TENDER FOR
HIRING OF MANPOWER SERVICE PROVIDER FOR OFFICE MANAGEMENT SERVICES AT LNG/L-CNG STATIONS & OFFICE FOR A PERIOD OF TWO YEARS IN SOLAPUR GA

TENDER NO.IMC/SOLAPUR/26-27/138

Technical Volume

Issued Date: 08.10.2026

CONTENTS

1.0 INTRODUCTION 3
2.0 SCOPE OF SERVICES 3
3.0 SCOPE OF WORK 3
4.0 DETAILED SCOPE OF WORK 6
4.1. EXTENT OF WORK 6
4.2. HCV DRIVERS 9
4.3. OFFICE MANAGEMENT SERVICES 12
5.0 DELAY / INTERRUPTION IN THE OPERATION SERVICE 15
6.0 EQUIPMENTS, TOOLS & TACKLES 15
7.0 INSTRUCTIONS TO CONTRACTOR 16
8.0 HEALTH SAFETY AND ENVIRONMENT (HSE) 21
9.0 COMPENSATION FOR NON-FULFILMENT OF OBLIGATIONS UNDER HANDLING AND MAINTENANCE OF FORE COURT CONTRACT 21

1.0 INTRODUCTION

In 2017, IMC has forayed into City Gas Distribution and received the authorization to undertake City Gas Distribution Project in Solapur Geographical Area (GA) by PNGRB, as per vide order dated 06-03-2017.

Further PNGRB vide their letter dated 08.03.2019 has authorized IMC Ltd. for Geographical Area of Solapur for executing CGD project to provide Natural Gas for the Domestic, Commercial, Industrial and Transport consumer segments in Solapur GA, Maharashtra.

2.0 SCOPE OF SERVICES

This enquiry deal with contract for hiring of manpower service provider for Office Management Services at various locations i.e LNG/L-CNG Stations & Office for a period of two years in Solapur GA.

The Manpower requirement is tentative and may vary during award and execution of Work.

3.0 SCOPE OF WORK

The scope of work will be to provide manpower for office management services LNG/L-CNG stations and office at Solapur GA. The work will be executed on awarded rate basis. The brief scope of work will be as follows:

i. Providing Office management services at IMC office & guest houeses i.e. housekeeping, cooking, drivers for company vehicles, office boys, finance & marketing officer, drivers for Mobile Cascade HCVs (hazardous certified).

Brief Scope of Work is mentioned in above is tentative and may vary during award.

Manpower deployment for various categories are as follows: Office Management Services

SR No.	Item Description	UOM	Quantity required for two years	Remarks
1	Office Boy	Manmonth	120	05 nos per month Office 1 - 01 no. General shift Office 2 - 01 no. General shift + 03 nos. on shifts
2	Housekeeper	Manmonth	48	02 nos per month Office1&2 - 01 no Guesthouse1&2 -01 no
3	Car Drivers	Manmonth	120	01 driver per vehicle (04 existing cars and 01 new car)
4	Cook	Manmonth	48	02 nos per month Guesthouse1 - 01 no Guesthouse2 -01 no
5	Office staff	Manmonth	72	03 nos per month Finance dept - 01 no (existing) Marketing -01 nos (future)

i. Logistics

SR No.	Item Description	UOM	Quantity required for two years	Remarks
1	HCV driver	Manmonth	528	22 nos per month (18 drivers for 18 HCVs + 04 relievers)

Note: Over Time (OT) shall be given extra

The above is indicative typical manpower requirement however IMC Limited reserve rights to change as per their business requirement and vendor is bound to accept the same

4.0 DETAILED SCOPE OF WORK

4.1 HCV DRIVERS:

i) The Service Provider will provide drivers for operation ofHeavy Commercial Vehicles (HCVs) for transportation of CNG cascades across Solapur GA & other allied services to M/s IMC Limited (hereinafter referred to as the "Company") at Solapur. The Scope of Work includes providing Drivers for the Company owned CNG Cascade Transportation vehicles.

ii) The age of drivers should be between 24 to 55 years.

iii) The drivers should have Valid HGV License with Hazardous Goods driving permission endorsed on it.

iv) The drivers must have 3 years' experience in driving HGV's, Out of which 1 year

experience in driving Hazardous goods Vehicle (LPG Cylinder, Liquid tankers, Industrial gas Cylinders).

v) The services shall be provided at Solapur.

vi) The Service Provider will be the employer for its manpower deployed at the Company. There will be no employer-employee or master-servant relationship between the manpower deployed by the Service Provider & the Company. Any grievance of any of the driver deputed in any capacity shall be handled by the Service Provider only & the Company shall not be responsible for the same. The Service provider would provide the details of the terms of the employment for each of the driver/ employee.

vii) The list of services to be provided for Drivers for Medium Duty Commercial Vehicles/ Heavy Duty Commercial Vehicles as follows:

- Drivers for Company's MCVs/HCVs for CNG Cascade Transportation shall be provided as per the instructions of Logistics-in-charge. Drivers shall keep record of fuel refueling & kilometers run for necessary audits. The necessary formats will be provided by the Company. In case the services would be required beyond 09 hours, the drivers shall not refuse to do duty beyond 09 hours.
- Driver availability & fitness needs to be ensured by the Service Provider as per instruction of the Project-in-charge.
- Provide replacement of driver immediately on any deployed driver leaving.

viii) The Service Provider shall be responsible for any theft or loss of property – that is attributable to its manpower. The Service Provider shall have to make good such loss incurred by the Company.

ix) The Service Provider shall ensure that the drivers deployed by it, are competent & hazardous certified (with minimum 01 year experience), will maintain perfect discipline & behaviour & they shall not in any manner cause any interference, annoyance, nuisance to the management of the Company or its business or work or its officers/ employees/other contractors.

x) This tender is for providing Drivers & operation of the Company owned CNG Cascade Transportation vehicles & other allied Services arrangement & shall not be construed as an offer for employment of the drivers deployed & the Service Provider will make it clear to the drivers deployed that they are employees of the Service Provider & they shall have no claims against the Company. All statutory obligations including but not limited to payment of wages & salary, deduction & deposition of provident fund, gratuity, ESI, compensatory payments, leave salary, & any other statutory benefits due to the drivers deployed under the labour laws or any other laws (Central as well as State Laws) shall be the responsibility of the Service Provider.

xi) The working hour is as follows:

Main Driver for CNG Cascade Transportation Vehicles	For 09 hours including Lunch Interval of 30 minutes every day
The Service Provider shall ensure that the drivers deployed will not have any bad habit such as drinking, smoking, drugs or any bad preferences. The Service Provider will get police verification done before deploying anyone to the work & also provide a copy of the identification proof, driving license, domicile, Aadhar card & a bio-data to the Company for record.	

xii) The Service Provider shall ensure that all the applicable statutes are complied with

& ensure that proofs of compliance with PF/ ESI/ Minimum Wages etc. are attached along with the monthly invoice raised for the last month disbursement mad.

xiii) The number mentioned in the above table are the man days expected to be required.

xiv) Service provider has to deposit their staff salary into his bank account on or before 7th of every month.

xv) All drivers deployed should know spoken Hindi and/or Marathi. The drivers would be using the biometric attendance system of IMC as directed by the Logistics –in –charge.

xvi) The Service Provider shall provide the registration certificate copy – under PF, ESI, GST & license under Contract Labour Act to Company & Bank Details for record. In addition the Service Provider will give a copy of its PAN Card to Company for record.

xvii) The Service Provider shall take a policy under Employee Compensation Act for its employees deployed under this Work Order.

xviii) The Service Provider shall give the drivers deployed necessary uniform, safety shoes, identity cards, Personal Protective Equipments (PPEs) & umbrella (whenever required), & necessary training & capabilities to perform the duties at the premises.

xix) The Service Provider should ensure that all the payments to the deployed drivers like salary etc. should be made through Bank only & proof thereof shall be provided to the Company within 15 days of the payment.

xx) The Service Provider shall ensure to provide weekly rest to each employee deployed under this Work Order on staggered basis. The Service Provider shall be responsible for ensuring weekly rest & alternate arrangement during weekly rest. Maximum 26 working days with 04 weekly offs shall be allowed for each driver in a month. Overtime or working beyond prescribed hours is only allowed on prior approval from IMC.

xxi) Leave Encashment 26 days per annum of un-availed Privilege Leave in a year at 5% based on Basic & Special Allowance shall be billed & paid on monthly basis. Leave Register Copy to be attached & proof of payment should be produced.

xxii) Form C under Payment of Bonus Act will be produced & minimum 8.33% of annual earned Basic & Special Allowance will be paid as Bonus on monthly basis to eligible drivers of the Service Provider.

xxiii) The Service Provider shall immediately replace staff in case of resignation and/or instruction from IMC on behaviour/non-performance or any other ground.

xxiv) If the applicable minimum wages increases/decreases, then the same will be informed to IMC for a revision in the amount payable.

xxv) The Company shall, in the event of the Service Provider committing any breach of any of the terms & conditions of this Work Order or if the services provided by the Service Provider is considered to be unsatisfactory by the Company or for any other reason considered by the Company as insufficient, be entitled to terminate this Work Order by giving one month's notice in writing.

xxvi) On expiry or earlier determination of this Work Order, the Service Provider & the drivers deployed shall safely park the MCVs/HCVs & handover keys & any other provided tools etc. as per the instruction of IMC Project in-charge.

4.2. OFFICE MANAGEMENT SERVICES:

i) The Service Provider will provide facilities management & other allied services to M/s IMC Limited (hereinafter referred to as the "Company") at Solapur. The Scope of Work includes managing the Company Guest House in Solapur, Providing Office Peon, Watch & Ward, providing Finance Officer & Chauffeur services to the Company owned vehicles.

ii) The services shall be provided from Solapur.

iii) The Service Provider will be the employer for its manpower deployed at the Company. There will be no employer-employee or master-servant relationship between the manpower deployed by the Service Provider & the Company. Any grievance of any of the employee deputed in any capacity shall be handled by the Service Provider only & the Company shall not be responsible for the same.

iv) The list of services to be provided are as follows:

a) Guest House Care taking service

- Housekeeping - keep the premises clean
- Maintain register of occupation & vacation & feedback.
- Use the washing machine to keep the linen clean
- Wash the inmates clothes using the washing machine or by hand
- Cook food as required (& ensure no wastage)
- Keep the premises locked & safe depending on occupancy
- Watch & ward services (ensure security of the premises & prevent misuse)
- Handle the landline phone connection.
- Ensure that the electricity bills are paid on time.
- Purchase of groceries & vegetable as required by the inmates.
- Submit occupation & vacation report by telephone immediately on the occurrence of the event.
- Any other routine task related to upkeep & running of the guest house.
- No one other than the Company Staff should be allowed to stay in the Guest House that so after receiving the written confirmation from the Company
- Company may use house keeper service at any of its facility during duty hours

b) Chauffeur services for the Company Car from 9 AM to 6 PM or such 09 hour time including Lunch Interval as decided from time to time by IMC Project in-charge. The chauffeur should maintain a log book for usage of the vehicle in the prescribed format. A record of fuel refueling & kilometers run should be maintained for necessary audits. The necessary formats will be provided by the Company. In case the services would be required beyond 9 hours, the chauffeur shall not refuse to do duty beyond 9 hours.

c) Peon /Office Boy Services at Office Premises

- To attend call of Management Staff of respective departments
- Distribute letters/ mails/papers/files marked to respective officer/staff members.
- To arrange tea/coffee/cold drinks/water/ snacks from pantry or food from outside etc. as & when required.
- To be present till Management staffs are in office including after office hours or on holidays etc.

- To ensure timely opening & closing (locking & record of opening & closing times) of office.
- To ensure cleanliness & tidiness of the office premises.
- To assist staff members in stacking/tracing files from the Almirah or cupboards as per indexing.
- To ensure proper packing & sealing of documents to be dispatched before handing over to for dispatch.
- Help in waste/ scrap disposal
- Help Record Management of concerned Department including Weeding out unwanted papers / records
- Xerox / Printing Operations
- Photocopying, binding, scanning etc.
- Watch & Ward of Office Premises
- Minor maintenance works
- Attend to pantry work & admin arrangement for meetings. Arrange Lunch during meetings/conference etc.
- Watch & ward services (ensure security of the premises & prevent misuse)
- Maintain office clean, neat & upkeep

v) The Service Provider shall be responsible for any theft or loss of property – that is attributable to its manpower. The Service Provider shall have to make good such loss incurred by the Company.

vi) The Service Provider shall ensure that the persons deployed by it, will maintain perfect discipline & behaviour & they shall not in any manner cause any interference, annoyance, nuisance to the management of the Company or its business or work or its officers/ employees/other contractors.

vii) This tender & subsequent Work Order are for providing Facility Management & other allied services arrangement to the Company & shall not be construed as an offer for employment to the persons deployed & the Service Provider will make it clear to the persons deployed that they are employees of the Service Provider & they shall have no claims against the Company. All statutory obligations including but not limited to payment of wages & salary, deduction & deposition of provident fund, gratuity, ESI, compensatory payments, leave salary, & any other statutory benefits due to the persons deployed under the labour laws or any other laws (Central as well as State Laws) shall be the responsibility of the Service Provider.

viii) The working hour is as follows:

Guest House cook & House Keeping Service	For 09 hours including Lunch Interval of 30 Minutes every day	The persons deployed should not have any skin or communicable disease. Charges beyond 09 hours of service will be mentioned in SOR.

Office Peon	For 09 hours including Lunch Interval of 30 minutes every day	The persons deployed should be below the age of 40 years & energetic. Charges beyond 09 hours service will be mentioned in SOR.
Chauffeur	For 09 hours including Lunch Interval of 30 minutes every day	Charges beyond 09 hours of service will be mentioned in SOR. Out of Station Trip – Overnight Stay, Lodging etc. will be included in SOR. The Chauffeur should have good distance, sight & color vision. The person deployed should not have a history of rash driving & violation of traffic rules/ regulations.
Finance Officer	For 09 hours including Lunch Interval of 30 minutes every day	Charges beyond 09 hours of service will be mentioned in SOR.
The Service Provider shall ensure that the persons deployed will not have any bad habit such as drinking, smoking, drugs or any unnatural preferences. The Service Provider will get police verification done before deploying anyone in the above tasks – & also provide a copy of the identification proof, driving license, domicile, Aadhar card & a bio-data to the Company for record.		

ix) The Service Provider shall ensure that all the applicable statutes are complied with & ensure that proofs of compliance with PF/ ESI/ Minimum Wages etc. are attached along with the monthly invoice raised.

x) The charges mentioned in the above table are inclusive of all statutory dues including but not limited to PF, ESI etc.

xi) Service provider has to deposit their staff salary into his bank account on or before 10th of every month.

xii) All persons deployed should know spoken Hindi and/or Marath.

xiii) The Service Provider shall provide the registration certificate copy – under PF, ESI, GST & license under Contract Labour Act to Company & Bank Details for record. In addition, the Service Provider will give a copy of its PAN Card to Company for record.

xiv) The Service Provider shall take a policy under Employee Compensation Act for its employees deployed under this Work Order.

xv) The Service Provider shall give the persons deployed necessary uniform, safety shoes, identity cards, Personal Protective Equipments (PPEs) & umbrella (whenever required), & necessary training & capabilities to perform the duties at the premises.

xvi) The Service Provider should ensure that all the payments to the deployed persons like salary etc. should be made through Bank only & proof thereof shall be provided to the Company within 15 days of the payment.

xvii) The Service Provider shall ensure to provide weekly rest to each employee deployed under this Work Order on staggered basis. The Service Provider shall be responsible for ensuring weekly rest & alternate arrangement during weekly rest. Maximum 26 working days with 04 weekly offs shall be allowed for each employee in a month. Overtime or working beyond prescribed hours is only allowed on prior approval from IMC.

xviii) Leave Encashment 18 days per annum of un-availed Privilege Leave in a year at 5% based on Basic & Special Allowance shall be billed & paid on monthly basis. Leave Register Copy to be attached & proof of payment should be produced.

xix) Form C under Payment of Bonus Act will be produced & minimum 8.33% of annual earned Basic & Special Allowance will be paid as Bonus on monthly basis to eligible employees of the Service Provider.

xx) The Service Provider shall immediately replace staff in case of resignation and/or instruction from IMC on behaviour/non-performance or any other ground.

xxi) If the applicable minimum wages increases/decreases, then the same will be informed to IMC for a revision in the amount payable.

xxii) The Company shall, in the event of the Service Provider committing any breach of any of the terms & conditions of this Work Order or if the services provided by the Service Provider is considered to be unsatisfactory by the Company or for any other reason considered by the Company as insufficient, be entitled to terminate this Work Order by giving one month's notice in writing.

xxiii) On expiry or earlier determination of this Work Order, the Service Provider & the persons deployed shall vacate the said premises, without in any way causing any damage & hindrance to ingress or egress to said premises & property therein. Drivers shall safely park the Company vehicles & handover keys & any other provided tools etc. as per the instruction of IMC Project in-charge.

5.0 DELAY / INTERRUPTION IN THE OPERATION SERVICE

5.1 The agency/contractor will deploy qualified, efficient and experienced personnel to discharge the contractual obligation effectively.

5.2 The decision of Project-in-change shall be final in this regard.

6.0 EQUIPMENTS, TOOLS & TACKLES

6.1 The Contractor shall without prejudice to his overall responsibility to execute and complete the work as per specifications and time schedule, progressively deploy adequate equipment, tools & tackles and augment the same as decided by the Engineer- in-Charge depending on the exigencies of the work so as to complete all works within the contracted time schedule and without any additional cost to IMC Limited. All the tools and tackles to be used for the execution of job should be in good shape and should be tested/ calibrated.

7.0 INSTRUCTIONS TO CONTRACTOR

7.1 The contractor shall be responsible for ensuring that its employees conduct themselves in a proper manner and are courteous to customers.

7.2 The contractor shall not assign or transfer the jobs to anyone nor shall appoint a sub-contractor for the said purpose.

7.3 The Contractor shall comply with the provisions of all the applicable labour laws, particularly following Acts and any amendments/medications thereto or any other law relating thereto and rules and there under from time to time and comply with all provisions applicable therein and/or make all the payments specified therein.

i) Payment of Wages Act 1936.

ii) Workmen's Compensation Act 1923.

iii) Industrial Disputes Act, 1947

iv) Minimum wages Act 1948

v) Employees State Insurance Act 1948

vi) Maternity Benefit Act 1961

vii) Mines Act 1952

viii) Employees provident funds and Misc., Provisions Act 1952.

ix) Contract Labour (Regulation and Abolition) Act 1970

x) Payment of Bonus Act, 1965

xi) Factories Act 1948

xii) Shops and Establishment, Factories Act.

xiii) Any other as per state and central government notification / guideline / applicable laws

7.4 The contractor shall be fully responsible for complying with the provisions (including documentation and submission of reports on the above to the concerned authorities) and shall indemnify IMC Limited from any such lapse for which the Government/statutory authorities hereunder may take action against the Contractor and/or IMC Limited.

7.5 The contractor shall be liable to pay his contribution and his employee's contribution to the State Insurance Scheme, Provident Fund Authorities, etc. in respect of all his employees for the performance of his obligations under this Agreement in accordance with the provisions of the Employees' State Insurance Act, 1948, Employees Provident Fund and Miscellaneous Provisions Act 1952 as amended from time to time. The PF No. & payment details of each employee to be presented with the monthly bills.

7.6 In case the contractor fails to submit full pay details and the contributions payable of his employees employed at IMC Limited LNG/L-CNG Stations, IMC Limited shall recover from the monthly Bills of the contractor the amount of the shortfall in contribution assessed by the concerned authorities. The amount so recovered shall be paid to the concerned authorities against the actual contribution payable for Employees State Insurance or Employees Provident Fund, etc.

7.7 The monthly PF, ESIC challans etc. to be presented with the monthly RA bills. Also, Individual PF & ESIC Nos. of all contractor employees to be submitted to IMC Limited otherwise RA bills will not be processed for releasing the payments.

7.8 The contractor will be responsible for making the salary directly to the bank account of his employees by 7th of each month from his own sources and the concerned bank

statement shall be attached with next month RA bill.

7.9 IMC Limited shall also have the power to deduct any sum required / estimated to be deducted from the amount due to the Contractor for the following:

e) Making good the loss suffered by his employees due to non-fulfilment of Contract Labour (R&A) Act, 1970.

f) Non-payment of wages/minimum wages under the applicable statutes.

g) Deductions from the wages of his employees which cannot be justified under the Contract Labour (R&A) Act 1970.

h) Non observance of any of the provisions of the Contract Labour (R&A) Act, 1970.

7.10 All payments shall be made by the contractor to his employees in accordance with the various Rules and Regulations stated above. The contractor shall keep IMC Limited indemnified from any claims whatsoever inclusive damages/costs or otherwise arising from injuries or alleged injuries or to death of persons employed by the Contractor.

7.11 The insurance for the following will be covered and paid by contractor and he shall indemnify IMC Limited and hold IMC Limited harmless in respect of all and any expense arising from any injury and or damage in respect of:

a) Workmen compensation and risk of accidents of contractor's own employees and representatives.

b) Risk of accident and death to third parties through acts of contractor's own employees and the risk of damage to the property of third parties arising out of the acts of contractor's employees and representatives, and

c) Risk of damage to the property of IMC through the acts of contractor's employees and representatives.

7.12 The contractor will be fully responsible for complying with all relevant provisions of the Contract Labour (R&A) Act, 1970, including registering himself/themselves under this Act and shall pay rates of wages and observe hours of work and conditions of employment according to rules in force from time to time.

7.13 The contractor shall observe and implement all the laws of the land and the rules framed there under for the staff employed by him and IMC Limited shall in no event be liable or responsible for any default or non-observance of such laws/rules on the part of the contractor.

7.14 The contractor shall indemnify and keep indemnified IMC Limited against any damage and/or injury caused to the premises, or to the properties or to the members of the staff of IMC Limited through the neglect or default or otherwise of the contractor.

7.15 The contractor shall provide the police verification of all the employees provided by him prior to the service. Police verification shall be submitted within 45 days after issue of LOA failing of which penalty would be applicable.

8.0 HEALTH SAFETY AND ENVIRONMENT (HSE)

8.1 The contractor shall adhere to the Health, Safety and Environment (HSE) management system as per IMC Limited Specification and General Conditions of Contract.

8.2 Contractor and their personnel shall observe and shall take care of all Fire & Safety and Security rules of IMC Limited / Regulating Authorities during execution of work.

8.3 It shall be contractor's responsibility to perform the work in a secured manner and following all the safety regulations as defined in relevant codes / standards.

9.0 COMPENSATION FOR NON-FULFILMENT OF OBLIGATIONS UNDER OFFICE MANPOWER SERVICES CONTRACT

9.1 any of the responsibilities mentioned in job responsibilities will attract penalty of @ Rs.1,000/- for each observation, and the equipment damage cost if occurred during the operations due to laxity of the man power shall be borne by the contractor, the equipment rate will be provided by IMC Limited.

9.2 If the contractor fails to provide PPE and Uniform to his manpower after stipulated time, IMC Limited will provide the PPE and Uniform at its risk and cost considering original invoice value plus 15% overhead charges will be recovered from contractor.

9.3 Police verification of all manpower to be deployed by the contractor shall be submitted before one week prior to deputation on site or within 45 days after issue of LOA whichever is earlier. If any new person(s) joins during the running period of the contract, contractor and new joinee both will submit self-declaration for character report and non-criminal record. Police verification of such person(s) has to be done immediately and report is to be submitted within 15 days. Non-compliance will attract penalty of Rs.500/- per person per week.

9.4 Not maintaining record at stations as per IMC Limited procedure will attract penalty of Rs.500/- per day.