

**EOI No.: GM(KO)/ADM/NBCC/106/2026**

**Date: 02.03.2026**

**SUBMISSION OF EOI**

The interested parties having experience of providing Housekeeping and Catering services shall submit the EOI along with the following details:

**1.0 Description:** EOI for Housekeeping and catering services for the New OIL's Office at NBCC Square, Rajarhat, New Town, Kolkata

- A. Name of the party: \_\_\_\_\_  
B. Contact details: \_\_\_\_\_  
C. Full Address: \_\_\_\_\_  
D. Copy of Udyam Registration Certificate, if registered as MSME.  
E. GST Registration/ Certificate of Incorporation

**F. Experience of the firm:**

List of successful jobs as per prescribed format (Annexure-A).

Proof of experience of the party, viz. award and subsequent successful execution/completion to be substantiated by submission of the following documents along with Annexure-A:

(A) Contract document/ Letter of Intent (LOI)/Letter of Award (LOA)/ Work Order showing detailed scope of work

AND

(B) Job Completion Certificate showing

- (i) Nature of job done and relevant Work order no./Contract no.  
(ii) Contract period and date of completion

OR

SES (Service Entry Sheet)/Certificate of Payment (COP) issued by the end user indicating the following:

- (i) Work order no./Contract no.

Contd.....P/2.

(2)

- (ii) Period of Service
- (iii) Nature of Service

**G. Net worth:**

Copy of Audited Balance Sheet along with Profit & Loss account for financial year 24-25.

Or

A certificate issued by a practicing Chartered/ Cost Accountant with Membership Number and Firm Registration Number and UDIN (unique Document Identification Number) for the financial year 24-25.

2.0 Interested parties meeting the pre-qualifying criteria as above are invited to submit their EOI at our e-mail id: [subhajit\\_saha@oilindia.in](mailto:subhajit_saha@oilindia.in) within **10.03.2026 up to 17:00 Hrs (IST)**.

3.0 The offer(s) may also be uploaded in Parties' FTP server / File sharing website (portal) and the link(s) may be provided to us at our e-mail within the above specified period.

4.0 The offer(s) should have clear indication whether the same meets the pre-qualifying criteria.

5.0 OIL reserves the right to (a) accept or reject any/ all offers submitted by parties (b) cancel the process at any time without any liability and assigning any reason thereof.

6.0 The scope of housekeeping and catering services required is enclosed.

7.0 For clarifications, if any, the interested party may contact the following email address: [subhajit\\_saha@oilindia.in](mailto:subhajit_saha@oilindia.in)

Thank you,

Yours faithfully,  
OIL INDIA LIMITED



Subhajit Saha  
Sr. Manager (HR & A)  
For General Manager (Kolkata Office)-HoD

**Annexure-A**

Experience Statement of Vendor/Service Provider

Experience of providing Housekeeping and catering services during the last 07 (seven) years from the date of closing of the EOI.

Sl. No	Contract No. /PO No.	Name & Address with contact details of the client	Place of Operation	Details of Services carried out	Start date of contract	End date of contract	Contract Value/ Executed Value	Remarks- if any

N.B: Please add rows & extra sheets if required.

Signature & Name of personnel:

Seal of Bidder

Name of Vendor:

**Scope of Work for Housekeeping and Catering Services for the New OIL's Office at NBCC Square, Rajarhat, New Town, Kolkata**

**1.0 Preamble:**

OIL INDIA LIMITED (OIL), a Government of India “Maharatna” Category Enterprise under the Ministry of Petroleum and Natural Gas, is a premier upstream Company engaged mainly in the business of Exploration, Production & Transportation of Crude Oil & Natural Gas as well as production of LPG. It's Field Head Quarter (FHQ) is at Duliajan Dibrugarh, Assam, India and Corporate office is in Noida, UP, India. OIL has significant presence in different parts of India and abroad in the E&P Business. OIL has an office at Kolkata to handle a part of the procurement activities and the shipping activities of the Company.

**2.0 Background:**

A new state-of-the-art Office Space for Oil India Limited Kolkata Office has been constructed to accommodate OIL's Main Office & Shipping Office of Kolkata on the 6<sup>th</sup> floor of NBCC Square, Rajarhat, New Town, Kolkata. The total area of the office is 1611.78 Sq. Mt (17349.055 Sq. Ft).

The NBCC square is a multistory building that houses various offices of Government of India and PSUs etc. The 6<sup>th</sup> and 7<sup>th</sup> floor of the building is OIL's property and on the 6<sup>th</sup> floor of the building the new office is coming up.

The common areas of the building include garage, lift, Fire Pump, Water Pump, Generator Set, Green area, Lawn etc. The maintenance and security of the common areas do not come under the scope of this contract.

The maintenance of the own office space of Oil India Limited at 6<sup>th</sup> Floor of NBCC Square, Rajarhat, New Town, Kolkata will be maintained by Oil India Limited itself.

In connection with maintenance of the own office space of Oil India Limited at 6<sup>th</sup> Floor of NBCC Square, Rajarhat, New Town, Kolkata, OIL intends to initiate a contract for Housekeeping and Catering Service.

**2.1 About the New Office:**

The new office of OIL at Rajarhat, New Town, Kolkata is entirely equipped with a sophisticated centralized air-conditioning facility. This building is designed suitably to place the state-of-the-art Office rooms, Workstations, conference rooms, data room for storing confidential hard copies of files, Advanced server rooms, modern canteen & cafeteria facility, Doctor's room, etc. The office space is equipped with proper fire & safety facilities. The 6th floor of NBCC Square, Rajarhat, New Town, Kolkata has around 17,000 sq. feet of Carpet area to accommodate the above facilities.

**2.1.1 Sitting provisions of the New OIL's Office are as follows:**

<b>Sl. No.</b>	<b>Location</b>	<b>Quantity</b>	<b>Area in sq. mt</b>
1	Reception	01	54.22
2	HoD Cabin	01	42.50
3	VIP Room	01	40.70
4	Private Secretary Room	01	22.27
5	Visitors Room	01	31.42
6	Sectional Head Room	08	19.64 x 2 = 39.28 21.12 x 6 = 126.72
7	Executives Room	11	10.77 x 11= 120.67
8	Union Office	01	21.12
9	Cafeteria 22 pax	01	182.92
10	Conference Room 15 pax	01	39.00
11	Workstations	88	150 (66 nos.) 10.97x 22 nos.=242
12	Meeting room/ Tender Opening room 15 pax	01	39.00
13	Smoking Room	01	12.95

14	Waiting area	01	72.85
15	Pantry	02	19.38 x 2= 38.76
16	UPS/Battery Room	01	5.06
17	Server Room	01	28.03
18	Electrical room	01	9.80 (Approx)
19	Day Care Room	01	16.5
20	Doctor's Room	01	16.70
21	Vendor/Retired employees' Room	01	42.97
22	Corridor/Common area		190 (Approx)
23	Washroom	6	14.21 x1 12.79 x1
	Total		1611.78 Sq. Mt (17349.055 Sq. Ft)

### 3.0 Scope of Work for the Housekeeping:

#### 3.1 Structural Glazing (Inner sides of the structural glazing only, not the outside):

- (A) The scope of work encompasses the cleaning of entire Glass (inside only) of structural glazing and ACP (Aluminium Composite Panels) using appropriate cleaning agents/chemicals. The contractor shall make arrangements such as MS supports, hooks, etc., for the comprehensive cleaning of the inner sides of the structural glazing. The contractor must independently undertake these provisions as per the specific requirements of the job considering all safety measures. It is imperative that these additional measures are executed with due diligence to prevent any damage to the property.
- (B) Utmost care is to be taken so that no scratch/damage occurs either in glass or ACPs while performing the cleaning job. If any damage occurs to the glass or ACP while performing the cleaning job, the same needs to get replaced/

rectified by the contractor **free of cost**. OIL desires to undertake the cleaning work **twice a year**.

- (C) Service should not be carried out on Sundays and OIL's declared Holidays without permission from OIL authority.
- (D) OIL's authority needs to be informed **10 days** prior to commencement of the work.
- (E) All costs associated with the mobilization and demobilization of equipment and service personnel are the contractor's scope.

### **3.2 Interior Cleaning:**

- (A) Total and complete cleanliness and maintenance of the interiors of the office space including cleanliness of furniture and fittings and linen (wherever needed), office equipment (Computers, Workstations, Display, Printers etc) and disposal of waste and garbage.
- (B) Safety precautions to be taken while cleaning electrical/electronic equipment.
- (C) It is the obligation of the contractor at his own scope to ensure that all cleaning tasks in the sitting areas of the office personnels are completed prior to the commencement of office hours without hampering the functionality of the office.
- (D) Regular Cleaning and maintenance of the floor including rooms, cubicles, wash-basins, walls, corridors, grills, railings, doors, windows, fixtures & fittings, including lights and fans, passages, staircases etc. on daily or need basis, with the use of all inputs including proper tools equipment, detergents/ cleaning agents, disinfectants, acids, scrubbers, naphthalene balls, repellents, sprayers, liquid soaps, buckets, baskets, brooms, etc. (whichever and wherever is applicable).
- (E) Cleaning of all rooms, cubicles, corridors, balconies, doors, windows, almirahs, wastebaskets, room furniture, fittings, fixtures, etc. daily or on a

need basis by scrubbing/ mopping and by using good quality cleaning agents.

- (F) Cabins and floor areas, Carpet areas, Sofa, Doormats and replacing them to original position are to be vacuum cleaned **once a week**.
- (G) Cleaning of all toilets to be carried out every day at least three times or as and when required by cleaning agents supplied by OIL. It is the responsibility of contractor to keep the toilets clean, odourless, stain & stink free all the time. Proper hygiene should be maintained all the time.
- (H) Mirrors, sewer lines, drainpipes/lines etc. of Lavatory shall be cleaned regularly or on a need basis.
- (I) Naphthalene balls, liquid soap, tissue paper, air fresheners, etc. to replenished regularly which will be supplied by OIL.
- (J) Spraying the rooms, cabins, corridors, catering area, etc. needs to be done on as and when required, with fly/mosquito repellents and thereafter with room fresheners supplied by OIL.
- (K) Temporary shifting and relocating of furniture and office equipment (including Computers, Workstations, Displays, Printers & Plotters), and other office Consumables, loading, unloading, etc. within the floor, whenever required need to be served by the contractor's personnel.
- (L) Clearance of grit, waste, garbage and overall, up-keeping within the office premises.
- (M) Proper keeping of napkins, tissue papers, etc. daily at each washbasin/ washroom, before the start of the office working hours. The stock of the same shall be supplied by OIL. However, laundry jobs of towels and cleaning cloths shall be the responsibility of the contractor.
- (N) Cleaning Water Dispensers/ Water purifier and other electrical appliances like refrigerators, Split and Duct AC, Microwave oven, lighting fixtures etc. at least once in a week or as per the requirement. The above requirement pertains solely to exterior cleaning, such as the removal of dust and surface debris, and does not include any servicing activities.
- (O) Keeping the tables, chairs, and other furniture spotlessly clean using OIL-supplied polish in an organized manner.

- (P) It is imperative to remove garbage on a daily basis and dispose of it at an approved site designated (which will be within the premises of NBCC Square, Rajarhat, New Town, Kolkata) before 8:30 AM. Perishable and odorous waste must be addressed immediately to prevent any potential issues. All refuse should be collected in covered bins provided by the OIL, ensuring that it remains free from unpleasant odours, and flies, and is concealed from public view prior to disposal.
- (Q) Cleaning the restricted areas such as server rooms are required to be kept neat and clean at all the times or daily basis under the supervision of the Officer In charge of the Server Room.
- (R) The normal office hours are from 08:50 AM to 04:50 PM from Monday to Friday. The service is required during the normal office hours. However, contractor is to provide selective services (as decided by OIL) till all the office personnel leave the office premises. The service will not be required after **06:00 PM** on normal working days.
- (S) Equipment / machinery necessary for the execution of various housekeeping services shall be provided by the contractor as specified below:
- i. For vacuum cleaning: Commercial Vacuum Cleaner
  - ii. For floor Scrubbing / Mopping / Drying: Commercial Floor Scrubber / Mopper / Dryer
  - iii. Extended reach tools for cobweb cleaning.
  - iv. For hard-to-reach areas cleaning. Hand Mopper
- (T) All costs associated with the mobilization and demobilization of equipment and service personnel are under the contractor's scope.

### 3.3 The details of the services required:

<b>Table-A: Area/Location, Method, and Minimum Frequency of Work</b>			
<b>Sl. No.</b>	<b>Area/Location</b>	<b>Method</b>	<b>Minimum Frequency</b>

01	Regular Mechanised cleaning of the entrance lobbies, common passage, rooms, meeting room, conference room, cafeteria etc.	Scrubbing/Drying	Daily
02	Dusting of workstations and desks, dusting of windows, dusting of furniture, chairs, sofa set & fixtures, dusting of photo copier, telephone, computer, and other office equipment etc. other articles in the rooms and common areas.	Scrubbing/ Drying.	Daily
03	Cleaning of the doors, Glass partitions, windows, Cleaning of photo copier, telephone, computer, and other office equipment etc using special cleaning solution.	Scrubbing & wiping with stain removing chemicals.	Once a week
04	Vacuum Cleaning of floor, carpets, chairs, sofa set, Doormats etc.	Vacuum cleaner	Once a week
05	Spraying of perfumed disinfectants, and air/room fresheners	Spraying in cabins, workstations and common areas inside the office	Daily
06	Toilet Areas:		
	i) Toilet fittings, Mirrors.	Scrubbing/ Drying/Wiping with quality cleaning agents supplied by OIL for making it hygienic and odour free.	Daily
	ii) Urinals, Washbasins, Washbasin Counters.	Scrubbing/ Wiping,	At least three times a Day also as and when required basis.
	iii) Toilet Floor	Washing/Wiping/ Mopping	At least three times a Day also as and when required basis.
	iv) Toilet Wall/door mats	Washing/Wiping	Daily
	v) Trash Removal		Daily
	vi) Refilling of the Soap dispenser, toilet paper rolls, liquid soap in dispensers, naphthalene balls and		As required

	face/hand tissues dispenser, sanitizer etc		
	vii) Doormat	Brooming/ Vacuum cleaning (as Applicable)	Daily
07	Pantry: Cleaning of sink, counter, floor, furniture, utensils, crockeries and fittings	Scrubbing/Drying	Daily also as and when required.
08	Collection and segregation of wet and dry waste from canteen, pantries and office workstations and cabins in Garbage bags and disposal at the designated dumping area within the campus as advised by OIL.		As and when required.
09	Cleaning of AC grills, AC units, Wall/Ceiling/Exhaust fans, switchboards, lights, electric gadgets, DB's, Fire Equipment, and other electrical equipment, venetian blends, roller blinds, vertical blinds, curtains etc.	Mechanised sweeping, cleaning, mopping, and dusting. Also scrubbing & wiping with stain removing chemicals (Non-conductive agents for electrical fittings)	Two times a year (As and when required)

#### 4.0 Cafeteria Services:

##### 4.1 Lunch

(A) Company provides lunch to the employees at subsidised rates. There is no provision of preparation of meal like breakfast/lunch etc. The contractor shall supply such items from outside in hot and hygienic conditions. Minimum nos. of lunch shall be 30 (Thirty) nos. per working day.

#### **DESCRIPTION / STANDARD WEIGHTS / UNIT / QUANTITY**

i) Item wise Veg/ Non-Veg meals should be as under:

A) *VEG (per meal):*

Fine Rice - 250 gm or Chapati - 250 gm  
 Fried dal - 75 gm  
 Fried Veg – 100 gm  
 Veg. Curry with paneer – 100 gm  
 Salad/Chutney/Fried papad  
 Lemon/Green chilly

B) *NON-VEG (per meal):*

Fine Rice - 250 gm or Chapati - 250 gm  
 Fried dal - 75 gm  
 Fried Veg – 100 gm  
 Veg. Curry – 100 gm

Mutton/Chicken – 100 gm/ Fish- 100 gm / Eggs-2 nos. (one item only)  
Salad/Chutney/Fried papad  
Lemon/Green chilly

C) Drinking water is to be served.

ii) Quality of food grains to be used:

Rice: KRT broken/Sona shakti/Raja premium/Shiv Gold/Laxmi Bhog  
Ata: Ashirvad/Fortune/Patanjali/Gobind Bhog/Amrit  
Mustard Oil: Engine/Dhara/Fortune/Dalda/Patanjali  
Dal and spices used should be of branded quality  
Vegetable used should be fresh.  
Mutton, Chicken, Fish, Eggs must be of fresh.

iii) Lunch must be served at 1.00 pm.

iv) All costs associated with the raw materials, preparation, utensils, gas cylinders, serving, mobilization and demobilization of equipment and service personnel for the above are under the contractor's scope.

#### 4.2 The details of the services required:

Table-B: Items, Method, and Minimum Frequency of Work		
Items	Method	Minimum Frequency
Lunch (Veg/Non-Veg)	Prepared items to be supplied by the contractor.	Daily (Monday to Friday) except official holidays.

#### 5.0 PENALTY/ SERVICE LEVEL AGREEMENT

In the event of failure of the contractor to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, OIL at its sole discretion may make alternate arrangements for getting the Services contracted with another Contractor. In such a case, OIL shall give prior notice to the existing Contractor. The existing Contractor shall continue to provide services as per the terms of the Agreement until a 'New Contractor' completely takes over the work. During the transition phase, the existing Contractor shall render all reasonable assistance to the new Contractor within such period prescribed by OIL, at no extra cost to OIL, for ensuring smooth switch over and continuity of services, provided where transition services are required by OIL or New Contractor beyond the term of this Agreement, reasons for which are not attributable to Contractor and payment shall be made to the existing Contractor for such additional period on the same rates and payment terms as quoted. If existing Contractor is breach of this obligation, they shall be liable for

paying a penalty of 10% of the total Project Cost on demand to OIL, which may be settled from the payment of invoices for the contracted period or by invocation of Performance Guarantee. In case of non-compliance with the standards of the services to be provided as per this agreement, OIL would be at liberty to levy such penalty and terminate the contract as per the conditions detailed out below:

Nature of default	Default details	Penalties			Remarks
		1st Instance	2nd Instance	3rd Instance	
Non deployment of manpower	Non deployment of sufficient manpower	Rs. 1,000/- per day	Rs. 2,000/- per day	Rs. 3,000/- per day	Cancellation of contract after 3rd instance with cancellation charges @ 10% of contract value.
Failures to address deficiencies/ complaints brought to notice by OIL	Deficiencies/ Complaints not addressed promptly	Rs. 500/- per complaint	Rs. 1,000/- per complaint	Rs. 1,500/- per complaint	After 3rd instance, the penalty will be imposed @ Rs. 2,000/- per complaint.
Unsatisfactory upkeep & maintenance	The upkeep of the premises is not found satisfactory	Rs. 1,000/- per day	Rs. 2,000/- per day	Rs. 3,000/- per day	After 3rd instance, the penalty will be imposed @ Rs. 5,000/- per day.
Procurement of consumables	Non procurement of consumables as per approved list (Annexure B)	Rs. 500/- per complaint	Rs. 1,000/- per complaint	Rs. 1,500/- per complaint	After 3rd instance, the penalty will be imposed @ Rs. 2,000/- per complaint.
Staff uniform, PPE and Identity Card	Non utilization of uniform & PPE	Rs. 500/- per complaint	Rs. 1,000/- per complaint	Rs. 1,500/- per complaint	After 3rd instance, the penalty will be imposed @ Rs. 2,000/- per occasion.
Meals	Shortage of meals in	Rs. 1,000/- per day	Rs. 2,000/- per day	Rs. 3,000/- per day	After 3rd instance,

	terms of quantity and deterioration of quality.				the penalty will be imposed @ Rs. 5,000/- per day.
Raw Materials for food	Use of inferior quality of ingredients & raw materials for preparation of meals. (Annexure E)	Rs. 1,000/- per day	Rs. 2,000/- per day	Rs. 3,000/- per day	After 3rd instance, the penalty will be imposed @ Rs. 5,000/- per day.
Theft & loss of materials/ articles from the premises	Any theft, loss or damage of materials, articles, etc. in the premises	Immediate payment in actuals, equivalent to the value of the article within 2 days	Immediate payment in actuals, equivalent to the value of the article within 2 days & additional penalty of Rs. 2,000/- per article.	Immediate payment in actuals, equivalent to the value of the article within 2 days & additional penalty of Rs. 2,000/- per article & replacement of the labour engaged.	Cancellation of contract after 3rd instance with cancellation charges @ 10% of contract value.
Disobedience, Misconduct, Adoption of corrupt practices	Disobedience and misconduct by the labour engaged and drunkenness or substance abuse and collusion with third party or officials	Counselling of the labour concerned and penalty of Rs. 1,000/- per person	Immediate replacement of the concerned labour within 2 days and penalty of Rs. 2,000/- per person	Immediate replacement of the concerned labour within 1 day and penalty of Rs. 3,000/- per person	Cancellation of contract after 3rd instance with cancellation charges @ 10% of contract value.
Deployment of minors at work	Deployment of labour below the age of 18 years	Immediate replacement of the concerned labour within 1 hour	Immediate replacement of the concerned labour within 1 hour & penalty of Rs. 1,000/- per minor deployed	Immediate replacement of the concerned labour within 1 hour & penalty of Rs. 2,000/- per minor deployed	charges @ 10% of contract value.
Delay in payments of take-home remuneration	Delay in payment of wages crossing	Rs. 100/- per day for each default & warning	Rs. 200/- per day for each default and holding	Rs. 500/- per day for each default and holding	Cancellation of contract after 3rd

by the contractor and deposit of EPF and ESI (both employee and employer share)	10th of every month along with deposit of EPF & ESI (both employee and employer share)	to contractor for payment of wages and deposit of EPF & ESI within 7 working days	of payment to contractor till the said amount is deposited to respective stakeholders and proof submitted to OIL	of payment to contractor till the said amount is deposited to respective stakeholders and proof submitted to OIL	instance with cancellation charges @ 10% of contract value.
Disclosure of confidential information	Contractor or the labours engaged are involved in disclosing of confidential information of OIL to any other party, which is not authorized to receive such information	Rs. 10,000/- for first instance with cancellation of the monthly payment	Cancellation of contract after 1st instance with cancellation charges @ 10% of contract value.	NA	NA
HSE Laws	Non compliance with the HSE Laws	Rs. 500/- per complaint	Rs. 1,000/- per complaint	Rs. 1,500/- per complaint	Cancellation of contract after 3rd instance with cancellation charges @ 10% of contract value.

**Note:** Penalty shall not be applicable against any anonymous complaint.

Any complaint with evidence such as photograph, video, CCTV Footage/Capture, or any other physical evidence shall only be considered for deduction of penalty amount from the bills. Wherever physical evidence is not possible to produce, OIL representative shall enquire the complaint, and his finding shall be binding on the Contractor.

In case of repeated default (more than 3 occasions), the contract may be liable for termination. In case of termination necessary action as per banning policy of the Company shall be taken.

## 6.0 Other Conditions:

- (A) The contractor at his own scope must provide at least 2 sets of good quality uniform to each staff per year. The uniforms should consist of Shirts, Pants,

Shoes, Socks, and Sweater/Jacket. Uniform design and colour will be approved by OIL.

- (B) The quoted rates shall be firm and valid till the complete execution of the order. No escalation on whatsoever account shall be paid during the tenure of the contract.
- (C) The contractor shall arrange for necessary police verification certificate (PVC) of his personnel engaged to perform the job under the contract at his own scope.
- (D) Contractor shall obtain necessary Insurance Policy for payment of compensation under applicable statutory Workmen Compensation Act covering all the workers deployed under the contract for the entire contract period.
- (E) BILLING CYCLE: Payment will be on monthly basis cycle as per English Callender. The contractor will be required to submit his bills to GM(KO)-HOD in the first week of next month for necessary payment.
- (F) Income Tax (TDS) at the applicable rate will be deducted at source for which TDS certificate will be issued as per law.
- (G) In case the company considers presence of any persons of the contractor undesirable for whatsoever reasons including integrity, conduct, competence, such person(s) shall be removed from site by the contractor immediately as directed by Company representative. Such persons will not be redeployed without the express and written authorization of the company.
- (H) Contractor should deploy only personnel who are medically fit for work. The Contractor at his own scope must carry out the Medical Check-up of all the engaged personnels once in a year. The contractor must submit all the medical report from a govt. medical practitioner to the concerned authority of OIL Kolkata Office.
- (I) Contractor shall obtain necessary permission for their personnel from OIL's competent authority before starting the job.
- (J) Contractor must facilitate transportation, food & accommodation to their personnels at their own cost.

#### **7.0 General HSE points:**

- (A) The Contractor shall be solely responsible for complying with all the statutory norms as applicable while executing the job. It will be solely the Contractor's responsibility to fulfil all the legal formalities with respect to the Health, Safety, and Environmental aspects of the entire job (namely: the person employed by him, the equipment, the environment, etc.) under the

jurisdiction of the district of that state where it is operating. Ensure that all sub-contractors hired by him comply with the same requirement as the Contractor himself and shall be liable for ensuring compliance of all HSE laws by the sub-contractors. It will be the responsibility of the Contractor/his supervisor/representative to ensure strict adherence to all HSE measures and statutory rules during operation in the OIL office and the safety of workers engaged by him.

- (B) The Contractor shall provide proper Personnel Protective Equipment. It will be the Contractor's sole responsibility to ensure that the persons engaged by him in the office use the proper PPE while at work.
- (C) Contractor must ensure that all work is carried out in accordance with the responsibilities assigned to him. For the purpose, he may deploy adequate qualified and competent personnel for carrying out the job in a safe manner.
- (D) After receipt of the work order, the Contractor shall have to submit authorized list of Contract Personnel, who will be engaged for the jobs including name of the Contractor's competent persons and every contact details.
- (E) The Contractor shall not engage minor labourer below eighteen **(18) years** of age under any circumstances.
- (F) The Contractor should prevent the frequent change of his deployed employees as far as practicable. The Contractor shall not employ or terminate his worker without the knowledge of the OIL officer in charge. However, if the department Officer in Charge found any person not appropriate with respect to the job, the Contractor must remove the person and replace a suitable person within the timeline as per the terms of the Contract.
- (G) OIL will communicate all information to the Contractor or his authorized representative only.
- (H) Any compensation arising due to accident of the Contractor's personnel while carrying out the job will be payable by the Contractor and their medical treatment/ facilities in case of accidents should be provided by the same Contractor. The Contractor's personnel should be aware about the existing as well as probable hazards and ensure their training to tackle such untoward events by the Contractor.
- (I) The Contractor Personnel must take every possible care to keep the environment clean and free from pollution.
- (J) In case the Contractor is found non-compliant with HSE laws as required and all the above-mentioned general HSE points, the company will have the

right to direct the Contractor to take action to comply with the requirements. For further non-compliance, the Contractor will be penalized as per the terms of the Contract.

- (K) Necessary permission for working at height as applicable, to be obtained by the competent person of the Contractor from the site representative of OIL before start of such job(s). Work Permit System should be inline as per guidelines issued by HSE Department. The Workmen's Compensation Act, 1923, must be adhered to for working at height.
- (L) When there is a significant risk to health, environment or safety of a person or place arising because of a non-compliance of HSE Measures Company will have the right to direct the Contractor to cease work until the non-compliance is corrected.
- (M) Any requirement arise by the Statutory Authorities during the period of contract shall be applicable and binding for the Contractor.

#### **8.0 Co-operation with others:**

- (A) Work shall be carried out in such a manner as to cause least interference with or affect or retard or disturb the progress of work being executed by other contactors or agencies.
- (B) The Contractor shall consider instructions of the Officer-in-Charge regarding the constraints, restraints, and other requirements of works and the required progress.

#### **9.0 Contractor's Obligations:**

- (A) The Contractor shall be responsible for the proper upkeep of the furniture and fixture, cooking and serving utensils and cutlery. When material supplied by the department becomes unserviceable, the same, if these are to be replaced by the department, would only be replaced against the return of the unserviceable materials by the Contractor, otherwise the cost of such materials shall be borne by the Contractor.
- (B) In the event of any damage, breakage, or loss of equipment or property belonging to the department, the Contractor shall be responsible for rectifying or replacing the same at his own cost immediately, failing which the amount shall be recovered from his running bills, security deposit furnished by him to the department.
- (C) The Contractor shall keep a proper inventory of the items placed at his disposal by OIL and the same shall be verified by the Contractor along with the representatives(s) of the department.

- (D) OIL reserves the right of free access through its authorized representative(s) to inspect the pantry, stores, equipment, and food for ensuring their wholesomeness, cleanliness, quality always without any prior notice.
- (E) The Contractor shall keep the entire premises, utensils, crockery etc. clean, neat, and hygienic. They shall ensure that furniture of the premises, crockery and cutlery, utensils, kitchen, pantry, wash basins are washed and cleaned in hygienic way to the satisfaction of the Office-in-Charge or any other authorized representative of the department.
- (F) The Contractor shall not use or allow the use of the premises or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in and around the areas or come near it without valid authority.
- (G) The Contractor shall also not use or shall be allowed to use any facility, appliances, equipment provided by the OIL for any purpose other than providing the services as per the OIL's requirement.
- (H) In case of any injury and/or death caused to the employee of the Contractor while executing the work under the contract, the Contractor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith & kin of injured/diseased. Contractor shall indemnify OIL from such liabilities.
- (I) The Contractor shall not employ any person suffering from any contagious, loathsome, or infectious disease. The Contractor shall get examined his employees/workers through a Govt. Doctor before deployment.

**10.0 Engagement of Contractor/Contractor's personnel:**

- (A) The Contractor shall, at his cost, and on his permanent roll employ an adequate number of staff such as supervisors, chefs/cooks, helpers, service boys and other persons for the smooth and efficient running of the services against this contract. A proper qualified supervisor is required to be posted for the overall services.
- (B) The Contractor shall at his cost supply uniform of the approved pattern by the OIL Kolkata Office to the catering staff to be worn by the personnel and shall ensure that the same are neat and clean.
- (C) All personnel employed by the Contractor are required to wear appropriate uniforms during designated service hours. It is the responsibility of the contractor to ensure that each staff member their attire, including clothing and footwear, is not only suitable for the tasks at hand but also clean, in

good condition, and free from rips or holes. Uniforms and shoes that are discoloured are strictly prohibited.

- (D) The Contractor shall be exclusively liable and responsible for his employees, whether they are engaged directly or otherwise, and their wages, P.F. Bonus, ESI, uniforms, and all other payments as may be applicable and full compliance in their respect with all statutory laws, rules, and regulations as applicable to them.
- (E) The optimum requirement in the facility may vary from time to time for efficient and - timely catering services, for which the party must, always, maintain the required manpower.
- (F) The Contractor shall issue identity cards bearing photographs of his employees and shall exhibit prominently during working hours.
- (G) The employees of the Contractor shall be subject to medical examination once in a year at Contractor's cost. The employees should be free of all communicable, contagious infections and other diseases. In the event of any employee of the Contractor being/found medically unfit, the Contractor shall arrange to replace the concerned employee without any delay and with no disruption of the services. Contractor must submit medical reports of his/her/their employees initially before commencement of work and once in a year thereafter.

**ANNEXURE-B**

**LIST OF MATERIALS TO BE PROVIDED AND USED FOR HOUSEKEEPING SERVICES BY THE CONTRACTOR ACCORDING TO THEIR USES:**

Sl. No.	Particulars/ Items	Scope		Preferred Brands
		OIL	Contractor	

1	All-Purpose Liquid Cleaning Agents	✓		Harpic/ Domex/ Sani Fresh/ Vooki/ Lizol/ Taski
2	Window Glass Cleaning Agents	✓		Colin/Vooki/Presto/Mr. Muscle/ Taski
3	Garbage Bags All sizes	✓		Shalimar/ Presto/ Ezee,
4	Air Freshener (Spray)	✓		Godrej Aer/Odonil/Air Wick/Ambi Pur
5	Insect/ Mosquito Killer		✓	Baygon/Hit/Mortein/ Taski
6	Naphthalene balls, Sanitary/Flush Cubes	✓		Odonil/ Aerocryst/Presto
7	Hand Wash (Liquid)	✓		Dettol/ Lifebuoy/ Solimo/ Lux/ Salvon/ Godrej
8	Toilet Rolls	✓		Origami/ Solimo/ Softtouch/ Beco/ Presto
9	Cleaning agent for flush tanks/ flush tablets	✓		Harpic/ Flush Clean/ Prestine/ Taski
10	Bath Towels & Face Towels	✓		Bombay Dyeing/ Welspun
11	Body Wash Liquid	✓		Pears/ Vivel/ Palmolive/ Lux/ Biotique
12	Brooms & Moppers	✓		Scotch Brite/ Gala
13	Phenyl & Cleaning Acids	✓		Presto/ 3M/ Harpic/ Lizol/ Taski
14	Cloth Washing Liquid/ Powder		✓	Ariel/ Surf Excel/ Presto/ Tide/ Rin
15	Scrubs	✓		Scotch Brite/ Exo/ Wolpin

The above consumables will be supplied by the contractor and shall quote cost inclusive of scope and Scotch Brite/ Exo/ Wolpin etc. selected consumables.

**(\*) The above list is not exhaustive. Any other item to be procured by the Contractor is to be certified by the OIL Authorized Representative in respect to its necessity and the brand, after mutual discussion.**

**ANNEXURE-C**

**MAJOR EQUIPMENT /MACHINERIES TO BE USED FOR HOUSE KEEPING SERVICES:**

Sl. No.	Particulars/ Items	Scope		Quantity	Preferred Brands
		OIL	Contract or		
1	Commercial vacuum cleaner		✓	01 no.	Eureka Forbes/ Philips/
2	Commercial Floor Scrubber/Mop/Dryer		✓	02 nos.	Spotzero (by Milton)/Scotch-Brite/Gala/ Prestige/ Cello/ Kuber Industries.
4	Extended reach tools for glass /cobweb cleaning		✓	03 nos.	
5	Hand Mopper for hard-to-reach areas		✓	04 nos.	
6	Single bucket trolley		✓	03 nos.	
7	Trolley for collection (as required) and disposal of garbage		✓	02 nos.	

**ANNEXURE-D**

**MINOR EQUIPMENT /MACHINERIES TO BE USED FOR HOUSE KEEPING SERVICES:**

Sl. No.	Particulars/ Items	Scope		Quantity	Preferred Brands
		OIL	Contractor		
<b>For Floor:</b>			✓		
1	Scrubbers with handle		✓		
2	Dustpan		✓		
3	Dust brushes		✓		
4	SS Scorch pads/steel wool		✓		
5	Nylon brooms with stick		✓		
6	Floor dust mops with holder		✓		
7	Duster cloth		✓		
<b>For Window &amp; Glasses:</b>		<b>OIL</b>	<b>Contractor</b>	<b>Quantity</b>	<b>Preferred Brand</b>
1	Window Applicator		✓		
2	Window squeeze		✓		
3	Sponge pads		✓		
4	Spray Bottles		✓		
5	Glass cloth		✓		
<b>For Toilets:</b>		<b>OIL</b>	<b>Contractor</b>	<b>Quantity</b>	<b>Preferred Brand</b>
1	Toilet brush		✓		
2	Hand brush		✓		
3	Plastic buckets medium		✓		
4	Rubber gloves		✓		
5	Mop sticks metal		✓		
6	Mop refill		✓		
7	Floor rubber squeeze		✓		
8	Scotch pads		✓		
9	Web brush curved for AC		✓		
10	Dolby dustpan		✓		
11	Deck broom Nylon		✓		

**Note: The items mentioned above are suggestive and indicative.**

## ANNEXURE-E

## LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED

Sl. No.	Items	Scope		Quality Brands
		OIL	Contractor	
<b>(A)</b>	<b>Dairy Products</b>			
1	Full Cream Pouched, Butter		✓	Amul
2	Cheese/ Paneer/ Curd		✓	Amul / Sugam / Britannia. Fresh having proper consistency
3	Ice-Cream / Shrikhand		✓	Vadilal / Amul / Kwality Walls / Mother Dairy
4	Fresh Cream		✓	Thick Quality
5	Butter		✓	Amul/ Britannia/ Mother Dairy
<b>(B)</b>	<b>Provision and Stores</b>			
1	Atta (Wheat)		✓	Annapurna / Shakti Bhog / Ashirwad (ITC)
2	Maida / Besan / Rawa		✓	Annapurna / Shakti Bhog / Ashirwad (ITC)
3	Basmati Rice (Full grain)		✓	Daawat, Kohinoor, India gate
4	Jam		✓	Kissan
5	Pickle		✓	Mother's / Priya/Maggi
6	Cooking oil		✓	Sundrop (ITC) Suffola / Postman (Hindustan Lever) – double refined
7	Tomato Sauce		✓	Maggi, Kissan
8	Chili Sauce		✓	Tops/ Chings
9	Soya Sauce		✓	Tops/ Chings
10	Vinegar		✓	Tops, Tasty
11	Papad		✓	Lijjat
12	Chat Masala, Channa Masala, Garam Masala, Kitchen King, Kasturi Methi		✓	MDH, Everest or equivalent or Agmark
13	Custard Powder		✓	Agmark quality

14	Corn Flour		✓	Agmark quality
15	Spices of all types (Dhaniya Powder, Chili Powder, Haldi Powder etc.)		✓	Agmark quality
16	Sambhar Powder, Rasam Powder		✓	MDH, Everest or equivalent or Agmark
17	Sweet Corn		✓	Kissan
18	Salt		✓	Tata / Captain Cook
19	Dry Fruits (Kaju & Kishmish)	✓		Best Quality
20	Laung, Dal Chini, Choti Elaichi and other Hot Spices		✓	Best Quality
21	Pulses – Dals and Beans		✓	Best Quality
22	Mustard Oil		✓	Kanodia / Dhara / Postman
23	Salad		✓	Seasonal items with fresh, good quality vegetables
24	Cold drink/ Juice		✓	Standard/ Established brands
<b>(C)</b>	<b>Fruits &amp; Vegetables</b>			
1	Fresh Fruits & Vegetables		✓	Fresh & Best Quality
<b>(D)</b>	<b>Non-Vegetarian</b>			
1	Chicken / Mutton / Fish / Egg		✓	Fresh & Best Quality

\* The above brands and/or brands of comparable quality can only be used.

\* Edible oil once used for cooking etc. shall not be used again for any other purpose whatsoever.

Note:

- i) This list is indicative and non-exhaustive. Any item(s) not present in this list can be added after mutual discussion with OIL authorized representative.
- ii) If there is any contradiction anywhere in the contract with this matrix, the condition of this matrix shall prevail.



**SECTION A: SCHEDULE OF WORK, UNIT AND QUANTITY (SOQ):**

**Description of Work/Service:** Hiring of services for Housekeeping and Catering Service for New office of Kolkata Branch, Oil India Limited at NBCC Square, Rajarhat, Newtown, Kolkata.

Item No.	Description of Services	UOM	Estimated quantity	Unit Rate Excluding GST	Total
10	Fixed monthly charges for mechanized housekeeping Services	Month	12		
20	Per Plate Charges for Providing Lunch, Non Veg	No.	8164		
30	Per plate charges for providing lunch non-veg with mutton	No.	2000		
40	Per plate Charges for Providing Lunch, veg	No	6776		
Total					
GST %					
Total with GST					
<b>The tenure of the Agreement:</b> The duration of the contract shall be one year <b>and thirty (30) days (including the mobilization period)</b> from date of issue of LOA. Accordingly, the scheduled contract end date shall remain firm even in case of delayed mobilization. In case mobilization is completed before the scheduled mobilization completion date, then the duration of the contract shall be considered for one <b>year</b> from the date of completion of actual mobilization.					
<b>Mobilization Period:</b> Thirty (30) days from the issuance of LOA.					
There is a total of 80 (approx.) persons in the office. However, the committed quantity for Item No. 20, 30 & 40 is total 30 per working days.					
The normal office hours are from 08:50 AM to 04:50 PM from Monday to Friday.					
Validity of Quotation: Six months from the date of the quotation					