



**ODISHA STATE CO-OPERATIVE HANDICRAFTS CORPORATION LTD.**

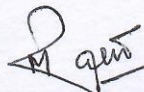
**D-2/3 & 4, Industrial Estate, Rasulgarh, Bhubaneswar-751010**

Ref No. 1709

Date 23.05.2025

**TENDER CALL NOTICE**

Sealed tenders are invited in the prescribed forms from the experienced registered Agencies/ Firms & Facility Management Service Providers for providing Cleaning & Maintenance Services at Odisha State Cooperative Handicrafts Corporation Ltd. (Utkalika), Rasulgarh and Unit-2, Market Building, Bhubaneswar. The last date & time for submission of the tender dt.09.06.2025 at 03.00 PM. & the same will be opened on dt.09.06.2025 at 3.30 PM. For details please visit our website [www.utkalikaodisha.in](http://www.utkalikaodisha.in).

  
23/05/2025  
Managing Director

**THE ODISHA STATE CO-OPERATIVE HANDICRAFTSCORPORATION LTD. (UTKALIKA).**  
**D-2/3 &4, Industrial Estate Rasulgarh, Bhubaneswar-751010**  
**PHONE: 0674-2975390.**

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**

**PROVIDING CLEANING & MAINTAINANCE SERVICES AT UTKALIKA**

**BY THE ODISHA STATE CO-OPERATIVE HANDICRAFTS CORPORATION**  
**LTD. (UTKALIKA).**

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### Objective of the EOI

The Odisha State Co-operative Handicrafts Corporation Ltd. (UTKALIKA), has decided to engage agency for providing maintenance services like cleaning, garbage collection and disposal at both Rasulgarh, Head Office premises and Market Building Outlet.

The contract shall be initially for a period of 2 years, which may be renewed for further five years subject to satisfactory service of the agency and with mutual consent of both the parties.

The detailed information is available in UTKALIKA website i.e. [www.utkalikaodisha.in](http://www.utkalikaodisha.in). The last date for submission of Request for Proposal is **Dt.09.06.2025** (up to 3 pm) through **register post/speed post/courier** only.

### RFP Schedule for the bid process

Sl. No.	Items	Date&Time
01	Availability of Bid Document in the website ( <a href="http://www.utkalikaodisha.in">www.utkalikaodisha.in</a> )	24/05/2025
03	Last date and time for Submission of Bid	09/06/2025 by 3:00PM
06	Opening of Bids	09/06/2025 by 3:30PM
07	Address for correspondence for all purposes in relation to this RFP	Managing Director, The Odisha State Co-operative Handicrafts Corporation Ltd. (UTKALIKA), D-2/3 & 4, Industrial Estate Rasulgarh, Bhubaneswar-751010 Phone No.- 0674-2975390 E-mail – oschcutkalika@gmail.com

## 1. Fact Sheet

The bidders should read thoroughly this Fact Sheet comprising of important factual data related to this RFP.

Clause Reference	Topic
<b>Method of Selection</b>	L1 based method shall be used to select the bidder.
<b>RFP Document Fee (Non Refundable)</b>	The RFP document can be downloaded from the website <a href="http://www.utkalikaodisha.in">www.utkalikaodisha.in</a> . The bidders are required to submit the Tender document fee (non-refundable) of <b>₹2000/-</b> by Demand Draft (DD) in favour of Odisha State Cooperative Handicrafts Corporation Ltd, payable at Bhubaneswar from any of the nationalized/ scheduled bank along with the proposal.
<b>Earnest Money Deposit(EMD)</b>	Earnest Money Deposit of amount <b>₹1.0 Lakhs only (Rupees One Lakh Only)</b> in the form of a Demand Draft issued by any nationalized/ scheduled commercial bank in favor of "Odisha State Co-operative Handicrafts Corporation Ltd", payable at Bhubaneswar and should be valid for <b>90 days</b> from the due date of the tender/RFP bid submission.
<b>Scope of Work</b>	Selected Bidder is expected to deliver the services listed in Scope of Work as mentioned in this RFP.
<b>Language</b>	The Proposal should be filled by the Bidder in English language only.
<b>Currency</b>	The bidder should quote price in Indian Rupees only. The offered price must be inclusive of taxes.
<b>Validity Period</b>	Proposals/Bids must remain valid <b>180 days</b> after the last date of submission of bid.
<b>Submission of Proposals</b>	Proposals must be submitted on or before 09.06.2025 by 03:00 PM through registered post only.
<b>Bid to be submitted on or before last date of submission at:</b>	<b>The proposal submission address is:</b> Managing Director D-2/3 & 4, Industrial Estate, Rasulgarh, Bhubaneswar -751010 Ph -0674-2975390

## **2. Request for Proposal**

Sealed tenders are invited from eligible, reputed and qualified Facility Management Service Providers for cleaning & Maintenance services of Utkalika, Rasulgarh and Market Building, Bhubaneswar as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

## **3. Structure of the RFP**

This Request for Proposal (RFP ) document for selection of Service Provider to provide cleaning and maintenance services and associated manpower support to carry out routine operations and maintenance activities at the Utkalika .

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at Bidder's risk and may result in rejection of the proposal.

Service Level Agreement (SLA) to be signed by the selected bidder, the draft copy of which will be issued during issue of Letter of Intent (LoI)/ Award of Contract.

## **4. Background Information**

### **4.1 Basic Information**

- a) Odisha State Cooperative Handicrafts Corporation Ltd (OSCHC LTD) invites responses (Tenders) to this Request for Proposals (RFP) from Service Providers (Bidders) to provide cleaning and Maintenance Services and Associated Manpower Support to carry out routine cleaning and Maintenance activities at the Utkalika as described in this RFP, Scope of Work.
- b) Any contract that may result from this Government procurement competition will be for a term of three years. However, depending on the performance of the Service Provider the contract will be renewed every year.
- c) Odisha State Cooperative Handicrafts Corporation Ltd reserves the right to extend the term for a further period of up to one year. Such extension or extensions on the predefined terms and conditions will happen, subject to the performance review of selected bidder.
- d) Proposals must be received not later than time, date and venue mentioned in the RFP Schedule. Proposals that are received late will not be considered in this process.
- e) OSCHC LTD will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Financial evaluation criteria and accepted by the Tender Accepting Authority.

### **4.2 Project Background**

#### **Need for the Service Provider**

Odisha State Cooperative Handicrafts Corporation Ltd(OSCHC LTD has contributed significantly in promotion of Odisha Handicrafts and its marketing. Now OSCHC LTD require the services of a Service Provider as defined in the scope of work to provide cleaning and Maintenance Services and Associated Manpower Support to carry out Routine cleaning and Maintenance activities at Utkalika.

## **5. Instructions to the Bidders**

### **5.1 Minimum Eligibility Criteria**

- a) Bidder should have at least 5 years cleaning experience in Govt. multistoried buildings having good track record and client satisfaction (Proof of experience of at least 5 years in Govt. Department / Govt. Agencies) to be submitted.
- b) Average Annual turnover from maintenance and Multi facility Mechanized services in Govt. sector in last three Financial Years as on 31<sup>st</sup> March 2025 must be more than 2 crores.

### **5.2 General**

- a) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by Odisha State Cooperative Handicrafts Corporation Ltd(OSCHC LTD) on the basis of this RFP.
- b) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by OSCHC LTD. Any notification of preferred bidder status by OSCHC LTD shall not give rise to any enforceable rights by the Bidder. OSCHC LTD may cancel this public procurement at any time prior to a formal written contract being executed.

### **5.3 Compliant Proposals /Completeness of Response**

- a) Bidders are advised to study all instructions, forms, terms& conditions, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the proposal may be rejected. Bidders must: -
  - i. Include all documentation specified in this RFP
  - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
  - iii. Comply with all requirements as set out within this RFP.

### **5.4 Key Requirements of the Bid**

#### **5.4.1 Right to Terminate the Process**

- a. OSCHC LTD may terminate the RFP process at any time and without assigning any reason. OSCHC LTD makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by OSCHC LTD. The bidder's participation in this process may result OSCHC LTD selecting the bidder to engage towards execution of the contract.

#### **5.4.2 RFP Document Fee**

The RFP document can be downloaded from the website [www.utkalikaodisha.in](http://www.utkalikaodisha.in). The bidders are required to submit the document fee (non-refundable) of ₹2000/- (Rupees Two thousand Only) by Demand Draft in favour of "Odisha State Cooperative Handicrafts Corporation Ltd" payable at Bhubaneswar from any of the scheduled commercial bank along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

### 5.4.3 Earnest Money Deposit (EMD)

- a. Bidders shall submit along with their Bids, EMD of ₹1.0Lakhs only (Rupees One Lakh Only) in the form of a Demand Draft issued by any nationalized / scheduled bank in favour of "Odisha State Cooperative Handicrafts Corporation Ltd", payable at Bhubaneswar and should be valid for 90 days from the due date of the tender/RFP.
- b. EMD of all unsuccessful bidders will be refunded by OSCHC LTD within 30days of award of work to the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in **Appendix I**.
- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d. The bid / proposal submitted without EMD, mentioned above will be summarily rejected.
- e. The EMD may be forfeited:
  - i. If a bidder withdraws its bid during the period of bid validity.
  - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

### 5.4.4 Submission of Proposals

- a. The bidders should submit their responses as per the format given in this RFP .
- b. The Proposal should be marked as "Response to RFP for providing Cleaning and Maintenance Services and Associated Manpower Support to carry out Cleaning and Maintenance activities at "Utkalika".
- c. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

### 5.4.5 Authentication of Bids

A proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

## 5.5 Preparation and Submission of Proposal

### 5.5.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process.

### 5.5.2 Language

The Proposal should be filled by the Bidder in English language only.

### 5.5.3 Venue & Deadline for Submission of Proposals

Proposals must be submitted on or before 02.06.2025 by 03:00 PM through registered post/speed post / courier only.

<b>Addressed To</b>	Managing Director
<b>Name</b>	Odisha State Cooperative Handicrafts Corporation Ltd(OSCHC LTD)
<b>Address</b>	D-2/3 & 4, Industrial Estate, Rasulgarh, Bhubaneswar -751010
<b>Telephone</b>	Ph -0674-2975390



#### **5.5.4 Late Bids**

- 5.5.4.1 Bids received after the due date and the specified time shall not be entertained and shall be returned unopened.
- 5.5.4.2 OSCHC LTD shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- 5.5.4.3 OSCHC LTD reserves the right to modify and amend any of the above-stipulated conditions/ criteria depending upon project priorities vis-à-vis urgent commitments.

#### **5.6 Evaluation Process**

- a. OSCHC LTD will constitute a Bid Evaluation Committee to evaluate the responses of the bidders.
- b. The Evaluation Committee constituted by OSCHC LTD shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence may lead to rejection.
- c. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d. The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The Proposals submitted by the bidders will be opened by the Committee on the scheduled date & time mentioned in the RFP in presence of bidders or their representatives. The representatives of the bidders should be advised to carry the a letter of authorization from the tendering firms to identify their bona fides for attending the opening of the RFP proposal.

#### **5.7 Tender Validity**

The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of Tender.

#### **5.8 Tender Evaluation**

**5.8.1.** Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive.

- If Proposals are not submitted in as specified in the RFP document
- If Proposals received without the Letter of Authorization (Power of Attorney)
- If Proposals are found with suppression of details
- Proposals with incomplete information, subjective, conditional offers and partial offers.
- If Proposals submitted without the documents requested in the checklist.
- Proposals with lesser validity period.

**5.8.2.** All responsive Bids will be considered for further processing as below:-

OSCHC LTD will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by the Committee. The decision of the Committee will be final in this regard.

## **6. Financial Bid Evaluation**

- a. The Financial Bids will be opened on the prescribed date in the presence of bidders/their representatives.
- b. The bidder with lowest-priced conforming (LPC) offer (L1) will be the most responsive bidder and will win the bid.
- c. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- d. The bid price will include all taxes and levies and shall be in Indian Rupees.
- e. Any conditional bid would be rejected.
- f. Errors & Rectification: 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. If there is a discrepancy between words and figures, the amount in words will prevail".

## **7. Appointment of Service Provider**

### **7.1 Award Criteria**

OSCHC LTD will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

### **7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

OSCHC LTD reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OSCHC LTD action.

### **7.3 Notification of Award**

Prior to the expiration of the validity period, OSCHC LTD will notify the successful bidder that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, OSCHC LTD, may like to request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, OSCHC LTD will notify each unsuccessful bidder and return their EMD.

### **7.4 Contract Finalization and Award**

OSCHC LTD shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked L1 on the basis of Financial Evaluation to the proposed. On this basis the draft contract agreement would be finalized for award & signing.

### **7.5 Performance Guarantee**

OSCHC LTD will require the selected bidder to provide a Performance Bank Guarantee from a Nationalized Bank, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee shall initially be kept valid for one year and two months and shall be renewed at the end of each year if the agreement period is extended on the basis of performance of the bidder. The selected bidder shall be responsible for extending the

validity date and claim period of the Performance Guarantee as will be decided at the time of issue of work order by OSCHC LTD. In case the selected bidder fails to submit performance guarantee within the time stipulated, OSCHC LTD at its discretion may cancel the order placed on the selected bidder without giving any notice. OSCHC LTD shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or OSCHC LTD incurs any loss due to service provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

## 7.6 Signing of Contract

After OSCHC LTD notifies the successful bidder that its proposal has been accepted, OSCHC LTD shall enter into a contract, incorporating all clauses and the proposal of the bidder between OSCHC LTD and the successful bidder. The Draft Legal Agreement will be provided as a separate document as a template.

## 7.7 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OSCHC LTD may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, OSCHC LTD shall invoke the Performance Bank Guarantee of the most responsive bidder.

## 8. Scope of Work

### 8.1. Scope of Work

The bidder shall provide cleaning and Maintenance Services and Associated Manpower Support to carry out Routine Cleaning Operations and Maintenance activities at the Utkalika. The service provider should provide the services in accordance with best practices in similar situations. The detailed scope of services that the bidder would be contractually obliged to deliver has been detailed as per the following:-

Area	Desired Output
<b>SOFT SERVICES</b>	
<b>(i).Cleaning (Inside &amp; Outside)</b>	<ul style="list-style-type: none"> <li>Spot clean and remove obvious marks.</li> <li>Thoroughly clean both sides of internal glass indoors and partitions including frames and sills.</li> <li>Spot clean glass throughout the buildings.</li> <li>Removal of grease marks or finger prints glass counters and partitions windows &amp; structural glazing.</li> <li>Thoroughly clean external surfaces of structural glazing quarterly basis.</li> <li>Dusting window sills and blinds, if any.</li> <li>External Glass Façade / Metal &amp; Granite Cleaning – Minimum Once in a month Cleaning of the external glass façade, Metal &amp; Granite cladding of the building as mentioned above will be carried out throughout the month with a dedicated set of workers and equipment. A minimum of one complete cleaning of the building per month shall be carried out. It shall be ensured that the external façade is in an immaculate condition at all times as can be expected in the best corporate houses.</li> <li>Standard and best quality cleaning material will be used</li> </ul>

	<p>for cleaning.</p> <ul style="list-style-type: none"> <li>• Standard and certified access equipment with appropriate safety devices shall be used for External Glass Façade/ Metal &amp; Granite cleaning.</li> <li>• Work shall be executed in such a manner as to cause no inconvenience to Clients and their regular operation.</li> <li>• You will arrange to cover all workmen with accident insurance and all other rules as per the Workmen Compensation Act and other applicable Acts shall be strictly adhered to.</li> <li>• Care will be taken to ensure that absolutely no damage is done to glass or aluminum composite panel during cleaning operations, if any damage is done to glass, costs for replacement of the same including inconvenience costs shall be borne by you or deducted from bills payable.</li> </ul>
<b>(ii). Garbage collection/Disposal.</b>	<ul style="list-style-type: none"> <li>• Empty all garbage containers, wipe clean and replace liners.</li> <li>• Collect the waste papers, empty the garbage drums, waste wrapper baskets and arrange to carry away from the premises to the common garbage bin.</li> </ul>
<b>iii).Housekeeping.</b> Entrance & Corridors, external features, fire exits and stairwells, Basement, Security room, Parking area, cable trenches & other catchments drains, pest control etc.	<ul style="list-style-type: none"> <li>• Thoroughly clean glass or other doors, surrounding areas, window ledges, partitions, visible glass and approaches.</li> <li>• Thoroughly clean all landings, ramps, stairwells, fire exits, steps, entrances, porches, porticos, balconies, external light fittings etc.</li> <li>• Wipe all ledges and surfaces with a natural detergent and cloth, spot clean and remove all obvious stains. All should be free from dust and stains.</li> <li>• Spot clean glass.</li> </ul> <p>Cleaning of pavements entire premises maintain a dust free environment.</p> <p>Maintain a dust free environment.</p> <ul style="list-style-type: none"> <li>• Sweeping clean of debris from walkways and drive ways &amp; terrace &amp; hose clean them during appropriate climate condition.</li> <li>• This service is effective against cockroaches, silverfish, crickets, psocids, Rats etc. The treatment comprises of thorough monthly insecticide sprays of entire premises. The chemical in use will have knock down effect to kill pest instantly and residual action to take care of the premises during the intervening period. While spraying, your operator shall pay special attention in all nooks and corners and other vulnerable places harboring insect pests.</li> <li>• All the staircases from the Ground floor to the terrace.</li> <li>• The terraces at all levels.</li> <li>• Entrance lobby in each wing.</li> <li>• Parking at ground floor level.</li> <li>• Compound area of the building.</li> <li>• Service Ducts &amp; Common toilets.</li> <li>• Elevators &amp; Machine rooms.</li> <li>• Watchmen rooms, Meter rooms, Telephone rooms, and</li> </ul>

	<p>any rooms which may not have been mentioned here specifically but nevertheless is accessible in the building and is under the control of the Owner. In the above description the term common area would necessarily mean any area in the building that has not been leased out but excludes carpet area on all floors.</p> <ul style="list-style-type: none"> <li>• The house-keeping service to be provided in the building will include maintenance by keeping the entire areas mentioned above in totally clean, dust free and hygienic conditions. Particular care shall be taken to ensure that all the floor, walls, ceilings, windows, doors, and other areas are maintained in hygienic &amp; immaculately clean condition.</li> <li>• Cleaning Service areas (as required vacuum cleaning) of all floors, walls &amp; ceilings minimum twice a day.</li> <li>• Scrubbing &amp; wet mopping of hard finished floors &amp; walls to remove dust, stains and any kind of dirt and to maintain these in highly polished condition as original.</li> <li>• Cleaning &amp; scrubbing of all joints in flooring &amp; walls (where applicable) to ensure that no dirt &amp; dust deposit in the same.</li> <li>• Too sweep all floors, terraces, walls &amp; ceiling store move all dust, garbage.</li> <li>• To dispose off the garbage collected to municipal garbage collection place within the complex (Once a day).</li> </ul>
	<ul style="list-style-type: none"> <li>• To clean lifts internal areas and common toilets daily.</li> <li>• To clean lifts and common toilet areas.</li> <li>• Sweeping all the floor areas, including damp mopping of areas such as tiles, stair cases elevator floors, side walls &amp; entrance areas. Floors shall be free of dirt, mud, foot prints ,liquid spills &amp; other debris. During inclement weather conditions the frequency may be higher than once per day. When completed the floors shall have a uniform appearance with no streaks, smears, swirl marks, detergents, residues or any evidence of remaining dirt of standing water. After sweeping all the tiles floors, area must be scrubbed clean.</li> <li>• Through cleaning of toilet sat scheduled intervals with suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.</li> <li>• Clearing of glasses at entrance doors and windows of common areas with window squeeze and applicators.</li> <li>• Removal of any grease marks or finger prints from the walls, doors, door frames, windows and window frames and security booths, glass counters and partitions. The cleaning shall be done using approved all-purpose cleaner and lint free cloth or paper towels.</li> <li>• Removal of Trash or Garbage to the designated areas in the complex. This shall further be moved to main dump pits in the complex, keep dump area reasonably in a clean condition.</li> <li>• Sweeping of debris from walk ways and drive ways and hose clean them during appropriate climatic and water</li> </ul>

	<p>use conditions.</p> <ul style="list-style-type: none"> <li>• All dustbins from the office areas must be scrub cleaned.</li> <li>• Dusting window sills from common areas of the floor exits.</li> <li>• Mechanical sweeping equipment shall be used for sweeping of compounds daily.</li> <li>• Wet Floor scrubbing machine for granite/ marble floors in the internal lobbies should be used weekly.</li> <li>• Jetpressuremachineforcleaningofthecompounds/carpar ksshallbeusedweekly.</li> <li>• Mechanical sweeping equipment shall be used for sweeping of compoundsdaily.</li> </ul>
<b>(iv)</b> Toilets and bath room fixtures (Both Lobby& Service Area)	<ul style="list-style-type: none"> <li>• Thoroughly clean all basins, toilets, fittings and all vertical, horizontal surfaces with an approved detergent.</li> <li>• Clean thoroughly the inside of the toilet bowl. Clean the toilet seat, cistern and under the toilet bowl.</li> <li>• Mop floor with neutral detergent.</li> <li>• Clean and wash all mirrors.</li> <li>• Scrub toilet floor(Machine scrub or manually).</li> <li>• Wash all tiled surfaces.</li> <li>• Wipe surfaces with cloth having appropriate cleaning characteristics.</li> <li>• Thoroughly clean exhaust fans and vents.</li> <li>• Spot clean and hot rinse showers.</li> <li>• Thoroughly clean showers and bathroom fixture including commodes.</li> <li>• Replace naphthalene balls/urinal cubes.</li> <li>• Remove all wetness on floor and slabs.</li> <li>• Check for od our quality.</li> <li>• Use air-fresheners and deodorizers.</li> <li>• Paper bins would be cleaned and sanitized.</li> <li>• All washroom dustbins would be thoroughly cleaned and sanitized.</li> <li>• Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.</li> </ul>
<b>(v)</b> Fixtures, fittings and furniture (all areas including offices)	<ul style="list-style-type: none"> <li>• Wipe with neutral detergent cloth and spot clean.</li> </ul>
<b>(vi)</b> Low level surfaces	<ul style="list-style-type: none"> <li>• Wipe all surfaces with neutral detergent cloth, Spot clean and remove any obvious stains.</li> </ul>
<b>(vii)</b> High level surfaces	<ul style="list-style-type: none"> <li>• Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains.</li> <li>• Remove cob webs as they appear.</li> </ul>
<b>(Viii)</b> Ceiling	<ul style="list-style-type: none"> <li>• Remove cob webs as they appear.</li> </ul>
<b>(Ix)</b> Walls, skirting.	<ul style="list-style-type: none"> <li>• Wash with a neutral detergent.</li> </ul>

(x) Hard Floors.	<ul style="list-style-type: none"> <li>• Thoroughly sweep with a dust mop.</li> <li>• Wet mop with a neutral detergent, removing all marks, stains.</li> <li>• Buff with a polisher.</li> <li>• Vacuum sliding door tracks. Thoroughly vacuum with a filtered machine, details corners, edges and sliding door tracks.</li> <li>• Spot vacuum, remove stains, spillages etc.</li> <li>• Any chair, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.</li> </ul>
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## 9. Terms& Conditions

### 9.1 Nature of Services & Scope of Works

The Firm shall engage efficient and trustworthy personnel to render cleaning and maintenance services of Utkalika on day to day basis as described in scope of work.

### 9.2 Agreement Period

The contract period will be for a period of three years. However, the performance of the Service Provider will be reviewed annually and on the satisfactory performance of the Service Provider renewal for each year shall be considered.

### 9.3 Terms of Payment

- (a) OSCHC LTD shall make payment on the basis of monthly bills furnished with check slips/ acknowledgement to services, provided by the Firm & duly certified by OSCHC LTD Officer-in-charge by first week of subsequent month for the services rendered for the previous month and payments will be made by OSCHC LTD within **15 days** from the date of submission of bills by the Firm
- (b) The Firm shall maintain proper reporting format, check slips, acknowledgement from occupants of Utkalika for rendering and monitoring the operation and maintenance services on each modules, work areas and submit the same regularly to Utkalika.

### 9.4 Place of work & Deployment of Personnel

- (a) The place of work would be Utkalika, Market Building, Bhubaneswar and Marketing & Sourcing Hub, Rasulgarh. The Firm shall deploy personnel for carrying out the services.
- (b) The personnel employed by the Firm shall be morally good and physically healthy to carry out the assignments to the satisfaction of Utkalika and shall not be suffering from any chronic and contagious diseases. In the event that any of the staff is found to be suffering from any communicable diseases, the Firm shall replace such staff immediately.
- (c) The Firm shall ensure the personnel engaged for different services would be polite to each tenants/ occupants of Utkalika and on event of any on towards situation; the matter would be brought to the knowledge of Senior Officer of OSCHC LTD/ Utkalika.
- (d) The employees of the Firm entering the premises of Utkalika shall have proper uniform & badges for Identification.

- (e) The Firm shall deploy its authorized representatives and adequate supervisors to be present at the place of work periodically to ensure satisfactory rendering services under this scope of works.
- (f) The Firm shall ensure that its employees while carrying out their obligations under this agreement observe all required standards of cleanliness, decency and decorum, safety and general discipline.

#### **10. Risk & Responsibility**

The Firm shall comply with all the provision of prevailing labour laws during execution of work.

#### **11. Statutory Compliance**

- a) The Firm shall be responsible for compliance and coverage of its employees under all necessary statutory obligations under various statutes applicable such as Employees State Insurance (ESI), Provident Fund (PF), Workman Compensation Act, Minimum Wages Act, Contract Labour (Regulation & Obligation) Act and all other applicable to labour enactment the Firm shall produce them to OSCHC LTD as and when required.
- b) The Firm shall alone be responsible for the payments of wages and all other statutory payments / legal dues to its employees deployed under this Agreement. The payment /consideration contemplated as per Clause – 3 of the Agreement shall be released by OSCHC LTD only open. The Firm producing PF & ESI challans deposits of the payment receipt for the preceding month.
- c) In the event of the Firm fails to comply with any of the provisions of the statutes applicable to them and if OSCHC LTD happens to incur any expenditure including but not limited to deferred any litigation or in compounding the default or in the part of the Firm in complying with the said provisions, the Firm shall indemnify OSCHC LTD to the extent of such expenditure and all other damages, losses as may estimate by OSCHC LTD to the Firm or may take appropriate action to recover the same from the Firm such as expenditure/ expenses/ claims as assessed by OSCHC LTD will be realized from the bills payment to the contractor.

#### **12. Liability and Indemnity**

The Firm shall be responsible & liable for and shall indemnify OSCHC LTD and keep OSCHC LTD indemnified and safe and harm less at all times against:-

- a) Any and all claims, liabilities, damages, losses, costs, charges, Expenses, proceeding & actions of any nature whatsoever made or institute against or caused to suffered by OSCHC LTD/ Utkalika directly or indirectly by reasons of:
- b) Any wrongful, incorrect, dishonest, criminals, fraudulent or negligent work default, failure, bad faith, disregard fits duties and obligation hereunder service act or omission by the Firm and/or its facility staff.
- c) Any theft, robbery, fraud or other wrongful action or omission by the firm and / or any of its facility staff.

#### **13. Sub-Contracting**

The Firm shall itself perform its obligation under this agreement and shall not assign or transfer or sub-contract any of its rights and obligations under this agreement to any third party without the prior written permission from competent authority of OSCHC LTD/ Utkalika.



**14. Loss/Theft/Damage**

The Firm shall be responsible for any and all losses, theft, damages, caused to any equipment installation, in premises, fitting and fixtures, good there in and any other properties belonging to Utkalika because of any act of negligence, commission or omission of its employees while discharging their duties.

**15. Breach of Agreement**

In case of breach of agreement by the Firm, OSCHC LTD shall have a right of lien over all the properties of the Firm lying in its premises in addition to other remedies like forfeiture of security deposit, legal action for recovery of money & OSCHC LTD shall be at liberty to terminate this Agreement.

**16. Liquidated Damage**

- a) Where there is non-performance or unsatisfactory performance of its obligation in the part of the Firm, OSCHC LTD shall give a written notice of the default and the Firm shall make rectify within 3(three) days from the date of such notice.
- b) It is agreed that OSCHC LTD shall have the right to deduct from the monthly bill of the Firm on non-performance of services an amount of 20% of individual services listed in scope of work for each instant of non-performance without implementing corrective action even after intimation from OSCHC LTD subject to limiting to 50% of total monthly bill. Where in spite of these efforts there is continuance of non-performance or improper performance of obligation, OSCHC LTD shall have the right to terminate the contract hence forth without any notices to the Firm & Forfeiture of EMD.
- c) Without prejudice to the above, OSCHC LTD shall at its sole and absolute discretion, be entitled to terminate this agreement by written notice and without any payment or compensation whatsoever.

**17. Force Measure**

OSCHC LTD shall not be responsible for any damage caused to the Firm by natural, calamities like flood, earthquake, cyclone or any other Act of God, explosion, fire & riot etc.

**18. Post Termination Responsibility of the Firm**

Upon termination of this agreement, the firm shall immediately deliver all the documents and any / all data, plant, machineries & equipment held by it and which are in possession / custody /control of its Facility Staff, to the OSCHC LTD. The firm shall also forthwith remove all its Facility Staff together with its machines/ equipment whatsoever from the premises of the Utkalika.

**19. Jurisdiction**

That the court situated at Bhubaneswar shall have jurisdiction to decide any disputes or litigations between the parties here to

**20. Technical Bid Templates (Envelop 1 shall contain form 01, form 2, form 3, form 4 & form 5)****20.1 Form 1: Compliance Sheet for Proposal**

The proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the proposal.

Sl. No.	Basic Requirement	Required	Provided	Reference& Page Number
1	Document Fee	Demand Draft of 2000/-	Yes /No	
2	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes /No	
3	Particulars of the Bidders	As perForm2	Yes /No	
4	Earnest Money Deposit	Demand Draft of 1 Lakh (Rupees One Lakh Only)	Yes /No	
5	Sales Turn over	Extracts from the audited Balance sheet and Profit & Loss;	Yes /No	
6	Technical Capability	Work Order+ Completion Certificates from the client	Yes /No	
7	Legal Entity	Copy of Certificate of Incorporation, Copy of PAN, Copy of GST Registration Certificate, ESI, Labor contract license, EPF, up to date IT return.	Yes /No	
8	Manpower Strength	Self-Certification(from HR Head) by the authorized signatory and copy of PF Register showing the number of subscribers along with the deposit of challan as proof.	Yes /No	
9	Performance/Fair Practice/ Not Black listed in last 10 years	A self-certified letter	Yes /No	

**20.2 Form2: Particulars of the Bidder**

Sl. No.	Information Sought	Details to be Furnished
A	Name , address, e-mail id, contact no. of the bidding Company	
B	In corporation status of the firm (public limited / private limited, Proprietorship etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	

### 20.3 Form 3: Compliance Sheet for Proposal

The proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the proposal.

Sl. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Average annual turnover from in last 3 financial years as on March 31 <sup>st</sup> ,2025.	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor; and Project citation <b>(Form 4)</b>	Yes/No	
2.	Experience in last five (5) financial years ending March 31 <sup>st</sup> , 2025.	Work Order + Work Completion Certificates from the clients; and Project citation <b>(Form 4)</b>	Yes/No	
3.	Details of personnel to be deployed for the assignment as Per the scope of work	Manpower no. and their skills as per the requirement	Yes/No	

### 20.4 Form 4: Project Citation Format

<b>Relevant experience (provide details in the last 5 years as on March31,2025)</b>	
<b>General Information</b>	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
<b>Project Details</b>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Tools/Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

## 20.5 Form 5: Letter of Proposal

< Location, Date >

To,

The Managing Director (Utkalika)  
Odisha State Cooperative Handicrafts Corporation Ltd  
D-2/3 & 4, Industrial Estate, Rasulgarh  
Bhubaneswar – 751010  
Ph No-0674-2975390

Subject: Submission of the Technical bid for project of XXXXXXXXXXXXXXXXXXXX

Dear Sir,

We, the undersigned, offer to provide XXXXXXXXXXXXXXXX with your Request for Proposal dated < insert date > and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_ Address: A \_\_\_\_\_

\_\_\_\_\_ Location: \_\_\_\_\_ Date: \_\_\_\_\_

## **21. Financial Proposal Template (Envelope-2)**

### **21.1 Form 1: Covering Letter**

**To:**

The Managing Director (Utkalika)  
Odisha State Cooperative Handicrafts Corporation Ltd  
D-2/3 & 4, Industrial Estate, Rasulgarh  
Bhubaneswar – 751010  
Ph No-0674-2975390

**Subject: Submission of the Financial bid for xxxxxxxxxxxxxxxx**

**Dear Sir/Madam,**

We, the undersigned, offer to provide XXXXXXXXXX in accordance with your Request for Proposal dated <<Date >> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures >>. This amount is inclusive of the all taxes.

#### **1. PRICE AND VALIDITY**

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of **180 calendar days** from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing tax rates during the time of payment.

#### **2. UNIT RATES**

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

#### **3. DEVIATIONS**

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid. Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

#### **4. TENDER PRICING**

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in tender documents.

#### **5. QUALIFYING DATA**

We confirm having submitted the information as required by you in your Instruction to Bidders. In case your esquire any other further information/documentary proof in this regard before evaluation our Tender, we agree to furnish the same in time to your satisfaction.

## **6. BID PRICE**

We declare that our Bid Price is for the entire scope of the work as specified in the RFP document. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

## **7. PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded .to us, we shall submit the Performance Bank Guarantee as specified in this RFP document. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief. We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

**Thanking you,**

**Yours sincerely,**

**Authorized Signature:**

**Name and Title of Signatory:**

**Name of Firm:**

**Address:**

## 21.2 Form 2: Financial Proposal

Sl. No.	Description of Item	Qty.(No.)	For Three Years		
			Unit Price (per month) (Rs.)	Total Price (per year) (Rs.)	Total cost Rs. (for 3 years)
1.	Support Manpower Resources in different service areas.				
a.	Supervisory Staff				
b.	Staff for Façade and Floor Cleaning				
c.	Garbage Collection & Disposal Staff				
e.	House Keeping Staff				
f.	Toilet Cleaning Staff				
g.	Soaps/Detergents/Cleaning agents/ materials etc.	L.S.			
i.	Others,(Pl. Specify)*				
<b>Total Cost (Rs.)</b>					
<b>In Words-</b>					

- \*The bidder is requested to quote any unforeseen item which has not been included in the above list.*
- The rates quoted shall be inclusive of all taxes.*

## **Annexure-I**

### **22. Template for Performance Bank Guarantee**

#### **22.1 Form1:Performance Bank Guarantee**

The Managing Director (Utkalika)  
Odisha State Cooperative Handicrafts Corporation Ltd  
D-2/3 & 4, Industrial Estate, Rasulgarh  
Bhubaneswar – 751010  
Ph No-0674-2975390

Whereas, <name of the supplier and address> (herein after called “the bidder”) has undertaken, in pursuance of contract no.<Insert Contract No.>dated.<Date>to provide XXXXXXXXXXXXX to Odisha State Cooperative Handicrafts Corporation Ltd(OSCHC LTD) (herein after called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we,<Name of Bank> a banking company in corporate and having its head /registered office at < Address of Registered Office > and having one of its office at < Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.< Insert Value > (Rupees < Insert Value in Words > only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value >(Rupees < Insert Value in Words > only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder 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 shall be valid until << Insert Date >>)Not with standing any thing  
**contained herein:**

- I. Our liability under this bank guarantee shall not exceed Rs. < Insert Value >(Rupees <Insert Value in Words >only).
- II. This bank guarantee shall be valid up to < Insert Expiry Date >)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before < Insert Expiry Date >) failing which our liability under the guarantee will automatically cease.

**(Authorized Signatory  
of the Bank)**

**Seal:**

**Date:**