



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

Plot No. 19, Sector 16A,
Noida – 201301, U.P.
Phone: 0120 - 2488333 to 2488347
(EPABX)
Fax: 0120 - 2488310
E-mail: corp_c&p@oilindia.in
Web Site: www.oil-india.com

C O V E R I N G N O T E

Issued to M/s. _____

(Name & Address of Firm) _____

Signature of Tender Issuing Officer:

Tender No. LCP 3770 P12 dated 27.10.2011

Bid Closing Date and Time : 15.11.2011 at 14:30 Hrs.
Technical Bid Opening Date and Time : 15.11.2011 at 14:45 Hrs.

DESCRIPTION OF WORK: House Keeping service for OIL's multistoried office building at NOIDA, including supply of consumables.

1.0 Oil India Limited (OIL), a Govt. of India Enterprise, invites sealed quotations from experienced and competent Contractors, for the above mentioned Services, **in cancellation of earlier Tender No. LCP2607P12**. The bid document for the above services comprises of the following Sections:

- SECTION-I: INSTRUCTIONS TO BIDDERS
- SECTION-II: GENERAL TERMS AND CONDITIONS
- SECTION-III: SPECIAL CONDITIONS OF CONTRACT
- SECTION-IV: SCOPE OF WORK
- SECTION-V: BIDDING FORMAT
- SECTION-VI: FORM OF BID SECURITY (BANK GUARANTEE)
- SECTION-VII: FORM OF PERFORMANCE BANK GUARANTEE
- SECTION-VIII: SAMPLE FORM OF AGREEMENT
- SECTION-IX: BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC)

2.0 You are requested to send your most competitive bid well before the scheduled bid closing date and time. For your ready reference, few salient points (covered in details in this Bid document) are high-lighted below:

- i) Tender No. : **LCP 3770 P12 dated 27.10.2011**
- ii) Type of Bid : **Single Stage - Two Bid System**
- iii) Cost of Bid Document : Rs.2,000.00 (Non-refundable)
[PSUs and SSI units are exempted]
- iv) Bid Closing Date & Time : **15.11.2011 (14:30 Hrs IST)**

- v) Technical Bid Opening Date & Time : **15.11.2011(14:45 Hrs IST)**
- vi) Commercial Bid Opening Date & Time : Will be intimated to the qualified bidders nearer the time.
- vii) Bid Submission Place : OIL INDIA LIMITED
Plot No. 19, Sector-16A
NOIDA 201 301, UTTAR PRADESH
- viii) Bid Opening Place : Office of Sr. Advisor (Contracts & Purchase)
OIL INDIA LIMITED
Plot No. 19, Sector-16A, NOIDA 201 301
- ix) Bid Security Amount : Rs. 79,000.00 (non-interest bearing)
- x) Amount of Performance Guarantee : 2.5% of the total estimated contract value.
- xi) Retention Money : 7.5% on the running bills
- xii) Duration Of Contract : 02 (two) years with provision for extension upto 1 year at the same rates, terms & conditions at the option of OIL.

4.0 Interested bidders may contact the following person to visit the site at their own expenses to have a realistic assessment of the job.

Ms. Rupanjali Saikia
Manager (Administration)
OIL INDIA LIMITED, Plot No. 19, Sector 16A
NOIDA 201301
Mobile : 9873249469

5.0 We now look forward to your valuable offer against the tender.

Thanking you,

Yours faithfully,
OIL INDIA LIMITED

(Prasanta Das)
Chief Manager (Materials)
For Senior Advisor (C & P)
For Chairman & Managing Director

SECTION – I

INSTRUCTIONS TO BIDDERS

1.0 Bidder shall bear all costs associated with the preparation and submission of bid. Oil India Limited, hereinafter referred to as Company, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

A. BIDDING DOCUMENTS

2.0 The services required, bidding procedures and contract terms are prescribed in the Bidding Document. This bidding document includes the following:

(a) A Covering Note highlighting the following points:

- (i) Oil India Limited 's Tender No.
- (ii) Type of Bidding
- (iii) Cost of Bid Document
- (iv) Bid closing date and time.
- (v) Bid opening date, time and place.
- (vi) Bid submission and opening place
- (vii) The amount of Bid Security.
- (viii) The amount of performance guarantee.
- (ix) The amount of Retention Money
- (x) Duration of Contract

- (b) Instructions to Bidders (Section - I)
- (c) General Conditions of Contract (Section - II)
- (d) Special Conditions of Contract (Section - III)
- (e) Scope of work (Section - IV)
- (f) Bidding Format (Section - V)
- (g) The Bid Security Form (Section - VI)
- (h) The Performance Security Form (Section - VII)
- (i) The Contract Form (Section - VIII)
- (j) Bid Evaluation Criteria/Bid Rejection Criteria (BEC/BRC)-(Section - IX)

2.1 The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required as per the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk & responsibility and may result in rejection of their bid.

3.0 AMENDMENT OF BIDDING DOCUMENTS:

3.1 At any time prior to the deadline for submission of bids, the Company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document through an Addendum.

3.2 The Addendum will be sent in writing or by Fax/E-mail/Courier/Post to all prospective Bidders to whom Company had issued the bid documents. The Company may, at its discretion, extend the deadline for bid submission, if the Bidders are expected to require additional time in which to take the Addendum into account in preparation of their bid or for any other reason.

B. PREPARATION OF BIDS

4.0 LANGUAGE OF BIDS:

4.1 The bid as well as all correspondence and documents relating to the bid exchanged between the Bidder and the Company shall be in English language, except that any printed literature may be in another language provided it is accompanied by an English version which shall govern for the purpose of bid interpretation.

5.0 DOCUMENTS COMPRISING THE BID:

5.1 The bid submitted by the Bidder must be under Single Stage Two Bid System and shall comprise of the following components:

I. Technical Bid :

- (i) Documentary evidence in accordance with the Bid Rejection Criteria (BRC) as per Section-IX.
- (ii) Original DD/Bank Guarantee for the amount of the Bid Security in accordance with para 9.0 .
- (iii) Statement of compliance as per **Proforma-I**, enclosed.

II. Price Bid :

- (i) Price bid as per the bidding format provided in Section – V.

6.0 The ‘Technical Bid’ should be sealed in an envelope and marked “TECHNICAL BID”. The rates quoted (inclusive of all taxes) by the bidder in the Bidding Format provided in Section - V will be treated as the ‘Priced Bid’ and should be sealed in a separate envelope marked “PRICED BID”. Both the envelopes (Technical & Priced Bid) should be sealed in another envelope and to be submitted at the office of:

**Sr. Advisor(C&P)
Oil India Limited
Plot No. 19, Sector-16A
NOIDA –201301**

7.0 BID PRICE:

7.1 Prices should be quoted in Bidding Format vide Section – V.

7.2 Price quoted by the Successful Bidder must remain firm during its performance of the Contract and is not subject to variation on any account.

7.3 All duties and taxes, corporate income taxes, Service tax and other levies payable by the Contractor under the Contract for which this Bid Document is being issued, shall be included in the rates, prices and total Bid Price submitted by the bidder. Evaluation and comparison of bids shall be made accordingly. For example, personal taxes and/or any corporate taxes arising out of the profits on the contract as per rules of the country shall be borne by the bidder.

8.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS:

8.1 These are listed in Bid Rejection Criteria vide Section – IX.

9.0 BID SECURITY:

9.1 Pursuant to Para 5.0 above, the Bidder shall furnish as part of its Technical bid, Bid Security in the amount as specified in the "Covering Note".

9.2 The Bid Security is required to protect the Company against the risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to sub-para 9.7 below.

9.3 The Bid Security shall be denominated in the currency of the bid or another freely convertible currency, and shall be in the form of Demand Draft , Banker's Cheque or a bank guarantee issued by a scheduled Indian Bank or a foreign bank through its Indian branch in the form provided in the Bid Document and valid for 30 days beyond the validity of the bid. The bank guarantee should be so endorsed that it can be invoked at the issuing bank's branch located at Noida or alternatively at Delhi.

9.4 Any Bid not secured in accordance with above-mentioned subparagraphs 9.1 to 9.3 will be rejected by Company as non-responsive. However, Public Sector undertakings (central or state) are exempted from submission of bid security. Parties registered with Government Departments are not exempted from submission of bid security against this tender.

9.5 Unsuccessful Bidder's Bid Security will be discharged and/or returned after expiry of the period of bid validity or finalization of the tender, whichever takes place earlier.

9.6 Successful Bidder's Bid Security will be discharged upon the Bidder's signing of the contract and furnishing the performance security.

9.7 The Bid Security will be forfeited:

(a) If any Bidder withdraws their bid during the period of bid validity (including any subsequent extension) specified by the Bidder on the Bid Form, or

(b) If a Successful Bidder fails:

i) To sign the contract within reasonable time and within the period of bid validity, and /or,

ii) To furnish Performance Security.

10.0 PERIOD OF VALIDITY OF BIDS:

10.1 Bids shall remain valid for 75 days after the date of technical bid opening prescribed by the Company.

10.2 In exceptional circumstances, the Company may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing (or by Fax or E-mail). A Bidder may refuse the request without forfeiting their Bid Security. A Bidder granting the request will neither be required nor permitted to modify their bid but shall arrange suitable validity extension of their bid security provided under para 9.0 above.

11.0 The bid should contain no interlineations, correcting fluid erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such correction shall be initialed by the person(s) signing the bid. Any bid not meeting this requirement shall be liable for rejection.

C. SUBMISSION OF BIDS:

12.0 SEALING AND MARKING OF BIDS:

12.1 All the conditions of the contract to be made with the successful bidder are given in various Sections of this document. Bidders are requested to state their compliance/ non-compliance to each clause as per **PROFORMA – I**, enclosed. This should be a part of the technical bid.

12.2 Bids (Technical & Price bids) have to be sealed as per the instructions given in Point No. 6.0 above.

12.3 Timely delivery of the bids is the responsibility of the Bidders. Bidders should submit their bid before the scheduled bid closing Date and Time of the tender.

12.4 Fax/E-mail/ Telephonic offers will not be accepted.

12.5 Bid should be properly signed by competent authority of the bidder.

13.0 DEADLINE FOR SUBMISSION OF BIDS :

13.1 **No bid can be submitted after the submission dead line is reached. Bids are to be submitted before the Bid Closing Date and Time mentioned in the Covering Note.**

14.0 MODIFICATION AND WITHDRAWAL OF BIDS :

14.1 The Bidder, after submission of bid, may modify or withdraw its bid by written notice prior to bid closing.

14.2 No bid can be modified subsequent to the deadline for submission of bids.

15.0 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the Bidding Format. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of its Bid Security.

16.0 BID OPENING AND EVALUATION

16.1 Company will open the Bids, including submission(s) made pursuant to para 14.0, in the presence of Bidder's representatives who choose to attend at the date, time and place mentioned in the Covering Note. However, the Bidder's representative must produce an authorization letter from the bidder at the time of opening of tenders. Unless this letter is presented, the representative will not be allowed to attend the opening of tenders. Only one representative against each bid will be allowed to attend.

- 16.2 Bid (if any) for which an acceptable notice of withdrawal has been received pursuant to para 14.0 shall not be opened. On opening the remaining bids Company will examine them to determine whether the same are complete, requisite Bid Securities have been furnished, documents have been properly signed and the bids are generally in order.
- 16.3 At bid opening, Company will announce the Bidders' names, written notifications of bid modifications or withdrawal, if any, furnishing of requisite Bid Security, and such other details as the Company may consider appropriate.
- 16.4 Company shall prepare, for its own records, minutes of bid opening including the information disclosed to those present in accordance with the sub-para 16.2.
- 16.5 To facilitate examination, evaluation and comparison of bids the Company may, at its discretion, ask the Bidder for clarifications of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- 16.6 Prior to detailed evaluation, the Company will determine the substantial responsiveness of each bid to the Bidding Document. For purpose of these paragraphs, a substantially responsive bid is one which conforms to all the terms and conditions of the Bidding Document without material deviations. The Company's determination of bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 16.7 A Bid determined as not substantially responsive will be rejected by the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- 16.8 The Company may waive minor informality or nonconformity or irregularity on a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 16.9 Normally no request for extension of Bid Closing Date will be entertained. However, in case of any changes in the specifications, inadequate response or for any other reasons, OIL may at its discretion, extend the bid closing date and/or time.
- 17.0 OPENING OF PRICE-BIDS
- 17.1 Company will open the Price-bids of the technically qualified Bidders on a specific date in presence of interested qualified bidders. Bidders will be intimated about the bid opening date in advance.
- 17.2 The Company will examine the Priced-bids to determine whether they are complete, any computational errors have been made, required sureties have been furnished, the documents have been properly signed, and the bids are generally in order.
- 17.3 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price (that is obtained by multiplying the unit price and quantity) the unit price shall prevail and the total price shall be corrected accordingly. If any Bidder does not accept the correction of the errors, his bid will be rejected. If there is a discrepancy between words, and figures, the amount in words will prevail.

18.0 EVALUATION AND COMPARISON OF BIDS :

18.1 The Company will evaluate and compare the bids as per Bid Evaluation Criteria (Section-IX) of the tender document.

19.0 CONTACTING THE COMPANY :

19.1 Except as otherwise provided in para 14.0 above, no Bidder shall contact Company on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded except as required by Company vide para 16.5.

19.2 An effort by a Bidder to influence the Company in the Company's bid evaluation, bid comparison or Contract award decisions may result in rejection of their bid.

D. AWARD OF CONTRACT

20.0 AWARD CRITERIA:

20.1 The Company will award the Contract to the Contractor whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

21.0 COMPANY'S RIGHT TO ACCEPT OR REJECT ANY BID:

21.1 Company reserves the right to accept any bid and to reject any or all bids.

22.0 NOTIFICATION OF AWARD:

22.1 Prior to expiry of the period of bid validity or extended validity, the Company will notify the successful Bidder(s) in writing by registered letter / courier or by fax (to be confirmed in writing by registered / courier letter) that his bid has been accepted.

22.2 The notification of award will constitute the formation of the Contract.

23.0 SIGNING OF CONTRACT:

23.1 At the same time as the Company notifies the successful Bidder(s) that his Bid has been accepted, the Company will either invite the bidder(s) for signing of the agreement or send the Contract Form provided in the bidding document. The form will be accompanied by the General & Special Conditions of Contract, scope of works, schedules of rates and all other relevant documents.

23.2 Within 15 days of receipt of the final contract document, the successful Bidder shall sign and date the contract and return the same to the Company.

24.0 PERFORMANCE SECURITY :

24.1 Within 15 days of receipt of notification of award from the Company, the successful Bidder shall furnish the performance security for an amount specified in the Covering Note in the Performance Security Form (form of Bank Guarantee in the format) as provided in the Bidding Document or in any other form acceptable to the Company (demand draft) from a Bank located in India. The performance security shall be payable to Company as compensation for any loss resulting from Contractor's failure to fulfill its obligations under the Contract.

24.2 The performance security specified above must be valid for six (06) months beyond the expiry date of the contract to cover any obligation and to lodge claim, if any. The same will be discharged by Company after the validity period of the performance security. In the event of extension of contract, subsequent to expiry of validity of the original contract period, Contractor shall have to enhance the value of the performance security to cover the contract value for the extended period and also to extend the validity of the performance security accordingly.

24.3 Failure of the successful bidder to comply with the requirements of para 23.1 to 24.1 above shall constitute sufficient grounds for annulment of the award and forfeiture of the Bid Security. In such an event, the Company may award the contract to the next evaluated Bidder or call for new bid or negotiate with the next lowest bidder as the case may be.

25.0 RETENTION MONEY:

A Retention Money equivalent to 7.5 % of each running account bill will be deducted till final completion of the Contract. This amount will be released to the Contractor along with the Performance Security i.e. after 6(six) months) months from Completion of the Contract period or any extension(s) thereof. Retention Money will not accrue any interest.

26.0 Payment Terms :

The bill shall be submitted in triplicate on monthly basis for payment. Payment shall be released within 30 days from the date of receipt of bill if found in order after deducting Income Tax or any other statutory deductions as applicable or penalty etc.

While submitting monthly bills for payment, the contractor shall furnish a undertaking to the effect that all statutory provisions have been complied with including payment of minimum wages as per the Minimum Wages Act and deduction of PF and ESI (if applicable). He will also state that in case of any labour unrest or dispute or claim arising at any point of time due to non-implementation of any law, rules or regulations for the period, the responsibility shall solely be the contractor and they will resolve the dispute satisfactory at their cost and risk without any liability on Oil India Ltd under the Workmen's Compensation Act or any other Act (s) applicable.

(END OF SECTION – I)

SECTION –II

GENERAL TERMS AND CONDITIONS

1.0 DEFINITIONS:

Following terms and expressions shall have the meaning hereby assigned to them unless the context otherwise requires:

- 1.1 'Contract' means the terms and conditions contained in the document entitled “House Keeping service for OIL’s multistoried office building (OIL House) at NOIDA, including supply of consumables” and the attached exhibits. In the event of any conflict between the text of the contract and the exhibits, the text of the Contract shall have precedence over the exhibits.
- 1.2 'Contractor' means the individual or firm or body incorporated performing the work under this contract.
- 1.3 'Company' means OIL INDIA LIMITED (OIL) and its executors, successors, administrators and assignees.
- 1.4 The 'Work' means each and every activities required for the successful performance of the services described under this contract.
- 1.5 Here 'Operating Area' means OIL House, NOIDA.
- 1.6 'Site' means the land and other places, on, under, in or through which the works are to be executed by the Contractor and any other land and places provided by the Company for working space or any other purpose as designated hereinafter as forming part of the Site.
- 1.7 'Contract Price' means the price payable to the Contractor under the contract for the full and proper performance of its contractual obligations.
- 1.8 'Company's Items' means the equipment, materials and services which are to be provided by Company/Contractor at the expense of Company.
- 1.9 'Contractor's Items' means the equipment, materials and services which are to be provided by Contractor/Company at the expense of the Contractor.
- 1.10 'Commencement Date' means the date on which the Contractor starts work as per the scope of work of the Contract.
- 1.11 'Contractor's personnel' means the personnel as required to be provided by Contractor from time to time for execution of this contract.
- 1.12 'Company Representative' means the person or persons appointed and approved in writing from time to time by the Company to act on its behalf for overall co-ordination.

2.0 EFFECTIVE DATE AND DURATION OF CONTRACT :

2.1 The Contract shall become effective as of the date the company notifies the successful bidder(s) that they have been awarded the Contract from and it shall remain in force for a period of two years from the date of commencement. The Contract may be extended upto another one year at the option of the Company at the same rates, terms and conditions.

3.0 CONTRACTOR'S PERSONNEL :

3.1 Contractor's Personnel - Contractor warrants that it shall provide all manpower for the necessary operations, supervision and execution of all works under this Contract to Company's satisfaction. The personnel to be deployed by the Contractor must be competent and sufficiently experienced to perform the works correctly and efficiently except where otherwise stated.

3.2 Except as otherwise hereinafter provided, the selection, replacement and remuneration of Contractor's personnel shall be determined by Contractor. Such employees shall be the employees solely of Contractor. Contractor shall ensure that its personnel will be competent and efficient.

3.3 Replacement of Contractor's Personnel- Contractor will immediately remove and replace any of the Contractor's personnel, who in the opinion of Company, is incompetent, or negligent or of unacceptable behaviour or whose employment is otherwise considered by Company to be undesirable.

4.0 GENERAL OBLIGATIONS OF CONTRACTOR:

4.1 It is expressly understood that Contractor is an independent entity and that neither it nor its employees and its sub-contractors, if any are employees or agents of Company. Company is authorised to designate its representative, who shall at all time have access to the related equipment and all records, for the purposes of observing, inspecting and designating the work to be performed hereunder by Contractor. The Contractor may treat Company's representative for the time being at site as being in-charge of all Company's and Company designated personnel at site. The Company's representative may, amongst other duties, observe, test, check the work performed by Contractor.

4.2 Compliance with Company's Instructions: - Contractor shall comply with all instructions of Company consistent with the provision of this Contract and perform the works described in the Terms of reference/Scope of Work.

4.3 Contractor shall perform all other obligations, work and services which are required by the terms of this contract or which reasonably can be implied from such terms as being necessary for successful and timely execution of the work.

4.4 Contractor shall be deemed to have satisfied itself before submitting its bid as to the correctness and sufficiency of its bid for the services required and of the rates and prices quoted, which rates and prices shall, except insofar as otherwise provided herein, cover all its obligations under the contract.

4.5 Contractor shall give or provide all necessary supervision during the performance of the services and as long thereafter as Company may consider necessary for the proper fulfilling of contractor's obligations under the contract.

5.0 GENERAL OBLIGATIONS OF COMPANY:

5.1 Company shall, in accordance with and subject to the terms and conditions of the Contract, pay Contractor for its full and proper performance of obligations as per provision of this contract.

5.2 Allow Contractor and its employees to access, subject to normal security and safety procedures, to all areas of Company as required for orderly performance of the work.

6.0 PAYMENT TERMS

As defined under para 26.0 of Section – I.

7.0 PENALTY:

7.1 Contractor shall ensure that the required number of persons as specified in the contract will be available in the premises everyday failing which Rs. 200/- per person per day will be deducted towards the absent person.

7.2 Contractor shall ensure that peace and order is maintained in the premises and if peace and order in the premises is disturbed due to lapse on the part of the contractor, a penalty of Rs. 100/- per event for each lapse leading to disturbance of peace/ order may be imposed by the company. Continuing nuisance of this type would render the contractor liable for termination of the contract without notice by the company.

7.3 If the Company finds that the contractor is misusing the facilities provided by the Company for the services or for any other purpose not covered under the contract, the Company will be free to levy penalty, which may extend to Rs. 1000/- per event.

7.4 In the event of any workmen or any other employees having been found on duty without uniform, the Company may impose a penalty of Rs. 25/- for every such occasion/ eventuality. The contractor shall be personally responsible for ensuring that all the staff members wear uniform on duty.

8.0 TAXES AND DUTIES

8.1 All taxes whether Corporate or Personnel or any other tax including Service Tax will have to be borne by the Contractor. The Contractor will assume all responsibilities in this regard. However, the Company will deduct income tax at source as per Indian Income Tax Act and other taxes as applicable under law.

8.2 The Company will not bear any responsibility nor reimburse any amount in case of duties/taxes actually levied exceeds those taken in to account by the Contractor for preparation of priced bid. Nothing in this contract shall relieve the Contractor from its responsibility to pay any tax/duty that may be levied on profits made by him in respect of the contract. The Contractor shall comply with Indian Income Tax Acts, Rules and Labour Laws framed by Central or State Government from time to time with respect to supply of manpower/sub-contractor or other contracts awarded to other parties.

- 8.3 Duties and taxes on purchases made by contractor shall entirely be borne by the Contractor. The Company will not bear any responsibility on such purchases.
- 8.4 Tax levied as per the provisions of tax rules on income derived under this contract will be to Contractor's account.
- 8.5 Taxes will be deducted at source from all payments released to the Contractor, at specified rates of income tax as per provisions of Indian Tax Act.
- 8.6 Contractor shall be responsible for and pay the personnel taxes, if any, for all the personnel deployed.
- 8.7 The Contractor shall furnish the Company, if and when called upon to do, the relevant statements of accounts or any other information pertaining to work done under this contract for submitting the same to Tax Authorities, on specific request by them. Contractor shall be responsible for preparing and filing relevant returns within the stipulated period as per the provisions of the Indian Income tax Act. Company will not assume any responsibility whatsoever towards consequences of non-compliance to above.
- 8.8 The Contractor will arrange tax audit by competent audit firm as per the provision of Indian Tax Laws and submit a copy of the tax audit report to the Company, if and when asked.
- 8.9 Prior to start of operation under this contract, the Contractor shall furnish the Company all necessary documents, as asked for.
- 8.10 Corporate and personnel taxes on Contractor and their sub-contractor shall be the liabilities of the Contractor and Company shall not be responsible on this account.
- 8.11 All local taxes, levies and duties, sales tax, octroi, excise duty etc. on purchases/sales by the Contractor, its sub-contractor and agents shall be borne by the Contractor.

9.0 SUBSEQUENTLY ENACTED LAWS :

Subsequent to the date of issue of letter of intent/award of Contract, if there is a change in or enactment of any law or interpretation of existing law, which results in additional cost/reduction in cost to Contractor on account of the operation under the Contract, the Company/Contractor shall reimburse/pay Contractor/Company for such additional /reduced costs actually incurred.

10.0 USE OF COMPANY'S EQUIPMENT:

- 10.1 Contractor shall assume the risk of and shall be solely responsible for damage to and loss or destruction of materials and equipment or supplies furnished by Company. In case there is a loss or damage to the company's equipment for causes attributable to contractor, the contractor shall compensate the company.

11.0 WAIVERS AND AMENDMENTS :

It is fully understood and agreed that none of the terms and conditions of the Contract shall be deemed waived or amended by either party unless such waiver or amendment is executed in writing by the duly authorized agents or representatives of such party. The failure of either party to execute any right of termination shall not act as a waiver or amendment of any right of such party provided hereunder.

12.0 CONFIDENTIALITY:

12.1 Contractor agrees to be bound by professional secrecy and undertakes to keep confidential any information obtained during the conduct of services and to take all reasonable steps to ensure that Contractor's personnel likewise keep such information confidential.

12.2 This obligation shall be kept in force even after the termination date and until such information will be disclosed by Company.

13.0 NOTICES:

13.1 Any notice given by one party to other, pursuant to the Contract shall be sent in writing or by Fax or E-mail and confirmed in writing to the applicable address specified below :

COMPANY
OIL INDIA LIMITED
PLOT NO. 19, SECTOR-16A,
NOIDA – 201 301
UTTAR PRADESH
Fax No. 0120-2488327
E-MAIL: corp_c&p@oilindia.in

CONTRACTOR

13.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

14.0 HEADINGS:

The headings of the clauses of the Contract are for convenience only and shall not be used to interpret the provisions hereof.

15.0 Assignment and Sub – letting :

The whole of the work included in the Contract shall be executed by the Contractor and the Contractor shall not directly or indirectly transfer , assign or sublet the Contract or any part or share thereof / interest therein without the written consent of Oil India Limited . No undertaking shall relieve the Contractor from the full and entire responsibility.

16.0 Force Majeure :

16.1 In the event of either Party being rendered unable by `Force Majeure' to perform any obligation required to be performed by them under the contract, the relative obligation of the Party affected by such `Force Majeure' will stand suspended as provided herein. The word `Force Majeure' as employed herein shall mean acts of God, war, revolt, agitation, strikes, riot, fire, flood, sabotage, civil commotion, road barricade (but not due to interference of employment problem of the Party) and any other cause, whether of kind herein enumerated or otherwise which are not within the control of the Party to the contract and which renders performance of the contract by the said Party impossible.

16.2 Upon occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing within Seventy Two (72) hours of the alleged beginning and ending thereof, giving full particulars and satisfactory evidence in support of its claim.

16.3 Should 'Force Majeure' condition as stated above occurs and should the same be notified within seventy two (72) hours after its occurrence, the either Party will have the right to terminate the contract with prior written notice if such 'Force Majeure' condition continues beyond consecutive ten (10) days. Should either Party decide not to terminate the contract even under such condition, no payment would apply during the force majeure period unless otherwise agreed to.

17.0 SET OFF:

Any sum of money due and payable to the Contractor (including security Deposit refundable to them) under this or any other contract may be appropriated by the Company and set off against any claim of the Company (or such other person or persons contracting through the Company) for payment of a sum of money arising out of this contract or under any other contract made by the Contractor/ with the Company (Or such other person or persons contracting through the Company).

18.0 Arbitration :

In the event of any disagreement , dispute arising out of execution of the Contract which cannot be settle in an amicable manner between the successful bidder and Oil India Limited the matter shall be referred to Arbitration. Such arbitration shall be governed by the provisions of the Arbitration and Collection Act. 1996 of India as amended up – to – date or any statutory modification or re – enactment thereof for the time being in force. The venue of the Arbitration shall be Delhi / NOIDA.

19.0 Safety Regulation:

In respect of all labour directly or indirectly, employed in the work for the performances of the contractor's part of this agreement, the contractor shall at his own expenses arrange for all the safety provisions as per the safety codes applicable.

20.0 Use of Stairs/Lift by Service Personnel:

The workmen engaged by the contractor shall generally use the service stairs and service lift.

(END OF SECTION - II)

SECTION –III

SPECIAL CONDITIONS OF CONTRACT

Oil India Limited intends to enter into a contract for **House Keeping service for OIL's multistoried office building at NOIDA, including supply of consumables**. Some special terms and conditions of the Contract will be as under:

- 1.0 All the work shall be carried out in the best manner and wherever specifications for any item are not given, the relevant Bureau of Indian Standard Specifications shall be applicable.
- 2.0 The Contractor shall make his own arrangement for security of all his men / materials brought to site. OIL will not take any responsibility in respect of Contractor's men / Materials.
- 3.0 Representative at Site: The Contractor shall depute 2(two) supervisors and 16(sixteen) unskilled laborers. Supervisors will be required to report to OIL's Authorized personnel and will be responsible for the day – to – day supervision of the work and to take the instructions of OIL. For structural glass façade cleaning, expert manpower as required will have to be deployed.

4.0 **Termination of the Contract :**

The Company reserves the right to terminate the contract at any time with one month notice in writing. In the event of termination of the Contract, OIL shall pay the Contractor for the work done and the value of the materials collected by the Contractor for permanent incorporation in the work under this Contract particularly for execution of this Contract up to the date of cancellation of the Contract. The valuation of the work done and the materials collected shall be estimated by the Company's authorized personnel in the presence of the Contractor. The Contractor shall have no claim to any further payment whatsoever.

- 5.0 The Contractor hereby undertakes to indemnify the Company against all claims which may arise under the noted Act :

- i) Contract Labour Regulation & Abolition Act, 1970 and the rules framed there under
- ii) The Workman Compensation Act.
- iii) Payment of Wages Act.
- iv) Minimum Wages Act.
- v) Payment of Bonus Act, 1965
- vi) Family Pension Scheme
- vii) Inter – State Migrant Workmen (Regulation of Employment and Conditions of Services) Act, 1979 or any other Act(s) or Statutes not herein above specifically mentioned having bearing over engagement of workers directly or indirectly for execution of work (Contract). The Contractor shall not make the Company liable to reimburse the Contractor for the statutory increase in the wage rates of the contract labour appointed by the Contractor. Such statutory increase in the wage rates of the Contract labour shall be borne by the Contractor.

- 6.0 The Contractor shall ensure full compliance of various Indian Laws and Statutory Regulations, to the extent applicable, in force from time to time and obtain necessary permits / licenses etc. from appropriate authorities for conducting operations under the Contract .

- 7.0 The Contractor employing more than 20 (twenty) workmen on any day of the preceding 12 months shall be required to obtain requisite license at his cost from the appropriate Licencing Officer before undertaking any Contract work. The Contractor shall also observe the rules and regulations framed under the Contract Labour (Regulations & Abolition) Act.
- 8.0 Wages shall be paid by the Contractor to the workmen directly without the intervention of any Jamadars or Thekadars and that the Contractor shall ensure that no amount by way of commission or otherwise is deducted or recovered by the Jamadars from the wages of the workmen.
- 9.0 The Company, for any reason whatsoever and of which the Company shall be the sole judge, may terminate the Contract with one month notice in writing to the Contractor and in the event of Company's so doing the clause 4.0 hereof shall prevail and the accounts between the parties will be in accordance therewith finalized.
- 10.0 The Contractor will not be allowed to construct any structure (for storage / housing purpose) with thatch, bamboo or any other inflammable materials within the OIL's premises or other fenced area of the Company.
- 11.0 The Contractor shall ensure that all men engaged by him are provided with appropriate protective clothing and safety wear in accordance with appropriate Governmental regulations. The Company's representative shall not allow / accept those men who are not provided with the same.
- 12.0 In order to promote, safeguard and facilitate the general, operational economic interest of the Company, during the continuance of this agreement the contractor hereby agrees and undertakes not to take any direct or indirect interest and / or support, assist maintain or help any person or persons engaged in antisocial activities, demonstrations, riots or in any agitation prejudicial to the Company's interest and any such event taking shape or form at any place of the Company's work and its neighborhoods.
- 13.0 In case of any doubt or dispute as to the interpretation of any Clause herein contained the decision of the Company's authorized personnel shall be final and binding on the Contractor.
- 14.0 **LIABILITY**
- 14.1 Except as otherwise expressly provided, neither Company nor its servants, agents, nominees, Contractors, or subcontractors shall have any liability or responsibility whatsoever to whomsoever for loss of or damage to the equipment and/or loss of or damage to the property of the Contractor and or his Contractors or subcontractors, irrespective of how such loss or damage is caused and even if caused by the negligence of Company and/or its servants, agents, nominees, assignees, Contractors and subcontractors. The Contractor shall protect, defend, indemnify and hold harmless Company from and against such loss or damage and any suit, claim or expense resulting therefrom.

- 14.2 Neither Company nor its servants, agents, nominees, assignees, Contractors, sub-contractors shall have any liability or responsibility whatsoever for injury to, illness, or death of any employee of the Contractor and / or of its Contractors or subcontractors irrespective of how such injury, illness or death is caused and even if caused by the negligence of Company and/or its servants, agents, nominees, assignees, contractors and sub-contractors. Contractor shall protect, defend, indemnify and hold harmless Company from and against such liabilities and any suit, claim or expense resulting there from.
- 14.3 The Contractor hereby agrees to waive its right to recourse and further agrees to cause his underwriters to waive their right of subrogation against Company and/or its underwriters, servants, agents, nominees, assignees, contractors and subcontractors for loss or damage to the equipment of the Contractor and/or its subcontractors when such loss or damage or liabilities arises out of or in connection with the performance of the Contract.
- 14.4 The Contractor hereby further agrees to waive its right of recourse and agrees to cause its under writers to waive their right of subrogation against Company and/or its underwriters, servants, agents, nominees, assignees, contractors and subcontractors for injury to, illness or death of any employee of the contractor and of its contractors, subcontractors and / or their employees when such injury, illness or death arises out of or in connection with the performance of the Contract.
- 14.5 Except as otherwise expressly provided, neither Contractor nor its servants, agents, nominees, contractors or subcontractors shall have any liability or responsibility whatsoever to whomsoever for loss of or damage to the equipment and/or loss or damage to the property of the Company and/or his contractors or subcontractors, irrespective of how such loss or damage is caused and even if caused by the negligence of Contractor and / or its servants, agents, nominees, assignees, contractors and subcontractors. The Company shall protect, defend, indemnify and hold harmless Contractor from and against such loss of damage and any suit, claim or expense resulting therefrom.
- 14.6 Neither Contractor nor its servants, agents, nominees, assignees, contractors, subcontractors shall have any liability or responsibility whatsoever to whomsoever or injury to, illness, or death of any employee of the Company and/or of its contractors or subcontractors irrespective of how such injury, illness or death is caused and even if caused by the negligence of contractor and/or its servants, agents, nominees, assignees, contractors and subcontractors Company shall protect, defend indemnify and hold harmless contractor from and against such liabilities and any suit, claim or expense resulting therefrom.
- 14.7 The Company agrees to waive its right of recourse and further agrees to cause its underwriters to waive their right of subrogation against contractor and / or its underwriters, servants, agents, nominees, assignees, contractors and subcontractors for loss or damage to the equipment of Company and/or its contractors or subcontractors when such loss or damage or liabilities arises out of or in connection with the performance of the Contract.
- 14.8 The Company hereby further agrees to waive its right of recourse and agrees to cause its underwriters to waive their right of subrogation against contractor and / or its underwriters, servant, agents, nominees, assignees, contractors and subcontractors for injury to, illness or death of any employee of the Company and of its contractors, subcontractors and/or their employees when such injury, illness or death arises out of or in connection with the performance of the contract.

15.0 CONSEQUENTIAL DAMAGE

15.1 Neither party shall be liable to the other for special, indirect or consequential damages resulting from or arising out of the contract, including but without limitation, to loss of profit or business interruptions, howsoever caused and regardless of whether such loss or damage was caused by the negligence (either sole or concurrent) of either party, its employees, agents or sub-contractors.

16.0 WITH-HOLDING

16.1 Company may with-hold or nullify the whole or any part of the amount due to Contractor on account of subsequently discovered evidence in order to protect Company from loss on account of :

- (a) For non-completion of jobs assigned as per the Contract.
- (b) Contractor's indebtedness arising out of execution of this contract.
- (c) Defective work not remedied by Contractor.
- (d) Claims by sub-contractor of Contractor or others filed or on the basis of reasonable evidence indicating probable filing of such claims against Contractor.
- (e) Failure of Contractor to pay or provide for the payment of salaries / wages, contributions, unemployment, compensation, taxes or enforced savings with-held from wages etc.
- (f) Damage to another Contractor of Company.
- (g) All claims against Contractor for damages and injuries, and / or for non-payment of bills etc.
- (h) Any failure by Contractor to fully reimburse Company under any of the indemnification provisions of this contract. If, during the progress of the work Contractor shall allow any indebtedness to accrue for which Company, under any circumstances in the opinion of Company may be primarily or contingently liable or ultimately responsible and Contractor shall, within five days after demand is made by Company, fail to pay and discharge such indebtedness, then Company may during the period for which such indebtedness shall remain unpaid, with-hold from the amounts due to Contractor, a sum equal to the amount of such unpaid indebtedness.
- (i) With-holding will also be effected on account of the following :
 - 1) Garnishee order issued by a Court of Law in India .
 - 2) Income-tax deductible at source according to law prevalent from time to time in the country .
 - 3) Any obligation of Contractor which by any law prevalent from time to time to be discharged by Company in the event of Contractor's failure to adhere to such laws .

16.2 When all the above grounds for with-holding payments shall be removed, payment shall thereafter be made for amounts so with-held.

16.3 Notwithstanding the foregoing, the right of Company to withhold shall be limited to damages, claims and failure on the part of Contractor which is directly / indirectly due to some negligent act or omission on the part of Contractor relating to the Contractor's obligation on the Contract.

17.0 MISCELLANEOUS PROVISIONS

17.1 Contractor shall give all notices and pay all fees required to be given or paid for by any National or State statute, ordinance, or other law, or any regulation, or bye-law of any local or other duly constituted authority in relation to the performance of the services and by the rules and regulations of all public bodies and companies whose property or rights are affected or may be affected in any way by the services.

17.2 Contractor shall confirm in all respect with provisions of any such statute, ordinance or law as aforesaid and the regulations or bye-laws of any local or other duly constituted authority which may be applicable to the services and with such rules and regulations of public bodies and Companies as aforesaid and shall keep Company indemnified against all penalties and liability of every kind for breach of any such statute, ordinance or law, regulations or bye-law.

18.0 EMPLOYMENT OF OFFICIAL/PERSONNEL OF THE COMPANY

Contractors are advised not to employ serving Company employees without its prior permission. It is also advised not to employ ex-personnel of the Company within the initial two years period after their retirement/resignation/severance from service without specific permission of the Company. Company may decide not to deal with such firm(s)/ Contractors who fail to comply with the advice.

19.0 If the contractor fails or neglects to observe or perform the terms and conditions of the agreement or any of them the Company may:

- i) Hold the contractors liable for all losses or damages occasioned to the Company by such failure or neglect.
- ii) Hold the contractor liable to pay damages and compensation for loss and inconvenience caused by dislocation of all or any of the services by the sudden discontinuance/dislocation or stoppages.
- iii) In the event of sudden failure, neglect, dislocation or stoppage of the disposal of collected debris by the contractor, Company gets the work done by some other agency after giving 3 days notice to the contractor without prejudice to its rights to enforce performance in respect of the rest of the work and the contractor shall in such event, pay to the Company the additional cost incurred for having such work done from some other agency.

20.0 Contractor's subordinate staff and their Conduct:

The contractor, on award of the work shall name and depute a qualified Supervisor having sufficient experience in carrying out works of similar nature, to whom instructions for works shall be given. The contractor shall also provide to the satisfaction of the officer-in-charge sufficient and trained staff for execution of works pertaining of housekeeping to provide best quality and expeditious working. The contractor shall ensure to the satisfaction of the officer-in-charge that the agency shall provide complete and efficient supervision over the work entrusted to them. The staff, if required will be changed by the contractor at the discretion of management. The contractor shall be responsible for the proper behavior of all the staff and others and shall exercise proper degree of control over them.

(END OF SECTION – III)

SECTION – IV

SCOPE OF WORK

1.0 Scope of Work

- a) Cleaning, sweeping moping and wiping of floors of office area, reception, rooms, halls, passages, lobbies, utility area, pantries including removing of stains, mud, sweeping, brushing wet mopping cleaning bins, dirt catches, paved areas, gratings, staircase on daily basis including Saturdays or as required by Officer-In-Charge by 9. AM Carpet surface to be thoroughly cleaned with soft brush daily and by vacuum cleaner as and when required as per directions of Officer-In-charge. The daily cleaning jobs should be over by 9.00 AM in the morning.
- b) Continuous moping to be done at reception floor and other common floors during office hours (9.30 AM to 6.00PM).
- c) Thorough cleaning of all toilets (officers & staff), skirting, wall cladding, doors, cisterns, vitreous partitions, WCs, wash basins, urinal basins, CP fittings/ fixtures with approved quality dry/ liquid detergents, chemicals, soap, phenyl, air purifier, naphthalene balls, sanitary cubes, toilets papers, liquid soap, washing, wet mopping, cleaning with brooms, brushers, removing stain, removing dirt, disposal at disposal points and all jobs as directed by Officer in Charge.
- d) Cleaning and dusting of entire furniture, wooden doors, windows, chairs, tables cupboards switches, switch plates, AC grills, water dispenser, partitions, cabin walls, railing, doors, windows Venetian blinds, racks, sofas, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
- e) Lifting, carrying and disposing the dead birds animals, rats, insects etc. if found in and around the office building.
- f) Clearing of any choking's in the drainages, manholes etc.
- g) Removal of beehives and cobwebs/honey webs from the office building and its premises.
- h) Cleaning and sweeping of open area, balconies and roof tops, parking lot including compound lights, main gates, grills, security hut etc.
- i) Tentative number of man days required

In order to provide house keeping services, the firm has to deploy the following work force each month:

- (1) House Keepers – 16 Nos. each day
- (2) Supervisor – 2 Nos. each day

2.0 Work to be carried out Daily

- i) Cleaning of general toilets at least thrice daily (at 8.30 AM, 12.00 Noon & 3.30 PM) with phenol and detergent etc. and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basin, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets are to be checked at regular interval every day. Naphthalene balls, air purified and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purified, toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.

- v) Cleaning of office working area, removing dust from floors, windows, doors, furniture's fixtures, telephones, ashtray, cupboard, air conditioner's, filing almirahs, cabinets, glass pans, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- vi) Collection of waste paper from rooms, waste papers, baskets, lobbies and putting in bags at the specified location
- vii) Cleaning of carpets by soft brush
- viii) To clean glass panes on doors, windows/partitions with soap/cleaning agent
- ix) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- x) Cleaning of dust and shaft spaces, garbage, kitchen waste and removal and putting them in dustbin kept outside the building.
- xi) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xii) Cleaning, sweeping and wiping of floors and hand washing area etc. during office hours.
- xiii) Cleaning of lift walls with silver/brass liquid cleaner.
- xiv) Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard make.

3.0 Jobs to be carried out Weekly :

- i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
- ii) Cleaning of brass letters by brasso (Polish)
- iii) Specialized cleaning of all floor space including corners, niches, area below the furniture and other jobs as directed.
- iv) Specialized cleaning of glass panes of windows both from inside and outside, all glass/low/high partitions, doors shutters, panels, door handles, knobs to remove stains, direct with approved quality consumables.
- v) Specialized cleaning of toilets and remove stains.
- vi) Specialized cleaning of loose items like photo frames, planters, panel boards, fire extinguishers, clocks.
- vii) Polishing of all name plates with approved quality material.

4.0 Jobs to be carried out Fortnightly :

- i) Polishing of brass items with approved brass cleaning material.
- ii) Dusting of false ceiling etc. with soft broom and cloth.
- iii) Washing and cleaning of driveways, parking area and roads within the office premises.
- iv) Lift lobby and all toilets floors and other areas, as may be directed by Officer-In-Charge, shall be cleaned with floor scrubbing machine.

5.0 Jobs to be carried out on Monthly basis

- i) All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly polished with was polish.
- ii) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.
- iii) Cleaning of exposed surfaces of electrical fixtures like AC grills, ducts, lighting, fans, dusting, brushing, removing stains, soot's cobwebs, dusting, cleaning with consumables of approved quality and as directed.
- iv) Thorough and specialized cleaning of all wall paneling, top surface areas of high partitions with approved quality of consumables and as directed.
- v) Professional cleaning of Structural Glass façade, Aluminium cladding, stone grit surface and Texture paint surface on the external façade of the building complete including deployment of experienced manpower and supply of all access equipments (returnable basis) and cleaning materials.

- vi) The contractor will have to provide the following Accessories, Equipments, Tools and Cleaning fluid for cleaning of the external façade of the OIL HOUSE.
 - a) SPIDERMAN EQUIPMENT AND ACCESSORIES (Specially designed and patented for Man Riding as per EN-892 and EN-1891)
 - b) SECONDARY SAFETY DEVICE (Rope Grab fall arrestor conforming to EN 353-2)
 - c) CLEANING TOOLS: Squeegees, Window washer and Scrapper etc.
 - d) CLEANING FLUID: Spray of Amway or Duz All of Modicare or equivalent (to be approved by OIL) for glass and Aluminum clad surface cleaning.

Notes:

- i) The daily cleaning activities shall be completed before 9.00 a.m.
- ii) Disposal of garbage/ rubbish daily in the presence of security guard.
- iii) The garbage/ kitchen waste/ and other disposal items should be removed to the nearby authorized Noida Authority's garbage collection point.

6.0 Procedure for Execution of Work

- i) All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, stair cases, lift lobby passage/walkway etc. shall be removed by scrubbing with brush and by suitable acid/chemical wherever required by Officer-In-Charge.
- ii) Carpets shall be cleaned with soft brush and with vacuum cleaners as mentioned herein above.
- iii) Brass items shall be cleaned with dry cloth before polishing of items. Approved quality cleaning material(Brasso) shall be applied and rubbed, till surface shines and the spots are removed effectively.
- iv) First dirt shall be removed from the floor then the floor shall be cleaned with plain water. After that soap water solution of proper strength shall be spread on the floor and rubbed by Mechanical scrubbers. Wherever it is not possible to rub with mechanical scrubbers hand brush shall be used to clean the floor. After sufficient scrubbing the floor shall be properly washed with plain water and dried with cloth.
- v) All the rooms having no carpet shall also be cleaned thoroughly with soap and water.
- vi) All projections/balconies shall also be cleaned thoroughly. Also the opening of choked drains wherever required shall be taken up.
- vii) Finally wax polish shall be applied on floor and rubbed thoroughly to leave the floor dry and shining.
- viii) All windows, their glasses, doors and its glasses and their knobs shall be cleaned and kept free from stains and spots, Venetian blinds are to be cleaned with feather brushes daily and weekly/fortnightly vacuum cleaned. The name plates and brass ware are to be polished and brasso once in every week/fortnight as given on pre page.
- ix) The dustbins to be emptied daily, cleaned and washed once in every 15 days. Buckets and Mugs to be cleaned with soap and water every fortnightly. Chinaware to be cleaned daily. Bathrooms shall be acid cleaned/ or with harpick/sanifresh etc. used every week without fail. Bathrooms and chinaware shall be cleaned at 8.30 AM, 12.00 Noon & 3.30 PM daily.
- x) Telephone computers, FAX to be cleaned with wet cloth every fortnight (on a Saturday) and by dry cloth daily.
- xi) Proper dusting of all the office premises, corridors and table fixtures have to be done daily and perfectly. Fan, tube lights and fixtures, false ceiling/ceiling roof and walls to be dusted with broom or vacuum cleaned, including doors, panels, fixtures etc. cleaned every fortnightly.

7.0 Providing Workforce

- i) The agency has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge.
- ii) Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/cleaning/moping work before 9.00 AM. Staff may be maintained as to provide continuous services as mentioned above.
- iii) The firm shall provide a well qualified person for supervision work. The no. of workers/technicians etc. shall be as per Para 1. (i) of the scope of work. The agency shall not engage in connection with the works any person who has not completed eighteen years of age.
- iv) The workers should wear distinctive uniform while carrying out the cleaning jobs inside the office.

8.0 Supply of Material and Consumables

All materials/consumables other related items as listed in Appendix-I to be provided by the Agency has to be of ISI mark or in conformity with the specification/makes keeping in view good quality/standard after approval of the Officer-In-Charge.

9.0 Tools, Plants & Equipments

The agency shall arrange at his own expense all necessary materials, tools, plants and equipments (hereinafter referred to as T&P) required for execution of work. The agency shall be required to keep and use at least on (1) no. Industrial Mechanical Scrubbing machine and two (2) nos. Vacuum cleaners in good working condition (one ordinary and one industrial) and trolleys mounted with twin tray/container for storing phenyl and plain water for moping. A list of Tools and Tackles are given in Appendix-II.

(END OF SECTION – IV)

SECTION – V

BIDDING FORMAT

Sl. No.	Description	Rate per Month (Rs.)	Total for 2 years (Rs.)
1.	Total cost per month including cost of materials, labour charges, taxes, out of pocket expenses etc. for daily cleaning, weekly cleaning and monthly cleaning as indicated in Scope of Work (Section - IV) point Nos. 1,2,3 and 4		

Notes:

- a) The price quoted above shall remain valid for 75 days from the bid closing date of the tender.
- b) The rates of the Contract shall remain firm and free from any escalation during the entire period of the contract. It will be inclusive of all taxes, duties including works contract tax in the state of U. P. No payment more than the above mentioned rate will be paid to the Contractor.

(END OF SECTION – V)

SECTION – VI

FORM OF BID SECURITY (BANK GUARANTEE)

WHEREAS, (Name of Bidder) _____ (hereinafter called "the Bidder") has submitted his bid dated (Date) _____ for the provision of House keeping Services (hereinafter called "the Bid").

WE KNOW ALL MEN by these presents that We (Name of Bank) _____ of (Name of Country) _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto Oil India Ltd (hereinafter called "Company" in the sum of (_____) * for which payment well and truly to be made to Company, the Bank binds itself, its successors and assignees by these presents. SEALED with the common seal of the Bank this _____ day of _____, 2011.

THE CONDITIONS of this obligation are:

- (1) If the Bidder withdraws his Bid during the period of bid validity specified by the bidder
- (2) If the Bidder, having been notified of the acceptance of his Bid by the Company during the period of Bid validity :
 - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, on tender document;
 - or
 - (b) fails or refuses to furnish the Performance Security in accordance with the Instructions to Bidders on tender documents.

We undertake to pay to Company up to the above amount upon receipt of its first written demand, (by way of letter/fax/e-mail) without Company having to substantiate its demand, provided that in its demand Company will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions specifying the occurred condition or conditions.

This guarantee will remain in force up-to and including the date (date of expiry of bank guarantee should be minimum 60 days beyond the validity of the bid) any demands in respect thereof should not reach the bank not later than the above date.

* The bank should insert the amount of guarantee in words and figures

Date :

Signature of issuing authority of Bank with
designation seal and seal of the bank.

(END OF SECTION-VI)

SECTION – VII

FORM OF PERFORMANCE BANK GUARANTEE (UNCONDITIONAL)

To : (Name of Company _____)
(Address of Company _____)

WHEREAS (Name and address of Contractor) _____
(hereinafter called as "Contractor") had undertaken, in pursuance of Contract No. _____
dated _____ to execute (Name of Contract and Brief description of the work)
_____ (hereinafter called "the Contract"),

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee, NOW HEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of (Amount of Guarantee) * _____ (in words) _____ such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of the Guarantee sum as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

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

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

This guarantee is valid until the date (.....) six month after Contract completion.

SIGNATURE & SEAL OF THE GUARANTOR

Name of Bank

Address

Date

* An amount is to be inserted by the Guarantor, representing the percentage of the Contract price specified in the forwarding letter, and denominated either in the currency of the Contract or in a freely convertible currency acceptable to the Company.

NOTE : Bidders are NOT required to complete this form while submitting the Bid.

(END OF SECTION-VII)

SECTION – VIII

SAMPLE FORM OF AGREEMENT

THIS AGREEMENT is made on the day of..... 2011, between (Name of Company)_____ of (Mailing address of Company) _____, hereinafter called "the Company", of the one part and (Name of Contractor) _____ (hereinafter called "the Contractor") of the other part.

WHEREAS the Company is desirous that certain works should be executed viz. (Brief description of works)_____ and has, by Letter of acceptance dated (Date of Letter of Acceptance)_____, accepted a Bid by the Contractor for the execution, completion and maintenance of such works.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expressions shall have the same meanings as are respectively assigned to them in the conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz. :
 - a) This form of Agreement,
 - b) The Letter of Acceptance,
 - c) The said Bid and Appendix,
 - d) The Technical Specifications ,if any
 - e) The Priced Bid and Quantities,
 - g) The Schedules of Supplementary Information, if any
 - h) The Special Conditions of Contract and
 - i) The General Conditions of Contract
3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies they shall take precedence in the order set out above.
4. In consideration of the payment to be made by the Company to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Company to execute, complete and maintain the works in conformity in all respects with the provisions of the contract.
5. The Company hereby covenants to pay the Contractor in consideration of the execution, completion and maintenance of the works the Contract price at the times and in the manner prescribed by the Contract.

IN WITNESS WHEREOF the parties hereto have set their respective hands and seals to this Agreement on the day, year first written above.

SIGNED, SEALED AND DELIVERED.

By the said Name_____

On behalf of the Contractor
in the presence of:

(END OF SECTION - VIII)

SECTION – IX

BID REJECTION / EVALUATION CRITERIA (BRC/BEC)

1.0. BID REJECTION CRITERIA (BRC):

The bid shall conform generally to the specifications and terms and conditions given in the Tender Documents. Bids will be rejected in case services offered do not conform to the required parameters stipulated in the technical specifications. Notwithstanding the general conformity of the bid to the stipulated specifications, the following mandatory requirements will have to be particularly met by the Bidders without which the same will be considered as non-responsive and rejected. All documents related to BRC must be submitted along with the Techno-Commercial Bid.

1.1 The bidder should have experience of providing Services of House Keeping in office building in PSUs / Central Govt./ State Govt. Organizations or in any reputed private organization during the last 7 (seven) years ending September 2011, of value either of the following.

- i) Three similar completed works each costing not less than Rs.15.6 lakh each.
- or
- ii) Two similar completed works each costing not less than Rs. 19.5 lakh each.
- or
- iii) One similar completed work costing not less than Rs. 31.2 lakh.

1.2 Average Annual financial turnover as per Audited Annual Reports for the last three accounting years, should be at least Rs. 11.7 Lakh.

1.3 Bids should be accompanied by adequate documentary proof in support of experience and turnover as mentioned.

A) For proof of Annual turnover, attested copies of the following documents to be submitted along with the bid.

- i) A certificate issued by a practicing Chartered/ Cost Accountants' Firm, certifying the Annual Turnover and nature of business, and
- ii) Audited Balance Sheet and Profit and Loss account.

B) For proof of requisite Experience, bidder should submit the following copies of documents along with the bid:

- (i) Photocopy of Contract document or work order document showing details of work, AND
- (ii) Works Completion Certificate showing:
 - (a) Gross value of completed.
 - (b) Nature of job done and contract / work order no.
 - (c) Contract period and date of completion.

Bidders who have executed similar work in Oil India Limited should furnish only the copy of the Contract.

1.4 Bidders must quote their offer in accordance with the format provided in Section - V. Bids received in any other form will be rejected.

- 1.5 Bids with inadequate validity will be rejected.
- 1.6 Bidders shall furnish the “Bid Security” for the amount as specified in the ‘Covering Note’. Any Bid not accompanied by Bid Security will be rejected.
- 1.7 Any Bid containing a false statement shall be rejected.
- 1.8 Any Bid received by Company after the deadline for submission of Bids prescribed herein will be rejected and returned unopened.
- 1.9 The rate quoted by Bidders must be held firm during the term of the contract and not be subjected to any variation except as per the provisions of the contract. Bids with adjustable price terms will be rejected.
- 1.10 There must be no exception to the following Clauses including sub-clauses, as applicable, otherwise the Bid will be rejected.

- Performance Security Deposit Clause	- Termination Clause
- Penalty / Compensation Clause	- Arbitration Clause
- Taxe and duites Clause	- Liability Clause
- Force Majeure Clause	
- 1.11 No deviation or exception will be accepted in the clauses covered under BRC/BEC.
- 1.12 To determine the substantial compliance of a Bid, Company reserves the right to ask the Bidder for clarification of clauses covered by the BRC/BEC. Such clarifications to ensure compliance with the BRC/BEC clauses must be received on or before the deadline given by Company or the Bid will be rejected.

NOTE: If any clauses in the BRC contradict clauses elsewhere in the Bid Document, then the clauses in the BRC shall prevail.

2.0 BID EVALUATION CRITERIA (BEC)

- 2.1 Bids will be technically evaluated on the requirements of the tender. The bid should meet the requirements and specifications in the Bid Document.
- 2.2 Bids conforming to the technical specifications, the terms and conditions stipulated in the tender and conforming to the Bid Rejection Criteria will be evaluated to determine the lowest bidder.
- 2.3 To ascertain the inter-se-ranking, the comparison of the responsive bids will be made subject to loading for any deviation. Comparison of offers will be done on total evaluated cost on the basis of rates quoted in the Bidding Format.
- 2.4 In the event of computational error between unit price and total price, unit price shall prevail and adopted for evaluation.
- 2.5 Similarly, in the event of discrepancy between words and quoted figure, words will prevail.

(END OF SECTION - IX)

STATEMENT OF COMPLIANCE
(Only exceptions/deviations to be rendered)

SECTION NO. (PAGE NO.)	CLAUSE NO. SUB-CLAUSE NO.	COMPLIANCE/ NON COMPLIANCE	REMARKS

(Authorised Signatory)

Name of the bidder _____

NOTE: OIL INDIA LIMITED expects the bidders to fully accept the terms and conditions of the bid document. However, should the bidders still envisage some exceptions/ deviations to the terms and conditions of the bid document, the same should be indicated as per above format and submit along with their technical bids. If the proforma is left blank or not submitted, then it would be construed that the bidder has not taken any exception/deviation to the terms and conditions of the bid document.

List of Materials and Consumables to be used for Housekeeping work at OIL House.

<u>Sl. No.</u>	<u>Description</u>
1.	Liquid soap for hand wash – Moisturizer
2.	Disinfectant/phenyl
3.	Material for cleaning floors (Teepol)
4.	Naphthalene balls
5.	Urinal cakes
6.	Air purifier/room spray/Premium
7.	Baygon Spray, etc (Mortein)
8.	Vim or equivalent
9.	Surf or equivalent
10.	Acid etc. for W/Cs
11.	Toilet paper for Toilets (Wintex 2/3 ply 50 mtrs. Roll)
12.	Brasso
13.	Colin
14.	Harpic/Sanifresh
15.	Bleaching Powder
16.	Wiper
17.	Hockey type brush
18.	Round brush
19.	Steel wool.
20.	White duster (big) approx. 36" x 36")
21.	Yellow duster (big) approx. 36" x 36")
22.	Floor duster
23.	Soft broom
24.	Hard broom
25.	Garbage bags (big size)
26.	Rubber pump
27.	Jala Brush
28.	Scotch Brush
29.	Carpet Brush
30.	Thinner
31.	Batti
32.	Lift cleaner
33.	Floor polishing compound (500 ml)
34.	Others (Pl. specify)
35.	Insecticides & pesticides

Note : The contractor shall assess the consumption of materials independently as per the quantum, for the entire scope of work. The quality and quantity of above items are subject to inspection by the Officer-In-charge.

List of Equipments / Tools and Tackles to be used for housekeeping
(Standard quality / ISI mark)

i.	Industrial, Mechanical scrubbing machine	1 No.
ii.	Vacuum Cleaner	2 Nos.
iii.	Floor Scrubber (Electrically operated)	1 No.
iv.	Spray pun for cleaning glass panes etc.	1 No.
v.	Hand Trolley	1 No.
vi.	Buckets 16 Ltrs.	10 Nos.
vii.	Plastic Mugs	10 Nos.
viii.	Big Dustbins / Plastic containers	10 Nos.
ix.	Wooden planks / bamboo/ Balties / Coir ropes	As per requirement

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