

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	27-10-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	28-10-2026 19:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Pmo
विभाग का नाम/Department Name	Department Of Atomic Energy
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Instiute Of Physcis Bhubaneswar
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod3.doae.bbs@gembuyer.in Buyer Email id: buycon1.doae.bbn@gembuyer.in
वस्तु श्रेणी /Item Category	Facility Management Services - LumpSum Based - Providing Facility Management service in IOP Guest House; Housekeeping, House keeping, Hospitality and Catering Service; Consumables to be provided by service provider (inclusive in contract cost)
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	15 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Partial Experience - 2 year (s) Turn over value - 10 (in lakhs)
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Partial Experience - 2 year (s) Turn over value - 10 (in lakhs)

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	4 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	3427032
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	102810

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	18

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Director

Institute of Physics Bhubaneswar, Department of Atomic Energy, N/A, PMO, PO-Sainik School, Bhubaneswar-751005

(Prof. Bedangadas Mohanty)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
-------------------------------	-----

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.

2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder

- seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
8. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
9. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
10. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Providing Facility Management Services in IOP, Bhubaneswar - [1791204237.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Geographic Presence in states:Institute of Physics, PO-Sainik School, Bhubaneswar

Details of the premise:[1791204252.pdf](#)

Scope of work:[1791204275.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
15-10-2026 18:00:00	Library Conference Hall, Institute of Physics, Bhubaneswar

Facility Management Services - LumpSum Based - Providing Facility Management Service In IOP Guest House; Housekeeping, House Keeping, Hospitality And Catering Service; Consumables To Be Provided By Service Provider (inclusive In Contract Cost) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premises	Providing Facility Management service in IOP Guest House
Type of services required	Housekeeping , House keeping, Hospitality and Catering Service
Cost for Consumables/ Materials	Consumables to be provided by service provider (inclusive in contract cost)
Service component	Cleaning & Sanitation , Laundry Services , Regular work of Guest House/ Hostel (Hospitality) (such as porter services, lift man, etc.) , Gardening , Cooking and catering
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
--	-----

प्राचल/Parameter	मूल्य/Values
कोर / Core	3427032

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Makrand Siddhabhatti	751005,Institute of Physics, P.O.-Sainik School, Sachivalaya Marg, Bhubaneswar	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.

11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms

of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



Institute of Physics, Bhubaneswar

Tender Document

Part-A & Part-B

for

**Providing Facility Management Services in Institute of Physics,
Bhubaneswar during 2026-2027**

Tender No.NIT/IOP/132/2026-27

Dated: 05.10.2026

Tender No: NIT/IOP/132/2026-27

TABLE OF CONTENTS

Section No.	Description	Page Nos.
I	Notice Inviting Tender	03-10
	Annexure I – Undertakings A to F	11-14
	Annexure II – Form 'A' : Financial Information	15-16
	Annexure III – Letter of Transmittal	17
	Annexure IV – Letter to Bank	18
	Annexure V – Declaration by the Bidder	19
	Annexure VI – Part A: Technical Bid	20-21
II	Scope of Work	23-36
III	Instruction and Guidance to Tenderer	37-40
IV	General Conditions of the Contract	41-50
V	Special Conditions of the Contract	51-56
VI	Annexure A - Part B: Financial Bid for view	57-60
	Annexure B - Form Of Performance Guarantee (Bank Guarantee) Bond	61-62



Institute of Physics,
Po- Sainik School,
Bhubaneswar-751005, Odisha.

PART-A

SECTION – I

1. Notice Inviting Tender (NIT)

E-Tenders are invited under Two-Bid system, by the **Director, Institute of Physics, Bhubaneswar, Odisha-751005** from reputed, experienced & licensed agencies who have satisfactorily completed similar services and are meeting the conditions as stipulated in this NIT, as per the details given below.

Tender documents containing the detailed specifications, eligibility criteria and other terms and conditions may be seen from the Institute website <https://www.iopb.res.in> and also on GeM Website www.gem.gov.in **only online mode of bidding will be accepted**

Tender No:-NIT/IOP/132/2026-27

Dated :-05.10.2026

<i>Name of work</i>	Providing Facility Management Services (24 hrs.) in Institute of Physics, Bhubaneswar Guest House during 2026-2027
<i>Period of Contract</i>	12 (Twelve) Months. The contract may be extended for a further period of two years (year wise) on mutual consent and satisfactory service.
<i>Estimated Cost</i>	Rs.34,27,032/- including GST
<i>Earnest Money Deposit</i>	Rs.1,02,810/- in the form of Deposit at Call receipt or Demand Draft / Bankers Cheque/ FDR/ Bank Guarantee drawn in favour of DIRECTOR, INSTITUTE OF PHYSICS, BHUBANESWR payable at BUUBANESWAR. Insurance Surety Bond will also be accepted. Cash and Cheque, Bank Guarantee for Earnest Money deposit will not be accepted. ‘Micro and small firms registered as MSME’ UDAYAM Registration/ GeM GTC categorised EMD exempted sellers’ are exempted from EMD. The service must match manufacturing/service activity listed on the UDYam Certificate. However they are required to furnish the MSME UDYAM certificate concerned proof of certification instead of EMD.
<i>Security Deposit</i>	2.5% of Tender Value

Performance Guarantee	3% of the Work Order value
Cost of Tender Document	NIL
Dates of availability of Tender Documents for view, download and submit	From 05.10.2026 to 26.10.2026 on website GeM Website www.gem.gov.in and www.iopb.res.in
Please note that the tender will be available for download between the dates as prescribed above. Agencies interested in participating must register in the GEM Portal and pay the prescribed registration charges as per requirements, should pay tender processing fee online, all within the dates prescribed above. Only agencies who have registered in the above mentioned web portal can participate in e-tender. Detailed NIT is also available on website www.iopb.res.in for view only.	
Last date & Time of pre-bid clarification if any, sent by bidder	25.10.2026 at 5.00 P.M. Mail: purchase@iopb.res.in and GeM Website www.gem.gov.in Phone-0674-2306464
Pre-Bid Interaction Date, Time and Venue Details	15.10.2026 at 11.00 A.M. at Library conference Hall in Institute of Physics, Bhubaneswar
Last date and time of closing of online submission of tenders	26.10.2026 at 5.00 A.M.
Last date for submission of Original DD/BC/FDR etc. towards EMD	27.10.2026 at 5.00 A.M.
Date of Opening of Technical bid	28.10.2026
Period of verification of credentials for evaluation.	28.10.2026
Date of opening of Financial Bids of qualified bidders	After technical evaluation
Additional Information on service	i) License fee: The Contractor has to pay an amount of Rs. 500/- per month towards License fee for the Guest House. The Guest House is equipped with Cooking vessels, tables, chairs, refrigerator, electrical cooking stove, Gas stove, Grinder and Empty Cylinders. Gas Cylinders, booking numbers will be given to the Contractor. Contractor should refill the Cylinders whenever necessary. The Caterer needs to cook and serve food items indicated as per the list enclosed with Tender Document. ii) ii) Water charges: Supply of water by the IOP to the Tenderer for running of the kitchen area, the Tenderer shall pay a sum of Rs.43/- per month as water charges per month. iii) iii) Electricity charges: Supply of electricity by the IOP to the Tenderer for running of the Guest House, the Tenderer shall pay Rs.500.00 towards electricity charges per month / Note: The rate of license fee, electricity and water charges will be

	revised from time to time.
Period of validity of bid	The tender submitted by tenderer shall remain valid for acceptance for a period of 180 (One Hundred and Eighty) days from the date of opening of the tender.

2. Tender Document

2.1. Notice Inviting Tender (NIT).

This NIT is an integral part of the Tender Document and serves a limited purpose of invitation, and does not purport to contain all relevant details for submission of bids. ‘Tender Information Summary’ (TIS) appended to this notice gives a salient summary of the tender information. Any generic reference to NIT shall also imply a reference to TIS as well. However, Bidders must go through the complete Tender Document for details before submission of their Bids.

2.2. Availability of the Tender Document

The Tender Document shall be published on the GEM Portal. It shall be available for download after the date and time of the start of availability till the deadline for availability as mentioned in TIS. Unless otherwise stipulated in TIS, the downloaded Tender Document is free of cost. If the last date happens to be a holiday, the same will not be extended any further.

2.3. Clarifications

A Bidder requiring any clarification regarding the Tender Documents may ask questions in writing/ electronically from Purchase Cell mail ID- purchase@iopb.res.in or www.gem.gov.in provided the questions are raised before the last date mentioned in TIS (or if not mentioned, before 7 days of the deadline for the bid submission). This last date of tender shall not be extended as stipulated in the bid.

2.4. ELIGIBILITY CRITERIA

Contractors who fulfill the following requirements shall be eligible to apply.

(a) Experience of having successfully completed services during the last three years ending last day of the month previous to the one in which applications are invited as follows:-

Three similar completed services each costing not less than the amount equal to 40% of the estimated cost put to tender, [or] Two similar completed services each costing not less than the amount equal to 50% of the estimated cost put to tender [or] One similar completed service of aggregate cost not less than the amount equal to 80% of the Estimated cost. Name and address of the firm to whom the services were provided indicating the duration of service and work completion certificate shall be furnished.

(#) ‘Similar services’ shall mean “Housekeeping, Catering Services and Guest House Management (Facility Management Service) in Central & State Govt. Offices/Banks etc”.

NOTE-A:

(i). Eligible similar nature of work should have been executed in India Only.

(ii) The value of executed works shall be brought to current costing level by enhancing the actual value of work **at simple rate of 7% per annum**, calculated from the date of completion to last date of submission of tenders.

(b) **Average annual financial turnover** of the agency during the last three years, ending 31/03/2026, shall be **at least 40%** of the tender value. **Scanned copy of certificate from Chartered Accountant to be uploaded.** Details shall be furnished duly supported by figures in balance sheet/profit & loss account for the last 3 years duly certified by Chartered Accountant as uploaded by the applicant to Income tax department, as per proforma specified in Form – A.

NOTE-B:

(i). Bidders who are Micro or Small Enterprises are exempted from points (a) & (b). Documentary proof substantiating SME shall be submitted along with the bid.

(c) EPF/ESI Registration:

(i). The bidder should be registered with Employees Provident Fund Organization (EPFO). He shall furnish the Certificates of Registration with EPFO. Bidder's profile shall invariably contain EPF registration number.

(ii). The bidder should be registered or applied for registration with Employees State Insurance Corporation (ESIC). He shall furnish ESIC or copy of application for registration.

(iii). The contractor shall give an undertaking in the attached format, for taking workman compensation policy for the subject work after the award of contract.

NOTE-C:

(a) Bidders debarred for bidding in any of the DAE units are not eligible to participate in the tender.

(b) Bidders shall submit the list of live work orders at DAE units along with the bid.

(c) Bidders who are GST defaulters as per the GST authorities at the time of submission of the bid are not eligible for this tender. Bidders shall submit an undertaking in the format provided in this document. Any subsequent defaulting in payment of GST by the bidder, will also be scrutinized by the department, and may lead to rejection of the bid/cancellation of contract.

(d) The bidder shall provide undertaking, in format provided in this document, to the effect that he will not allow or permit any of the employee to participate in any trade union activities or agitation in Institute of Physics, Bhubaneswar premises.

(e) Joint Ventures (JV) are not permitted;

(f) Each bidder shall submit only one bid.

(g) The contractor shall be responsible for providing all statutory benefit to the personnel employed by him i.e. minimum wages, bonus, EPF, ESI etc., as applicable and comply with all the Labour Codes, legislations and statutory conditions by any other acts dealing with minimum wages, bonus, industrial relations, and social security.

(h) The Contractor shall ensure the pre-verification of police on engagement of staff in the guest house.

- (i) Even though the bidder may have satisfied the above requirements, he would be liable to disqualification if he has: has:
- (j) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures submitted with the tender.
- (k) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/weakness etc.
- (l) Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.

2.5 . MANDATORY DOCUMENTS TO BE UPLOADED REQUIRED FOR TECHNICAL EVALUATION.

The bidders are required to provide the following information and documents with their bids. Tenders not furnishing the following information and documents are liable to be summarily rejected. Failing to upload the documents will result in disqualification of bid.

DECLARATION OF THE BIDDER FOR CONFIRMATION OF SUBMISSION OF TECHNICAL DOCUMENTS

DECLARATION OF THE BIDDER FOR CONFIRMATION OF SUBMISSION OF TECHNICAL DOCUMENTS

Sl. No.	Documents Required for Technical Evaluation	Yes / No	If No, specify the Reason
a)	Have you submitted copies of the Registration Certificate and other documents establishing the constitution/legal status of the bidder, place of registration, principal place of business, written Power of Attorney authorizing the signatory to commit the bidder, and all applicable business licences/registrations?		
b)	If the bidder is a Limited Company or Corporation, have you submitted a copy of the Memorandum of Association, duly attested by a Notary Public?		
c)	If the bidder is a Partnership Firm, have you submitted a certified copy of the Partnership Deed, duly attested by a Notary Public, along with the current and permanent addresses and telephone/mobile numbers of all partners?		
d)	Have you submitted a Power of Attorney in favour of the authorized official signing the tender, where the bidder is a Private or Public Limited Company?		
e)	Have you submitted a copy of the PAN Card/PAN details?		
f)	Have you submitted a valid GST Registration Certificate?		
g)	Have you submitted documentary proof of experience in similar services, as specified in Clause 2.4(a) of the Tender Document?		
h)	Have you submitted documentary proof of the required average annual financial turnover, as specified in Clause 2.4(b) of the		

Sl. No.	Documents Required for Technical Evaluation	Yes / No	If No, specify the Reason
	Tender Document?		
i)	Have you submitted a valid Food Safety and Standards Authority of India (FSSAI) Registration/License Certificate?		
j)	Have you submitted audited financial statements, including Profit and Loss Accounts/Statements and Balance Sheets, for the last three financial years, i.e., 2023–2024, 2024–2025, and 2025–2026?		
k)	Have you submitted the required Bank Account details?		
l)	Have you submitted copies of the certificates/documents specified under Clause 2.4(c), including EPFO, ESIC, and other applicable statutory registrations/documents?		
m)	Have you submitted the duly signed declaration regarding non-blacklisting and non-insolvency , along with the required Checklist and Undertakings?		
n)	If applicable, have you submitted a valid Micro or Small Enterprise (MSE/MSME) Certificate?		
o)	Have you submitted the required Earnest Money Deposit (EMD) of Rs.1,02,810/- , or, where applicable, a valid EMD Exemption Certificate?		
p)	Have you submitted valid Address Proof for the bidder's Zonal/Registered/Local Office, as applicable?		
q)	Have you submitted the Notice Inviting Tender (NIT) and the complete Tender Document, duly signed and stamped on every page by the authorized signatory of the bidder?		

DECLARATION

We hereby declare that the above-mentioned documents have been submitted along with our tender offer in accordance with the requirements of the Tender Document. We further confirm that all documents and information furnished by us are true, complete, and valid to the best of our knowledge and belief.

Name of the Bidder: _____

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Date: _____

Place: _____

Seal of the Bidder: _____

2.6 . ADDITIONAL INSTRUCTIONS TO THE BIDDERS

- a) The tender document can be seen and downloaded from website www.gem.gov.in and www.iopb.res.in at free of cost.
- b) Information and Instructions for tenderers posted on website shall form of tender document.
- c) The bid can only be submitted after uploading the mandatory scanned documents such as Demand Draft or Banker's Cheque or Fixed Deposit Receipts of any Scheduled Bank towards EMD in favour of " INSTITUTE OF PHYSICS, BHUBANESWAR" and Processing Fee by e-payment as mentioned in www.gem.gov.in
- d) **Those contractors not registered on the website www.GEM.gov.in, are required to get registered for e-tendering mode. Registered contractors only can submit / upload tenders.**
- e) On opening date, the contractor can login and see the bid opening process fore-tendering mode.
- f) Short listing of the agencies shall be subject to thorough verification of their credentials and inspection of services carried out by them.
- g) IF ANY INFORMATION FURNISHED by the applicant is found to be in correct at a later stage, they shall be liable to be debarred from tendering / taking up works in IOP.
- h) In case of successful tenderer, the tenderer is required to deposit an amount equal to 3% of the tendered and accepted value of the contract as irrevocable performance guarantee in the form of bank guarantee from any of the scheduled bank/ SBI or Indian Overseas bank by demand draft/ Bankers cheque or fixed deposit receipt (FDR) of State Bank of India/ scheduled bank drawn in favour of **INSTITUTE OF PHYSICS, BHUBANEWSWAR** payable at **BHUBANEWSWAR** within a period of 15 days of issue of letter of intent.

The letter of award of work will be issued only after the above said performance guarantee in any one of the prescribed form is received and accepted, failing which the Government shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the earnest money absolutely
- i) The estimated amount exclusive of Employee's contribution to ESI, Employer's contribution to EPF, EDLI,,PF Admn. Charges as per extant Govt. of India orders.
- j) Bidder shall not be under a declaration of ineligibility of tender quoting and fraudulent practice.
- k) If the bidder is enclosing the financial bid with the technical bid, his bid will be summarily rejected. Director, Institute of Physics, Bhubaneswar does not bind himself to accept the lowest or any other tender and reserves to himself the authority to reject any or all of the tenders without assigning any reasons there for. All tenders, in which any of the prescribed conditions is not fulfilled shall be summarily rejected.

DIRECTOR

Check list for Bidders

(To be submitted as part of Technical bid)
(on Company Letter-head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____

Date.....

Tender No.NIT/IOP/132/2026-27

Tender Title: Providing Facility Management Services in IOP during 2026-27

Note to Bidders: This check-list is merely to help the bidders to prepare their bids, it does not override or modify the requirement of the tender. Bidders must do their own due diligence also.

Sr	Documents submitted, duly filled, signed	Yes/ No/ NA
1.	Bid Form (to serve as covering letter and declarations applicable for both the Techno-commercial and Financial bid)	
2.	Bidder Information along with Power of attorney and Registration Certificates etc.	
3.	Eligibility Declarations, along with supporting documents	
3.a	Self-attested copy of Registration certificate for bidders/ subcontractors from restricted neighbouring countries	
3.b	Self-attested copy of MSME UDYAM registration	
3.c	Self-attested copy of Start-up registration/ status	
3.d	Self-attested copy of the certificate of Local Supplier Status for Make in India policy, from auditors/ cost accountant.	
4.	Self-attested copy of Registration certificates etc., of the agent/ dealer	
4.b	Self-attested copy of Power of Attorney etc. authorizing signatories on stamp paper to sign Form 1.3 of Agent Dealer	
5.	Schedule of Requirements - Compliance	
6.	Performance Standards and Quality Assurance - Compliance	
6.a		
7.	Qualification Criteria - Compliance	
8.	Terms and Conditions - Compliance	
9.	Checklist	
10.	Documents relating to Bid Security	
11.	Food Safety and Standard Authority of India (FSSAI)Certificate	
12.	Duly signed Integrity Pact	

UNDERTAKINGS TO BE FURNISHED BY THE TENDERER
(To be submitted on letterhead)

Undertaking – A

“I hereby give an undertaking that I have read and I am aware of all the clauses and sub clauses of tender forms and I confirm that I will abide by all the terms and conditions available in this tender document. My Income tax Permanent Account Number (PAN) is

(Seal of the Firm)

(Dated Signature of Contractor or his authorized Power of Attorney)

Undertaking – B

“I hereby give an undertaking that none of my near relative(s) as defined below is/are employed in IOP as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IOP shall have the absolute right to take any action as deemed fit without any prior intimation to me ”**OR**“ I hereby give an undertaking that, other than the persons whose details are given by me, in the list of near relatives enclosed with this tender, none of my other near relative (s) as defined below is/are employed in IOP as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, IOP shall have the absolute right to take any action as deemed fit without any prior intimation to me”

The near relatives for this purpose are defined as;

1. Members of a Hindu undivided family
2. They are husband and wife
3. The one is related to the other in the manner as father, mother, son(s) son's wife (daughter-in-law), daughter(s) daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law)

Undertaking – C

I / We have read and examined the Notice Inviting Tender, General instruction, terms and conditions, Form of Tender & all other contents in the tender documents for the service AND ACCORDINGLY I / We, hereby tender for execution of the service specified for the Director, Institute of Physics, Bhubaneswar within the time specified in Schedule of Quantities and in accordance in all respects and instructions in writing in the general instructions terms and conditions and in respects in accordance with, such conditions so far as applicable.

(Seal of the Firm)

(Dated Signature of Contractor or his authorized Power of Attorney)

Undertaking – D

I/We undertake and confirm that eligible similar service(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of IOP, then I/we shall be debarred forbidding in IOP in future. Also, if such a violation comes to the notice of IOP before date of start of service, the Director shall be free to forfeit the entire amount of Performance Guarantee.

(Seal of the Firm)

*(Dated Signature of Contractor or
his authorized Power of Attorney)*

UNDERTAKING – E

I/We _____

have read and examined the Notice Inviting Tender, Salient Governing Features of the Tender/Work including, Scope of Work, General Rules & Directions, Clauses of Contract, Conditions of the Contract, Instructions to the Bidders and other documents and rules referred to in the Conditions of Contract and all other contents in the tender documents for the work.

I/We undertake to enter into a contract agreement within one month of commencement of operations. The Notice Inviting Tender, Letter of Intent, Work Order and other relevant correspondence shall form part of the Contract Agreement, deemed to be a single composite agreement/contract and are not severable and will be binding on us.

I/We agree to keep the Technical-cum-Financial Bid valid for one hundred eighty (180) days from the date of opening of tender.

A sum of **Rs.1,02,810/-** has been deposited in the form of Bankers Cheque/Demand Draft / FDR as Earnest Money Deposit (or Avail MSME exemption)

If I/We fail to furnish the prescribed performance guarantee in the prescribed form within a period of 15 days from the date of issue of Letter of Intent, I/We agree that the said Director, Institute of Physics, Bhubaneswar or his successors in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. In case of MSME exemption from EMD, be at liberty to suspended for a period of one year in participation of tender

Further, if I/We fail to commence work as specified, I/We agree that Director, Institute of Physics, Bhubaneswar or his successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said performance guarantee absolutely.

Further, I/We agree that in case of forfeiture of Earnest Money or Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work.

I/We hereby declare that I/We shall treat the tender documents, specifications and other records connected with the work as secret / confidential documents and shall not communicate information derived there - from/to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

(Signature of the Contractor)

Date :
Place :

Witness
Name and address:
Occupation

UNDERTAKING – F

I/We give an undertaking that, I/We am/are not GST defaulter(s). I/We also give undertaking that I/We will pay GST in time during the complete period of the contract.

I/We give an undertaking that, I/We will take Workmen Compensation policy for my/our workmen, within 15 days of award of contract.

I/We give an undertaking that, I/we will not allow or permit any employee to participate in any trade union activities or agitation in IOP Premises.

I/We give an undertaking that, I/we will establish a Local office in and around Bhubaneswar/Cuttack namely at a range of within 20 Km distance, within 15 days of award of contract.

(Seal of the Firm)

*(Dated Signature of Contractor or
his authorized Power of Attorney)*

i. SELF-DECLARATION – NO BLACKLISTING

In response to the Tender Document for providing Facility Management Services at IOP, I/ We hereby declare that (name and address of the bidder) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body. We further declare that presently (name and address of the bidder) is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future at IOP.

(Seal of the Firm)

*(Dated Signature of Contractor or
his authorized Power of Attorney)*

ii. SELF-DECLARATION – INSOLVANCY, BANKRUPTCY OR DEFAULTER

I/We, (Name of the Bidder) having registered office at our (address) represented by (Name of authorized representative) do here by solemnly declare that we are neither in any way Insolvent, Bankrupt or Defaulter in terms of rules & regulations presently invoke in India. In case of any such event is found during bids evaluation and award of contract, I/We have no objection if my/our tender is rejected.

(Seal of the Firm)

*(Dated Signature of Contractor or
his authorized Power of Attorney)*

FORM 'A' : FINANCIAL INFORMATION

I. Financial Capability Statements - Details to be furnished duly supported by figures in balance sheet for the last three years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (copies to be attached).

Financial Capability Statements

(To be submitted as part of Technical bid)
(on Company Letter-head)

Tender No.NIT/IOP/132/2026-27

Tender Title: Providing Facility Management Services in IOP during 2026-27 Bidder's

Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

Note to Bidders: Fill this Form for Bidder and each member of a joint venture or other association that is a party to Bidder to highlight conformance to Criteria 3: Financial Capability. The list below is indicative only. You may attach more documents as required. Add additional details not covered elsewhere in your bid in this regard.

Financial Statements and Ratios

Note: Each Bidder or member of a Joint Venture/Consortium making up a Bidder must fill in this form.

Financial Data for Previous Three (3) Years			
	Year 1:	Year 2:	Year 3:
Information from Balance Sheet			
Total Assets			
Total Liabilities			
Net Worth			
Current Assets			
Current Liabilities			
Information from Income Statement			
Total Revenues			
Profits Before Taxes			
Profits After Taxes			

Financial Ratios (Bidders to fill this table. The Procuring Entity shall verify during the review process)			
Current Ratio			
Debt Ratio			

- ☐ Attached are copies of financial statements (either audited financial statements supported by audit letters or certified financial statements supported by tax returns) as indicated above, complying with the following conditions.
- All such documents reflect the financial situation of Bidder or a member of a Joint Venture or other Association and not a sister or parent company.
 - A Chartered accountant must audit historical financial statements.
 - Historical financial statements must be complete, including all notes to the financial statements.
 - Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

Average Annual Turnover

(To be submitted as part of Technical bid)
(on Company Letter-head)

Tender No. NIT/IOP/132/2026-27

Tender Title: Providing Facility Management Services in IOP during 2026-27 Bidder's

Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

Note: Each Bidder or member of a Joint Venture/Consortium making up a Bidder must fill in these forms.

Annual Turnover Data for the Last Three (3) Years (Services only)	
Year	Turnover Amount
2023-2024	
2024-2025	
2025-2026	
Average Annual Construction Turnover	

II. The scanned copies of following certificates are to be uploaded.

- Profit & Loss account certified by CA & as submitted to Income Tax Department.
- GST Registration Certificate.
- Permanent Account Number (PAN).

LETTER OF TRANSMITTAL
(To be furnished in the Tenderer's letter head)

To,
The Director,
Institute of Physics,
Bhubaneswar.

Sub: Notice Inviting Tender No. NIT/IOP/132/2026-27 for Providing Facility Management Services **at IOP Guest House during the year 2026 - 2027.**

* * * * *

Sir,

1. Having examined the details given in the notice and bid document for the above work, /We hereby submit the relevant information.
2. I/We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
3. I/We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
4. I/we also authorize Director, IOP, Bhubaneswar or his authorized representative to approach individuals, employers, firms and corporation to verify our competence and general reputation.
5. I/We hereby declare that I/We am/are not involved in any litigation on the date of submission of the tender.

OR

The details of litigation involving me/us are furnished below:

Date of submission:

Enclosures:

Date:

(Signature of the Bidder, with Official Seal)

ANNEXURE –IV

LETTER TO BANK
(To be furnished in the Tenderer's letterhead)

To,
The Manager,
_____ (Bank Name)
_____ (Branch)

Sub: Notice Tender No.NIT/IOP/132/2026-27 **for Providing** Facility Management Services at **Guest House in IOP, Bhubaneswar during the year 2026-2027.**

* * * * *

Sir,
I /we am/are holding account No. _____ in _____ (Bank
Name) _____ (Branch) since _____. I/We am/are participating in the
tendering process for “**Providing** Facility Management Services at **Guest House in IOP, Bhubaneswar during the year 2026-2027.**”

2. I/we also authorize DIRECTOR, IOP, BHUBANESWAR or his authorized representative to approach your Bank to verify our competence and general reputation and queries, if any.

Date of submission:

Signature(s) of Tenderer (s)
Seal of Tenderer (s)

**Declaration by the Bidder
(to be submitted on letterhead)**

I/We _____, hereby declare that I/We have downloaded the Tender Document from the website www.GEM.gov.in and I/We have not tampered the tender document issued vide Tender No. NIT/IOP/132/2026-27

Until an agreement is signed and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent modification and replacement.

I/We have submitted “EMD of **Rs.1,02,810/-** in the form of Demand Draft / Bankers Cheque / Fixed Deposit Receipt drawn in favour of DIRECTOR, Institute of Physics, Bhubaneswar” or “Availed **exemption from EMD for MSME/ GEM GTC categorised EMD exempted sellers**” along with the Bid.

I/ We hereby declare compliance towards all the Labour Codes, legislations and statutory conditions or any other acts dealing with minimum wages, bonus, industrial relations, and social security, and authorize IOP to recover any payment that arises due to failure to comply with any of the Labour Codes, legislations and statutory conditions or any other acts dealing with minimum wages, bonus, industrial relations, and social security etc. and all other acts mentioned in the tender document.

Authorized Signatory & Seal of
the Contractor

Dated this ____ Day of ____ 2026

Place:

TECHNICAL BID

PART-A : Technical Bid

NOTICE INVITING TENDER No. – **NIT/IOP/132/2026-27**

Sl. No.	Particulars to be furnished	
1.	Name of the Contractor/Proprietor/ Authorized Signatory	
2.	Name and Address of the Organization (including landline no., email ID, Mobile No., Web-site, if any)	
3.	Type of Organization (Proprietary/ Partnership Firm/ Company)	
4.	Registration No. & Year of Registration (upload copy)	
5.	Details of Authorized person to deal with (upload copy of power of attorney, if any)	Name: Designation: E-mail ID: Website: Landline/Mobile No.:
6	Business License of the firm issued by Municipal Corporation/State/ Central. Govt. Authorities (upload copy)& Food License	
7	Permanent Account No./GIR No. (upload copy)	
8.	GST Registration No. (upload copy)	
9	Provident Fund Account No. of the firm.	
10.	ESI Registration No. of the firm.	
11	Copy of duly audited Profit & Loss Account and Balance Sheet for three successive financial years -2023-2024, 2024-2025 and 2025-2026	Copy uploaded (Write yes or No)
12	Copy of Income Tax returns for three financial years 2023-24, 2024-25 & 2025-26.	Copy uploaded (Write yes or No)
13	Details of having completed (i) THREE similar completed services each costing not less than the amount equal to 40% of the estimated cost put to tender;	

	or (ii) TWO similar completed services each costing not less than the amount equal to 50% of the estimated cost put to tender; or (ii) ONE similar completed services costing not less than the amount equal to 80% of the Estimated cost during the preceding three ending 31 st March 2026. Contracts completed.	
	Name and address of the establishment	
	Period of contract	
	Value of contract	
	Copy uploaded (Write yes or No)	
14	Details of IOP work orders on hand (upload copies of work orders)	
	Period of contract	
	Value of contract	
	Copy uploaded (Write yes or No)	
15	Particulars of relatives working in IOP	
	Name of the Employee	
	Designation	
	Section	
16	Any other relevant information	
17	Details of EMD	
	Mode of payment	
	Name of the Bank Branch	
	Date & Place of Issue	
	Amount (In figures and In words)	
18	Details of MSME Certificate / concerned proof of certification availed for EMD Exemption	
19	Check-list	

Date :

Place :

(Signature of the Bidder, with Official Seal)

Instructions to Bidders (ITB)

1.The Tender Document

1.1. Basic Tender Details

This Providing Facility Management Services at Guest House in IOP during the year 2026-2027 for non-consultancy service Document (hereinafter referred to as the ‘the Tender Document’) details the terms and conditions for entering into a contract for delivery of the Services (hereinafter called ‘the Services’) mentioned in Section VI: “Schedule of Requirements”. Bidders must go through the Tender Document for further details. ‘Tender Information Summary’ (TIS) is appended to Section I: Notice Inviting Tender (NIT) for ready reference. The ‘Services’ may include incidental Goods and Works if so indicated. In this Tender Document, any generic reference to ‘Services’ shall be deemed to include such incidental Goods and Works.

1.2.Overview of Contents

Unless otherwise stipulated in TIS/ AITB, the Sections, Forms and Formats comprising this Tender Document are described in ITB-clauses below. A BOQ file separately available on the e Procurement Portal is also part of this Tender Document. Any generic reference to Tender Document shall also imply a reference to any/ all the sections, Forms, Formats and the BOQ file or other files that comprise this Tender Document.

Bidder must submit the bid in the Forms/ Formats mentioned in ITB-clauses below. The sections mentioned in ITB-clause below need not be signed or returned by the bidders; however, Bidder must declare in his bid Form (Form 1) that he has read, understood, complied, and stands bound by all requirements of these sections:

2. Schedule of Requirement

SCOPE OF WORK

2. Providing Facility Management Services (Catering, Hospitality, Housekeeping, Laundry and allied services) in the Institute of Physics Guest House.

2.1 Description of Location:

The Guest House is a Ground + 1 storied building consisting of 12 double-bedded rooms, 3 VIP suites, One suit in the colony area (the total approx. 12242 sqft. plinth area)

The duties/responsibilities of the Tenderer include, inter alia, the following:-

2.2 House Keeping:

- a. Daily cleaning and up-keep of Guest House and rooms within the premises of these buildings, inclusive of kitchen areas, passages, corridors, reception counter, toilets, terrace, sweeping of peripheral area and watering of plants etc.
- b. Continuous and consistent cleaning operation is invariably needed to ensure clean, dust & dirt free hygienic condition of the premises.
- c. Sweeping, mopping and removing of cobwebs, spider nets of all rooms including entrance, ceilings, parapets, lounge and reception area. Passages, corridors, internal areas of offices, rooms, verandahs, sweeping of paver block roads, porch area outside the building up to main entrance of the premises as well as dusting of fire extinguishers, cleaning of water coolers etc.
- d. Before sweeping, all waste paper baskets / dust bins are to be emptied and the waste is collected for disposal. The baskets / dust-bins shall be cleaned and kept at the proper place.
- e. Sweeping with soft brooms followed by mopping using hand operated cotton mop of standard size by dipping in water-hygiene chemical / detergent with 1% lysol disinfectant in offices or equivalent and 1% white phenol disinfectant solution in other areas.
- f. The mopping to be repeated with ordinary water (the mop being squeezed before use) dipped in fresh water for every 20-30 sqm. of mopping. Mopping shall be done in such a manner that no markings / stains are visible when the area is dried.
- g. Dusting of verandahs, cleaning of furniture and fixtures in common areas such as chairs, sofas, tables, firefighting equipments, cleaning of grills, stair case railings, counter flower pots, stands, pots, name plates on the doors, office equipment such as telephone instruments,

door mats and door curtains/ blinds to be taken to remove the dust by striking it on the floor and place at its original place.

h. All waste materials collected which has no disposal value, as a result of the cosmetic cleaning shall be dumped at the nearest garbage point or shall be disposed off as per the instruction of the designated officer or his representative of IOP.

i. Other waste material like broken furniture, empty cartons, packing cases etc. are to be collected and deposited at the place earmarked in the manner instructed by the designated officer from time to time.

j. Filling of adequate quantity of liquid soap solution (Dettol /Jasmine or equivalent make) in containers provided near wash basins / washrooms.

k. Naphthalene balls of specified quantity and quality to be put at the urinals and out-let points in the toilet blocks.

l. Timely removal of choking in the wash basins, urinals and outlet points in toilet blocks, if any.

m. Re-arrangement and shifting of furniture like tables, chairs, sofa sets, cupboards/store wells etc. occasionally as and when required.

n. Regular checking of water leakage in water taps, stop cocks, pillar cocks and immediate intimation to Guest House Manager of the concerned premises.

o. Any other related works as may be assigned by the designated Officer of IOP.

2.2.1 Periodicity:

a) Twice a day :

i. Cleaning of rooms, corridors, common areas bath & toilets by sweeping & mopping of floors, cleaning and washing of bath, toilet, washbasin, closet etc. collecting the wastes, disposing at the common dustbin at the places as directed.

ii. Changing of soiled bed spreads, blankets, pillow covers towels, napkins etc. at guest house as directed including collecting and handing over the soiled linen to dhobi and collecting back the washed linens keeping in safe custody etc all as directed.

iii. Sweeping, cleaning the surroundings of buildings including picking of wastes and disposing in designated areas / location to common dust bin as directed.

iv. All the above daily activities are to be done in the morning between 08.00 hours to 09.00 hours, 2nd time between 1500 hours to 1600 hours.

v. Internal cleaning (sweeping and mopping) shall be completed before 09.00 hours on all working days. Timings for other works shall be directed by the designated officer of IOP, Bhubaneswar

b) Weekly Once:

Dusting and cleaning of furniture, cleaning removing of cobwebs on ceiling and walls, Cleaning and wiping of doors, windows, glass panes, fittings like fan , lamp, switches, TV, Air-conditioner, geysers, and washing of rooms, common areas with required cleaning materials etc. as directed.

Once in Fortnight:

Cleaning of glass panes from both sides (both fixed & movable) of windows & doors, reception areas of all the floors (Ground & all floors) & service building, venetian blinds, including removing of dust particles, applying suitable best quality glass cleaner, to keep the glasses stain free by using ladders etc., up to the top.

d) Monthly Basis:

- i. Washing of floor areas, general corridors including scrubbing the floors with scrubbing machines, washing the floor, mopping, cleaning etc., using floor cleaning hygiene chemical (liquid/ powder).
- ii. Soaking the water, mopping the floor after scrubbing and repeat mopping with clean and dry mop.
- iii. Rubbing the skirting with lead wool and liquid cleaning water to remove the stain, dust and clean the surface.

e) As and When Required:

- i. Changing of window curtains, dusting of Venetian blinds if any, moving of refuse in the Guest House and terraces of all buildings, as and when required on the direction of the designated officer of IOP, Bhubaneswar.
- ii. Housekeeping work will be monitored by Guest House Manager and he will certify for the payment of actual work done. Muster roll should be maintained and to be attached with bill duly certified by the Guest House Manager.
- iii. Removal of honeycomb of wild bees.

2.2.2 Manpower requirement for Catering, hospitality, housekeeping, laundry and allied services :

(a) The contractor shall deploy Semi-skilled and Un-skilled manpower as given below:-

Sl	Description of manpower	Quantity required	Nature of work
1.	Cook – 2 shifts (Semi skilled workers)	02 Nos.	Preparing/ Cooking Breakfast, Tea/ Coffee/ Lunch/ Dinner (Vegetarian, and Non vegetarian) items as per the menu provided.
2.	Cooking/Dish Washing Helper – 2 Shifts (Un-skilled Workers)	02 Nos.	Services such as washing of utensils, cutlery, crockery and glass ware in a hygienic manner and sterilizing cutlery, crockery and glassware. Cleaning of kitchen, etc.,
3.	Waiter- 2 shifts (Un-skilled Workers)	02 Nos.	Provide warm hospitality and efficient food and beverage service to guests during their stay at Guest House, watering the plants and maintenance of Guest House Garden Area.
4.	Reception Staff (Semi-skilled Workers)	02 Nos.	Assisting in hospitality services such as managing in allotment of rooms, supervising and to consult

			with Management for allotment rooms and maintain reception desk
5.	Sweeper (Un-skilled Workers)	02 Nos.	Cleaning and mopping, dusting the rooms at Guest House, watering the plants and maintenance of Guest House Garden Area.

(b) The contractor shall ensure deployment of manpower as indicated above on all working days. Penalty will be levied in case of non-supply of labour. Rate of penalty shall be levied as per clause **4.8 general conditions of contract**.

(c) The deployed staff to be made available at all the time of shift and should not be engaged at outside functions for continuous work. Delay or hindrance in service in Guest House due to non-availability of manpower will be viewed seriously.

(d) Contractor shall provide over-coats, kitchen caps, gloves and other required protective gears to its manpower. The contractor shall be responsible for transportation of men & materials supplied under this contract.

(e) In case of requirement of additional man-power for catering to any special occasion on any day, the contractor has to provide the required manpower if so demanded by the IOP Officials and payment for manpower shall be made as per prevailing minimum wage rate.

(f) The pre-verification of Police for the engaged workers is mandatory.

(f) Duties of Reception Staff:

i) The contractor shall engage two personnel with degree qualification having computer knowledge using MS Office who shall have the ability to speak English, Hindi and Odia.

ii) Reception Staff shall be responsible for the day to day running of the Guest House and shall supervise on all works of House Keeping, Catering and all aspects of jobs related to the smooth functioning of the Guest House.

iii) He/ She shall be the person to liaise amongst the IOP Officials, Hostel inmates, Employees of House Keeping works and the Employees of Catering services.

iv) He/ She shall be responsible for the maintenance of the rooms, equipment and all the inventory of the Guest House.

v) He / She shall be familiar with administrative works and able to do office like generating report, statements, receipts etc., using MS Office and taking out copies.

vi) He / She should maintain the complaint registers and shall receive the complaints from the Guest House officials/ guests residing and to assist designated official of IOP to rectify the same.

vii) He / She shall report all events of the Guest House to the designated official of IOP and shall execute all instructions received.

viii) The Reception Desks at the Guest House shall be manned in three shifts on all the days including holidays by well educated, courteous and trained personnel who shall have the ability to read, write and speak English, Hindi and Odia.

ix) The working hours shall be in **two shifts per day** i.e., 6.00 AM to 2.00 PM, 2.00 PM to 10.00 PM (for Waiters third shift – 10.00 P.M. to 6.00 A.M.) including holidays (Sunday to Saturday). In night shift only male worker should be engaged.

2.2.3 Material schedule for Housekeeping Services :

(a) The contractor shall supply cleaning materials like phenyl, diluted acid, aromatic urinal screen mat, naphthalene balls, air fresheners, liquid soap, brooms, mops, etc. necessary for the above housekeeping activities, The frequency for supply of these materials and the cost of cleaning material/accessories/equipment determined by the Institute is given below:

Table-I: Items to be supplied on monthly basis-

Sl. No	Description of item	Unit	Make/Brand	Monthly quantity to be supplied	Rate per Unit (GST Exclusive) Rs. Ps.	Total
1	Liquid Toilet cleaner	500 ml	Harpic (500 ml)/ Brand of repute	15		
2	White phenyl	ltr	Nemyle/ Brand of repute	30		
3	Floor Cleaner	ltr		15		
5	Liquid mosquito repellent	45 ml	Brand of repute	15		
6	Napthalene ball	kg	Brand of repute	2		
7	Glass cleaner	Ltr	Colin/ brand of repute	02		
9	Liquid soap (Hand wash)	Ltr	brand of repute	05		
10	Toilet Paper Roll	pc	brand of repute	100 Nos		
11	Room freshener	pc	brand of repute	15		
	Total					

Table-II: Items to be supplied on quarterly basis

1	Soft Broom (PhoolJadu)	pc	brand of repute	3		
---	------------------------	----	-----------------	---	--	--

2	Mop (Cotton) with stick	pc	brand of repute	4		
3	Yellow duster	pc	brand of repute	4		
4	Toilet Brush	pc	brand of repute	4		
5	Bleaching Powder	kg	brand of repute	9 kg		
6	Cob web cleaning stick	pc	Brand of repute	02		
	Total					

(b) The contractor shall ensure that the items are supplied as per the above schedule (Table I & II). Penalty shall be levied for non-supply of consumable items for cleaning purpose given in Table-I and Table-II.

(c) The cost of cleaning material/accessories/equipment determined by the Institute shall remain fixed for a period of one year. And then the rate shall be reviewed every year (after completion of twelve months from the commencement of contract) and revised if necessary.

2.3 Catering:

The duties/responsibilities of the Tenderer is to provide catering of food to the guests of Guest House on chargeable basis and Student Mess.

The requirement falls in three categories in the Guest House :

- Breakfast With Tea/ Coffee (every day)
- Evening Snacks With Tea/ Coffee (every day)
- Lunch/Dinner (every day)

2.3.1 a) Model Menu at Guest House :

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break-Fast	Idly Sambar Chutney Ghguni	Poori Potato Curry or Ghuguni	Veg Stuffed Paratha Ghuguni	Idly Sambar Chutney Ghguni	Poori Potato Curry or Ghuguni	Veg Stuffed Paratha Ghuguni	Idly Sambar Chutney Ghguni
Lunch/Dinner <u>Veg Meal</u> Rice , Chapati-2 pcs, Yellow Dal, Seasonal Vegetable curry (one time) , Seasonal Vegetable Bhajior curd (one time) , Salad&Pampad (one time) <u>Fish Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Fish curry (one pc -200 gm) , Seasonal Vegetable Bhaji or curd (one time) , Salad&Pampad (one time) (Additional Fish Piece- Rs..... .00) <u>Special Fish Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Fish curry (one pc -200 gm) Salad, Pampad <u>Chicken Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Chicken curry (4 pcs -200 gm) ,Seasonal Vegetable Bhaji (one							

time) , Salad&Pampad (one time) <u>Egg Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Egg curry (2 pcs -200 gm) , Seasonal Vegetable Bhaji or curd (one time) , Salad&Pampad (one time)
--

2.3.2. The following menu/schedule need to be adapted for catering services :

Sl.	Menu	
1.	Tea (80 ml.)	
2.	Coffee (80 ml.)	
	Breakfast	
i.	Idili-04 Nos. (Standard Size), Ghuguni, Sambar & Chatani and Tea	
ii.	Upama, Medu Bada-2 nos, Sabji, Sambar Chatni& Tea	
iii	Poori-4 Nos., Sabji, Pickle & Tea	
3.	Toasted bread slice-4 pcs (Big size), Fruit Jam, Butter & Sauce	
4.	Omlet – 1 egg	
5.	Omlet – 2 eggs	
6.	Lunch & Dinner	
i.	<u>Veg Meal</u> Rice , Chapati-2 pcs, Yellow Dal, Seasonal Vegetable curry (one time) , Seasonal Vegetable Bhajior curd (one time) , Salad&Pampad (one time)	
ii.	<u>Fish Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Fish curry (one pc -200 gm) , Seasonal Vegetable Bhaji or curd (one time) , Salad&Pampad (one time) (Additional Fish Piece- Rs.20 .00)	
iii.	<u>Special Fish Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Fish curry (one pc -200 gm) Salad, Pampad	
iv.	<u>Chicken Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Chicken curry (4 pcs -200 gm) ,Seasonal Vegetable Bhaji (one time) , Salad &Pampad (one time)	
v.	<u>Egg Meal</u> Rice, Chapati-2 pcs, Yellow Dal, Egg curry (2 pcs -200 gm) , Seasonal Vegetable Bhaji or curd (one time) , Salad &Pampad (one time)	
7.	All packed food items & beverages	

a) Rate of the above items will be fixed after award of contract on mutual consent to competent authority.

b) In case of selling of items other than above, the rates considered as reasonable/acceptable on mutual consent to competent authority may be sold by the contractor with approval of competent authority.

c) Other snacks/branded foods shall be sold with the prior approval of Guest House Manager at the rate not more than MRP.

2.3.3. Manual Schedule for catering

Sl	Name of the Item	Brand Name
1.	Basmati Rice (for special	Kohinoor/Charminar/Trophy/Golden Chaap/Nurjahan/Dawat or equivalent

	occasions)	
2.	Wheat Flour	Samrat/Ashirwad/Annapurna/Shaktibhog or equivalent
3.	Oil	Saffola Sunflower/ GEMini Sunflower/Sweekar Sunflower/ Godrej Sunflower / Sunrich Sunflower/ Dhara Refined Ground Nut oil/ Sundrop Rice Bran and Sunflower Oil Combination etc.
4.	Tea	Tata or equivalent brand
5	coffee	Nescafe/Bru/Sunrise/Tata Kafe or equivalent
6	Salt	Tata/Captain Cook/Annapurna or equivalent
7	Maida	ISI brand
8	Dal	Premium Quality
9.	Sugar	Premium quality
10	Chilli Powder/Haldi/ Dhaniya Powder/ Garam Masala/ Channa Masala	Everest/MDH/RUCHI/BHARAT or equivalent
11	Butter	Amul/Omfed or equivalent
12.	Jam	Kissan or equivalent
13	Sauce/Ketchup	Heinz/Kissan/Maggi/Smith and Jones/ Nestle or equivalent
14	Sweet Items Best Quality	Popular branded
15	Milk	Omfed or equivalent brand
16	Bread	Good quality

- a. If the tenderer is providing any equivalent quality material other than the above branded items, the Tenderer can provide the same with the approval of Officer-in-Charge of the Guest House.
- b. Vanaspati Ghee / Dalda shall not be used for preparing food items. Only refined oil / Ghee shall be used for cooking.
- c. Only fresh Surmai / Pomphret fish shall be used at all meals / special / VIP meals
- d. Only fresh Chicken / mutton shall be used at all meals / special / VIP meals. Care taker / Manager of the Guest house / Hostel shall be consulted in this regard in advance
- e. The sweet items shall be prepared only by well experience “Cook/ Halwai” who can make tasty sweet items.

2.3.4. The Catering services required are detailed below:

(a) To provide in-house catering services for employees / visitors viz., Chairman, AEC, Additional Secretaries, Secretaries, Directors, Professors, Visiting Scientists from Foreign Countries etc., Guests and for participants of various events like conference, seminars, symposia, meetings etc. and ensuring that all the above categories of personnel are satisfied by the services by engaging

well trained, courteous catering service personnel, and by understanding the taste and varied requirements of the various categories of persons above mentioned, keeping in mind the hygienic and nutrient factors.

(b) The tenderer shall ensure that the above categories of user personnel are satisfied by the services for which well trained, courteous, effective and polite catering service personnel need to be engaged by the tenderer. The service provided shall be of timely, high quality and accurate. Sensitiveness to the customer needs is vital.

(c) The tenderer shall understand the taste and varied requirements of the various categories of persons mentioned above availing the services and to provide the workforce according to their requirement. Catering services shall be with varied menu, good quality and hygienic food.

(d) The Tenderer shall be required to serve lunch, snacks, hot and cold beverages on all days as per details of the items listed. Presently these items are finalized as per requirement and in case need arise in future the same can undergo a change based on mutual discussion.

(e) The preparation of food items that are required to be served shall be done by the Tenderer at Guest House, hostels premises, which consist of kitchen and dining hall. Space as mentioned above, electricity and water shall be made available. The facilities and the kitchen shall be inspected by IOP as and when felt necessary.

(f) A list of linen, cutlery, crockery, glassware etc. in Kitchen, Dining Hall, Stores etc. shall be handed over to the Caretaker before the starting of the work. It shall be the responsibility of the Tenderer to take care of such items and hand it over back to Caretaker on expiry of the contract. Tenderer shall be responsible to make good for breakages / loss etc. during the handling by his staff. If the tenderer fails to do so, Institute shall be at liberty to do so at the Tenderer's expenses.

(g) The Tenderer shall exercise due and proper care for safe maintenance and cleanliness of the entire kitchen premises and for maintenance and protection of all fittings, fixtures and other articles. Hot and cold beverages, Lunch and snacks etc shall be served by the tenderer to the Guest / Inmates / employees at the space earmarked for Dining Hall according to the items ordered.

(i) The Tenderer shall serve snacks, food items etc. in crockery / disposable containers of approved quality standards and as approved by The Director, Institute of Physics, Bhubaneswar. Chipped/broken or unserviceable crockery shall not be used. The tenderer shall ensure that the tables and chairs and the dining hall are kept neat and clean at all times.

(j) The Tenderer shall ensure excellent quality of all the items prepared and cooked at Guest House / Hostel premises and supplied in adequate quantity, the details of each eatable with measure/weight to be provided are given. However, the detail of eatables can be changed at the instruction of authorized representative of IOP in writing.

(k) The quality of tea/coffee and food stuff shall confirm to the standards laid down by IOP and shall be subject to periodical inspection by authorized official. All materials shall be from reputed brand with ISI certificate, wherever applicable. Rice shall be of Basmati variety for special occasions.

(l) Employees/scholars/guests of DAE/IOP etc. may be provided catering facilities on payment basis as and when required for meeting/seminar/symposia etc. Credit sales to employees, if any, effected by the Tenderer shall be at his own risk and IOP shall not be responsible for recovery of any such arrears.

- (m) Tenderer shall not use the Guest House/ Hostel premises beyond the scope of work specified in this Tender for outside serving.
- (n) Food items/ material, LPG, manpower & miscellaneous works etc. shall be under the scope of the contractor.
- (o) The tenderer should employ trained/ qualified cooks and helpers to carry out the tasks as prescribed above.

2.3.5. Working Hours for Catering:

The working hours shall be in **two shifts per day** i.e., 6.00 AM to 2.00 PM, 2.00 PM to 10.00 PM including holidays (Sunday to Saturday) on daily catering basis. Also, if required, the contractor shall provide catering services beyond working hours also.

2.4 Items to be provided by IOP:-

- a. Institute of Physics (IOP) shall provide items such as cot, bed, towels, soap case, plastic water buckets, mugs, bed sheets, pillow, pillow covers, waste paper baskets, ash tray, thermo flask, glass tumblers etc. required for the Guest House.
- b. Gas connection (without Gas) with stoves (two burner & four burner), refrigerators, water coolers, cooking utensils & cutlery and crockery shall be provided by the Institute.
- c. Replacement of defective electrical items such as bulbs, tubes, electrical fixtures etc. shall be done by IOP against the fused/defective items. No replacement otherwise shall be carried out. In case of non-production of fused /defective material/component charges for such replacement shall be debited to the tenderer.
- d. The tenderer shall be responsible for security and safety of all the items provided in the Guest House rooms, kitchen, dining hall, T.V. Room, common areas of the Guest House.
- e. Maintenance of air-conditioners, if any shall be carried out by IOP Electrical Section./AC Section
- f. No additions / alterations of any kind shall be made in the Guest House premises. If any additions/alterations are required, the same shall be submitted to The Competent Authority, IOP for consideration.

2.5 Registers shall be maintained:

- a) A 'Suggestion Book' for recording the remarks and suggestions about the services in the Guest House.
- b) A 'Complaint Book' in a conspicuous place in the said reception in which the complaints may be recorded and which shall be open for inspection by the Competent Authority.
- c) Electrical/Civil Complaint Register
- d) Log Register to record the day to day activities of the personnel deployed by the Tenderer.
- e) Dining Hall register.

An electronic/QR/email channel, complaint categorisation, response/closure times, monthly review by an authorised IOP committee/officer and linkage to SLA deductions.

2.6 Period of contract:

a) **The contract will be valid initially for a period of 01 (One) year** from the date from which the contract is made effective. , **and it can be further extended to another two years (year wise extension) subject to satisfactory performance for each successive extension. However, this Institute reserves the right to terminate the contract at any time during the currency of contract by giving three month notice in writing to the service provider. If the Contractor intends to terminate the contract, he/she may also give three month notice in writing.**

2.7 Duties, responsibilities and contractual obligations of the contractor:

- a) The Contractor shall provide the Housekeeping services described in Clause 2.2 in accordance with the activity schedule given in clause 2.2.3.
- b) The Contractor shall provide the catering services described in Clause 2.3.3 in accordance with the menu & material schedule given in clause 2.3.1 & 2.3.2.
- c) The Contractor shall engage Semi-skilled and unskilled labourers as indicated in clause 2.2.2.. The contractor shall supply cleaning materials like phenyl, diluted acid, aromatic naphthalene balls, air fresheners, liquid soap, brooms, mops,etc. as per the schedule given in clause 2.2.3.
- d) The contractor shall ensure that the equipment/machinery/plastic wares/plastic products like bucket, mug, dust-bins etc. are in useable condition throughout the period of contract, including the period of extension, if any.
- e) The contractor shall provide overcoats, caps, Kitchen caps, gloves and other required protective gears to its manpower and ensure that the personnel engaged wear the protective gear at all times during execution of work. The contractor shall alone be fully responsible for safety, security and insurance or life insurance of the personnel engaged by him. He shall ensure that additional safety equipment are deployed while cleaning of façade, roof tops, removal of beehive, dead carcasses etc. and obtain safety clearances before taking up work at heights. The IOP shall not be liable for any compensation in case of any fatal injury/death caused to or by any manpower while performing/discharging their duties.
- f) The contractor shall be responsible for transportation of men & materials supplied under this contract. The manpower deployed by the contractor shall at all times behave politely and in a courteous manner with the employees, scholars and other officials of this Institute and shall not indulge in any argument or altercation.
- g) The tenderer shall make his staff members available before the Officer-In-Charge of the Guest House on demand of checking of proper grooming /hygiene and briefing about the works concerned and such directions shall be followed strictly.
- h) The tenderer shall deploy the manpower to take care of all the areas under the scope of contract i.e., housekeeping & catering. In case of additional manpower owing to the special arrangements, the tenderer has to make arrangements from his side to provide the required additional manpower if so demanded by the IOP Officials and payment for manpower shall be made as per prevailing minimum wage rate.

- i) The contractor has to provide and ensure attendance system to record the daily presence of the workers. The contractor shall submit the material evidence without fail against the attendance for all the employee's engaged for this work before 7th of every month.
- j) The tenderer shall make his staff members available before the Officer-In-Charge of the Guest House of the premises on demand of checking of proper grooming / hygiene and briefing about the works concerned and such directions shall be followed strictly.
- k) The Tenderer staff will not be treated as IOP employees for any purpose, whatsoever, and facility / benefits applicable to IOP employees will **not** be extended to them. Such personnel shall have no right, whatsoever, to claim employment under the Government / Department on the ground of their service under the contract.
- l) This contract shall be in force initially for a period of **ONE YEAR** from the date of execution of the agreement and that the IOP shall be entitled to terminate the contract at any time by giving three month's notice without assigning any reasons therefore. Initially the period of contract is ONE YEAR, and it may be extended for a period of TWO more year, subjected to mutual consent of both the parties. The extended period of contract will be subject to the same terms and conditions of the contract.
- m) The Tenderer shall keep the said Guest House neat, clean and in good sanitary condition at all the times to the satisfaction of the Competent Authority and shall not damage the said guest house/ Dining Hall or allow anything to be damaged. It shall be the responsibility of the Tenderer to keep the Dining Hall & Guest House clean and to employ adequate number of cleaners and sweepers and shall bear the expenditure for providing the service.
- n) IOP shall provide furniture, refrigerator, water coolers, deep freezer, wet grinder, utensils, crockery, cutlery and other such items as may be considered necessary by IOP for running and maintaining the said Dining Hall. The said items shall remain the property of the IOP. **During the period of contract, the Tenderer shall use the said items with due attention and care and also will take care of regular maintenance at his cost.** If any of the said items are found to be damaged on account of negligence or lack of proper care and attention on the part of the Tenderer or any of his employees, the Tenderer shall be required to pay the charges for repairing and/or replacing the same, as the case may be and the replacement of the equipment shall be made by new equipment of the same quality, size and make.
- o) If any dispute arises as to whether any of the said items has been damaged on account of lack of proper care or on account of negligence on the part of the Tenderer or his employees, or if any dispute arises as to whether the replacement of any of the said items is not of the same make, quality and size, the decision of the Competent Authority in the matter shall be final and binding upon the Tenderer.
- p) The Tenderer shall replace at his own cost, the items of equipment so damaged or lost or misplaced; on account of lack of care or on account of negligence on the part of the Tenderer or any of the employees.
- q) The Tenderer shall employ requisite prescribed number of employees at his own expenses for the proper discharge of the responsibility entrusted to him and such employees shall be persons of experience and shall at all the times be properly and neatly dressed in uniforms prescribed by the Competent Authority and supplied by the Tenderer at his own cost.

- r) The Tenderer shall employ only those persons in the Guest house, who are found fit by the Guest House Manager or her representative and the expenditure for which will be borne by the Tenderer.
- aa) The Tenderer shall make his own arrangements for transport, accommodation, medical facilities, schooling and such other facilities for his/her employees and their families.
- bb) The per head/per month price for various items as indicated in the tender document shall hold good and shall be valid during the period of contract. The tenderer should not prepare food items and sell to outsiders except for the inmates and Guests.
- bb) The tenderer should allow rebate/deduction in the per head/per month rate incase of research scholar is on official duty, leave or sick and seek for not availing the services of Dining Hall for three days or more with prior permission.
- cc) The Tenderer shall comply with the provisions of all the applicable laws to meet the statutory requirements in connection with the above work. If on account of non-compliance with the provisions of any such law, the IOP is called upon to make any payment to or in respect of his employees, the Tenderer shall fully reimburse to the IOP all such payments and the IOP shall be free to make deductions on this account from the amount of security deposit/ Performance guarantee in such case.
- dd) The Tenderer shall abide by the rules and regulations of the Rationing Authorities, Local Authorities and Sales Tax Authorities besides the Law /Act of the States and the Central Government in force from time to time relating to the preparation and sale of the food articles. The Tenderer shall maintain records / books as prescribed by the aforesaid authorities from time to time.
- ee) The Tenderer shall keep the Dining Hall open on all the days at such times as fixed by the Competent Authority from time to time. The Tenderer will prepare and serve (i) breakfast (ii) Lunch (iii) Tea and snacks (iv) Dinner and any other items as required by the Competent Authority.
- ff) The per item price to be charged by the Tenderer for sale of food items as setout in the Schedule (Menu) and served in the Dining Hall shall not exceed the ceilings mutually agreed upon, and the said schedule (Menu) shall be displayed conspicuously in the said Dining Hall. IOP shall not reimburse any amount to the tenderer on account of provision of the food to the Guests/Officials.
- gg) Bread and omelette with tea & coffee should always be available for supply in the Dining Hall. On demand, bread and omelette (2 Sets) should be provided as alternative to other breakfast items. Apart from tea and coffee supplied in the morning, supplied with breakfast or snacks; Tea and Coffee should be available at all times and supplied on demand at menu rate.
- hh) The food items prepared and supplied in the Dining Hall shall be fresh and wholesome and as per the Menu approved by the Competent Authority.
- ii) Director, IOP or authorized representative shall have the right:
 - i. To stop the preparation and / or supply of or to destroy any unhygienic /infectious food items in the Dining Hall
 - ii. To stop the services rendered by the Tenderer in the Dining Hall, which is not of the requisite standard.
- jj) On demand by the Guest House Manager samples of any articles of food intended for supply to the Guests be provided by the tenderer at free of cost for inspection or / and for

analysis. If on inspection or in the analysis, it is proved to the satisfaction of the Competent Authority, (whose decision shall be final) that such articles made by the Tenderer is not of requisite standard, the Tenderer shall be liable to pay to the IOP a sum of not exceeding **Rs.2000/-**(Rupees Two thousand only) per occasion, as liquidated damages.

- kk) The items prepared and served in the Dining Hall to the guest will include tea/ coffee / snacks / meals etc.
- ll) An Officer-in-Charge nominated by the IOP (hereinafter called ‘the said officials’) for the purpose of supervising the maintenance of cleanliness and also for supervising the preparations of food stuffs and their services in a hygienic manner. The said official(s) shall have an access to the kitchen at all times.
- mm) The Tenderer shall allow the Competent Authority or the aforesaid officials to enter the Dining Hall in order to inspect and execute:
 - i. Any structural additions and alterations in the Dining Hall & Kitchen.
 - ii. Repairs to electrical, water and sanitary installations and equipment which may be found necessary from time to time, the time and date for this purpose will be fixed with the mutual convenience of both the parties.
- nn) The IOP shall not be held responsible for any loss or damage occurring due to any reason, whatsoever, to any goods, stores or articles whether intended for sale or not, that may be kept in the stores by the Tenderer.
- oo) The Tenderer shall not exhibit in the said Dining Hall printed or written notices or advertisements of any kind, whatsoever, without the previous approval of the Competent Authority except those concerning to the tenderer’s own business in the Dining Hall.
- pp) The Tenderer shall comply with the instructions which may be issued to him by the Competent Authority from time to time.
- qq) In the event of the Tenderer committing breach of any of the terms and conditions herein contained without prejudice to any other rights and remedies open to the IOP, the IOP shall be at liberty to terminate the contract forthwith ; and / or to forfeit the amount of Performance Guarantee and security deposit or any part thereof.
- rr) On expiry / termination of this contract, the said Dining Hall shall be vacated peacefully by the Tenderer and handed over to the IOP together with the items issued to him from time to time in good condition.

3. INSTRUCTION & GUIDANCE TO TENDERER

3.1. General Instructions:

- (a) Tenderer to note that tenders with any condition including that of conditional rebate shall be rejected forthwith.
- (b) Additional items, if any that the contractor may wish to include may be indicated in separate sheet and the same will be permitted to sale on receipt of acceptance from the Competent Authority.

3.2 Submission of Tender:

- (a) Tender shall be deemed to have been submitted after careful study and examination of the tender document with full understanding of its implications.
- (b) Submission of a tender by a Tenderer implies that he has read and understood this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and factors having a bearing on the execution of the work.
- (c) All information called for should be furnished against the relevant columns in the forms. If for any reason, information is uploaded on a separate sheet, this fact should be mentioned against the relevant column. Even if no information is to be provided in a column, a “nil” or “no such case” entry should be made in that column. If any particulars/query is not applicable in case of the Tenderer, it should be stated as “not applicable”. The Tenderers are cautioned that furnishing incomplete information in the tender forms or deliberately suppressing the information may result in the tender being disqualified.
- (d) No additional information shall be entertained after submission of the tender unless it is called for by The Director , IOP, Bhubaneswar.
- (e) Any information furnished by the Tenderer found to be incorrect either immediately or at a later date, would render him liable to be debarred from tendering/taking up of any job/work in IOP.
- (f) The Technical-cum-Financial Bid of the tender should be valid for a minimum period of 180 days from the date of opening of tender. Tenderer shall not be entitled during this period of One Hundred Eighty days, without the consent in the writing of The Director , IOP, Bhubaneswar to revoke or cancel the tender or to vary the tender submitted or in terms thereof.
- (g) A Contract Agreement has to be entered into within one month of commencement of operations. The Notice Inviting Tender & tender document, Letter of Intent, Work Order and other relevant correspondence with the successful bidder shall form part of the Contract Agreement and deemed to be a single composite agreement/contract and are not severable.

3.3 Pre-bid Conference:

(a) When deemed necessary, the Department may seek clarifications on any aspect including any document from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Tender submitted or price quoted.

(b) During the course of evaluation of the bid, in case it is found that any of the documents prescribed has not been furnished, such document will be called for and the same shall be furnished within the prescribed period. Bidders are requested to attend a Pre-bid conference for clarification on the Tenders' technical specifications and commercial conditions, on the time, date, and place mentioned therein. Participation in such a Pre-bid Conference is mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained.

3.4 Acceptance and Rejection of Bid:

(a) Director, Institute of Physics, Bhubaneswar reserves to himself the authority to reject any or all of the tenders. Tenders, in which any of the prescribed conditions is not fulfilled or any condition including that of conditional rebate is put forth by the Tenderer, shall be liable to be rejected.

3.5 Scrutiny of Bids:

Bids will be scrutinized to ascertain –

- (a) That the Power of Attorney inter-alia includes a provision to bind the Bidder to settlement of disputes clause.
- (b) That the bid is conforming to all the terms, conditions and specification of the Tender Document, without affecting in any substantial way the scope, quality or rendering of service.
- (c) That the bid does not limit in any substantial way, the Institute's rights or the bidder's obligations under the contract.
- (d) That the bid does not contain any rectification that would affect unfairly the competitive position of other bidders.

3.6 .Evaluation of Bids

(a) All bids are to be evaluated strictly based on the terms and conditions incorporated in the tender document and those stipulated by the bidders in their bids.

(b) Preparation and Vetting of Comparative Statement

Institute shall prepare a comparative statement of quotations (Technical and Financial) received in the order in which bids were opened. the comparative statement will have information about deciding the responsiveness and eligibility of bids and evaluating the technical suitability of offers. In the case of a financial bid, it would have information about rates quoted (including taxes), discounts, if any, and any other information that has implications on the ranking of bids, etc. The concerned officers should sign the comparative statement so prepared. It may also be vetted by the associated/ integrated Finance for veracity of information.

Tenders that do not meet the basic requirements specified in the bid documents are to be treated as unresponsive and ignored.

(b) Estimated Cost of tender : Rs.34,27,032/- including GST

The estimated amount of tender (as given below) is the sum of estimated rate of all operations based on minimum wages for the contract workers and cost of cleaning material to be supplied by the contractor and laundry service charges during contract period. **The estimated amount is inclusive of Employer's contribution to ESI, EDLI, EPF etc. as per extant government orders..**

3.7 Laundry Management

- a) It is contractor's responsibility to wash, dry, iron press and return the linen items provided by the Guest House Manager.
- b) The contractor shall either get the cleaning done through outside agency or he/she may arrange suitable washing machine. Dryer and ironing table setup for the purpose.

3.7.1 Service provider shall deploy required number of manpower for laundry service and payment will be made on actual number of washing multiplied by cost for each washing as follows :

Table 1 : Rate schedule for Laundry Service :

Sl.	Description of item	Unit	Approx. monthly qty to be washed	Rate per unit excluding GST	Amount excluding GST
1.	Bed Sheet including ironing	Each	30		
	Bed sheet (Single) including ironing	Each	100		
2	Hand Towel	Each	100		
3	Pillow cover	Each	100		
4	Bath towel	Each	100		
5	Blanket single	Each	30		
				Total	

3.8 Award of Contract:

(a) The successful bidder will be issued with a Letter of Intent with request to deposit Performance guarantee in any form prescribed under Clause 4.2, within a period of fifteen days from the date of issue of Letter of Intent.

(b) Upon receipt of Performance guarantee a work order will be issued to the successful bidder to commence the service within a period of one month from the date of issue of Work order.

(c) A Contract Agreement has to be entered into within one month of commencement of operations. The Notice Inviting Tender and tender document (duly signed on all the pages), Letter of Intent, Work Order and other relevant correspondence with the successful bidder shall form part of the Contract Agreement and deemed to be a single composite agreement/contract and are not severable

SECTION – IV

4. GENERAL CONDITIONS OF THE CONTRACT

4.1 Earnest Money Deposit:

(a) The tender must be accompanied by the Earnest Money Deposit **Rs.1,02,810/-**. EMD shall be submitted by way of Demand Draft, FDR or Banker's Cheque in favour of Director, Institute of Physics, Bhubaneswar. Insurance

Surety b in favour of Director, Institute of Physics, Bhubaneswar/ MSME certificate will also be accepted. Cash, Cheques and Bank Guarantee for EMD will not be accepted.

(b) Small or Micro firms having valid MSME certificate are exempted from EMD. However, they are required to furnish the MSME certificate instead of EMD.

(c) **GEM GTC categorised EMD exempted sellers like Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), KVIC, ACASH, WDO, Coir Board, TRIFED and Kendriya Bhandar, Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the Primary Service, Service Providers holding valid BIS License for the Primary Product Category whose credentials are validated through BIS database, Central / State PSUs are exempted from EMD.**

(d) Tenders without EMD or Tenders not accompanied by MSME certificate/ GeM GTC categorised EMD Exempted Sellers concerned proof of certification as prescribed will be rejected.

(e) EMD in respect of unsuccessful Bidders will be returned within 30 days from the date of issue of the letter of intent to the successful bidder.

(f) EMD of the successful bidder shall be returned after receiving the Performance Guarantee.

(g) If the successful bidder fails to remit the Performance Guarantee in any of the forms prescribed within a period of 15 days from the date of issue of Letter of Intent, it will be concluded that the successful bidder is not willing/unable to provide the service as per the bid submitted by him. In such case, the EMD will be forfeited without further correspondence in this regard. Further, the Tenderer shall not be allowed to participate in the retendering process.

4.2 Performance Guarantee:

(a) In case of successful Tenderer, the Tenderer shall deposit an amount equal to 5 % (Five percent) of the work order value as irrevocable Performance Guarantee in one of the following forms within a period of 15 days from the date of issue of Letter of Intent:

I. Demand Draft / Bankers Cheque in favour of Director, Institute of Physics , Bhubaneswar,

.

Or

II. Fixed Deposit Receipt (FDR) of State Bank of India/Scheduled Bank

Or

III. An irrevocable Bank Guarantee (BG) in the form prescribed by the Government from a Scheduled Bank or State Bank of India or Indian Overseas Bank.

(b) The FDR/BG shall be initially valid for the contract period plus 60 days and plus a further claim period of six months beyond the 'contract period plus 60 days'.

(c) The Work Order will be issued only after the said Performance Guarantee in any one of the prescribed form is received and accepted.

(d) In case, the Tenderer fails to commence the operations within one month from the date of issue of work order it will be concluded that the successful bidder is not willing/unable to

provide the service as per the bid submitted by him. In such case, the Performance Guarantee will be forfeited without further correspondence in this regard. Further, the Tenderer shall not be allowed to participate in the retendering process.

(e) The Performance Guarantee shall be forfeited, if the contract is terminated due to failure on the part of the contractor to provide services for the entire period of the contract including period of extension, if any.

(f) The Performance Guarantee will be discharged after completion of contractor's performance obligation under the contract or after the claim period of six months beyond the contract period (including period of extension, if any) whichever is later. No interest is payable on the Performance guarantee.

4.3 Security Deposit:

(a) In addition to above, the successful tenderer is required to remit Security Deposit as per GEM Portal.

(b) The Security Deposit shall be forfeited, if the contract is terminated due to failure on the part of the contractor to provide services for the entire period of the contract including period of extension, if any.

(c) The entire Security Deposit shall be refunded after completion of contractor's performance obligation under the contract or after the claim period of six months beyond the contract period (including period of extension, if any) whichever is later and payment of final bill. No Interest is payable on the Security Deposit.

4.4 Rates and Charges:

(a) The tenderer shall quote only service charges as a percentage rate on the total estimated amount and it shall remain fixed throughout the contract period including period of extension, if any.

(b) Service Charges quoted as a Percentage of Estimated Cost is to be in whole nos. with two decimal points. Percentage rate should be indicated in figures.

(c) If a tenderer quotes NIL or less than 3.85% as Service Charges one estimated cost calculated for the purpose of Notice Inviting Tender or If the service charges quoted/offered in the bid is ambiguous such tender shall be treated as invalid/a bid with "NIL" charges/consideration, unresponsive and will not be considered.

(d) Payment of Service Charge to the Contractor shall be on the Minimum wages including Employer's contribution to ESI, Employer's contribution to EPF, EDLI, PF as per extant government orders. GST shall be taken into account for the purpose of payment of service charges.

(e) The percentage rate of service charges quoted by the tenderer shall be deemed to include all incidental expenses and administrative charges incurred by him towards realizing payment of taxes and all other payment to various statutory authorities related to execution of this contract, such other and charges for any minor details/items of work which are obviously and fairly intended and which may have not been included in these documents but which are essential for the execution and entire completion of the work.

(f) Any enhancement/escalation due to revision in wages / VDA, GST and other Taxes, statutory payments like ESI /EPF etc shall only be payable to the contractor subject to production of proof of payment. **No claim for enhancement of the rate of quoted percentage will be entertained.**

(g) Any dispute regarding any minor details/items of work obviously and fairly intended and may have not been included in this document shall be referred to the Accepting Officer Director, Institute of Physics, Bhubaneswar. Appeal against the decision of the Accepting

Officer in this regard shall be to the Director, IOP and the decision given by the Director, IOP shall be final and binding on both the parties.

4.5 Validity period of rate

The service charges quoted as a percentage rate on the total estimated amount should be firm and it shall remain fixed throughout the contract period including period of extension, if any.

4.6 Price escalation

(a) The cost of cleaning material/accessories/equipment determined by the Institute shall remain fixed for a period of one year. And then the rate shall be reviewed every year(after completion of twelve months from the commencement of contract) and revised if necessary. For this purpose the M.R.P. determined by the Institute shall be adopted. Rates for items not available, the same shall be determined by the Institute on the basis of internet survey in public domain.

(b) The prevailing rate of minimum wages and estimate rates per operation are provisional.

(c) During the period of contract, as and when the minimum wages for Central Government are revised by the Chief Labour Commissioner, then the rates payable for each category of manpower shall be revised to the new minimum wages. The contractor shall be liable to pay the revised minimum wages to the labourers from the date the new minimum wages becomes effective and any such increase on minimum wages on account of V.D.A /increase in BASIC wages shall be paid by the contractor and the paid amount will be reimbursed to him on production of documentary proof.

(d) No claim in quoted service charges for such increase in minimum wages and revision in allowances are entertained.

(e) Any extension of contract for a further period of one year or part thereof on mutual consent shall be on the same terms and conditions. However, the Institute may review and revise the rate determined for cleaning material/accessories/equipment, if necessary. In case the contractor is not willing to extend the validity of the contract beyond a period of one year, the contractor shall give three months' notice prior to expiry of the contract period.

4.7 Quality of work

The Director, Institute of Physics, Bhubaneswar shall be the final judge of the quality of the work and the satisfaction of the standards in respect thereof set forth in the contract documents. Laxity or failure to enforce compliance with the contract documents by the Guest House Manager/ authorized representative shall not manifest change or intent of waiver, the intention being that, notwithstanding the same, the Contractor shall be and remain responsible for complete and proper compliance with the contract documents and the specification therein.

The Competent Authority has the right to prohibit the use of men/women and any tools, materials or equipment which in his opinion do not produce work or performance meeting the requirement of the Contract Documents.

4.8 Penalty

The Tenderer will be required to strictly adhere to the terms and conditions of the contract and provide satisfactory service. The following are the rates of penalty for deficiency in services:

Sl.	Description	Quantum of Penalty
1	Failure to carry out the activity as per the activity schedule given and Laxity or failure to carry out the work in a satisfactory manner .	A penalty of 0.5% of total monthly bill.
2	Failure to carry out the activity as per the activity schedule given and Laxity or failure to carry out the work in a satisfactory manner.	A penalty of Rs.1000/- on each occasion.
3	In case the contractor fails to engage the number of workmen as per Manpower schedule on any day or if any of the labours are found in intoxicated condition.	A penalty of the prescribed minimum wages per day per person will be recovered from the contractor.
4	Failure to use cooking material as per schedule	A penalty of Rs.1000/- on each occasion for each item.
5	Failure to supply material as per schedule	A penalty equivalent to the rate of materials/items would be effected
6	Penalty for not wearing over-coat	A penalty of Rs.100/- on each occasion.
7	Failure to maintain Registers in the Dining Hall	A penalty of Rs.100/- on each occasion.
8	Vegetables shall be fresh and in case Potato, Onion, Tomato, Green Chilli, Green Dhaniya leaves, Cucumber, Carrot etc. are found of inferior quality, same shall not be allowed to be used. Despite repeated warnings, if the Tenderer doesn't comply	A penalty of Rs.2000/- per occasion shall be imposed from 3 rd warning onwards
9	If it is found, at any instance that <i>time barred (beyond expiry date) / spoiled food items</i> are served	A penalty shall be imposed at the rate of Rs.2,000/- per occasion.
10	Storage of materials shall be done in professional manner. In no case any other things (like cobweb, dust, clothes, papers, mop, broom or such other unhygienic material etc.) shall be found in store along with other grocery items on surprise check.	A penalty shall be imposed at the rate of Rs.2,000/- per occasion.

Note -Competent Authority's decision in this regard shall be final and binding on the Contractor.

4.9 Taxes and Levies

All taxes and levies except GST shall be payable by the Tenderer and Institute will not entertain any claim whatsoever in respect of the same. The Institute shall not be responsible for any increase in any duties, levies, or taxes in respect thereof whatsoever during the period of contract and during the period of extension if any, and the Contractor rates and Contractor's obligation shall remain unaffected by such escalation and/or increase.

4.10 Payment of wages

(d) The contractor shall be solely responsible for payment of minimum wages and other statutory dues to the workers engaged by him. The rate of minimum wages shall be the wages notified by the Chief Labour Commissioner(Central), New Delhi which are applicable to Central Government Departments as per the Code on Wages, 2019. The prevailing rate of minimum wages notified by Chief Labour Commissioner (Central), New Delhi **vide Order F.No. 1/6(3)/2025-LS-II dated 30.03.2026 w.e.f. 01.04.2026** for the Schedule Employment **“Construction or Maintenance of Roads or Runaways or in Building Operations”** and **vide Order No F.No. 1/6(5)/2025-LS-II dated 30.03.2026 w.e.f. 01.04.2026** for the Schedule Employment **“Employment of Sweeping and Cleaning excluding activities prohibited under the Employment of Manual Scavengers and Construction of Dry Latrines (Prohibition) Act,1993 (for B area) ”** is tabulated below-

Category of worker	Rates of Minimum wages w.e.f. 01.04.2026
Skilled	Rs.918.00 per day
Semi-skilled	Rs.781.00 per day
Un-skilled	Rs.693.00 per day

(e) During the period of contract, as and when the minimum wages for Central Government are revised by the Chief Labour Commissioner, then the rates payable for each category of manpower shall be revised to the new minimum wages. The contractor shall be liable to pay the revised minimum wages to the labourers from the date the new minimum wages becomes effective and produce proof of payment of revised minimum wages along with the monthly bill.

(f) It is open to the contractor to pay wages more than the prescribed minimum to the labours employed but payment of charges towards cost of labour by IOP to the contractor at the time of monthly bill will be restricted to the prevailing minimum wages i.e. to the statutory minimum even if the labour is paid higher than minimum wage by the contractor

(g) Contractor shall pay wages to his employees within 07 days of completion of each month.

(h) Contractor shall ensure that the wages paid to the contract labours employed by him is done directly to individual workers bank account. Default in payment of salary/wages or other dues to staff deployed shall constitute a breach of the Contract and shall entitle the Institute to terminate the Contract and forfeit security deposit.

(i) If any complaint is received from any person of the contractor regarding non-payment of wages, necessary recovery will be made from the amount due to the contractor (ie., Security deposit & Performance Guarantee) and payment made to the labourer, without prejudice to action for termination of the contract without any notice/ clarification.

4.11 Terms of Payment

(a) The monthly bill of the contractor should be annexed with daily attendance sheet maintained by the Contractor and endorsed by EIC/Authorised representative. Payment towards Wages, Employer's contribution to ESI, Employer's contribution to EPF, EDLI, PF Admin Charges as per extant government orders,. Claim towards GST will be paid on

production of Original Tax Invoice. It is the sole responsibility of the contractor to ensure compliance.

(b) In case of non- submission of payment proof for any components like ESI,EPF, etc., the payment shall be released for basic wages and other components only (proof of payment submitted components) in proportion (prorate) basis.

(c) The Contractor will raise an invoice in duplicate on monthly basis in the following format. The firm shall indicate the Work Order No., Title of Work, PAN No., GST No. in the invoice and submit the same duly signed & stamped.

(d) The contractor has to submit the essential documents such as attendance sheet records and proof of timely payment of wages/salaries by the 7th of the succeeding month with monthly bill.

Monthly bill for catering, hospitality, housekeeping and allied services for the month of _____

Invoice No.				Date
Work Order No.				
Name of the work				
Period of Contract	From date		To date	
Extension period if applicable	From date		To date	
PAN Number			GST No.	

S.No	Item description	Amount
1.	Cost of labour minimum wages and (Proof of payment to be attached)	
2	Cost of cleaning materials to be supplied by the Contractor	
3	Laundry Charges	
4	Applicable GST	
5	Service charges @____ % quoted on (above 1)	
6.	Total	

Signature of the Contractor
Name and seal

d) The contractor shall submit following documents with bill:

(i). Details of Staff engaged in the following format:

Statement of contract laborers engaged for Housekeeping & catering services for the month of _____

Sl. NO.	Name of the contract labour	Details of Bank Account , Name	EPF Registration Number	ESI Registration Number
---------	-----------------------------	--------------------------------	-------------------------	-------------------------

		of the Bank and IFSC code		

Signature of the Contractor
 \Name and seal

Signature of authorized representative
 Name
 Designation

(ii). Attendance sheet in the following format duly signed by IOP representative:

Date	1	2	3	4	5	6	7	8	9	10	11	12	13
Name of the contract labour													

Signature of the Contractor
 \Name and seal

Signature of authorized representative
 Name
 Designation

(iii). Statement of payment of wages for the month of _____

Sl. No.	Name of the Contract labour	Details of Bank Account , Name of the Bank and IFSC code	Nos. of days present	Wages paid	EPF, EDLI &Admn Charges	ESI paid	Total wages

Signature of the Contractor
 \Name and seal

Signature of authorized representative
 Name
 Designation

(iv) GST will be paid on production of original tax invoice by the contractor.

(v) Income Tax, TDS as applicable will be deducted from the bill. No advance payment shall be paid to the Contractor under any circumstances during the tenure of this Contract.

- (vi) Payment of wages towards cost of labour by IOP to the contractor at the time of monthly bill will be restricted to the prevailing minimum wages i.e. to the statutory minimum even if the labour is paid higher than minimum wage by the contractor.
- (vii) The wages for workers shall be paid within 7th of every month without fail through their respective Bank Accounts under intimation to the Director, Institute of Physics, Bhubaneswar. The payment of wages to the workers by the contractor should not be stopped or linked to the clearance or passing of monthly bills submitted for this work.
- (viii) Payment towards EPF, EDLI, Admin Charges, ESI and other statutory allowances (if any) will be made only on submission of documentary proof (from EPF and ESI authorities). It is applicable for both housekeeping and catering manpower's engaged for the subject work.
- (ix) Payment towards Statutory Allowances, workman compensation policy etc. will be made only on submission of documentary proof (Proof of Payment). It is applicable for both housekeeping and catering manpower's engaged for the subject work.
- (x) Payment of ESI employer Contribution, EPF employer Contribution, EDLI, shall be calculated on the basis of actual number of employees deployed which is invariable to the number of manpower specified in the schedule considering the labours deployed on weekly day of rest. Payment shall be paid to contractor by the Officer-in-Charge on satisfying himself that the contractor has actually and genuinely paid for this work.
- (xi) The actual number of manpower deployed including the weekly day of rest shall be eligible for workman compensation policy reimbursement.
- (xii) Payment towards cost of cleaning material will be released on actual quantity of material supplied.
- (xiii) The amount of service charge will be calculated at quoted percentage rate on total sum of cost of actual manpower supplied for catering, housekeeping, hospitality etc. services.
- (xiv) In case of any dispute, Director, Institute of Physics, Bhubaneswar, reserves the sole right to decide the rate of payment to the party.

4.12 Indemnification of Institute.

- (a) The Tenderer shall be bound to bear all the expense of defense of every suit, action or other proceedings at law that may be brought by any person for injury sustained owing to any neglect or resistance and to pay any damages and costs which may be paid to compromise any claim by any persons.
- (b) The Tenderer shall indemnify and keep indemnified, the Institute against all losses and claims for injuries or damages to any persons or any property whatsoever which may arise out of or in consequence of the tender and it shall be the tenderer's responsibility to make necessary arrangements in this respect at his own cost.

4.13. Confidentiality

The Contractor shall ensure at all times that, without the consent of IOP in writing, not to divulge or make known any trust, accounts matter or transaction undertaken or handled by the IOP and also shall not disclose any information about the affairs of IOP. This clause however does not apply to the information, which becomes public knowledge.

4.14 Corrupt Practices

During the course of Contract, if any of Contractor's personnel or the Contractor are found to be indulging in any corrupt practices causing any loss of revenue to the Institute, the Institute shall be entitled to terminate the Contract forthwith duly forfeiting the Contractor's Performance Guarantee and Security Deposit without prejudice to any other right or remedy that the Institute may have against the Contractor.

4.15 Non-Performance of Contract

In case of termination of the Contract by the Government due to non-execution of work/under performance or withdrawal of service by the contractor without giving a notice period of three months in advance, Performance Guarantee, Security Deposit as well as pending dues shall be forfeited and the defaulter Contractor will be black listed for a period which competent authority may deem fit.

4.16 Arbitration:

(a) All disputes and differences arising out or in any way touching or concerning the contract whatsoever except as to any matters, the decision of which is specially provided by these conditions, shall be referred to the sole arbitration of the Director, Institute of Physics, Bhubaneswar or to the sole arbitration of such other person nominated by him. There shall be no objection that the arbitrator is an employee of the Government or that he had to deal with the matters to which this agreement relates and that in the course of his duties as government employee he had expressed his views on all or any of the matters on dispute or difference.

(b) Any award of the said the Director, Institute of Physics, Bhubaneswar or the Arbitrator appointed by him shall be final and binding on the parties to this agreement. In case of non-cooperation of either party, the Arbitrator shall adjudicate the issue ex-parte and give his award accordingly.

(c) It is the terms of the contract that in the event of the Director, Institute of Physics, Bhubaneswar to whom the matter is originally referred, being transferred or has vacated his office for any reason, his successor in office shall be deemed to have been appointed the sole arbitrator in accordance with the terms of the agreement. He shall be entitled to proceed with the reference from the state at which it was left by his predecessor and the provision of this clause shall apply.

(d) In the event of the Director, Institute of Physics, Bhubaneswar or the person nominated by him as an arbitrator being removed by an order of a Court the reference shall stand exhausted. (e) The Venue of the Arbitration proceedings shall be Office of the Director, Institute of Physics, Bhubaneswar or such other place as the Arbitrator may decide.

(f) To all such proceedings, the provision of Indian Arbitration Act, 1949/Arbitration & Conciliation Act, 1996, shall apply.

4.17 Jurisdiction:

In case of any dispute arising on the above Contract, the Courts in Bhubaneswar will have the sole jurisdiction to hear the case.

4.18 Force Majeure:

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either

party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance under the contract. The performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of IOP as to whether the services have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 30 days either party may, at his opinion terminate the contract.

4.19 Contract Agreement:

A Contract Agreement has to be entered into within one month of commencement of operations. The Notice Inviting Tender and tender document, Letter of Intent, Work Order and other relevant correspondence with the successful bidder shall form part of the Contract Agreement and deemed to be a single composite agreement/contract and are not severable.

4.20 Canvassing:

- (a) Canvassing either directly or indirectly, in connection with the Tenders is strictly prohibited.
- (b) Tenders submitted by the Contractors who resort to canvassing will be liable to rejection.
- (c) Any act on the part of the Tenderer to influence any person in the Institute is liable for rejection of his Tender.

4.21 Declaration regarding near relatives:

- (a) The Tenderer shall give a list of officials in IOP who are related to him.
- (b) He shall also intimate the name of persons who are working with him in any capacity and who are near relative to any Officer in IOP.
- (c) The contractor shall not be permitted to tender for works, in which his near relative is posted as REGISTRAR or above or as DIRECTOR or above (responsible for award and execution of this contract).
- (d) Any breach of this condition by the Tenderer would render him liable to be debarred from tendering in this Institute. The contractor shall provide an undertaking in this regard, in the format provided in this document.

NOTE :The near relatives for this purpose are defined as;

1. Members of a Hindu undivided family
2. They are husband and wife
3. The one is related to the other in the manner as father, mother, son(s) son's wife (daughter-in-law), daughter(s) daughter's husband (son-in law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).

SECTION – V

5. SPECIAL CONDITIONS OF CONTRACT

5.1 The manpower engaged by the contractor for executing jobs is purely the responsibility of the contractor and they will not have any claim/liability on IOP.

5.2 For all intents and purposes, the contractor shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed in this office. The manpower deployed by the contractor in this office shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against IOP.

5.3 It will be the responsibility of the contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this office and this office will have no liabilities in this regard.

5.4 The contractor shall be solely responsible for the redressal of grievances /resolution of disputes relating to person deployed. This office shall, in no way, be responsible for settlement of such issues whatsoever. This office shall not be responsible for any damages, losses, claims, financial or other injury to any manpower deployed by contractor in the course of their performing the functions/duties, or for payment towards any compensation.

5.5 The Contractor shall be solely responsible for any injury to or death of any third person caused due to Contractor or its staff's negligence. All liabilities arising out of accident or death shall be borne by the Contractor.

5.6 The Contractor shall ensure that the personnel deployed by him are courteous with pleasant manners and should project an image of utmost discipline.

5.7 The Contractor or his staff shall not accept any gratitude or reward in any shape from any employee.

5.8 The integrity of the personnel engaged by the Contractor should be beyond doubt. The Contractor shall verify and establish the character and antecedent of the personnel proposed to be deployed on duty.

5.9 The Contractor shall abide by and comply with all the relevant labour laws and statutory requirements and responsible to provide all the benefits to his staff there under.

5.10 The Contractor shall employ physically and medically fit personnel above 18 years and below 60 years of age.

5.11 The remuneration including all statutory levies etc. of personnel employed for the purpose shall be borne by the Contractor. Default in payment of salary/wages or other dues to staff deployed shall constitute a breach of the Contract and shall entitle the Department to terminate the Contract and forfeit security deposit.

5.12 The Contractor shall not Sub-Contract full or part of the work order without written consent of the **Director, Institute of Physics, Bhubaneswar.**

5.13 In the event of any loss incurred by the Institute, as a result of any lapse on the part of the Contractor which will be established after an enquiry conducted by the Institute, the said loss can be claimed from the Contractor upto the value of the loss. The decision of the **Director, Institute of Physics, Bhubaneswar** will be final and binding on the Contractor.

5.14 If the Contractor is a partnership of two or more persons, all such persons shall be jointly and severally liable to the Department for the fulfillment of the terms of the Contract. Such persons shall designate one of them to act as leader with authority to sign. The partnership shall not be altered without the approval of the Institute.

5.15 The Contractor shall be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act, 1970 and other applicable laws and follow guidelines with respect to labour laws. The Contractor shall comply with the various Labour Laws (both Central and State Government) and all necessary arrangements for labour security, insurance etc. in respect of the personnel employed by him shall be made by him at his own cost.

5.16 The Contractor shall provide the copies of relevant records during the period of Contract or otherwise even after the Contract is over whenever required by the Institute.

5.17 The Contractor shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same.

5.18 The Contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Institute fully indemnified against liability of tax, interest, penalty etc. of the Contractor in respect thereof, which may arise.

5.19 The Contractor shall indemnify and hold the Institute harmless from and against all claims, damages, losses and expenses arising out of or resulting from the works/services under the Contract provided by the Contractor.

5.20 The contractor will be completely responsible for any damage to the property of the Department, any personal injury to the employees of the Institute, or any other person(s) in the employment of the Contractor and absolve IOP from any claim and damages for entire period of contract.

5.21 Any liability arising out of any litigation (including those in consumer courts) due to any act of Contractor's personnel shall be directly borne by the Contractor including all expenses/fines. The concerned personnel of the contractor shall attend the court as and when required.

5.22 All the formalities, Rules and Regulations imposed by the State or Local Authority connected with execution of this work should be complied with by the contractor. The contractor shall abide by Municipal bye-laws, Rules and Regulations relating Code on Wages, 2019, and Labour Laws and also by the laws of State and Central Government, in force from time to time pertaining to his establishment including those employed by him directly. Any penalty or fine levied on account of negligence and breach of any Rules/Laws/Regulations in force shall be borne by the contractor.

5.23 The Contractor shall obtain necessary labour license before commencement of work under this Contract.

5.24 The Institute will not provide any quarters or land for the accommodation of the Contractor personnel.

5.25 The personnel will abstain from taking part in any staff union and association activities or other demonstrations either by the Staff Union/Association or by the public which are detrimental to the interests of the Institute.

5.26 The contractor shall be fully prepared to work at short notice in case of any emergency. In case of any emergency work after office hours and on holidays, the contractor shall be contacted over phone or in person. In such circumstance he has to mobilize men and material to render the housekeeping & catering services at the earliest (within One hour) particularly, during natural calamities like heavy rain and cyclones etc.

5.27 In case, the person employed by the successful Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/ incompetence and security risks, the successful Contractor will be liable to take appropriate action against such persons, including their removal from site of work, if required by the Department within two days of being brought to their notice.

5.28 If the work of any personnel deployed is not satisfactory, the matter will be reported to the Contractor and the Contractor shall not deploy such personnel. The Contractor upon receiving a notice from this Institute shall replace immediately any of its personnel who are found unacceptable to this Institute because of security risks, incompetence, conflict of interest, improper conduct etc.

5.29 The person deployed by the Contractor shall not have any claim or be entitled to pay, perks and other facilities admissible to regular/confirmed employees of this Institute during the currency or after expiry of the contract. In case of termination of this contract on its expiry or otherwise, the persons deployed by the Contractor shall not be entitled to and will have no claim for any absorption or for any relaxation for absorption in the regular/otherwise capacity in the Institute.

5.30 All the documents like GST Registration Certificates, Taxation Certificates, labour license, comprehensive insurance cover for the liabilities in case of accident, etc., shall always be available with the contractor.

5.31 the Government or any indulgence by the Government to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5.32 Bidder's Obligation for engagement of Labour:

(a) The manpower engaged by the contractor for executing jobs is purely the responsibility of the contractor and they will not have any claim/liability on IOP.

(b) For all intents and purposes, the contractor shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed in this office. The manpower deployed by the contractor in this office shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against IOP.

(c) The Contractor shall obtain necessary labour license before commencement of work under this Contract.

(d) The contractor may be called upon for the services on Sunday or holidays also, if required.

(e) It will be the responsibility of the contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed for this work and Institute will have no liabilities in this regard.

- (f) The contractor shall be solely responsible for the redressal of grievances /resolution of disputes relating to person deployed. IOP shall, in no way, be responsible for settlement of such issues whatsoever. IOP shall not be responsible for any damages, losses, claims, financial or other injury to any manpower deployed by contractor in the course of their performing the functions/duties, or for payment towards any compensation.
- (g) The Contractor shall be solely responsible for any injury to or death of any third person caused due to Contractor or its staff's negligence. All liabilities arising out of accident or death shall be borne by the Contractor.
- (h) The Contractor shall ensure that the personnel deployed by him are courteous with pleasant manners and should project an image of utmost discipline.
- (i) The Contractor or his staff shall not accept any gratitude or reward in any shape from any employee.
- (j) The integrity of the personnel engaged by the Contractor should be beyond doubt. The Contractor shall verify and establish the character and antecedents of the personnel proposed to be deployed on duty.
- (k) The Contractor shall abide by and comply with all the relevant labour laws and statutory requirements and responsible to provide all the benefits to his staff there under.
- (l) The Contractor shall employ physically and medically fit personnel above 18 years and below 60 years of age only.
- (m) The remuneration including all statutory levies etc. of personnel employed for the purpose shall be borne by the Contractor. Default in payment of salary/wages or other dues to staff deployed shall constitute a breach of the Contract and shall entitle the Department to terminate the Contract and forfeit security deposit.
- (n) The Contractor shall be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act, 1970 and other applicable laws and follow guidelines with respect to labour laws. The Contractor shall comply with the various Labour Laws (both Central and State Government) and all necessary arrangements for labour security, insurance etc. in respect of the personnel employed by him shall be made by him at his own cost.
- (o) In case, the person employed by the successful Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/ incompetence and security risks, the successful Contractor will be liable to take appropriate action against such persons, including their removal from site of work, if required by the Department within two days of being brought to their notice.
- (p) If the work of any personnel deployed is not satisfactory, the matter will be reported to the Contractor and the Contractor shall not deploy such personnel. The Contractor upon receiving a notice from this Institute shall replace immediately any of its personnel who are found unacceptable to this Institute because of security risks, incompetence, conflict of interest, improper conduct etc.
- (q) The person deployed by the Contractor shall not have any claim or be entitled to pay, perks and other facilities admissible to regular/confirmed employees of this Institute during the currency or after expiry of the contract. In case of termination of this contract on its expiry or otherwise, the persons deployed by the Contractor shall not be entitled to and will have no claim for any absorption or for any relaxation for absorption in the regular/otherwise capacity in the Institute.

5.33 If as a result of post payment audit or otherwise any overpayment is detected in respect of any work done by the Contractor or alleged to have been done by the Contractor under the Contract, it shall be recovered by the Institute from the Contractor.

5.34 The Contractor shall not Sub-Contract full or part of the work order without written consent of Competent Authority.

5.35 In the event of any loss incurred by the Institute, as a result of any lapse on the part of the Contractor which will be established after an enquiry conducted by the Institute, the said loss can be claimed from the Contractor upto the value of the loss. The decision of the Director, Institute of Physics, Bhubaneswar will be final and binding on the Contractor.

5.36 If the Contractor is a partnership of two or more persons, all such persons shall be jointly and severally liable to the Department for the fulfillment of the terms of the Contract. Such persons shall designate one of them to act as leader with authority to sign. The partnership shall not be altered without the approval of the Competent Authority of the Institute.

5.37 The Contractor shall provide the copies of relevant records during the period of Contract or otherwise even after the Contract is over whenever required by the Competent Authority of the Institute.

5.38 The Contractor shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same.

5.39 The Contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Institute fully indemnified against liability of tax, interest, penalty etc. of the Contractor in respect thereof, which may arise.

5.40 The Contractor shall indemnify and hold the Department harmless from and against all claims, damages, losses and expenses arising out of or resulting from the works/services under the Contract provided by the Contractor.

5.41 The contractor will be completely responsible for any damage to the property of the Institute, any personal injury to the employees of the Institute, or any other person(s) in the employment of the Contractor and absolve IOP from any claim and damages for entire period of contract.

5.42 Any liability arising out of any litigation (including those in consumer courts) due to any act of Contractor's personnel shall be directly borne by the Contractor including all expenses/fines. The concerned personnel of the contractor shall attend the court as and when required.

5.43 All the formalities, Rules and Regulations imposed by the State or Local Authority connected with execution of this work should be complied with by the contractor. The contractor shall abide by Municipal bye-laws, Rules and Regulations relating Code on Wages, 2019, and Labour Laws and also by the laws of State and Central Government, in force from time to time pertaining to his establishment including those employed by him directly. Any penalty or fine levied on account of negligence and breach of any Rules/Laws/Regulations in force shall be borne by the contractor.

5.44 The Institute will not provide any quarters or land for the accommodation of the Contractor personnel.

5.45 The personnel will abstain from taking part in any staff union and association activities or other demonstrations either by the Staff Union/Association or by the public which are detrimental to the interests of the Institute.

5.46 The contractor shall be fully prepared to work at short notice in case of any emergency. In case of any emergency work after office hours and on holidays, the contractor shall be contacted over phone or in person. In such circumstance he has to mobilize men and material to render the services at the earliest (within One hour) particularly, during natural calamities like heavy rain and cyclones etc.

5.47 All the documents like GST Registration Certificates, Taxation Certificates, labour license, comprehensive insurance cover for the liabilities in case of accident, etc., shall always be available with the contractor.

5.48 The contractor is solely responsible for ensuring the staff employed under this contract are insured against liabilities arising under labor laws and any accidents occurring during the course of service delivery.

5.49. The service provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees.

5.50 Safety of catering staff /personnel engaged by the contractor is sole responsibility of the contractor.

5.51. The contractor must submit the police verification of each deployed worker to the satisfaction of IOP authorities before the worker's employment.

5.52. It is responsible of the contractor to submit the medical fitness certificate proving they are free from contagious diseases and medically fit to handle food.

5.53. The Contractor shall provide Uniform, Aprons, Name Plate, Shoes, Socks etc. and any other accessories required for the person engaged by him for the work

Section- VI
PART-B

ANNEX-A

Evaluation of Financial bid

(a) The break-up of wages person/year for personnel as per minimum wages is as follows:

1	Particulars	Estimate rate per /month for personnel as on 01.04.2026 as per minimum wages for central Government by the Chief Labour Commissioner (Area "B")		
		Unskilled	Semi-skilled	Total
		693	781	
	Wages =Minimum Wages per day X 26days)	18,018.00	20,306.00	38,324.00
	ESI @ 13% on Rs.15,000/-	1,950.00	1,950.00	3,900.00
	EPFO @ 3.25% limited to Rs.21000/-	585.59	659.95	1,245.53
	TOTAL WAGES PER MONTH	20,553.59	22,915.95	43,469.53
	Nos. of Worker	6.00	4.00	10
	Total per month	1,23,321.51	91,663.78	2,14,985.29
	Total Per year	14,79,858.12	10,99,965.36	25,79,823.48
	GST@18%	2,66,374.46	1,97,993.76	4,64,368.23
	Service Charges @ 3.85%	56,974.54	42,348.67	99,323.20
	TOTAL per year	18,03,207.12	13,40,307.79	31,43,514.91

Financial Bid

(Note : The tenderer shall quote as per the given format)

Tender No.- Tender No.NIT/IOP/132/2026-27

Name of Work: Providing Facility Management Services in IOP during 2026-27

Name of Contractor-

Sl. No.	Description of Item / Scope of Work	Qty	Rate / Cost per YEAR (Rs.)	Total Amount per YEAR (Rs.)
1.	Manpower Charges			
1.1	Wages for Unskilled Workers (Daily wage: Rs. 693/- @ 26 days per month X 12 months including EPF, ESI, etc.)	6 person	[Bidder to calculate 1 worker's yearly wage]	[Qty × Rate]
1.2	Wages for Semi-skilled Workers (Daily wage: Rs. 781/- @ 26 days per month X 12 months including EPF, ESI, etc.)	4 person	[Bidder to calculate 1 worker's yearly wage]	[Qty × Rate]
1.3	Service Charges on Wages (Contractor's profit/Management fee applied to Sl. No.1.01(+) 1.02) <i>Service Charges will be fixed minimum 3.85% of (Sl. No.1.1(+) 1.2) and the tenderer shall quote equal to or more than minimum charges of 3.85% over the Sl. No.1.1+1.2. In case the contractor will quote less than 3.85% equivalent amount on total amount Sl. No.1.1. + 1.2, the financial bid is liable to reject.</i>	1 year	To be quoted by Contractor	[Amount quoted]
2.	Operational Charges			
2.1	Cleaning Materials mentioned in Table:I- items to be supplied on monthly basis of 2.2.3 Material schedule for house keeping service of the Technical bid.	1 YEAR	To be quoted by Contractor	[Amount quoted]
2.2	Cleaning Materials mentioned in Table:II- items to be supplied on quarterly basis of 2.2.3 Material schedule for house keeping service of the Technical bid.	1 YEAR	To be quoted by Contractor	[Amount quoted]
2.3	Charges for Laundry Services (Wet cleaning of Bed sheet, Bed Spread Single/Double, Bath/Hand Towel, Pillow cover, Curtains, Blanket) mentioned in Section III of 3.7.1	1 YEAR	To be quoted by Contractor	[Amount quoted]

	SUB-Total Amount (Yearly cost)			(Sl. No.1+2)
	GST			GST will be paid as per applicable rate ON Sl. No.1.1+1.2

Instructions:

1) Bidders are requested to note that, they should necessarily submit their financial bid(price breakup) in this format only and no other format is acceptable. This format should not be modified/replaced by the bidder. Please fill only cells, take printout, affix seal & sign, scan as PDF and upload, else the bidder is liable to be rejected for this tender.

2) Bidders are allowed to enter the Bidder Name and service charge percentage amount only

3) The wages as per minimum wages as on 01.04.2026 including EPF/ESI/other statutory allowances and GST extra etc, which will be reimbursed to the Contractor as per rule.

*** Bidder should quote the same amount calculated above as "Offer Price" on GEM Portal.**

Important Note:-

1. The service charge above quoted in percentage by the contractor shall take into account cost of contractor's Administrative charge, contractor's overhead charge, contractor's profit and financial charges being incurred by the contractor to carry out business etc.

2. The minimum Service Charges has been fixed as 3.85% and the tenderer shall quote equal to or more than minimum charges of 3.85% over the sub total(A). If a tenderer quotes below the minimum fixed percentage on sub total(A) (i.e., final quoted lump sum amount less than **Rs.34,27,032/-**), such tender shall be treated as invalid. Also it is mandatory to fill the column meant for quoting percentage rate. If this column is left blank the tender become invalid.

3. The bidder shall quote only Service Charge in percentage rate (in figures only without including any special character such as %, etc..) above the sub total(A) taking into account of various above mentioned cost in Note 1 and 2. The decimal point of percentage quoted shall be only up to two decimal points. Up to two decimal point of percentage quoted only will be considered for evaluation of the bid and for the billing purpose.

4. Bid is liable for rejection if:-

i. The contractor quotes service charge percentage less than 3.85 on the sub total amount (A) of tender.

ii. The contractor does not quote service charge, i.e. leaves the column blank

iii. The quote is in Amount/Rupee only, instead of percentage.

iv. If any special character (such as %, ₹, etc..) is added with the quoted value

v. If there is difference between quoted lump sum amount and the price breakup. Bidder should quote the same amount arrived in price breakup.

Bidder should quote the same amount arrived in price breakup.

4. In case the lowest tendered amount (estimated cost + amount worked on the basis of quoted percentage + GST) of two or more bidders are same. If the multiple L1 bidders have quoted the lowest

allowed price or have quoted lowest tendered amount, then lowest bidders for placement of contract will be by selection of bidder amongst the L1 bidder through a Random Algorithm executed by GEM system.

5. Payment by IOP for one operation will be based on prevailing minimum wages and attendance of the contract workers hence the bidder need not quote for Manpower.

6. Reimbursement of employer's contribution of EPF, employer's contribution of ESI, VDA and bonus will be made by IOP on submission of documentary proof (from EPF and ESI authorities as well as documentary proof of payment of VDA & bonus to the contract workers) and reimbursement of GST will be made by IOP on submission of Payment receipt/ Invoice.

7. The Service Provider shall pay the GST and the price quoted is exclusive.

8. Income Tax, TDS as applicable will be deducted from the bill and it will not be reimbursable.

Date:

(Signature of Contractor)

Place:

Name of Contractor with Seal of Firm)

DECLARATION OF THE BIDDER FOR CONFIRMATION OF QUOTING THE BASIC PRICE IN THE PRICE BID

Sl. No.	Description	Yes/ No
a)	Have you quoted the basic price rate (Wages for Unskilled Workers (Daily wage: Rs. 693/- @ 26 days per month x 12 MONTHS including EPF, ESI, etc.)) at Sl. No.1.1 in the excel price bid?	
b)	Have you quoted the basic price rate Wages for Semi-skilled Workers (Daily wage: Rs. 781/- @ 26 days per month x 12MONTHS including EPF, ESI, etc.) at Sl. No.1.2 in the excel price bid?	
c)	Have you quoted the Service Charges on Wages in percentage column (Contractor's profit/Management fee applied to Sl. No.1.1(+) 1.2) at in the excel price bid for one year	
d)	Have you quoted the Cleaning Materials mentioned in Table:I- items to be supplied for one year of 2.2.3 Material schedule for house keeping service of the Technical bid.	
e)	Have you quoted Cleaning Materials mentioned in Table:II- items to be supplied for one year of 2.2.3 Material schedule for house keeping service of the Technical bid.	
f)	Have you quoted Charges for Laundry Services (Wet cleaning of Bed sheet, Bed Spread Single/Double, Bath/Hand Towel, Pillow cover, Curtains, Blanket) mentioned in the table-1 of 3.7.1 of Section-III in the Technical document on yearly basis.	

ANNEXURE- B

FORM OF PERFORMANCE GUARANTEE (BANK GUARANTEE) BOND

In consideration of the Director (hereinafter called "The Institute") having agreed under the terms and conditions of Letter of Intent I Agreement No. _____ dated _____ made between _____ and _____ (hereinafter called as said Contractor) for the work _____ (here in after called "the said Letter of Intent I Agreement") having agreed to production of an irrevocable bank Guarantee for Rs. _____ (Rupees _____) only, as a security I guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

2. We _____ (Indicate the name of the Bank)(hereinafter referred to as "the Bank") hereby undertake to pay to the Government an amount not exceeding Rs. _____ (Rupees _____) only on demand by the Institute.

3. We _____ (indicate the name of Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Institute stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Contractor. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____) only.

4. We, the said bank, further undertake to pay to the Institute any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suitor proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

5. We _____ (indicate the name of Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be forcible till all the dues of the Institute under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till Officer-in-charge on behalf of the Institute certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor and accordingly discharges this guarantee.

6. We _____ (indicate the name of Bank) further agree with the Government that the Institute shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said Contractor and to for bear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor or for any forbearance, act of omission on the part of the Institute or any indulgence by the Institute to the said Contractor or by any such matter or thing whatsoever

which under the law relating to sureties would, but for this provision, have effect of so relieving us.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor.

8. We, _____ (indicate the name of Bank) lastly undertake not to revoke this guarantee except with the previous consent of the Institute in writing. This guarantee shall be valid up to (date) unless extended on demand.

9. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs _____ (Rs. _____ only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged.

Date day of For (Indicate name of the Bank)