



International Centre for Free and Open Source Solutions

Swatantra,
South Pavilion, Sports Hub, Karyavattom,
Trivandrum - 695 581
Kerala, India.
Phone No: +91 471 2700013
Email: info@icfoss.in

NOTICE INVITING QUOTATION

For Providing Front Office Executive And Housekeeping Services
Quotation No: ICFOSS/43/2023 – SECY(DIR) dated 04-04-2025

Name of the Work	Providing Front Office Executive And Housekeeping Services
Period of engagement	12 Months
Engagement of Contract	1st May 2025
Availability of quotation documents	Can be downloaded from the website http://icfoss.in up to 21/04/25, 03:00 PM
Date of Publishing	05/04/25
Last date & time of submission of quotations	21/04/25 at 04:00 PM
Date & time of opening of quotations	21/04/25 at 04:30 PM

All communications shall be addressed to the Secretary & Registrar, ICFOSS, Swatantra, South Pavilion, Sports Hub, Karyavattom, Trivandrum - 695 581 Kerala, India.



The quotation documents and other details may be downloaded from the website <http://icfoss.in/>. Only manual submission shall be entertained. Late submissions will not be considered

Secretary & Registrar
Swatantra,
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Karyavattom, Trivandrum - 695 581
Kerala, India.
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A handwritten signature in blue ink, appearing to read 'Bijumma'.

Place: Trivandrum
Date: 04-04-2025

Procurement Officer
ICFOSS

Note: - If the date of opening of quotation happens to be a holiday; the actual date for the same will be the next working day. No separate intimation in this regard will be issued.



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QUOTATION DOCUMENT
ICFOSS/43/2023 – SECY(DIR) dated 04-04-2025

**NATURE OF SERVICE CONTRACT : PROVIDING FRONT OFFICE EXECUTIVE
AND HOUSEKEEPING SERVICES**

I. NAME OF THE FIRM : _____

II. POSTAL ADDRESS : _____

III. TELEPHONE : _____

MOBILE : _____

E- MAIL : _____



IV. DETAILS OF THE FIRM: SOCIETY/PARTNERSHIP FIRM/ COMPANY
(Attach copy of relevant document such as certificate of registration etc.)

V. DETAILS OF PREVIOUS ASSIGNMENTS DURING THE LAST 1 YEARS

Sl. No.	Name and Address of the Client	From	To	Number of staff engaged	Remarks

N.B: Attach Sheets if necessary.

VII. NAME OF YOUR BANK WITH: _____
ADDRESS, Account Name. : _____
Account No., IFSC : _____

VIII. DETAILS OF STATUTORY REGISTRATION (Attach copies)

PF. No. (Should have registrations in Kerala) : _____
ESI Code No. (Should have registrations in Kerala) : _____



Contract Labour Registration No. :
Company /Society/Partnership /Registration No :
PAN No. :
GST Registration No. :
Others :

IX. DETAILS OF LICENCES OBTAINED :
(Copy of licences o be attached)

X. QUALITY CERTIFICATIONS IF ANY:

I/We hereby certify that the details given above are correct to the best of my/our knowledge and belief. I/We also understand that in case any information has been concealed or information provided is not factual our request for pre-qualification will be rejected without assigning any reason therefore.

I/We have no objection to ICFOSS contacting our Clients and Bankers for reference.

Place: Signature:
Date: Name:
Seal: Designation

➤ **Submission of Quotation**

The quotation should be submitted with the following documents. The documents shall include the following:

1. Company registration details
2. Detailed terms & conditions



3. Copy of Permanent Account Number (PAN)
4. Copy of GST Registration Documents
5. Previous work orders supplied to any Government departments if any
6. Signed quotations document with quotations form.

- **The contract is for a period of one year.** However, ICFOSS reserves the right to cut short the contract period at any point of time by giving notice of one month.
- The number of staffs required is as per the present requirement of ICFOSS, which may be enhanced according to the necessity.
- ICFOSS reserves the right to conduct price negotiation with the lowest quoted bidder. The acceptance of a quotations shall rest with the ICFOSS, who does not bind himself to accept the lowest quoted quotations and reserves to it the authority to reject any or all of the quotations received without assigning any reason(s) what-so-ever.
- On acceptance of the quotations, the CONTRACTOR shall intimate the name of his accredited representative who would be responsible for taking instructions for carrying out the work.
- ICFOSS's decision with regard to the quality of the services and workmanship will be final and binding.
- Payment Terms:

The CONTRACTOR shall submit bills for every calendar month. ICFOSS shall have the sole authority to judge the performance of Services. Upon receipt of each bill, ICFOSS shall review it and if deemed to be in accordance with the agreement, ICFOSS shall approve the said bill and the payment shall be made to CONTRACTOR within fifteen (15) days from the receipt of correct bill by ICFOSS subject to bills being in complete shape with all necessary supporting documentation and in the accepted format. All the applicable taxes and duties will be deducted from the bills.

4) **SPECIAL CONDITIONS OF CONTRACT**

- The scope of contract will be for the services of Front Office Staff and Housekeeping Staffs.



I. Front Office Executive

We are looking for a pleasant **Front Office Executive** to undertake all the activities, including receptionist and clerical duties at the Front office desk at ICFOSS. The ideal candidate will be the “face” of the company for all visitors and will be responsible for the first impression we make. The ideal candidate will have a friendly and easy going personality while also being very perceptive and disciplined. The candidate should be able to deal with complaints and give accurate information. A customer-oriented approach is essential. Knowledge in FOSS is desirable.

Responsibilities

- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Greet and welcome guests
- Answer questions and address complaints.
- Answer all incoming calls and redirect them to the concerned or to keep messages and update it on time.
- Receive letters, packages etc. and distribute, with at most priority.
- Prepare and draft outgoing mail / correspondence, securing parcels etc.
- Check, sort and forward emails.
- Monitor office supplies and place orders when every necessary.
- Keep updated records and files.
- Take up other duties as assigned by the authorities.

Requirements and skills

- Proven experience as front desk representative, agent or relevant position
- Familiarity with office machines (e.g. fax, printer etc.)
- Knowledge of office management
- Proficient in English (oral and written)
- Excellent knowledge of LibreOffice Tools (especially documents / Text creator, worksheets etc.)
- Strong communication and people and problem-solving skills
- Good organizational and multi-tasking abilities
- Customer service orientation

II. Housekeeping

The specified area of work includes covered and uncovered area (including parking area, pantry area, toilets and common area) of the facility of ICFOSS, Ground Floor, Sports Hub, Karyavattom. The detailed scope of work related to housekeeping is as follows:

- Activities include frequent cleaning/sweeping of rooms/passages/toilets of the office and its premises

<u>Work Details</u>	<u>Frequency of Cleaning</u>
• Cleaning of the doors	As required.
• Removal of the Cobwebs	As required
• Dusting of the verticals	Once in a week
• Cleaning of Electrical Switches	Once in a week
• Spot cleaning of the walls	Daily as required
• Dusting of Windows	Once in a day
• Cleaning of windows	As required
• Cleaning of Cabins, Workstations	As required
• Dusting of Books, Shelves	As required
• Scrubbing of the skirting	Once in a week
• Dusting of other articles in the room	Once in a day
• Wet mopping of the Floor	Daily as required
• Dry mopping of the Floor	Daily as required
• Dusting of the Furniture & Fixtures	Once in a day
• Trash Removals	Daily as required
• Emptying of Dustbins	Twice in a day
• Cleaning of the Doormat	Once in a day
• Cleaning of doors and windows in toilet	Once in a day
• Scrubbing of the Urinals	Two times daily
• Scrubbing of the sinks in toilets	Two times daily
• Washing of Toilet walls and floor	Daily as required
• Changing of the Urinal Cubes	As required
• Changing of the air freshener cubes	As required
• Cleaning of the Doormat	Once in a day
• Wet Mopping of stairs	Daily as required
• Dry Mopping of Stairs	Daily as required
• Wet Mopping of Passage area	Daily as required
• Dry Mopping of Passage area	Daily as required

General activities

- Removal of paper, litter, garbage and packing material from all floors /rooms/pantry etc. and to be dumped in a dump yard outside the building.

- Cleaning of window glass panes/ panels both sides, frames & air conditioning grills.
 - Dry & wet mopping of Pantry & lobby area.
 - Cleaning of planters
 - Wet moping/Dry moping of Passenger/Goods lift
 - Cleaning of shutters in the buildings
 - Reception and lobbies to be mopped twice in a day or as and when required.
 - Cleaning of Reception door and main entrance glass door and frames on both sides.
 - Dry & wet mopping of main lobby area on regular intervals.
 - Dry & wet dusting of glass partitions with glass cleaner.
 - Dusting and cleaning of conference tables and chairs.
 - Spot cleaning of carpets on regular basis as per prescribed maintenance instructions
 - Cleaning of panel posters, painting, light fittings, furniture & fixtures etc.
 - Scrubbing of staircase, lobbies and outside areas.
 - Brasso polishing of brass/copper fixtures
 - Cleaning of stagnated water and mud caused due to leakages
 - Cleaning and maintenance of artificial plants.
 - Cleaning of drains to prevent blockage
 - Cleaning of fire extinguisher
 - Cleaning of pantry as per the schedule
 - Sorting and Segregation for solid wastes (Food, Plastic and Paper)
 - Cleaning of any other movable/immovable items not specified above
-
- Any emergency work in the area assigned to the CONTRACTOR such as cleaning of stagnated water due to pipe/drain leakages, rain, spillage etc. have to done by the CONTRACTOR at no extra cost.
 - Any other similar services specified by ICFOSS from time to time shall deem to be a part of this Agreement.
 - **The Contractor shall ensure that statutory employee deduction (Washing Allowance, Uniform Allowance, EPF & ESI Contribution, Bonus, Gratuity) of gross salary be at the rate specified by law.**
 - **The gross salary shall not be less than the minimum wages as specified by Govt of Kerala and does not include Employer's contribution to PF, ESI and LWF. However, the CONTRACTOR has the liberty to pay wages higher than the minimum wages to his personnel without incurring any additional cost to ICFOSS.**
 - The Contractor shall comply all the provisions specified in Government of Kerala Notification G.O.(P) No.134/2015/LBR dated 16th September 2015.
 - The CONTRACTOR shall at his own cost provide suitable uniforms for the staff and shall be responsible for their proper maintenance of the same.
 - Hartal/Vehicle strike and any other holidays declared by Government shall not be



applicable to the CONTRACTOR, which will not be considered as a reason for disruption in work. Holidays which are applicable to ICFOSS will not be applicable to the CONTRACTOR. Holidays will be as prescribed by ICFOSS.

- The employees engaged by the CONTRACTOR shall start work at 8.30 a.m and close work at 5.30 p.m. The CONTRACTOR shall ensure that the work undertaken by him is commenced and concluded on all days as per the scheduled time of the work of ICFOSS.
- The CONTRACTOR shall ensure strict punctuality of the housekeeping staff for duty. Any alteration in the shift timing shall be done only with the consent of the ICFOSS authorities.
- The CONTRACTOR shall be responsible for making his own arrangements for attendance of his employees at the said premises and performance of their duties. The attendance registers shall be daily verified by the representative(s) of ICFOSS. CONTRACTOR shall intimate in advance any leave or absence of duties of the housekeeping personnel. However, ICFOSS reserves the right to implement punching machines or alternate mechanism to monitor the attendance and duty hours of the staff deployed by the CONTRACTOR. The CONTRACTOR shall be held responsible if any employee of the CONTRACTOR is found not adhering to the instructions given by ICFOSS.
- The CONTRACTOR shall make alternate arrangements for providing appropriate personnel to ICFOSS, in case of any leave of absence of the housekeeping personnels (as per the contract).
- The CONTRACTOR's staff should not undertake any other job on contract of her own. The CONTRACTOR shall ensure that the staff deployed for ICFOSS shall not be engaged for any other work outside ICFOSS or for any other companies inside ICFOSS.
- The CONTRACTOR shall indemnify ICFOSS from all claims arising out of accidental death, injury etc. to the CONTRACTOR's personnel at the premises. The necessary insurance for the purpose will be arranged by the CONTRACTOR.
- The CONTRACTOR shall ensure that the housekeeping staff posted by him will not have any claim on ICFOSS by way of job, salary increase or any benefit and should acknowledge and communicate to the housekeeping staff that they are employees of the contractor and not of the ICFOSS.
- The CONTRACTOR shall not use the name of ICFOSS in any manner either for credit arrangement or otherwise and it is agreed that ICFOSS shall not in any way be responsible for the debts, liabilities or obligations of the CONTRACTOR and/or his employees.
- The CONTRACTOR Shall ensure that his personnel use proper safety measures while cleaning to avoid any accidents.



- The CONTRACTOR shall ensure that his employees, while on the premises of the ICFOSS or while carrying out their obligations under this agreement observe the standards of cleanliness, decorum, safety and general discipline laid down by ICFOSS or its authorized agents.
- The CONTRACTOR shall ensure the availability of housekeeping staff posted by him at the premises and conduct surprise checks and shall take necessary action against the housekeeping staff for any fault or failure in performing their duty.
- The CONTRACTOR shall have his representative available 24 hours either by person or by phone during or after office hours.
- Only personnel with sound mental and physical health and with pleasing personality/behaviour shall be employed for the work. The personnel employed by the Agency should have good physique and should be free from contagious/communicable diseases and should have normal vision. They should not have been involved in any Police/Criminal cases.
- The upper age limit of the personnel employed for the work shall be 60 years.
- ICFOSS shall have the right to impose penalty/fine on the CONTRACTOR for any lapses from the personnel engaged by the CONTRACTOR or demand removal of any of the staff deployed and such personnel shall be removed, and replacement provided within 24 hrs.
- The CONTRACTOR shall pay ICFOSS an amount equivalent to a maximum of 10% of the total monthly quoted rate as penalty for lapse of duty or breach of any of the conditions stipulated in the contract. The percentage of penalty will be fixed by ICFOSS after considering the nature of the misconduct or lapse of duty or break in conditions as stipulated in the contract.
- If the CONTRACTOR fails to provide the stipulated number of minimum manpower in any day or days as mentioned in above Clause and incurs shortage the CONTRACTOR shall pay ICFOSS as penalty for that month an amount equivalent to a maximum of 10% of the total monthly rate as per contract in addition to the proportionate deduction for the absence.
- ICFOSS reserves the right to terminate the contract by giving one month notice in writing if the CONTRACTOR is found habitually breaching the conditions or invites continuous penalties. Once terminated the CONTRACTOR will be blacklisted from participating in ICFOSS quotations in future.
- The payment will be made every month for which the CONTRACTOR shall submit bills with necessary supporting documents. The authorized person of ICFOSS shall verify the muster roll and materials/consumable register and the payment will be made only after evaluating the monthly performance of the CONTRACTOR. In case the number of



employees is less than what specified by ICFOSS the CONTRACTOR shall be subject to penalty as mentioned in above Clause in addition to the corresponding monthly deduction. Registers/Documents showing the quantity of usage of monthly consumables shall be got approved by the authorized personnel.

- The salary of the staffs deployed by the CONTRACTOR shall be disbursed only through any Nationalised/Scheduled bank. The CONTRACTOR shall ensure that proper salary/wage slips clearly showing the Gross salary and statutory deduction are given to all his employees at the time of monthly salary/wage disbursement.

5. **CONDITIONS OF PERFORMANCE**

CONTRACTOR confirms and assures that:

- 5.1 CONTRACTOR has the requisite skilled and qualified personnel to perform the services.
- 5.2 CONTRACTOR has inspected the premises and is familiar with the conditions related to performance of the services.
- 5.3 CONTRACTOR shall at all times ensure that the services are being carried out in the most expeditious efficient manner consistent with the best interests of ICFOSS, and in good and professional manner and in accordance with sound industry practice.
- 5.4 CONTRACTOR shall perform and provide the services in accordance with provisions of this Contract and shall exercise all reasonable skill, care, diligence and judgment in performance of the services.
- 5.5 If CONTRACTOR fails to perform any of the services then ICFOSS has the undisputable right to claim damages and hire a third party to perform such services, and the incurred amount i.e., the additional amount payable to the third party by virtue of assigning services until expiry date of Contract shall be recovered from any payment due to CONTRACTOR under the Contract.
- 5.6 CONTRACTOR shall notify ICFOSS as soon as CONTRACTOR knows of any difficulty in performing the services. If, at any time during the performance of the services, CONTRACTOR's actual progress is inadequate to meet the requirements of the Contract, ICFOSS may so notify CONTRACTOR who shall thereupon take such steps as may be necessary to improve its performance. If CONTRACTOR does not improve the performance to meet the approved and accepted schedule, ICFOSS may require an increase in overtime working hours, an increase in the number of manpower etc. all without any additional payment by ICFOSS to CONTRACTOR.



5.7 In the event that CONTRACTOR fails to progress the services in accordance with the accepted Schedule of work and thereby incurs ICFOSS additional cost and/or expense through the re-organisation and / or re-scheduling of dependant third party claims in consequence thereof, then to the extent that CONTRACTOR is at fault, CONTRACTOR shall reimburse all such direct and verifiable costs and expenses to ICFOSS and ICFOSS may deduct such sums from the value of any invoice submitted by CONTRACTOR or from any sums due or owing or which may become due or owing to CONTRACTOR.



DECLARATION

1. I Son/ Daughter of Shri..... Proprietor/
Partner/ Director/ Authorised Signatory ofis / am competent to sign
this declaration and execute this quotations document.
2. I have carefully read and understood all the terms and conditions of the quotations and here by
convey my acceptance of the same.
3. The information / documents furnished along with the above quotations are true and authentic to
thee best of my knowledge and belief. I/ We/ am/are well aware of the fact that furnishing of any
false information/ fabricated document would lead to rejection of my quotations at any stage
besides liabilities towards prosecution under appropriate law

Date-
Place-

Signature of Authorised Person

Full Name:
Address:
Company's Seal

N.B.: The above declaration in letter head, duly signed and sealed by authorised signatory of
the company, should be enclosed with Technical bid.



Quotations FORM

To,
Secretary & Registrar
Swatantra,
South Pavilion, Sports Hub,
Karyavattom,
Trivandrum - 695 581
Kerala, India.

Dear Sir,

Sub: Bid form

Ref: **ICFOSS/43/2023 – SECY(DIR)** dated 04/04/2025

1. Having examined the conditions of quotations contract, the receipt of which is hereby duly acknowledged. i/we undersigned, offer to supply all hardware & software and execute all works in conformity with quotations specifications referred above and also to the said terms & conditions from the sum shown in the commercial bid(s) attached herewith and made part of this bid.
2. I / We undertake, if our Bid is accepted to complete delivery & commissioning of all Items specified in the contract within 4 weeks calculated from the date of issue of your purchase order/LOI.
3. We understand that you are not bound to accept the lowest or any bid, you may receive.
4. I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specification of the items quoted by me/us.
5. I / We hereby confirm that all the items supplied are in proper working condition and tested successfully.
6. The quotations document for the works mentioned above have been obtained by me from the URL: <http://icfoss.in>, the official website of ICFOSS and I / we hereby certify that I / we have read the entire terms and conditions of the quotations document, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
7. Date :
8. Signature of :



9. Duly authorized to sign the bid for and on behalf of

10. Witness 1.

11. Signature

12. Witness 2.

13. Signature

ANNEXURE I (BOQ TEMPLATE)

Date: 09/04/2025

Quotation Inviting Authority: ICFOSS					
Name of Work: For Providing Front Office Executive And Housekeeping Services					
Contract No: <u>ICFOSS/43/2023 – SECY(DIR) dated 04/04/2025</u>					
Name of agency :					
<u>PRICE SCHEDULE</u> (This BOQ template must not be modified/replaced by the bidder and the same should be submitted after filling)					
Sl. No.	Item Description (as specified in quotations documents)	Quantity	Units	RATE Per Month (inclusive of all Taxes)	TOTAL AMOUNT (inclusive of all Taxes)
	Front office Executive	1	Nos		
	Housekeeping Staff	2	Nos		
Grand total Amount					
Quoted Rate in Words					

Authorized Signature
(With Signature and Seal)