

## **Request for Proposal**

For Selection of Facility Management Agency.

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**Issued By: Managing Director, OSMC Ltd, Bhubaneswar, Odisha.**



**ODISHA STATE MEDICAL CORPORATION LIMITED**  
**(A GOVT. OF ODISHA UNDERTAKING)**

**Convent Square, Unit-3, Bhubaneswar – 751007, Odisha,**

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**RFP Reference No. OSMC/2018-19/SER-HR/01**

**Date: 19.06.2018**

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## 1. Notice Inviting Proposal

- 1.1 Proposals are invited from eligible Bidders (Firms/ Agencies) interested to provide “Facility Management Services” to Odisha State Medical Corporation Ltd (OSMCL) in its Corporate office at Bhubaneswar and at District Warehouses (DWHs) on outsourcing basis as per a service contract with specific terms and conditions.
- 1.2 **The contract shall be initially for a period of Three years, which may be renewed for another year subject to satisfactory performance of the Agency and with the mutual consent of both the parties.**
- 1.3 Interested Bidders can download the RFP document containing detailed terms and conditions, scope and eligibility criteria from the OSMCL website: **www.osmcl.nic.in** & the tender website of Govt. of Odisha: **www.odisha.gov.in**. The cost of the RFP document is **Rs.5,600/- (Rupees Five Thousand Six Hundred)** only including GST, which is non-refundable. The cost of the RFP document shall be submitted along with the technical proposal in the form of **Demand Draft/ Pay Order in favour of Odisha State Medical Corporation Ltd., payable at Bhubaneswar from any Nationalized/ Scheduled Bank.**
- 1.4 The proposals (both technical and financial) in the prescribed formats and manner must reach the Office of the OSMCL within due date and time (i.e. **17.07.2018 at 4 P.M.**). Proposals received after due date and time shall be rejected. The proposals should be submitted **only through registered post/ speed post/ courier service. It may be noted that there is no system of receipt of proposal through drop box or by hand.**
- 1.5 The Facility Management Service Provider will be selected through Quality-and Cost-Based Selection (QCBS) as per the procedures described in Clause No. 3.3 of this RFP.

### 1.6 Key Information:

Sl. No.	Particulars	Information
1.	Start Date for sale or availability of RFP document in the official website	19.06.2018
2.	Date & Time for Pre-Bid Meeting	26.06.2018 at 11 A.M.
3.	Venue of Pre-Bid Meeting	Tender Hall, Odisha State Medical Corporation Ltd., Convent Square, Bhubaneswar-751007
4.	Closing Date for sale or availability of RFP document in the official website	16.07.2018
5.	Cost of RFP Document including GST (non-refundable)	Rs.5,600/-
6.	Last date and time for receipt of RFP	17.07.2018 at 4 P.M.
7.	Date and time for opening of Technical Proposal	17.07.2018 at 4.30 P.M.
8.	EMD to be submitted along with the Technical Proposal	Rs. 2,00,000/- (Rupees Two Lakh only)
9.	Address for submission of RFP	Odisha State Medical Corporation Ltd., Convent Square, Bhubaneswar-751007

**Note:** In case the closing date for sale of RFP document or/ and date for Pre-Bid Meeting or/ and last date for receipt of RFP happens to be a holiday for OSMCL, the activity will be held on the immediate next working day at the same time & place.

Sd/-

**Managing Director**

Odisha State Medical Corporation Ltd., Bhubaneswar

## 2. Terms of Reference (TOR)

### 2.1 Eligibility Criteria

The interested Bidders shall have to comply with the following criteria to participate in the tendering process -

- a) Must have either its registered office or operating office in Odisha. **(Self-attested copy of documentary evidence like Certificate of Incorporation, GST Registration Certificate, etc. to be furnished along with the technical proposal)**
- b) Must have minimum three years of experience (as on 31<sup>st</sup> March, 2018) in providing Facility Management Services<sup>1</sup> on outsourcing basis either to a single organization or multiple organizations, out of which, at least one year must be in Odisha. In each of these three years, the Agency should have provided at least four categories of services out of the eight categories of services i.e. (1) Security Service, (2) Housekeeping Service, (3) Providing Office Attendants, (4) Electrical Maintenance Service, (5) PH Maintenance Service, (6) Providing Office Assistants, (7) Providing Accounts Assistants and (8) Gardening Service. **(Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal)**
- c) Must have provided similar Facility Management Services to at least two Government/Semi-Government/public sector undertaking clients successfully (uninterrupted/ continuous) for a period of minimum 12 months during the last 3 financial years i.e. 2015-16 to 2017-18. **(Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal)**
- d) Must have executed similar Facility Management Work for at least Rs.5 Crores during each of the last 3 financial years i.e. 2015-16, 2016-17 & 2017-18. **(Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/Performance Certificates from the Employers to be furnished along with the technical proposal)**

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<sup>1</sup>Includes (1) Security Service, (2) Housekeeping Service, (3) Providing Office Attendants,(4) Electrical Maintenance Service, (5) PH Maintenance Service, (6) Providing Office Assistants, (7) Providing Accounts Assistants and (8) Gardening Service.

- e) Must have valid registration under Shops & Establishment Act or other relevant Act/ Rules, Labour Law, Income Tax, ESI, EPF, GST, etc. **(Self-attested copies of such Registration Certificates to be furnished along with the technical proposal)**
- f) Must have license to engage in the business of Private Security Agency from Competent Authority. However, the bidder can also provide security service by way of outsourcing the same from another agency having required license from Competent Authority to engage in the business of Private Security Agency. In such case, the bidder has to mention the name of such agency and attach a copy of the license issued to such agency along with a copy of the agreement/ understanding of the bidder with the agency for such outsourcing along with the RFP. **(Self-attested copy of PSARA (Private Security Agency Regulation Act) Certificate of the bidder or of the Agency from whom the service is to be outsourced by the bidder along with a copy of the agreement/ understanding of the bidder with the agency for such outsourcing to be furnished along with the technical proposal)**
- g) Must have employed not less than 100 (one hundred) field level staff<sup>2</sup> (non-administrative) to render similar services at clients' locations in Odisha (either single location or multiple locations). **(Self-attested copies of EPF and ESI returns for any one of the three months preceding the month of submission of this proposal to be furnished along with the technical proposal)**
- h) Must have a minimum Annual Turnover of Rs.10 Crores during each of the last 3 Financial Years i.e. 2014-15, 2015-16 & 2016-17 or 2015-16, 2016-17 & 2017-18. **(Self-attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished along with the technical proposal. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.)**
- i) Must have ISO 9001 certification. **(Self-attested copy of ISO 9001 Certificate to be furnished along with the technical proposal)**
- j) Must have handled contracts of floor area of at least 1,00,000 sq. ft. (one lakh square feet) under Facility Management Services in India in any one of the last 3 financial years i.e. 2015-16, 2016-17 & 2017-18. **(Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion**

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<sup>2</sup>Staff directly engaged at the client location for rendering facility management services.

**Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal)**

**2.2 Scope of Work**

The Agency shall be responsible for the following works, the scope of which are given below –

**A. Security Service:**

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Security Guard	52 <b>(HO-13 &amp; DWHS-39 for 39 DWHS) (List of DWHS at Annexure 7)</b>	<b>Age Limit:</b> Minimum 20 years & Maximum 50 years as on 30.04.2018 <b>Educational Qualification:</b> Minimum 7 <sup>th</sup> Standard (Pass) <b>Experience:</b> Minimum 2 years in security / defence service <b>Working Hours:</b> 8 hours

The scope of work is as follows –

- a) To keep a watch over persons/ vehicles visiting the premises of OSMCL.
- b) To patrol the premises to prevent and detect signs of intrusion and ensure security of doors, windows and gates.
- c) To answer alarms and investigate disturbances.
- d) To monitor and authorize entrance and departure of visitors and other persons to guard against theft and maintain security of premises.
- e) To report to the Authority any irregularity such as equipment or property damage, theft, presence of unauthorized persons or unusual occurrences.
- f) To answer telephone calls to take messages, answer questions and provide information during non-business hours.
- g) To warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.
- h) To prevent passage of prohibited articles into restricted areas.
- i) To keep a vigilant eye on the vehicles entering into and going outside the premises of OSMCL.
- j) Performing other related tasks as & when required.

## B. Housekeeping Service:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Housekeeping Staff	16	<b>Age Limit:</b> Minimum 20 years & Maximum 50 years as on 30.04.2018 <b>Educational Qualification:</b> Minimum 7 <sup>th</sup> Standard (Pass) <b>Experience:</b> Minimum 2 years in similar work <b>Working Hours:</b> 8 hours

The scope of work is as follows –

- a) Sweeping and wet mopping of the entire Office area with disinfectants, including reception area, all cabins, stair case, etc. every day.
- b) Collecting garbage and dumping the same outside the main gate every day at the place allotted by BMC for the purpose.
- c) Cleaning of furniture (like working Tables, Chairs, etc.), glass doors, glass windows at the Reception and in the Office premises every day.
- d) Cleaning of all toilets with disinfectants every day in the morning and at periodical intervals during the working hours.
- e) Periodic cleaning of ceilings to prevent formation of cobwebs.
- f) Cleaning of fans, tube lights, etc. at regular intervals.
- g) Special intensive cleaning before and after meetings/ workshops/ conferences/ functions.
- h) Performing other related tasks as & when required.

The Agency shall be responsible for the maintenance and upkeep of facilities in the office premises of OSMCL in the manner as specified in **Annexures 1 & 2.**



### C. Office Attendants:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Office Attendant	14	<b>Age Limit:</b> Minimum 25 years & Maximum 50 years as on 30.04.2018 <b>Educational Qualification:</b> Minimum 7 <sup>th</sup> Standard (Pass) <b>Experience:</b> Minimum 3 years in similar work <b>Working Hours:</b> 8 hours

The Office Attendants shall be responsible for the following tasks –

- a) Opening and closing of Office Rooms
- b) Maintenance of Stationery
- c) Arranging refreshment / water, etc.
- d) Preparing tea/coffee and cleaning of cups, plates, glasses, etc.
- e) Delivery of local letters as and when required.
- f) Distribution of office dak & files of general nature among the Officers.
- g) Shifting of office equipments, as and when required.
- h) Performing other related tasks as and when required.

### D. Electrical Maintenance Service:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Skilled Electrician	1	<b>Age Limit:</b> Minimum 30 years & Maximum 50 years as on 30.04.2018 <b>Educational Qualification:</b> ITI/ Diploma in Electrical Engineering <b>Experience:</b> Minimum 5 years in Electrical Maintenance & Management. Must be having knowledge on Air-Conditioning System, DG Set and electrical installations. <b>Working Hours:</b> 8 hours

The scope of work is as follows –

- a) To manage all electricity related works of OSMCL and ensure that all electricity related functionalities perform perfectly.
- b) Operation of all Air-Conditioners (ACs), Fans, DG Set, etc.
- c) Maintenance and management of all electrical equipments, panel boards, electrical wiring, power control rooms, lighting, etc.
- d) To constantly co-ordinate with the related equipment maintenance Contractors for DG Set, ACs, UPSs, etc. and get the servicing done by them.
- e) During breakdowns, the electrical staff should immediately rectify the problem or contact the respective equipment maintenance Contractors, if any, for attending the breakdown.
- f) To check the functioning and ensure proper working of panel boards, wiring fuses, cables, DG Set, UPSs, ACs, Fans, Neon Signboards, etc. regularly and maintain record of the functioning.
- g) To procure diesel, etc. for functioning of DG Set in emergency and to maintain the log book. However, the same would be reimbursed to the Firm.
- h) Liaison with Electricity Department for all general electrical works and in various aspects of the new work/ annual inspection, etc.
- i) Periodical servicing of pump sets and electrical motors installed in pump rooms once in 6 Months.
- j) Laying of PVC casing, capping, cables, wiring and all other electrical works including replacement of tubes, lamps and other accessories. However, spare parts would be provided by OSMCL.
- k) All electrical works in the office premises need to be attended to.
- l) Any other item not included above, but required for ensuring uninterrupted and smooth electrical management & maintenance services at OSMCL.

## E. PH Maintenance Service

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Plumber (Part-time)	1	<b>Age Limit:</b> Minimum 30 years & Maximum 50 years as on 30.04.2018. <b>Educational Qualification:</b> I.T.I/ License Holder in the relevant field. <b>Experience:</b> Minimum 3 years in similar work <b>Working Hours:</b> The Plumber is required to attend OSMCL office at least once in a week. He is also required to attend any emergency call within one hour as and when called for even if it is a holiday and beyond the designated working hours and beyond designated days.

The scope of work is as follows –

- a) Attending blockage of drain pipes, gully traps and manholes, water supply, Sanitary Storm Drainage & Sewage Disposal work.
- b) Plumbing related maintenance work of pump house.
- c) Attending the leakage from taps and valves, sanitary fixtures, fixtures for water supply, etc.
- d) Occasional replacement of water supply fittings/ sanitary fixtures.
- e) Periodical cleaning of over head tanks, underground tanks, etc. The dates of cleaning are to be painted on the surface.
- f) Changing of oil in motor pumps, greasing of pumps/blowers, replacing of gland ropes to pumps, etc.
- g) Pumping of supply/ borewell water to the sump, pumping of water from sump to overhead storage tank. Maintaining of minimum water level in the sump and overhead storage tank. Uninterrupted supply of water from overhead storage tank to the kitchen, toilets, etc.
- h) Liaison with the concerned Authority in respect of issues related to water supply and ensure regular water supply.
- i) Liaison with the concerned Authority in respect of issues related to sewage.

- j) To attend all the complaints related to water supply, plumbing works, sanitary systems and allied works in the office premises.
- k) To attend to leakage of water from all the water sources plumbing lines, sanitary / plumbing fittings / fixtures, etc. and replacement/ rectification of all the plumbing and sanitary fittings/ fixtures, wherever necessary.
- l) Rectifying the defects and refitting/ replacing the existing bib cocks, stop cocks, sink cocks, pillar cocks, gate valves, flush valves, plungers, washers, water supply inlet and outlet connections, ball cocks, showers, geyser lines, water coolers/purifiers lines, wash basins, flush tank, urinal pots, commodes and any other works related to plumbing and sanitary works.
- m) Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards and any other fixtures and fittings including removal of existing fittings/ fixtures without causing any damage.
- n) All water storage sumps and overhead tanks shall be cleaned at least once in a quarter or as may be instructed by OSMCL.
- o) Removing the chokes and cleaning of drinking water pipelines, bore well water lines, etc., for smooth functioning of water supply systems.
- p) Removing the chokes and cleaning of manholes, chambers, gully traps, bottle traps, kitchen sinks, wash basins, urinals, water closets, bidets, gutters, underground sewer lines, storm water drains, waste and soil water pipes, etc of the entire campus for smooth functioning of sewerage system.
- q) To ensure removal/ cleaning periodically (at least once in a quarter) weeds, shrubs, etc. and removal of plant growth / roots in manholes, chambers, gully traps, gutters, sewer lines below and above ground level.

## F. Office Assistants:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Office Assistant	13	<p><b>Age Limit:</b> Minimum 22 years &amp; Maximum 50 years as on 30.04.2018</p> <p>Educational Qualification: Minimum Graduate</p> <p>Desirable: Diploma/ Certificate in Office Management/ Computer Applications</p> <p>Typing Speed: Minimum 40 w.p.m. in English (Minimum 2 persons having minimum typing speed of 20 w.p.m. in Odia)</p> <p>Computer Knowledge: Proficiency in MS Office Applications such as Word, Excel &amp; Power-Point and Internet browsing.</p> <p>The Office Assistant must be well conversant with the day to day functioning of an office and must be having capacity to analyze and make written Notes.</p> <p>Experience: Minimum 3 years in similar work, with at least 1 year in any Govt. / Semi-Govt. / Public Sector Undertaking/ Corporate Sector.</p> <p>Working Hours: 8 hours</p>

The Office Assistants shall be responsible for the following tasks –

- a) To take dictations.
- b) To enter day to day data to update records.
- c) Typing official letters and other documents.
- d) Handling existing data and editing current information.
- e) To keep Office Records up to date.
- f) Handling inward and outward dispatch of mails and courier.
- g) Handling the fax, Internet and e-mail messages.
- h) To take back up of Data at regular intervals and storage of Data.
- i) To take printouts as required.
- j) Movement and maintenance of files.
- k) Delivering and filing of papers.

- l) Operations of various office equipments like photocopier, fax, telephone, printer, EPABX, etc.
- m) Inventory control of office stationeries.
- n) Keeping records of office assets, staff records, etc.
- o) Making Travel arrangements, Ticket booking, Hotel Reservations. Attending phone calls, Fixing appointments & meetings.
- p) To provide a variety of secretarial and administrative support.
- q) Front office management.
- r) To perform special assignments as instructed from time to time.

**G. Accounts Assistants:**

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Office Assistant (Accounts)	6	<p><b>Age Limit:</b> Minimum 22 years &amp; Maximum 50 years as on 30.04.2018</p> <p><b>Educational Qualification:</b> Minimum B. Com. with Tally</p> <p><b>Desirable:</b> Diploma in Computer Applications</p> <p><b>Typing Speed:</b> Minimum 40 w.p.m. in English</p> <p><b>Computer Knowledge:</b> Proficiency in MS Office Applications such as Word, Excel &amp; Power-Point and Internet browsing.</p> <p>The Accounts Assistant must be well conversant with the latest version of Tally i.e. ERP 9.0.</p> <p><b>Experience:</b> Minimum 3 years in similar work, with at least 1 year in any Govt. / Semi-Govt. / Public Sector Undertaking/ Corporate Sector.</p> <p><b>Working Hours:</b> 8 hours</p>

The Office Assistant (Accounts) shall be responsible for the following tasks –

- a) Day to day entry in Tally.
- b) Preparation of vouchers on daily basis.
- c) Preparation of summary sheet of payment for Drugs & Equipments.
- d) Preparation of Monthly Bank Reconciliation Statements.

- e) Maintenance of File Movement Register.
- f) Maintenance of Fixed Assets Register.
- g) Track warehouse-wise contingency expenditure.
- h) Dispatch of Payment Advices to the suppliers through e-mail.
- i) Checking of bills and process for payments of different suppliers/ contractors/ staff.
- j) To perform special assignments as instructed from time to time.

#### H. Gardening Service:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Gardening Staff	2	<p><b>Age Limit:</b> Minimum 25 years &amp; Maximum 50 years as on 30.04.2018</p> <p><b>Educational Qualification:</b> Minimum 7<sup>th</sup> Standard (Pass)</p> <p><b>Experience:</b> Minimum 5 years in similar work</p>

The scope of work is as follows –

1. Day to day watering (two times: before 9 A.M. & between 4 P.M. to 5.30 P.M.), trimming, maintaining of shrubs, hedges, ground covers, trees, grass lines and lawn areas and removal of grass/ wild growth in the garden, paver blocks, pathways and open & undeveloped areas, etc. as per requirement at site.
2. The plants and green area shall be treated with approved pesticides and filling with approved red garden soil mixed with Bio-Organic/ processed manure in standard proportion at least once in a quarter or as and when required so as to ascertain the satisfactory growth of entire plantation.
3. Trimming of trees and eco-friendly termite treatment to the trees once in a year and/ or as directed by OSMCL.
4. Develop new areas by planting flower and other decorative/ useful plants in local environment.
5. Day-to-day cutting of the lawns by machine and disposing the waste garbage in gunny bags out of the OSMCL's premise.
6. Change the position of pots at regular intervals

7. Maintain and replace the potted plants kept inside the office premises.
8. Replace / replenish the decayed or dead plants of the same variety.
9. Carefully uprooting and weeding out wild grass and wild growth to get rid of the rootstock, as required at site by deploying required number of workmen as per quantum of work, stacking the same, clearing the entire area specifically around the existing trees and shrubs, etc. and disposing all the vegetation, removal of wild grass and unwanted materials, etc. from the OSMCL's premises. The disposables are not to be burnt.
10. Performing other related tasks as & when required.

**Note: OSMCL reserves the right not to accept any category of person provided by the successful bidder and it may resort to testing of skills of the persons and accept the qualified persons as per its own requirement.**

### **2.3 Responsibilities of the Service Provider**

Following are the responsibilities of the Agency (Service Provider) –

#### **A. Security Service**

- a) The Agency has to provide the uniforms, badges, shoes, batons and Photo Identity Cards to the security persons deployed by them for carrying out the work. The deployed security personnel must wear the uniform dresses with shoes, batons, badges and carry the Photo identity cards while on duty.
- b) The Agency shall ensure proper conduct of the deployed security personnel in office premises and enforce prohibition of consumption of alcoholic drinks, betel, smoking, loitering without work.
- c) Working hours would be normally **8 hours per day** during working days. The security personnel are to be deployed on shift basis **on all working days & holidays**.
- d) In case, the person deployed remains absent on a particular day or comes late/ leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. In such case, the Agency has to provide a substitute.
- e) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of OSMCL. The Agency shall be held responsible for any act of indiscipline on the part of the persons deployed.



## **B. Housekeeping Service**

- a) All the personnel engaged by the Agency to provide the services as desired by the Corporation have to be in proper uniform during duty hour.
- b) All the personnel shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated Official of the Corporation)
- c) All the assets and property of the Corporation are to be safeguarded.
- d) A qualified and dedicated personnel is to be deputed to supervise cleaning and housekeeping activities to ensure quality and efficiency in service and to act as a contact person to co-ordinate and interact with the corporation management.
- e) Maintain location-wise log book to record all cleaning and housekeeping activities carried out in the format prescribed by the authority for checking and reference.
- f) To provide all necessary materials (**Annexure-2**) including tools, equipment, disinfectant, cleaning agents and consumables of required quality and quantity needed for proper execution of the cleaning and housekeeping service.
- g) All standard safety norms are to be followed during execution of work by the Agency to avoid accidents causing damages to personnel, machines, buildings, etc.

## **C. Office Attendants**

- a) The Agency shall ensure proper conduct of the deployed Support Staff in office premises and enforce prohibition of consumption of alcoholic drinks, betel, smoking, loitering without work, etc.
- b) Working hours would be normally **8 hours per day** during working days.
- c) In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. In such case, the Agency has to provide a substitute.
- d) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of OSMCL. The Agency shall be responsible for any act of indiscipline, misconduct, etc. on the part of the persons deployed.

#### **D. Electrical Maintenance Service:**

- a) Ensure uninterrupted Electric Supply in the Office premises.
- b) Attend regularly to all complaints lodged/ indicated in the Complaint Register after registration of the complaint.
- c) Replace all defective components and keep proper records for the same.
- d) Arrange periodic maintenance of all Equipments and Installations.
- e) Maintain proper record of the complaints received, complaints attended with the date and time of attending the complaints, spares replaced and User remarks.
- f) Maintenance of records of the works done and due.
- g) Furnish routine/ periodic records about Maintenance, Condition of the Equipment and inform to the Officer in-Charge about the corrective/ Preventive steps other than those covered under routine maintenance.
- h) Co-ordinate and liaison with various Authorities like Electricity Department, etc., on behalf of OSMCL and do all the needful under intimation to OSMCL to provide uninterrupted supply of electricity in the campus.
- i) Keep sufficient spares/ consumables in ready stock as and when required for carrying out maintenance / repair works.
- j) Abide by and observe the rules/ regulations and safety measure in force with regard to repair and maintenance of equipments and installations systems covered under this award and the Agency shall be responsible for the same.
- k) Keep OSMCL indemnified from any penalties or litigation arising due to non-compliance of any rule/ regulations in discharge of the responsibilities.
- l) Responsible for any damage/ loss caused to the property of OSMCL or any third party due to failure in discharging its responsibilities under this Contract. Negligence of the Agency shall make good all such damages/ losses to the fullest satisfaction of OSMCL so affected.
- m) Keep proper record of the consumables issued/ supplied by OSMCL to the Agency for replacement. The replaced items/ consumables will be returned to OSMCL.
- n) On completion of the Contract, the Agency will have to hand over all the equipments and Installations in perfect running condition.
- o) Responsible for proper and consistent functioning of all electrical items being used by OSMCL.

- p) In case any electrical equipment goes out of order, the repair should be carried out by the Agency in the premises of OSMCL and the same will be allowed to be done in the Workshop of the Agency only with prior permission of OSMCL.
- q) All Tools, Tackles, Stair, Tester, PVC Tape, Testing Kit, Fuse Wire, Selling Compound, etc. shall be arranged by the Agency at its own expense.

#### **E. PH Maintenance Service**

- a) Ensure uninterrupted Water Supply in the Office premises.
- b) Attend regularly all complaint lodged/ indicated in the Complaint Register after registration of the complaint.
- c) Replace all defective components and keep proper records for the same.
- d) Arrange periodic maintenance of all Equipments and Installations.
- e) Maintain proper record of the complaints received, complaints attended with the date and time of attending the complaints, spares replaced and User remarks.
- f) Maintenance of records of the works done and due.
- g) Furnish routine/ periodic records about Maintenance, Condition of the Equipment and inform to the Officer In-Charge about the corrective/ preventive steps other than those covered under routine maintenance.
- h) Co-ordinate and liaison with various Authorities like Water Works Department, etc., on behalf of OSMCL and do all the needful under intimation to OSMCL to provide uninterrupted supply of water in the campus.
- i) Keep sufficient spares/ consumables in ready stock as and when required for carrying out maintenance / repair works.
- j) Abide by and observe the rules/ regulations and safety measure in force with regard to repair and maintenance of equipments and installations systems covered under this award and the Agency shall be responsible for the same.
- k) Keep OSMCL indemnified from any penalties or litigation arising due to non-compliance of any rule/ regulations in discharge of the responsibilities.
- l) Responsible for any damage/ loss caused to the property of OSMCL or any third party due to failure in discharging its responsibilities under this

Contract. Negligence of the Agency shall make good all such damages/ losses to the fullest satisfaction of OSMCL so affected.

- m) Keep proper record of the consumables issued/ supplied by OSMCL to the Agency for replacement. The replaced items/ consumables will be returned to OSMCL.
- n) On completion of the Contract, the Agency will have to hand over all the equipments and Installations in perfect running condition.
- o) All Tools, Nut Bolt Washers, etc. shall be arranged by the Agency at its own expense.

**F. Office Assistants**

- a) The Agency shall ensure proper conduct of the deployed support staff in office premises and enforce prohibition of consumption of alcoholic drinks, betel, smoking, loitering without work, etc.
- b) Working hours would be normally **8 hours per day** during working days.
- c) In case the person deployed remains absent on a particular day or comes late/ leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. In such a case, the Agency has to provide a substitute.
- d) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of OSMCL. The Agency shall be responsible for any act of indiscipline on the part of the persons deployed.

**G. Office Assistant (Accounts)**

- a) The Agency shall ensure proper conduct of the deployed support staff in office premises and enforce prohibition of consumption of alcoholic drinks, betel, smoking, loitering without work, etc.
- b) Working hours would be normally **8 hours per day** during working days.
- c) In case the person deployed remains absent on a particular day or comes late/ leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. In such a case, the Agency has to provide a substitute.
- d) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of OSMCL. The Agency shall be responsible for any act of indiscipline on the part of the persons deployed.

## **H. Gardening Service**

- a) Staff deployed by the agency should be of good conduct, should be physically fit for the work and should not be suffering from any chronic or contagious diseases for carrying out the maintenance works. OSMCL shall not provide any personnel for the work.
- b) None of the deployed Staff should enter or remain in the OSMCL's premise beyond the specified time limits unless and absolutely necessary.
- c) The Agency is to be liable for any damage caused to the OSMCL or its premises or any part thereof or to any fixtures or fittings thereof or any property of the OSMCL and therein by any act, omission, default or negligence of the Agency or its Staff.
- d) Authorized Persons of OSMCL shall monitor the work of the agency at regular intervals.
- e) The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State/ Central Government or any local body or authority. The agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts licenses, clearance certificates etc. as may be required by OSMCL from time to time.
- f) Any non- performance, damage/ theft caused by the workmen of the service provider shall be recovered from the monthly bills of the service provider.

**The Agency has to deploy a person who will be designated as Supervisor Executive. The Supervisor Executive will be the contact person for the Agency at the Corporation level and shall be in charge of overall supervision of the facility management service. He has to ensure that the day to day Facility Management Service is carried out smoothly. The Supervisor must be in the age group of 30 to 50 years as on 30.04.2018. He should be a Graduate having minimum 3 years of experience in similar work (Facility Management) or Intermediate (Pass) having minimum 5 years of experience in similar work (Facility Management).**

## 2.4 Responsibilities of the Corporation:

The responsibilities of the management shall include:

- a) Provide space for safe storage and issue of consumables, uniforms, maintenance of records and place of sitting for Supervisors (deputed by the contractor).
- b) Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.
- c) Co-operate with the deployed staff for smooth conduct of the assignments by the contractor.
- d) Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like computer room, office room, etc. to avoid unwanted situations including damages, interruption, accident, etc.
- e) Develop log book, control sheet, checklist for documentation, regular monitoring and quality assurance.
- f) **The nos. of staff under all categories are approximate in nature, which may vary at the time of issue of Work Order. The Agency will be paid for the extra persons deployed as required & requested by OSMCL at the rates quoted against the categories of persons in the Financial Proposal at Annexure 4.**

## 2.5 Cost of RFP Document, EMD and Performance Security

- a) The bidders shall submit along with the Technical Proposals, the cost of RFP Document for **₹. 5, 600/- (Rupees Five Thousand Six Hundred)** only (including GST) in the form of Demand Draft/ Pay Order in favour of Odisha State Medical Corporation Ltd., payable at Bhubaneswar and EMD of **₹. 2, 00, 000/- (Rupees Two Lakh)** only in form of Demand Draft/ Pay Order in favour of Odisha State Medical Corporation Ltd., payable at Bhubaneswar.
- b) Performance Security shall be 10% of annual contract value. The successful bidder shall deposit the Performance Security in the form of Demand Draft (DD)/ Pay Order (PO) in favour of Odisha State Medical Corporation Ltd., payable at Bhubaneswar within 10 days of notification of award.
- c) EMD of all the bidders shall be returned once the successful bidder deposits the Performance Security and signs the Contract (**Annexure 6**).
- d) Performance Security of the successful bidder shall be returned within 60 days of successful completion of the contract period.

## 2.6 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and management.
- b) While the bill for 1<sup>st</sup> month shall be paid after submission of bill for the month, payment from the 2<sup>nd</sup> month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as EPF, ESI, etc. for the previous month.
- c) The price as quoted by the Agency (as per **Annexure 4**) shall remain unchanged in the first year of operation. There shall be a price escalation of 10% for each year of successful operation. **(10% will be calculated for those staff only, who have completed one year under this contract)**
- d) GST, if any, shall be paid at the applicable rate.

## 2.7 Period of Engagement

- a) The engagement shall be for a period of Three years from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be renewed for another year subject to satisfactory performance of the Agency and with the mutual consent of both the parties.
- c) The agency shall sign the contract (Format given in **Annexure 6**) and start providing services (actual engagement of personnel) within 10 days of issue of Letter of Award/ Intimation.

## 2.8 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 60 days of notice period.
- b) The OSMCL may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
  - (i) Shall specify the nature of failure, and
  - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- c) The OSMCL after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving the service provider reasonable opportunity of being heard.

- (i) If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management (OSMCL) have subsequently approved in writing.
- (ii) If the service provider becomes insolvent or bankrupt.
- (iii) If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or
- (iv) If, in the judgment of the Management of OSMCL, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

## **2.9 Detail of Office Premises**

- a) Total indoor floor area including office rooms, common area, tender hall, reception/ waiting area, store, restroom, toilet, security room, Central Warehouse, etc. is **35,000 sq. ft. (approximately)**.
- b) The total area to be covered for gardening is **10,000 sq. ft. (approximately)**.
- c) Bidders are requested to visit the office premises of OSMCL to assess the actual floor area, outdoor workload including internal road, lawn, parking area, rest shed, etc., to assess the actual area to be covered and the quantum of work preferably on the day of the pre-bid meeting.

## **3. Instructions to Bidders**

### **3.1 Submission of the Proposal**

- a) The proposal shall be submitted in a sealed envelope with clear inscription as **“PROPOSAL FOR FACILITY MANAGEMENT SERVICES, RFP REFERENCE NO. OSMC/2018-19/SER-HR/01”** on top of it before due date and time.
- b) The Proposal shall be in two parts i.e. Cover-A and Cover-B. “Cover-A” shall contain the Technical Proposal and “Cover-B” shall contain the Financial Proposal.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as **“TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO. OSMC/2018-19/SER-HR/01”** on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.



**d) The Proposal shall remain valid for a period not less than 120 days after the last date of submission of RFP.**

### **3.2 Contents of the Proposal**

- a) The technical proposal in addition to proof of eligibility shall contain:
1. All the information, documents and clarifications as required under **Annexure 3 & ToR.**
  2. EMD (in form of DD/PO) and RFP Document Cost (in form of DD/PO).
  3. Copy of the RFP Document signed on every page by the duly authorized Signatory.
  4. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to OSMCL for this Tender.
- b) The Financial Proposal shall be submitted in the format given in **Annexure 4.**

### **3.3 Evaluation and Selection**

- a) The proposals shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- b) The Financial Proposals shall be opened of those bidders who will qualify in the technical evaluation.
- c) The minimum qualifying score in technical evaluation shall be 80 marks out of 100 marks and the financial proposals of the bidders who secure the minimum 80 marks shall be opened. Format for technical evaluation is given in **Annexure 5.**
- d) Financial proposals shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below –  
Odisha State Medical Corporation Ltd.  
Convent Square, Bhubaneswar – 751007.

**Date of Opening of financial proposals shall be communicated to the technically qualified bidders.**

- e) For financial evaluation, Price excluding Tax shall be taken into consideration i.e. Annual Cost Excluding Tax (Column'd' of 'L' of Annexure 4: Financial Proposal).

- f) After the evaluation of the financial proposals, combined evaluation will be carried out.

For combined evaluation, the following abbreviations are used –

- a. Ts = Technical score
- b. Fm = Lowest evaluated financial proposal
- c. Fs = Maximum financial score
- d. F = Price of the proposal under consideration
- e. T = Weight given to the Technical Proposal
- f. P = Weight given to the Financial Proposal
- g. S = Combined score

The combined evaluation will be carried out as follows –

- (i) The lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Fs) of 100 points. The financial scores (Fs) of the other financial proposals will be computed as per the following formula -  
$$Fs = 100 \times Fm / F$$
, in which Fs is the financial score, Fm is the lowest price and F the price of the proposal under consideration.
- (ii) Proposals will be ranked according to their combined technical (Ts) and financial (Fs) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 100), which is S (combined score) = Ts x T% + Fs x P%.
- (iii) The weights given to the Technical and Financial Proposals are:  
T = 70 and P = 30

### **3.4 Award of Contract**

- a) Contract shall be awarded to the bidder whose bid will be determined to be substantially responsive and who has secured the highest combined technical and financial score as per Clause No. 3.3 (f) (ii) above.
- b) In case two bidders secure the same highest combined score, the bidder with the highest average annual turnover during the last 3 financial years i.e. 2014-15, 2015-16 & 2016-17 or 2015-16, 2016-17 & 2017-18 shall be awarded the contract.
- c) The successful bidder has to submit the CV of each Personnel proposed along with the following documents with the contract -
  - (i) Educational Certificates
  - (ii) Training Certificate, if any

- (iii) Previous work experience
- d) Any effort by a bidder to influence OSMCL in its decision on bid evaluation or placement of Work Order may result in rejection of the bidder's offer.
- e) Any legal dispute arising out of this is subject to Bhubaneswar jurisdiction only.

#### **4. Special Conditions of Contract**

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The personnel deployed by the Agency should not have any Police records/ criminal cases against them.
- d) OSMCL may advise the Agency to disengage any of its staff from service, with 24 hours of prior intimation, in case the management of OSMCL found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of OSMCL due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) OSMCL shall provide suitable space to the Agency for storage of tools, equipment, chemicals and consumables required for the services and safe custody of all such materials will be Agency's sole responsibility.
- i) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the OSMCL shall not be liable for any payment on account of compensation.
- j) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to OSMCL or any other statutory authority.
- k) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to OSMCL with the concerned tax collection

authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to OSMCL, as and when sought for.

- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and OSMCL shall provide TDS certificate to the Agency.
- m) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, EPF, etc. OSMCL shall have no liability in this regard.
- n) The OSMCL shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including EPF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances, the OSMCL shall be made a party to it in case of any dispute arising out of such non-compliance.
- o) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the OSMCL proportionate to the extent of default/ non-compliance.
- p) OSMCL shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- q) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of OSMCL during the currency or after expiry of the Contract.
- r) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in OSMCL.
- s) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- t) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of OSMCL.
- u) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his/ her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

## 5. Penalty Clauses

1. In case the contractor fails to commence/ execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, OSMCL reserves the right to impose the penalty as detailed below:

a. 2% of cost of order/ agreement per week, up to 2 weeks delay.

b. After 2 weeks delay, OSMCL reserves the right to cancel the contract and withhold the agreement and get this job be carried out from other contractor (s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the differential amount, if any, will be recovered from the contractor by forfeiting the Performance Security deposited by the contractor.

2) For any breach of contract, OSMCL shall impose a penalty to the extent of Rs. 10,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of OSMCL.

3) If the lapse is repeated, the extent of penalty will be doubled on each such occasion. Some of the instances in which penalty would be imposed are enumerated below, but these are not exhaustive and penalty may be imposed on any violation/ breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities -

a) If the personnel working are not found in proper uniform and not carrying their photo identity cards.

b) If the personnel working are found indulging in smoking/ drinking/ sleeping during duty hours.

c) If the behavior of the deployed personnel (s) are found to be discourteous to any official of OSMCL.

d) If any person is found performing duty by submitting a fake name and address.

e) If any person is found on duty other than that mentioned in the approved list provided by the Agency to OSMCL.

4) In case of any loss/ theft of OSMCL's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, OSMCL will make good the losses by deducting the cost of loss from the Performance Security Deposit of the Agency or next month's bill of the Agency in one or more installments.

g) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.

**ANNEXURE 1: Job Specification for House Keeping Service**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Scope of Services</b>	<b>Frequency</b>
<b>1.</b>	Office rooms (including attached toilets) and Common office space	a) Floor cleaning (sweeping, vacuuming and wet mopping) b) Cleaning and dusting of furniture, fittings, office equipments, windows (frames, panels & glasses), ceilings, walls and other office equipments.	Twice a Day ( 8 am; 2 pm) and also as & when necessary Once a day (8 am) and also as & when necessary
<b>2.</b>	Corridor, Terrace, Staircase, Reception and other common areas	a) Floor Cleaning (sweeping, vacuuming and wet mopping) b) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling, wall and office equipment.	Twice a day (8 am; 2pm) and also as & when necessary Once a day (8 am) and also as & when necessary
<b>3.</b>	Tender Hall, Security Room and Rest Room	a) Floor Cleaning (sweeping, vacuuming and wet mopping) b) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling, wall and office equipments	Once a day (8 am) and also as & when necessary Once a day (8 am) and also as & when necessary
<b>4.</b>	Store Room, Tool Room, Electrical room, Computer Room, etc.	a) Floor Cleaning (sweeping & vacuuming) b) Wet mopping c) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling, wall and office equipments	Once in a day and also as & when necessary Once in a day Once in a day and also as & when necessary
<b>5.</b>	Common Toilets at different locations	a) Cleaning of all toilets bowls, pans, urinals, washbasins and	Four times a Day (8 am, 12 pm, 2 pm & 4

Sl. No.	Particulars	Scope of Services	Frequency
		<p>any other porcelain components using detergent solution.</p> <p>b) Floor to be cleaned using disinfection and cleaning agents (permitted grade), mopped and wiped dry.</p> <p>c) Cleaning, dusting and wiping of toilet walls, ceiling, pipes, mirrors and other fittings.</p>	<p>pm) and also as &amp; when necessary</p> <p>-Do-</p> <p>-Do-</p>
6.	Maintenance of outdoor	<p>a) Sweeping and cleaning of the entire campus.</p> <p>b) Cutting of bushes, pruning of trees, cleaning, leveling, etc.</p> <p>c) Collection of garbage (indoor &amp; outdoor) on daily basis and disposal of the same in the designated locations for collection by BMC.</p>	<p>Daily (prior to 9.30 am) and also as &amp; when necessary</p> <p>Weekly</p> <p>Daily (Before BMC collection hours in the area)</p>

**ANNEXURE 2: Tools, Equipment and Consumables to be used/ supplied by the  
Agency for House Keeping Service**

<b>Tools &amp; Equipment</b>	<b>Consumables (Soap &amp; Chemicals)</b>
<ol style="list-style-type: none"> <li>1. Single Disc Floor Scrubbing Machine</li> <li>2. Vacuum Cleaner - Commercial</li> <li>3. Stick Broom (outdoor use)</li> <li>4. Soft Broom</li> <li>5. Cobweb Brush</li> <li>6. Plastic/ Nylon Brush for toilet</li> <li>7. WC Round Brush</li> <li>8. Glass Duster</li> <li>9. Floor Duster</li> <li>10. Mop Stick</li> <li>11. Rubber Wiper</li> <li>12. Plastic Bucket</li> <li>13. Plastic Mugs</li> <li>14. Cotton Swabs</li> <li>15. Nylon Scrubber</li> <li>16. Vacuum Cleaner</li> <li>17. Scotch Brite</li> <li>18. Steel Wool</li> <li>19. Dust Pan</li> </ol>	<ol style="list-style-type: none"> <li>1. Liquid Cleaner</li> <li>2. Bathroom cleaning Acid</li> <li>3. Naphthalene Ball</li> <li>4. Disinfectants (Example: Phenyl)</li> <li>5. Room Spray</li> <li>6. Bleaching Powder</li> <li>7. Anti-insecticide (Example: Baygon Spray)</li> <li>8. Soap (liquid/ powder)</li> <li>9. Washing Powder</li> <li>10. Toilet Cleaner (Permitted Grade)</li> <li>11. Glass and other surface cleaner (Example: Collin Spray)</li> <li>12. Room Freshener</li> </ol>



**ANNEXURE 3: Profile of the Bidder**  
**(To be furnished along with the Technical Proposal: Cover “A”)**

Sl. No.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and Date of Incorporation/ Registration (Self-attested copy of Certificate of Incorporation/ Registration to be furnished)	(NGO/ Partnership Firm/ Company/ Others)  Date of Incorporation/ Registration .....
3.	Name, designation, contact no. and address of the contact person/ local representative	
4.	Registration/ empanelment details with different authorities (Self-attested copies of such Registration Certificates to be furnished)	(i) Authority (s): (ii) Date of Registration
5.	ISO 9001 Certification (Self-attested copy of ISO 9001 Certificate to be furnished)	Date of Certification .....  Valid up to .....
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years i.e. 2015-16, 2016-17 & 2017-18 (Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished)	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contact Status (Completed/ Ongoing)

Sl. No.	Particulars	Details
	(Separate list for Govt. / Public sector and private sector clients to be furnished. Private sector clients of more than Rs.30 Lakh of annual contract value to be included.)	
7.	License to engage in the business of Private Security Agency issued by Competent Authority	Self-attested photocopy of License issued by Competent Authority to be furnished.
8.	Number of field level staff engaged at the client locations to render facility management service (Refer Eligibility Clause 2.1 g)	1. Supervisory Staff (Field) 2. Service & Support Staff Self-attested copies of EPF and ESI returns for any one of the three months preceding the month of submission of this proposal to be furnished.
9.	Financial position and operational results for last three financial years (2014-15, 2015-16 & 2016-17 or 2015-16, 2016-17 & 2017-18)	Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.
10.	Plan for execution	(i) Manpower Planning (ii) Monitoring (iii) Quality Assurance
11.	Details of make, model, brand and quality of tool, equipment and consumables to be used	Item wise details to be furnished for the items in <b>Annexure 2</b>
12.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

**Note:**

- (i) Information to be furnished in separate sheet wherever necessary.
- (ii) In case of documents, they shall be self attested photocopies.

Date:

Place:

**Authorized Signatory**

**ANNEXURE 4: FINANCIAL PROPOSAL**

Name and Address of the Bidder:

Price Details:

Sl. No.	Particulars	No.	Rate per Person per Month (Excluding Tax) (Rs.)	Monthly Cost (Excluding Tax) (Rs.)	Annual Cost (Excluding Tax) (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
<b>A.</b>	<b>SECURITY SERVICE</b>				
<b>A1</b>	<b>Manpower Cost</b>				
1.	Security Guard	52			
	<b>Sub-Total of A1 (1)</b>	<b>52</b>			
<b>A2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of A2 (1+2)</b>				
	<b>Total of A (A1+A2)</b>				
<b>B.</b>	<b>HOUSEKEEPING SERVICE</b>				
<b>B1</b>	<b>Manpower Cost</b>				
1.	Housekeeping Staff	16			
	<b>Sub-Total of B1 (1)</b>	<b>16</b>			
<b>B2</b>	<b>Tools &amp; Consumable Cost</b>				
1.	Tools & Equipment Cost (Pro-rata)				
2.	Consumables				
	<b>Sub-Total of B2 (1+2)</b>				
<b>B3</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of B3 (1+2)</b>				
	<b>Total of B (B1+B2+B3)</b>				
<b>C.</b>	<b>OFFICE ATTENDANTS</b>				
<b>C1</b>	<b>Manpower Cost</b>				
1.	Office Attendant	14			
	<b>Sub-Total of C1 (1)</b>	<b>14</b>			
<b>C2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					

Sl. No.	Particulars	No.	Rate per Person per Month (Excluding Tax) (Rs.)	Monthly Cost (Excluding Tax) (Rs.)	Annual Cost (Excluding Tax) (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
2.					
	<b>Sub-Total of C2 (1+2)</b>				
	<b>Total of C (C1+C2)</b>				
<b>D.</b>	<b>ELECTRICAL MAINTENANCE SERVICE</b>				
<b>D1</b>	<b>Manpower Cost</b>				
1.	Skilled Electrician	1			
	<b>Sub-Total of D1 (1)</b>	<b>1</b>			
<b>D2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of D2 (1+2)</b>				
	<b>Total of D (D1+D2)</b>				
<b>E.</b>	<b>PH MAINTENANCE SERVICE</b>				
<b>E1</b>	<b>Manpower Cost</b>				
1.	Plumber (Part-time)	1			
	<b>Sub-Total of E1 (1)</b>	<b>1</b>			
<b>E2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of E2 (1+2)</b>				
	<b>Total of E (E1+E2)</b>				
<b>F.</b>	<b>OFFICE ASSISTANTS</b>				
<b>F1</b>	<b>Manpower Cost</b>				
1.	Office Assistant	13			
	<b>Sub-Total of F1 (1)</b>	<b>13</b>			
<b>F2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of F2 (1+2)</b>				
	<b>Total of F (F1+F2)</b>				

Sl. No.	Particulars	No.	Rate per Person per Month (Excluding Tax) (Rs.)	Monthly Cost (Excluding Tax) (Rs.)	Annual Cost (Excluding Tax) (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
<b>G.</b>	<b>OFFICE ASSISTANTS (ACCOUNTS)</b>				
<b>G1</b>	<b>Manpower Cost</b>				
1.	Office Assistant (Accounts)	6			
	<b>Sub-Total of G1 (1)</b>	<b>6</b>			
<b>G2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of G2 (1+2)</b>				
	<b>Total of G (G1+G2)</b>				
<b>H.</b>	<b>GARDENING SERVICE</b>				
<b>H1</b>	<b>Manpower Cost</b>				
1.	Gardening Staff	2			
	<b>Sub-Total of H1 (1)</b>	<b>2</b>			
<b>H2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of H2 (1+2)</b>				
	<b>Total of H (H1+H2)</b>				
<b>I.</b>	<b>OVERALL SUPERVISION</b>				
<b>I1</b>	<b>Manpower Cost</b>				
1.	Supervisor Executive	1			
	<b>Sub-Total of I1 (1)</b>	<b>1</b>			
<b>I2</b>	<b>Other Costs, if any (Pl. specify)</b>				
1.					
2.					
	<b>Sub-Total of I2 (1+2)</b>				
	<b>Total of I (I1+I2)</b>				
<b>J.</b>	<b>Grand Total (A+B+C+D+E+F+G+H+I)</b>				
<b>K.</b>	<b>OVERHEAD/ PROFIT MARGIN</b>				

Sl. No.	Particulars	No.	Rate per Person per Month (Excluding Tax) (Rs.)	Monthly Cost (Excluding Tax) (Rs.)	Annual Cost (Excluding Tax) (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
	Overhead as % of Cost on I or other, if any				
	<b>Total of K</b>				
<b>L.</b>	<b>PRICE EXCLUDING TAX (J+K)</b>				
<b>M.</b>	<b>TAX</b>				
1.	GST (Rate-_____ %)				
2.	Other Taxes, if any (Pl. Specify)				
	<b>Total of M (1+2)</b>				
<b>N.</b>	<b>PRICE INCLUDING TAX (L+M)</b>				

**Total Price Excluding Tax: ₹. .... (in words.....) only**

**Note:**

1. Pl. mention the % of GST as applicable and on which charges it is applicable. Also, the details of Other Taxes, if any, are to be mentioned.
2. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the nos., the unit price shall prevail and the line item total shall be accordingly corrected.
3. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be accordingly corrected.
4. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case, the amount in figures shall prevail subject to (2) and (3) above.
5. If the firm submitting the lowest evaluated bid does not accept the correction of errors, its proposal shall be rejected.

Date:

Place:

**Authorized Signatory**

(Signature and seal of the authorized signatory)

## ANNEXURE 5: FORMAT FOR EVALUATION OF TECHNICAL PROPOSAL

Name & Address of the Bidder:				
(For office use only)				
Sl. No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1.	<b>Constitution of the Applicant:</b> a) Registered Company: 10 Marks b) Society/ Partnership Firm/ Others: 5 Marks	10		
2.	<b>Years of Business Experience :</b> a) Between 3 to 5 years: 10 marks b) Between 5 to 7 years: 15 marks c) Above 7 years: 20 marks <b>(To be calculated from the date of incorporation/ registration)</b>	20		
3.	<b>Market Presence/ Clientele:</b> <b>(Last three years i.e. 2015-16, 2016-17 &amp; 2017-18)</b> a) Govt./ Semi-Govt./ Public Sector: 2 marks each b) Private Sector <sup>3</sup> : 1 mark each	10		
4.	<b>Past Work Done:</b> <b>(Last three years i.e. 2015-16, 2016-17 &amp; 2017-18)</b> a) Above Rs.5 Crores: 10 marks b) Above Rs.10 Crores: 15 marks c) Above Rs.15 Crores: 20 marks	20		
5.	<b>Nos. of field staff employed in Odisha:</b> a) Between 100 to 200: 5 marks b) Between 201 to 300: 7 marks c) Above 300: 10 marks	10		
6.	<b>Annual Turnover:</b> <b>(Last three years i.e. 2014-15, 2015-16 &amp; 2016-17 or 2015-16, 2016-17 &amp; 2017-18):</b> a) Above Rs.10 Crores: 10 marks b) Above Rs.20 Crores: 12 marks a) Above Rs.30 Crores: 15 marks	15		
7.	<b>Floor Area Covered:</b> <b>(Last 3 years i.e. 2015-16, 2016-17 &amp; 2017-18):</b> a) Above 1,00,000 sq. ft.: 10 marks b) Above 1,50,000 sq. ft.: 12 marks c) Above 2,00,000 sq. ft.: 15 marks	15		
<b>Total</b>		<b>100</b>		

<sup>3</sup> Annual contract value of more than Rs. 30 Lakh

## ANNEXURE 6: FORMAT FOR AGREEMENT

1. An agreement made this.....day of , 2018 BETWEEN Odisha State Medical Corporation Ltd. (OSMCL), Bhubaneswar (hereinafter called "**1st Party**") of the one part AND **<insert name and address of the service provider>** (hereinafter called "**2nd Party**", which expression shall, where the context so admits, be deemed to include his heirs/ successors/ executors/ administrators) of the other part.
2. Whereas the 2<sup>nd</sup> Party has been selected by OSMCL through an open tender issued vide Reference No.....dated ....., and accordingly the letter of award was issued vide No.....dated..... inviting to execute the contract.
3. And whereas the 2<sup>nd</sup> Party agreed to provide facility management services in the registered office premises of OSMCL at Bhubaneswar, as per the provisions in the RFP document.
4. And whereas the 2<sup>nd</sup> Party has deposited the performance security of Rs..... (Rupees ..... ) only vide Demand Draft/ Pay Order No. dt. ....
5. **The contract will come into force w.e.f. xx.xx.2018.**
6. The contract shall be initially for a period of Three years, which may be renewed for another year subject to satisfactory performance of the Agency and with the mutual consent of both the parties.

### **NOW THESE PRESENT WITNESSES AS FOLLOWS:**

7. The following documents shall be deemed to form and be read and constructed as integral part of this Agreement, viz.:
  - a) RFP Terms of Reference;
  - b) Submissions and Declaration as part of the Proposal submitted;
  - c) Notification of Award issued by the Authority;
  - d) Special Conditions of Contract
8. In consideration of the payments to be made by the 1<sup>st</sup> Party to the 2<sup>nd</sup> Party, the 2<sup>nd</sup> Party hereby covenants with the 1<sup>st</sup> Party to provide the agreed Services in all respects as per the provisions of this Contract.



9. The 1<sup>st</sup> Party hereby covenants to pay the 2<sup>nd</sup> Party in consideration of the provision of the agreed facility management services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed in the Contract.
10. The description of the services to be rendered by the 2<sup>nd</sup> Party under this contract and their prices as offered by the 2<sup>nd</sup> Party and accepted by the 1<sup>st</sup> Party are as under:

**<Insert the price bid submitted by the Agency>**

## **11. PRICE**

The price shall be **firm and fixed** in the first year of operation. GST shall be paid on the monthly fees/ charges at the rate as applicable. There shall be a price escalation of 10% for each year of successful operation. **(10% will be calculated for those staff only, who have completed one year under this contract)**

## **12. PAYMENT**

- 12.1 The payment shall be made to the 2<sup>nd</sup> Party on monthly basis.
- 12.2 While the bill for 1<sup>st</sup> month shall be paid after submission of bill for the month, payment from the 2<sup>nd</sup> month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as EPF, ESI, etc. for the previous month.
- 12.3 In case of any deficiency in performance or non-supply of agreed manpower, deduction shall be made proportionately from the monthly fees.
- 12.4 The 2<sup>nd</sup> Party shall submit the monthly bill within 1<sup>st</sup> week of the following month.

**For and on behalf of the Agency**

**For and on behalf of the Corporation**

**Authorized Signatory**

**<Name and Address of the Agency>**

**<Authorized Signatory>**

Date:

Date:

1. Witness

1. Witness

2. Witness

2. Witness

## ANNEXURE 7: LIST OF DISTRICT WAREHOUSES (DWHs)

Sl. No.	Name/ Place	Address of the Warehouse
1.	AHRCC	Drug Warehouse, At- Campus of AHRCC (SCB MCH), P.O.- Mangalabag, Dist.-Cuttack, PIN - 753001
2.	Angul	Central Warehouse 02, Office of the CDMO, Angul, Dist. - Angul, PIN-759122
3.	Bolangir	District Drug Warehouse, District Headquarter Hospital Campus, At-Jail Road, P.O.-Bolangir, Dist.-Bolangir, PIN-767001
4.	Balasore	District Warehouse, CDMO, Balasore, Dist.- Balasore, PIN-756001
5.	Bargarh	DHH Campus, At/P.O./Dist. - Bargarh
6.	Bhadrak	District Warehouse, Bhadrak, At-Gabasahi (VIP Colony), Near Collector's Residence, Motel chhack, Bhadrak, PIN- 756100
7.	Boudh	District Drug Warehouse, Near CDMO Office, At/P.O./Dist. - Boudh, PIN-762014
8.	Cuttack	District Warehouse, City Hospital Campus, At-Chaudhury Bazar, P.S.-Darghabazar (Near Big Bazar), PIN-753001, Cuttack
9.	Deogarh	District Warehouse, District Headquarter Hospital, O/o CDMO, Deogarh, P.O./Dist. - Deogarh, Pin-768108
10.	Dhenkanal	<p><b>1. MAIN STORE:</b> District Drug Warehouse, New Building, Near Kalinga Eye Hospital, Dakhinakali Road, Dist.-Dhenkanal, PIN-759001</p> <p><b>2. BLEACHING STORE:</b> Inside the Campus of District Headquarter Hospital, Near to Sub Store, Close to Old Generator Room, Bajichowk, Dhenkanal, PIN-759001</p>
11.	Gajapati	Central Drug Warehouse, Behind Leprosy Office, Treasury Road, P.O.-Paralakhemundi, Dist.-Gajapati, PIN-761200
12.	Ganjam	District Drug Warehouse, CDMO Office Campus, Near Gate Bazaar, Berhampur, Dist.-Ganjam, PIN-760001
13.	Jagatsinghpur	District Drug Warehouse, Office of the CDMO, Jagatsinghpur, P.O.-Jagatsinghpur, Dist.-Jagatsinghpur, PIN-754013
14.	Jajpur	District Drug Warehouse, Office of the CDMO, Jajpur, DHH Campus, Jajpur Town, Jajpur, PIN-755001
15.	Jharsuguda	Drug Ware House, C/o- Chief District Medical Office, At/ P.O.-Jharsuguda, Dist.-Jharsuguda, PIN-768201
16.	Kalahandi	District Warehouse, In front of Regional Diagnostic Centre, Campus of District Head Quarter Hospital, Bhawanipatna, Kalahandi, PIN-766001
17.	Kandhamal	District Drug ware house, Near CDMO Office, Medical Square, Phulbani, Dist. Kandhamal, Pin: 762001
18.	Kendrapara	District Drug Warehouse, Office of Chief District Medical Officer, Kendrapara, PIN-754211
19.	Keonjhar	District Drug Warehouse, Near NHM Office, District Headquarter Hospital Campus, Keonjhar, PIN-758001
20.	Khurda	Drug Warehouse, Campus of District Headquarter Hospital, Khurda-Nayagarh Road, Khurda, PIN-752055

21.	Koraput	District Drug Warehouse, New Medical (Inside DHH Campus), Janiguda, Koraput, PIN-764020
22.	Malkangiri	District Drug Warehouse, At/P.O./P.S.-Malkangiri, Land Mark - Medical Road, DNK, Dist.-Malkangiri, PIN-764048
23.	Mayurbhanj	District Drug Warehouse, O/o- CDMO, Mayurbhanj, At/P.O.-Baripada, Dist.-Mayurbhanj, PIN-757001
24.	MHI, Cuttack	Drug Warehouse, Mental Health Institute, At- Campus of SCB MCH, P.O.-Mangalabag, Dist.- Cuttack, PIN-753001
25.	MKCG MCH	MKCG Medical College and Hospital, Back Side of Main Indoor Building (Near Aahar Kendra), Superintendent Office Road, Berhampur, Dist.-Ganjam, PIN-760004
26.	Nabarangpur	District Warehouse-26, C/o- Office of the CDMO, At- District HQ Hospital, Nabarangpur, P.O.-Nabarangpur, PIN-764059
27.	Nayagarh	Office of the CDMO, Nayagarh, At/P.O./Dist. - Nayagarh, PIN-752069
28.	Nuapada	Hospital Premises, Nuapada, P.O.-Nuapada, P.S.-Nuapada, Dist.-Nuapada, PIN-766105
29.	Puri	District Headquarter Hospital Campus, Puri, Grand Road, Medical Square, Puri, PIN-752002
30.	Rayagada	District Drug Warehouse, CDMO Office Campus, Behind Sri Aurobindo School, Near G.I.A.C.R. Engineering College, Barijholra, P.O.-Rayagada, PIN-765002
31.	RGH	District Warehouse, Rourkela Govt. Hospital, Near STI Chowk, Dist.-Sundargarh, PIN-769004
32.	Sambalpur	In front of CDMO Office, District Head Quarter Hospital Premises, Sambalpur
33.	SCB MCH	Drug Warehouse, SCB MCH, At- Campus of SCB MCH, P.O.- Mangalabag, Dist.-Cuttack, PIN-753001
34.	Sisubhaban	District Warehouse, Inside S.V.P.P.G.I.P. Campus, At-Sishubhaban, P.O.-Chandinichowk, P.S.-Lalbag, Dist.-Cuttack, PIN-753002
35.	Sonepur	District Drug Warehouse, Campus of DHH, Sonepur, Adjacent to Blood Bank, P.O.-Sonepur, Dist.-Subarnapur, PIN-767017
36.	State Drug Warehouse	Campus of Odisha State Medical Corporation Ltd., Convent Square, Bhubaneswar, PIN-751 007
37.	Sundargarh	District Warehouse, O/o the CDMO, Sundargarh, At/P.O./Dist. - Sundargarh, PIN-770001
38.	VSS MCH	Drug Warehouse, VSS Institute of Medical Sciences and Research, Burla, Dist.-Sambalpur, PIN-768017
39.	Capital Hospital	Central Store, Capital Hospital, Unit-6, Bhubaneswar, PIN- 751009