all statutory Labour laws in vogue and as amended up to date, including the Minimum Wages Act”**.
- Goods and Service Tax deposit challan for tax claimed in preceding month’s contractor / agency’s bill.
- The service provider shall be absolutely and exclusively responsible for the payment of salary for the staff deployed in WSC on or before the 7<sup>th</sup> of each succeeding month to protect the interest of these staff and to ensure smooth running of operation and maintenance services in WSC, irrespective of whether or not he may be able to raise the bills or receive payments from OSDA by that time. Payment shall be released to the contractor/agency after deduction of Income Tax deductible at source and other statutory deductions.

#### TERMINATION OF CONTRACT

- a) If the services provided by service provider are not found satisfactory they will be issued three months’ notice for improvement by OSDA. If satisfactory improvement is not found even after this notice, a final one months’ notice will be issued to the contractor by the authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
- b) In case the service provider is required to (or decide otherwise) to discontinue the contract, he/she should give at least three months’ notice to OSDA and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- c) In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving three-month notice.

- d) The OSDA in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
- e) In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.

#### Contract period

- a) The selected service provider shall carry out the Scope of Work as per RFP for a total period of 3 (three) years ("Contract Period") which may be extended by another 1 (one) year on year to year basis at the sole discretion of OSDA, subject to annual assessment of the performance.
- b) The Contract Period shall commence from the date of signing of the Agreement/ Acceptance of LOI as approved by CEO, OSDA.
- c) OSDA shall review the operational performance of the selected Service Provider after 12 months of each Contractual Year (which shall be 12 calendar months calculated from the Commencement Date). On satisfactory result of such review, OSDA will issue a letter to the service provider for continuing the work for the subsequent Contractual Year. If the performance of the service provider is determined to be unsatisfactory by OSDA, the Agreement may be terminated prematurely at the end of the Contractual Year for which performance of the service provider is reviewed.
- d) If the selected service provider declines to undertake the work for subsequent year, the Performance Security shall be forfeited. In such case the OSDA will be free to award the balance tendered work to other service providers at L-1/ negotiated price (Service charges).
- e) At any point of time or at the end of any year, OSDA can close / rescind the awarded work without any risk and responsibility in case it is observed that work performance is poor or not in the interest of OSDA.

#### Price Revision

There shall be no revision on the final quoted / negotiated service charge provided by the service provider for 3 years of the contract period.

RFP for Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance of World Skill Center, Bhubaneswar

Proposed Deployment Chart (Considering the scope from Ground Floor to Ninth Floor)

Sr. No	Category of Staff	Morning Shift	General Shift	Afternoon Shift	Nigh Shift	Total(in Nos.)
		0600-1400	0900-1700	1400-2200	2200-0600	
<b>A</b>	<b>Housekeeping Services</b>					
1	Housekeeping Supervisor (S)	2		1		3
2	Housekeepers(US)	18		6		24
<b>B</b>	<b>Technical Services</b>					
3	Electrician (S)		1			1
4	Plumber(S)		1			1
5	AC technician		1			1
	<b>Total</b>	<b>22</b>	<b>3</b>	<b>6</b>		<b>30</b>

S. no.	Category of labour	Unit	Quantity	Rate/day /each(in Rs.) including all taxes	Amount/day	Amount/ month	Amount/ year	Amount (for 3 years)
1	Labour / sweeper (Un-skilled)	nos.	24	355.73	8,537.52	256125.6	3073507.2	9220521.6
2	Labour (semi-skilled)	nos.	0	402.64	0	0	0	0
3	Supervisor/ Plumber/Technician (skilled)	nos.	6	461.26	2,767.56	83026.8	996321.6	2988964.8
	<b>Total</b>				<b>11,305.08</b>	<b>339,152.40</b>	<b>4,069,828.80</b>	<b>12,209,486.40</b>

Note : If the scope increases to more no of floors, it will be intimated in advance and accordingly manpower may be deployed.

## Appendix-I (Technical Proposal)

Form 1

Technical Proposal letter

[Letter Head of the bidder]

To,

The CEO, OSDA,

Niyojan Bhavan,

Kharvel Nagar, Bhubaneswar

Sub: **Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance Service at World Skill Center**

Ref: RFP No.OSDA/WSC/2021-22/

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit a Pre-qualification requirements proposal in response to the RFP for **“Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance Service at World Skill Center”**

I attach hereto the response as required by the RFP, which constitutes our proposal.

I confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to client is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its empanelment process. Our proposal will be remaining valid for a period of 90 days.

I fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project,

if selected to do so, for undertaking the assignment. I agree for unconditional acceptance of all the terms and conditions set out in the RFP document.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and address of the bidder: \_\_\_\_\_

Form 2

Applicant's Details

[Bidder's letter head]

Sr. No	Description	Full Details
01	<b>Name of bidder</b>	
02	<b>Permanent Address</b> Tel: Fax: Email id:	
03	<b>Name of the authorized person signing and submitting the bid on the behalf of bidder:</b> Mobile No: Email Id:	
04	<b>Registration/Incorporation Details of the bidder</b> Registration No: Registration Date & Year:	
05	<b>RFP Processing Fee and EMD Details</b> Amount: Date: Name of the Bank:	
06	PAN Number	
07	GSTIN Number	
08	Details of the Organizational Capability	(Please attached a separate sheet describing the manpower and infrastructure details available with the bidder)

**Sign and Seal of the Authorized Representative:**

**Date and Place:**

Form 3

[Power of Attorney of Authorized Signatory by the Applicant]



Form 4

[Annual Turnover Format]

**(FINANCIAL DETAILS OF THE ORGANIZATION)**

<b>FINANCIAL INFORMATION</b>	<b>FY 2017-18</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>Average Annual Turnover in Cr.</b>
Financial Turn-over in Cr.				

**Mandatory Supporting Documents:**

Auditor Certified financial statements for the Last three financial years; 2017-18, 2018-19 and 2019-20

The above information has to be jointly certified and sealed by the company auditor/ Statutory Auditor/ Company CA (CA firm Membership number and Firm Registration Number are mandatory to be mentioned) and the authorized representative of the bidder and to be furnished in original along with the RFP, failing which the proposal will be out rightly rejected.

**Sign and Seal of the company auditor/ Statutory Auditor/ Company CA**



Form 6

[Abstract of Project Experience as required in Pre-Qualification Criteria]

S No	Item	Details	Attachment Ref. Number
1	Name of the Project		
2	Date of Work Order/ Contract Agreement		
3	Client Details		
4	Date of commencement		
5	Date of Actual Start of work/ Handing over of site		
6	Scope of Work (text and site photos/ graphics etc.)		
7	Contract Value as per work order/ contract agreement		
8	Stipulated Completion Date		
9	Actual Completion Date		
10	Fees received from Client		
11	Contact person of Client for verification		
12	Experience Certificate to be attached (YES/NO)		

Form 7

[Abstract of Project Experience as required in Technical Score Distribution]

S No	Item	Details	Attachment Ref. Number
1	Name of the Project		
2	Date of Work Order/ Contract Agreement		
3	Client Details		
4	Date of commencement		
5	Date of Actual Start of work/ Handing over of site		
6	Scope of Work (text and site photos/ graphics etc.)		
7	Contract Value as per work order/ contract agreement		
8	Stipulated Completion Date		
9	Actual Completion Date		
10	Fees received from Client		
11	Contact person of Client for verification		
12	Experience Certificate to be attached (YES/NO)		

## Appendix-II (Financial Proposal)

**Form-1: Covering letter for Financial Proposal**

**(To be submitted on the Letter head of the Bidder)**

Date: (dd/mm/yyyy) --/--/----

To  
CEO, OSDA  
Niyojan Bhavan  
Kharvel Nagar, Bhubaneswar  
Odisha

Sub: Bid for **“Providing out sourced services of Skilled, Semi-skilled & Un-skilled workers for housekeeping & Maintenance of Service at World Skill Center”**

**RFP Reference No:**

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the bidding document, I/ we, the undersigned, offer to supply/ work as mentioned in the scope of the work, Bill of Material, Technical Specifications, Service Level Standards & in conformity with the said bidding document for the same.

1. I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price is inclusive of all costs likely to be incurred for executing this work. The prices are inclusive of govt. taxes/duties, **EXCEPT Goods and Services Tax (GST)**, as mentioned in the financial bid (BoQ).
2. I/We undertake to successfully operationalize as per scope of work mentioned in the RFP document.
3. I/ We have examined and have no reservations to the Bidding Documents, including any corrigendum/addendums issued by OSDA;
4. I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee as prescribed in the RFP.
5. I / We agree to abide by this bid for a period of 90 days from the date of bid submission and it shall remain binding upon us and be accepted at any time before the expiry of that period.
6. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
7. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive. We agree to all the terms & conditions as mentioned in the RFP document and submit that we have not submitted any deviations in this regard.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP document.

Date:

Place:

Yours faithfully,

(Signature of the Authorized signatory)

(Name and designation of the of the Authorized signatory)

(Name and seal of Bidder)

Form-2: Financial Proposal

**Name of work: “Request for Proposal (RFP) for Providing Comprehensive Operation & Maintenance Services at WSC building, Bhubaneswar”**

[Directions to bidders for quoting prices online: Please consider only the following columns in BOQ and quote your all-inclusive price (excluding GST) for supply of one unit of service you intend to bid. GST shall be paid for as applicable for F1. Minimum wages etc. as per the relevant statutes in vogue shall be paid for by OSDA, Odisha as revised from time to time by the Government of Odisha. **Operation and Maintenance Services**

SI no	Schedule of Prices / Fees to be paid to Service Provider	Unit	Quantity	Rate in Rs.	Amount in Rs.	
					In Fig	In words
1	<b>Monthly Staff Payment towards Salaries / Wages (as per deployment chart)</b> <b>(43 nos. from different categories as mentioned in Scope of Work Section: Total requirement of Service Personnel</b>	Per Month	1	<b>(Quote)</b>		
2	<b>Cost/Hire charges of Equipment’s including consumables</b>	Per Month	1	<b>(Quote)</b>		
3	<b>Garbage Cleaning and disposal outside campus</b>	Per Month	1	<b>(Quote)</b>		
4	<b>Pest Control Services</b>	Per Month	1	<b>(Quote)</b>		
5	<b>Management Fees / Administrative charges</b>	Per Month	1	<b>(Quote)</b>		
	<b>Total Cost</b>	Per Month				

Note:

- a) All are requested to submit the bids after noting the documents uploaded on website, post Pre-Bid meeting.
- b) In case of disagreement between price in figure and word, price in words will prevail over price in figure.
- c) Charges excluding GST as per prevailing rate
- d) If the financial quote, found same in % up to two decimal places for more than one bidder, then those bidders are to be kept in panel for further negotiation through sealed bid shall be



conducted. In case, still the tie persists, then those bidders are to be kept in panel for assigning services, on part basis and for future requirement purpose too.

- e) Management Charge/ Service Charge quoted by the Bidder shall cover profit, insurance, Medical expenses, admin expenses, contingency, interest cost (if any), other service benefits of all employees such as casual leave, sick leave, holiday wages and any other cost that the Bidder envisages.

Yours faithfully,

Authorized Signatory with Date and Seal:

## Appendix-III

[Comments and suggestions on the Terms of Reference]