



**ऑयल इंडिया लिमिटेड**  
(भारत सरकार का उद्योग) पंजीकृत कार्यालय: दुर्गापुर, असम  
**Oil India Limited**  
(A Government of India Enterprise) Registered Office: Durgapur, Assam

**Materials Department**  
**(Rajasthan Project)**  
12 Old Residency Road, Jodhpur  
Rajasthan, India.  
Phone/Fax -0291-2438174  
Email: [mat\\_rp@oilindia.in](mailto:mat_rp@oilindia.in)

**Date : 09.07.2009**

To,

M/s. ....

**(As per list enclosed)**

Dear Sirs,

Tender No. : JCO 4114 L10

Bid Closing Date : 21.07.2009  
and Time 15:00 hrs. IST

Bid Opening Date : 21.07.2009  
and Time 15:15 hrs. IST

Dear Sirs,

**Sub : Man-Management Services for caretaking and maintenance of OIL Guest House**

- 1.0 Rajasthan Project of OIL INDIA LIMITED (OIL), a Govt. of India Enterprise, is engaged in exploration and production of Natural Gas and experimental production of heavy oil/bitumen from western Rajasthan. The Project Office is situated at 12, Old Residency Road, Jodhpur – 342011.
- 2.0 In connection with its various activities for the Project, Company has provisioned a GUEST HOUSE at C-21, Shastrinagar, Jodhpur. Company intends hire man-management services for day-to-day caretaking and maintenance of its GUEST HOUSE for an initial period of two years with a provision for further extension of one year at same rates, terms and conditions at the option of Company.
- 3.0 A firm competitive offer is therefore invited for the Man-Management Services required for maintenance and caretaking of the Guest House as detailed in enclosed ANNEXURE-I and subject to compliance of terms and conditions enumerated therein.
- 4.0 Bidders may interact with the following officials of Company during office hours to understand the existing facilities, actual requirements and desired level of services etc., before submitting their quotations.
  - (i) Mr. P. Borkakoty, Sr. Manager (IR)
  - (ii) Mr. U. K. Mukherjee, CE (Instrumentation)

5.0 Please forward your Quotation strictly as per the Price Schedule Format outlined in enclosed ANNEXURE-II conforming all requirements and terms/conditions mentioned herein. Your offer must reach us on or before 21.07.2009 (15:00 hrs. – IST).

Thanking you.

Yours faithfully,  
OIL INDIA LIMITED

( U. N. JENA )  
SR. MANAGER (MATERIALS)  
FOR EXECUTIVE DIRECTOR (RP)

Encl. : a/a

**GENERAL TERMS AND CONDITIONS**

**1.0 SUBMISSION OF BIDS :**

- 1.1 Bidders are requested to submit their Techno-commercial Bids in triplicate in sealed envelopes not later than 15:00 hrs (IST) on the scheduled Bid Closing Date (**21.07.2009**) at under noted address;

CHIEF MANAGER (M & C)  
OIL INDIA LIMITED  
12, OLD RESIDENCY ROAD  
JODHPUR – 342 011

- 1.2 Timely delivery of Bids is the responsibility of the bidders. Late offers will not be considered. Also, offers received through fax/e-mail will not be accepted. Bids must be kept valid for minimum 30 days from the date of tender opening for acceptance and award of agreement by OIL.

- 1.3 The envelope containing Bid must be sealed properly and should also bear the following on the left hand top corner.

- i. OIL's Tender No. : JCO 4114 L10
- ii. Bid Closing Date & Time : 21.07.2009 (15:00 hrs.- IST)
- iii. Name & address of Bidder :

- 1.4 If the outer envelope is not sealed and marked as explained above, the Company will not assume any responsibility for misplacement or pre-mature opening of Bid.

- 1.5 Before submitting their Bids, the prospective Bidders are requested to interact with the following OIL Officials during office hours only to understand the existing infrastructure and facilities, existing deployment pattern of personnel, expected requirements of the guest house and the desired level of services which the Service Provider is expected to render during the contractual period etc.

- (a) MR. P. BORKAKOTY, SR. MANAGER (IR)
- (b) MR. U. K. MUKHERJEE, CE (INSTRUMENTATION)

**2.0 SCOPE OF WORK :**

- 2.1 The successful Bidder will have to provide complete care taking services to Oil India Limited (OIL) for its Guest House by deploying their personnel to the satisfaction of Company, in consistent with Company standards and instructions issued by appropriate Company officials from time to time. Maintenance of discipline, decorum and honesty will be of prime importance.

- 2.2 The Service Provider will have to engage a Supervisor cum Caretaker, who will act as the overall in-charge on behalf of the Service Provider for execution of assigned services and shall maintain various records as necessary. The Supervisor cum Caretaker so deployed, should be capable of maintaining records in English/Hindi and conversant with use of

computer. He should devote fulltime (around 10 to 12 Hrs a day) in Guest House premises. The Supervisor cum Caretaker should make himself available over phone/mobile on round the clock basis. Company will not reimburse any cost towards maintenance of such mobile/telephone. The Supervisor cum Caretaker will be entitled to free food facilities (as normally available) in the Guest House and accommodation as considered appropriate by Company. The Service Provider must submit the Bio-data of their proposed Supervisor cum Caretaker alongwith their bid. The Service Provider may also offer himself as the Supervisor cum Caretaker, provider he meets the aforesaid requirements.

2.3 The Service Provider shall have to engage a total of around ten to twelve work-persons in various categories as under, including one Supervisor cum Caretaker to ensure smooth and efficient functioning of Guest House and supervision of services. However, the actual number of personnel required to be engaged and their duty hours to be so decided by the Service Provider/Caretaker that services are made available round the clock without compromising with quality.

- (i) Supervisor Cum Caretaker
- (ii) Cook
- (iii) Gardener
- (iv) Helper cum Attendant
- (v) Watchman
- (vi) Sweeper

2.4 Except as otherwise hereinafter stated, the selection, replacement and remuneration of the Service Provider's personnel shall be determined by the Service Provider. Such employees shall be the employees solely of the Service Provider. The Service Provider shall ensure that its personnel will be competent and efficient.

2.5 The Service Provider will normally not change the working hands without consent of Company's CM (A & ER) or his authorized representative. However, the Service Provider must immediately remove and replace any of their personnel, who in the opinion of Company, is incompetent/negligent/of unacceptable behaviour or whose employment is otherwise considered by Company to be undesirable.

2.6 The Service Provider will be required to issue proper uniform/dress as decided and instructed by Company's Chief Manager (A & ER) or his authorized representative to the work persons for use at all time during duty period. The cost of such uniform and shoes for the work persons will be reimbursed by Company to the Service Provider as under;

Uniform/Dress : Two Sets per person for 2 years duration  
Shoes : One Pair per person for 2 years duration

2.7 INFRASTRUCTURE :

The Guest House is currently located at C-21, Shastrinagar, Jodhpur. However, Company reserves the right to shift the guest house to other locations in Jodhpur, if situation so demands, at any time during the contractual period and it will be obligatory on the part of the Service Provider to render the care taking services at such new locations. The current premise is broadly as under;

- (i) TV Room cum Common Assembly Hall with attached Toilet.
- (ii) Recreation Room for snacks and beverages with attached Toilet
- (iii) Kitchen and Dinning Room
- (iv) Seven numbers of full furnished living Rooms with attached baths & dressing spaces

- (v) Lawn with open spaces
- (vi) Other rooms for storage of materials, accommodation for staff and underground hall etc.

## 2.8 CARETAKING AND HOUSE-KEEPING :

- (a) The Supervisor cum Caretaker must report to the C M (A & ER) or his authorized representative of Company on daily basis and collect occupancy details of guests and to receive instructions, if any, with regard to services to be rendered in the guest house.
- (a) The Service Provider shall render comprehensive care taking services and will take care of complete day-to-day functioning of the Guest House including maintenance of premise, housekeeping, cooking/catering services, gardening services, marketing requirements etc. as per general guidelines and instructions from the authorities of Company. All tools and consumables for the purpose of caretaking/housekeeping like utensils, cooking gas, cooking materials, brooms, phenyl, moppers and vacuum cleaners etc. will be provided by the Guest House.
- (b) The Service Provider shall provide entire housekeeping services like dry sweeping and wet mopping as desired, of all the rooms/common areas using vacuum cleaner.
- (c) The Service Provider shall upkeep the fixtures and furniture, furnishings, fittings & equipments of the guest house at all the time during contractual period. The Service Provider shall also ensure to keep all such items in excellent condition. Such items shall not be taken out of Guest House premises without the consent in writing by authorized official of the Company.
- (d) The Service Provider shall look after administration of laundry services for all the linens of the Guest House including the guest rooms and will maintain inventory of all such linens. The laundry service provider will be engaged by Company and payment for the same will be made separately by Company directly to such service provider.
- (e) The Caretaker will be responsible for taking good care of guest house property and keep up-to-date inventory thereof. The Caretaker shall attend emergency during breakdown of electrical power supply, DG set, Cable TV, Cooking items, Water supply, Security related matters and urgent medical treatment of guests etc. in the guest house.
- (f) The Caretaker will provide clean linen, soap, toilet items etc. on arrival of guests for their use in the rooms and also arrange for washing/cleaning. The Supervisor cum Caretaker will arrange for all sanitary materials and crockery and cutleries. Newspapers/Magazines as decided by C M (A & ER) or his authorized representative for reading by guests/occupants from time to time to be arranged by the Caretaker and the cost of which will be paid/reimbursed by Company.
- (g) The Service Provider shall ensure proper maintenance of guest register, visitors book as desired by Company's CM (A & ER) or his authorized representative from time to time.

## 2.9 CATERING :

- (a) The Service Provider shall provide meals to the guests (either vegetarian and non-vegetarian at guests' option) at the rates as fixed by Company from time to time. The weekly menu of food items alongwith their rates and timings as approved by Company shall be displayed prominently in the guest house. Charges for tea, breakfast, lunch, evening tea and dinner will be in accordance with the menu. However, the entire fooding arrangement will be under Aravali Sports Club annexee.
- (b) The Service Provider shall arrange for serving fresh wholesome meals (tea, breakfast, lunch, snacks and dinner) to the guest or any person authorized by Company. Such meals will be served in the dinning hall, guest rooms or any place authorized by Company. The number of meals will depend upon occupancy and there is no guarantee of minimum number of meals.
- (c) The raw materials for meals/snacks and other items will be either supplied by Guest House or will be purchased by the Supervisor cum Caretaker, if so desired by Company. In case of purchase, the cost of raw materials will be reimbursed by Company, for which the account of expenditure has to be submitted to CM (A & ER).
- (d) The Service provider shall also make arrangements to provide packed food to the guests, if requisitioned. Proper packing boxes/aluminium foil etc. should be used for this purpose.
- (e) The Service Provider shall not prepare or serve any item other than those prescribed in the menu without prior approval of C M (A & ER) or his authorized representative. Any change of daily menu, alterations or additions in the service items will require prior approval of Company's CM (A & ER) or his authorized representative.
- (f) The Service Provider will also ensure proper upkeepment of crockery/cutlery/stores/ beverages/food items etc. in the most hygienic ways and proper inventory to be maintained.
- (g) The Service Provider shall be responsible for day-to-day housekeeping of the kitchen and pantries and maintain them in clean, neat and hygienic condition at all the times during contractual period.
- (h) The Service Provider shall use only the approved cooking medium for preparing food items. The officer(s) as nominated by Company shall check the quality and quantity of ingredients used for cooking from time to time.

## 3.0 GENERAL CONDITIONS :

- 3.1 The Service Provider will make payment of wages to the work persons deployed by them for execution of this service agreement. The wages and emoluments for the work persons will not be in any case less than the amount prescribed by statutory authorities from time to time considering Minimum Wages Act. etc. Consequences on account of violation of statutory law, rules and regulations in this regard will be solely to Service Provider's account. Company shall in no way be responsible or liable for payment or otherwise in any manner or on any account to the persons engaged by the Service Provider to carry out the services herein mentioned. Further, it shall be the responsibility of Service Provider to comply with all provisions of law relating to engagement of contract personnel, viz; Contract Labour (Regulation & Abolition) Act 1970, Gratuity Act, Industrial Dispute Act 1947, Employees

Provident Fund Act, Workmen Compensation Act, Payment of Wages Act, Payment of Bonus Act 1965, Family Pension Scheme, Interstate Migrant Workmen (Regulation of Employment & Condition Service) Act 1979, Income Tax Act, Service Tax Rules or any other Act or statute not hereinabove mentioned but having bearing over engagement of workers directly or indirectly. The Service Provider shall be the employees' Principal Employer for all intents and purposes in relation to their employment. However, in case any violation of statutory law/rules/regulation by the Service Provider is brought to the notice of Company, which amounts for financial claim/penalty, Company will be at liberty to deduct such amount from the service Provider's monthly bill or Retention Money deposit and furnish the same to the respective statutory authority without any reference to the Service Provider.

- 3.2 The Service Provider will have to maintain relevant records of such service hands engaged for execution of the jobs, which may be called for verification by Company in the event of default/failure to render the desired level of services. In the event of failure on the part of Service Provider to perform the duties in the manner as desired and/or does not comply with the contract provisions, Company shall have the right to deduct such amount deemed fit or feel appropriate as penalty. The amount of such deduction will be on pro-rata basis of the value of the contract or otherwise. The decision of Company in this regard will be final and binding on the Service Provider.
- 3.3 The Supervisor cum Caretaker should be available everyday throughout the contract period except on special occasions with prior permission of Guest House authorities. Such absence on special occasions with prior permission will normally not exceed 30 days in a year. Any unauthorized absence of the said Supervisor cum Caretaker will attract penalty at lumpsum rate of Rs. 500/- per day or part thereof.
  - 3.3.1 The Supervisor Cum Caretaker shall not leave Jodhpur without at least 72 hours prior permission of Company and when leaving Jodhpur on such prior permission, he will keep Company's CM (A &ER) or his authorized representative informed of his whereabouts and shall also make adequate substitute arrangements in consultation so as to ensure that the services are not suffered in any manner during the Caretaker's absence.
- 3.4 The Service Provider shall ensure observance of rules & regulations of the Guest House including guest room.
- 3.5 The rooms shall always be under the possession of the Service Provider. The keys of the rooms shall remain with the Supervisor cum Caretaker who will be responsible for opening and closing of the rooms. However, allotment of rooms/allocation of guests will be done by Company's C M (A & ER) or his authorized representative.
- 3.6 The Service Provider will not allow or permit to be allowed any unauthorized occupation of the rooms and will not carry on or permit to be carried out any undesirable, unlawful obnoxious and illegal activities in the Guest House premises.
- 3.7 The Service Provider will make available the services of their work persons within the Guest House Premises for other activities like hoisting Seminars, Meetings, Family gatherings and celebrations/functions of any nature by Company executives with families from time to time as per advice from Company.
- 3.8 The Service Provider shall duly insure all their persons engaged in pursuance of the agreement against accident, sickness and agree to indemnify Company against all liabilities in this regard. The Service Provider shall further accept liability and shall indemnify the

Company against any liability, claim, proceeding expenses or losses in respect of personal injury of any person whatsoever.

- 3.9 The Company reserves the right to increase or to reduce the services and consequently the Service Provider would be paid remuneration on pro-rata basis, if possible. Otherwise, the rates of any such additional/reduced services have to be mutually agreed by both parties, prior to execution.
- 4.0 **Duration of Agreement :** Company intends to enter in to an agreement with the successful bidder for an initial period of two years with a provision for further extension by one year at the same rates, terms and conditions at the option of Company. However, Company reserves the right to terminate the agreement, with one month written notice without assigning any reasons whatsoever. The service Provider will be paid for the period of services rendered before such termination, if any.
- 5.0 **Retention Money :** A Retention Money equivalent to 10% of normal monthly invoiced amount (excluding the cost of reimbursable items) will be deducted from Service Provider's each monthly invoice/bill and the remaining amount will be released by Company. The proceeds of the Retention Money so deducted will be adjusted by Company towards compensation for any loss resulting from the Service Provider's failure to complete his obligations under the agreement, if any. At the end of the contractual period, Company will return the Retention Money after necessary adjustment as above to the service Provider. Retention Money will not accrue ant interest whatsoever.
- 6.0 **Invoicing and Payment :** The Service Provider will submit their monthly invoice/bill in triplicate to Company at the end of each calendar month for the services rendered during the month, including reimbursement of actual expenses incurred, if any, towards marketing/purchase of items for guest house use, which are otherwise to be provided by Company as per terms and conditions. Any claim towards such reimbursement must be accompanied with respective cash receipt/vouchers or self certified document duly endorsed by Company's authorized official. Income tax as applicable will be deducted from the monthly bill/invoice of the Service Provider as per Income Tax rules.
- 6.1 Payment will be released by Company within fifteen days of receipt of undisputed bill/invoice after necessary deduction of retention money (ref. para 5.0 above) and other amount, if any, due to Company as per provision of the agreement.

#### **7.0 ASSISTANCE FROM GUEST HOUSE :**

The Guest House is equipped with the following items to enable the Service Provider to render the intended services:

- (a) Rooms for accommodation of guests are fully furnished with air conditioners, geysers, Colour TV with cable connections, wooden beds, mattress, pillows, curtains, furniture, carpet etc.. The guest house is also having refrigerator, water coolers, telephones, additional air conditioners & TV, gas connections along with gas stove, utensils etc. The Guest House will be handed over to the Service Provider alongwith all these items in good working conditions to enable them to render effective and efficient services.
- (b) Bed sheets, bed covers, pillow covers, bath towels shall be provided by Guest House. The above items shall be replaced by Guest House as and when required after physical verification by Company Officials from time to time.

- (c) All raw materials/ingredients for cooking including cooking gas, Sanitation items, Soap, Shampoo and Toiletries for guests etc. will be provided by Guest House. However, at times if so desired by guest house authorities or in case of emergency, the Service Provider will have to purchase these items at their cost, which will be reimbursed by Company at actuals, subject to submission of vouchers/bills, duly endorsed by C M (A & ER) or his authorized representative.

**(END OF ANNEXURE – I)**

**ANNEXURE – II**

**PRICE SCHEDULE FORMAT**

Bidders are requested to quote their all inclusive rates strictly as per following format for the services as detailed in ANNEXURE-I.

<b>Srl. No.</b>	<b>Particulars</b>	<b>Rate per month (Rs.)</b>	<b>Total Amount for 24 months (Rs.)</b>
1	Lumsum Charges for providing <b>Catering and other related Services</b> to Company Guest House at Jodhpur as detailed in ANNEXURE-I, enclosed.		
2	<b>Caretaker Charges</b>		
3	<b>Service Tax</b> , if applicable (Please specify item-wise)		
<b>TOTAL (Sum Total of all above)</b>			

Note: Bidder must categorically confirm, if Service Tax is payable extra or they have included in their quoted rates. Service Tax, if applicable, will be reimbursed by Company, subject to furnishing proof of such payment and the relevant Service Tax registration number. Service tax, if any, must be declared in percentage.

**(END OF ANNEXURE-II)**

**LIST OF PROBABLE SOURCES**

Tender No. : JCO 4114 L10  
Tender Date : 08.07.2009  
Bid Closing Date : 21.07.2009 (15:00 hrs. IST)  
Bid Opening Date : 21.07.2009 (15:15 hrs. IST)

The Tender is issued to the following parties only :

Srl. No.	V_Code	Vendor Name	City/Country
1.		Spectron Engineers Pvt. Ltd.	Jodhpur
2.		Rooparam Suthar	Jodhpur
3.		Rajesh Tiwari	Jodhpur

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