



ESIC-2.0
Chinta Se Mukati

EMPLOYEES' STATE INSURANCE CORPORATION
**Regional Office, Panchdeep Bhawan, Nanda Nagar
Indore-452011. PH: 0731-2550485**

An ISO Certified office: 9001:2008, (Email: rd-mp@esic.in)
Website : www.esicmp.in , www.esic.nic.in



File No. 18/D/14/14/20/GEN/33 Vol-I

Dated: 12/01/2018

Tender Notice

E-TENDER IS INVITED FROM ELIGIBLE CONTRACTORS FOR THE FOLLOWING WORKS

Sr. No	Name of the work	Estimated Cost (In.Rs)	EMD(In Rs.)	period	Last Date and time of receipt of tender	Date & time of opening of tender (Technical Bid)
1	Housekeeping & Gardening services at the premises of ESIC RO Panchdeep Bhavan, Nanda Nagar Indore, TOR of Ujjain, Bhopal and Branch offices of ESIC in MP	42.00 lakhs	84000/-	2 Years	09/02/2018 till 12:00 PM	09/02/2018. at 2.00 PM

Terms & Conditions

- 1) Regional Office, E.S.I. Corporation, Indore invites online tender from the eligible, reputed, & bonafide agencies capable of providing Housekeeping & Gardening services to the sites in M.P. Region for a period of Two Years.
- 2) The tender documents can be downloaded from <http://www.esicmp.in>, www.esic.nic.in, Central Public Procurement Portal: <https://eprocure.gov.in> and <https://esictenders.eproc.in> from 12/01/2018 at 12 PM.
- 3) The interested bidders may submit the tender online at <https://esictenders.eproc.in> on the prescribed Proforma. Under double bid system Tenders are to be submitted online through e-procurement portal at <https://esictenders.eproc.in>. The tender documents along with all the supported documents are required to be submitted physically also along with EMD. Online bids not having all supported documents will be treated as **invalid**. In other words, online submission of bids along with submission of all the supporting documents is required to be submitted **physically** for every participating bidder.

- 4) The technical bid submitted physically shall be accompanied by Demand Draft / Pay Order of **Earnest Money Deposit of Rs.84,000/- (Rupees Eighty four Thousand Only)** in favour of **"E.S.I. Fund Account No.1"** payable at Indore.
- 5) The Online Bid processing fee charges of **Rs. 2495/-** (non-refundable) for the E-Tendering agency M/s C1 India Pvt. Ltd. has to be submitted separately as per details given in Appendix-V.
- 6) For all practical purposes, the e-tender shall be considered for evaluation, however in case of any dispute, the physical documents would be scrutinized.
- 7) Tender documents duly completed and supported by the required documents and the forms, as mentioned in the tender document, should be submitted with covering letter in a sealed envelope duly superscribed with the words **"Tender for Housekeeping and Gardening Services"**. The Tender should be deposited /dropped in the Tender Box Kept in Room No.12 on 1th Floor, Regional Office, E.S.I. Corporation, Panchdeep Bhawan, Nanda Nagar, Indore - 452011 latest by 12.00 PM on 09/02/2018 which will be opened in the Regional Office, ESIC, Indore at 2:00 P.M on the same day. **Financial bids will be considered only** in respect of technically qualified bidders.
- 8) If any information furnished by the bidder is found to be false at any stage, the bid will be cancelled and the earnest money will be forfeited. The applicant shall also be liable to be debarred from the tender.
- 9) Regional Director, ESIC, Indore reserves the right to reject any or all bids without assigning any reason.
- 10) The bids complete in all respect will only be considered for evaluation.
- 11) Prospective bidders may contact General Branch, Room No. 12, at Regional Office, ESIC, Panchdeep Bhawan, Nanda Nagar, Indore, for any clarifications regarding the tender documents, e-bidding etc. on any working day between 09.30 AM to 6.00 PM, Monday to Friday till one day before the last date for submission of the tender.

INDORE

Date : 12/01/2018

REGIONAL DIRECTOR

E.S.I.CORPORATION INDORE

CHECKLIST:-

Sr. No	Documents	page number at which document is placed
1	Earnest Money	
2	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone number. if the bidder is a partnership firm/private or limited company, name designation, address and telephone numbers of partners/Directors etc.	
3	Undertaking on a letter head (as per format prescribed in Annexure-V	
4	Self attested copy of PAN card issued by the Income Tax Department with copy of Income -Tax Return of the last financial year.	
5	Self attested copy of GST Registration No.	
6	Self attested copy of valid Registration number of the firm/Company/ agency.	
7	Self attested copy of the License under Contract Labour (R&A) Act 1970.	
8	Self attested copy of valid Provident Fund Registration ,certificate	
9	Self attested copy of valid ESI Registration.(C-11)	
10	Work Orders as Proof of experiences of last three financial years along with satisfactory performance certificates from the concerned employers as specified in eligibility criteria para 5(a) i.e, 2014-15,2015-16 & 2016-17.	
11	Proof of Similar Work successfully completed in last 3 financial years as specified in eligibility criteria para 6.of eligibility criteria	
12	Self attested copies of Audited Balance Sheet of last three Years for F.Ys 2014-15,2015-16 &2016-17	
13	Self attested Copy of Valid ISO-9001 Certification for Housekeeping and Gardening Service	
14	Annexure-III	
15	Form-A	
16	Form-B	

Signature of the Bidder
(Name and Address of the Bidder)
Telephone No.

Important Dates:-

1	Date and Time for submission of E-Tender	12/01/2018 , 12:00 PM
2	Last Date and Time for submission of E-Tender	09/02/2018 , 12:00 PM
3	Bid(s) opening Date and Time	09/02/2018, 2:00 PM

Fee Details:-

1	Online Bid Processing Fee charges (Non-refundable) (For the E-Tendering agency payable to M/s C1 India Pvt. Ltd.)	RS. 2495/-
2	Earnest Money Deposit (To be paid by Demand Draft / Pay Order / Bankers Cheque) in favour of ESI Fund A/C No. 1, payable at Indore	RS. 84000/-



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E-TENDER NOTICE

1. E-Tenders are invited for housekeeping & Gardening services in ESIC Regional office, Panchdeep Bhawan, Nanda Nagar, Indore

A. Housekeeping

- I. Area of Regional office, Panchdeep Nikunj, ESIC Nikunj & TOR+Camp accommodation=9032.57 Sq. Meter
- II. Branch offices (List with Addresses enclosed)
- II. TOR of Bhopal and Ujjain

B. Gardening

- (I) ESIC Regional office, Indore

2. Eligible agencies may visit & inspect the site on any working day to collect the information that will be necessary for preparing the tender and entering into a Contract for the services to be rendered by the contractor :-

Regional Director (General Branch)
ESI Corporation, Panchdeep Bhawan,
Nanda Nagar, Indore-452011

3. Tender documents consist of the following:-

- A) Tender Notice including eligibility criteria and check list for Technical Bid.
- B) Instructions for Tenderer (Annexure-I)
- C) General Conditions of Contract.
- D) Requirements of Work (Annexure-II)
- E) Resource requirement (Annexure-III)
- F) Financial Bid (Annexure-IV)
- G) Declaration (Annexure V)
- H) Important instruction for online bidding (Annexure-VI)

4. E- Tenders with separate Technical and Financial bids filled in the specified proforma should also be sent in hard copy addressed to Regional Director, ESI Corporation, Panchdeep Bhawan, Nanda Nagar, Indore and should be dropped in the tender box latest by **12.00 PM** on **09/02/2018**.
5. The Hard copy of Tender may be dropped in the tender Box captioned "Tender for providing Housekeeping and Gardening services" placed at office of Regional Director ESI Corporation, Panchdeep Bhawan , Room no 12 , Nanda Nagar, Indore office at above address by the stipulated date and time. Tender if dropped in any box other than the specified tender box will not be considered.

6. Details of the Tender Document can be seen at ESIC website www.esic.mp.in, www.esic.nic.in, <https://eprocure.gov.in> and <https://esictender.eproc.in>.
7. The Technical Bids shall be opened at **2.00 PM** on **09/02/2018**. in Panchdeep Bhawan, Nanda Nagar, Indore in the presence of such tenderers or their authorized representatives who may wish to be present.
8. The Tenderers whose Technical Bids are accepted will be informed about the date of opening of financial Bids.
9. Tenders received after the closing date and time shall not be considered.

ELIGIBILITY CRITERIA:-

1. The Tenderers must have an average annual turnover of Rs. 1000000(Rupees Ten Lakhs Only) and should be profit making during the last three years i.e. 2014-15, 2015-16 & 2016-17(Form-A enclosed) Copies of the following documents should be submitted along with the technical bid.
 - a) Audited Balance sheet of last three years.(2014-15,2015-16 & 2016-17)
 - b) GST Registration certificate.
 - c) Registration certificate of ESIC, EPF & RLC/ALC (Central).
 - d) PAN CARD
2. The Tenderers should have an office /Branch offices in Indore though registered may be anywhere in India.
 - (a) The agencies which do not provide proof of payment of statutory dues , will be given one month's notice for termination of contract straight away.
3. The Tenderers should have sufficient number of employees as detailed in Annexure-III on its rolls specifically trained for housekeeping work Complete list of the employees viz name, age, employee code ,designation, experience in the Bid, Documents in support of ESI, EPF, deduction should be attached with the Technical Bid . Details of the health and safety measures taken for workers by the tenderers should also be attached with the technical bid.
4. The Tenderer should have a valid labour license under The Contract Labour (Regulation and Abolition) Act 1970 from the RLC/ALC (Central) and license for providing Housekeeping and Gardening Services as required.
5. The Tenderer should possess Valid ISO-9001 certification for housekeeping & Gardening Services. Copy of certificate has to be attached with the Technical Bid.
 - (a) The Tenderer should have at least last three year experience in similar work (Financial Year 2014-15, 2015-16 & 2016-17) Work order as a proof of experience should be attached along with satisfactory performance certificate. (Form B enclosed)

6. The Tenderer should have minimum three years experience in doing similar nature of work and have successfully completed the work Undertaken as per the condition given below:-
 - a) One Similar work of value equal to 80% of cost of work or,
 - b) Two Similar work of value equal to 50% of cost of work or,
 - c) Three Similar of value equal to 40% of cost of work in the last three years (2014-15, 2015-16 & 2016-17) Tenderer to submit satisfactory completion certificates from the Client/Employer in support failing which the information is liable to be treated as invalid.
7. Similar work is same as described in Annexure-II.
8. Kindly see the check list for qualification/Technical Bid Enclosed.

Special Instructions

1. Bidders are requested to submit their bids online on the e-procurement portal <https://esictenders.eproc.in> and submit the bid documents along with all other required supporting documents in sealed envelope on firm rate basis, showing separately rates for each item in the documents.
2. Rates quoted shall be in Indian Currency and should be inclusive of all charges. Taxes, **including Goods and service tax**, ESI, EPF Duties etc. as applicable should be shown separately for each item of work and should be marked 'NIL' if not being applicable and charged separately. Any ambiguous quote on these accounts shall render the tender liable to be rejected. Tenders not complete in all respect are liable to be rejected.
3. The bidder shall, whenever called upon to do so would give full information with reference to the services in hand and shall permit the Regional Director or any other officer nominated by him to inspect the premises of the tenderer/client at all reasonable times and shall give full assistance and information as may be required by him in connection with the contract.
4. **If a contractor quotes below 3 percent charges /consideration, the bid shall be treated as unresponsive and will not be considered.**
5. **Amendment in the tender documents, if any, will be notified during the bidding period on the websites www.esic.nic.in and www.esicmp.in only.**

Signing of Tender

The tender will be liable to be rejected in case complete information is not given therein. Individuals signing tender or other documents connected with the contract must specify as to whether he is signing as:

- i) 'Sole Proprietor' of the firm or his Attorney.
- ii) 'Registered Active Partner' of the firm or his Attorney.
- iii) For the firm 'Per Procreation'

In case of company registered under the Companies Act (new as well as old) and firms registered under the Indian Partnership Act, the person signing must clearly indicate his capacity in which he is signing (e.g. Director, Secretary, Manager, or Partner etc.). In case it is being signed by an attorney or representative the signatory shall produce and attach a copy of the documents empowering him to sign.

B) INSTRUCTION TO TENDERERS

1. The Tenderers in addition to E-tenders to submit two separate Bids in hard copy i.e. Technical and Financial on prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed "Technical Bid for Housekeeping & Gardening Services and "Financial Bid for Housekeeping & Gardening Services " Both sealed envelopes should be put in a third sealed envelope superscribed " Tender for housekeeping & Gardening Services"
2. The declaration on the prescribed proforma (Annexure-V) enclosed should be submitted along with the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs. 84000/- (Rs. eighty four thousand only-) in the form of Demand Draft/Pay order from a commercial bank drawn in favour of ESI Fund A/c No.-1 payable at Indore. It should remain valid for a period of 3 months from the date of issue of the Tender. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the successful Tenderers on receipt of performance security deposit. No interest is payable on the EMD.
4. All entries in the Hard copy of the Tender form should be legible and filled clearly. Any over writing or cutting which is unavoidable, shall be signed by the authorized signatory.
5. The bid shall be valid for 90 days from the date of opening.
6. The tenderers shall quote of all works failing which the bid shall be considered non responsive.
7. Tender incomplete in any respect, will be rejected. Conditional Tenders will not be entertained.
8. The Closing date and time for receipt of tenders will be **12:00 PM on 09/02/2018**
9. The Technical Bid shall be opened at **2.00 PM on 09/02/2018** in ESIC Regional Office, Panchdeep Bhavan, Nanda Nagar Indore in the presence of the authorized representatives of the tenderers, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the Tenderer whose Technical bids are accepted, will be informed about the date and time for opening of the Financial Bids.
10. No Tenderer will be allowed to withdraw after submission of the tender within the bid validity period otherwise the EMD submitted by the tenderer will stand forfeited.
11. In case the successful Tenderer declines the offer to Contract, for whatsoever reason(s), his EMD will be forfeited.
12. An agreement will be entered into the successful tenderer. In this agreement, the successful tenderer shall be mentioned as Contractor.
13. The successful tenderer will have to deposit a performance Security Deposit of 10% of the tendered amount by way of Demand Draft/Bankers cheque from a nationalized bank in favour of **ESI Fund A/c No.-1 payable at Indore**. No Interest is payable on the performance Security Deposit.

14. The successful Tenderers will have to deposit the performance Security Deposit and commence the work within 20 days of acceptance of tender. Otherwise the Contract will be cancelled and performance security Deposit will be forfeited.
15. Each page of the Hard copy of the Tender document should be signed and stamped by the authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.
16. The competent authority of ESIC reserves the right to withdraw/relax any of the terms and conditions mentioned above. In such situation, the tenderer shall be given sufficient time to take the changes in that account.
17. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.
18. For Finalization of contract, the Tenderes whose rate given in the Financial Bid i.e. **Grand total**, is the lowest in comparison to other Tenderers will be considered as the lowest Tenderer.
19. However in the event of similar rates being quoted by two or more agencies, the agency having similar experience of greater contract value in the FY 2016-17 will be considered for awarding the contract. In case the Contract Value is also same of two or more agencies then the agency having bigger annual turnover in the FY 2016-17 will be considered for awarding the contract.

C) GENERAL CONDITIONS OF CONTRACT (GCC)

1. The persons deployed by the Contractor should be properly trained, having requisite experience and skills for carrying out a wide variety of housekeeping & gardening work using appropriate materials and tools/equipments, which are supplied by the ESI Corporation.
2. The Contractor should ensure the Health and safety measures of the employees. ESIC may also conduct health check up of the staff deployed at regular intervals.
3. **The Contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas for housekeeping & gardening purposes.**
4. The Contractor must employ adult and properly trained labour only. Employment of child labour will lead to the termination of the contract. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor will be fully responsible for the conduct of his staff.
5. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; The Contract Labour (Regulation and Abolition) Act 1970, The Contract Labour (Regulation and Abolition) Central Rules 1971, Employer's Liability Act, 1938; the Employees Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops and Establishment Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility with regard to ESI & EPF Coverage etc.

The Contract shall initially be for a period of Two years and may be extended further for a period of one year subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged (except labour wages) during the initial period of two years contract. ESIC, however, reserves the right to terminate the contract by serving one months notice, in writing. The Contractor may also be terminating the contract with mutual consent by giving three month notice in writing.

6. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.
7. The Contractor must provide standard liveries as per list enclosed at Annexure 'III' to the housekeeping staff/ supervisors/managers. The staff shall be in proper uniform as approved by ESIC and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of ESIC.

ESIC will provide space for setting up a control room of the Contractor in the premises. Housekeeping staff should report to care taker and will work as per requirement of the corporation on their duty.

8. ESIC will depute a person in each of the premises to ensure that the office rooms, committee room etc, are open at designated hours for cleaning/housekeeping work.
9. The Contractor should:
 - a) Ensure Pets / Animal and Rodent free environment in the premises of Regional office Indore..
 - b) Arrange for a garbage disposal vehicle, bins, and other material required for segregation and disposal

of waste in a professional manner and as per the guidelines of the respective local authorities like Nagar Nigam etc.

- c) Plan manages collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposal bags, bins, van, etc. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

- d) Captive manpower is also to be made one of the requirements in the technical bid. The Managers, Supervisors & Working staff to be professionally qualified and must be trained. The work force should be on the pay roll of the agency. The number of captive manpower must be at least four times the number of estimated work force required.

Scope of work and services for each of the premises:

- a) Details of the requirements of work are enclosed at Annexure "II".
- b) Number of Manpower at each of the premises for housekeeping & gardening job are given at Annexure "III".
- c) The numbers given in Annexure 'III' are the minimum. The contractor shall provide resources, to meet the contractual obligations during the leave /absence of any or all of the manpower deployed at ESIC Premises.

Variations:-

The ESIC official incharge may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower.

Payment Procedure:-

Payment will be made in the succeeding month upon submission of the bill in triplicate on or before 3rd of the month. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC along with computer generated attendance sheet in respect of the persons deployed Countersigned by an official of ESIC . Bill received in time and complete in all respects will be paid in 10 working days.

Payment of the persons deployed by the Agency:-

Monthly Payment of wages to the persons deployed by the Contractor will be made through Banking System i.e. core Banking/NEFT. Proof of the same for the previous Month shall be attached with the Bill duly stamped and signed by the bank. Cash Payment will be considered as no payment Proof of payment will have to be submitted by 7th of every month irrespective of the fact that the Contractor has submitted the bill or not.

Liquidated damages:-

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by ESIC and if no action is taken within ONE hour, liquidated damages @ Rs.500/- per complaint shall be imposed. The decision of ESIC official incharge shall be final, in this regard.

Manpower:-

- a) Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to ESIC.
- b) **The Contractor should ensure to maintain adequate no. of manpower as per Annexure 'III' and also arrange a pool of stand by housekeeping staff/ supervisor. In case any housekeeping staff/supervisor is absent from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the required number of workers / supervisor/ manager is less than the minimum required as per Annexure 'III', a penalty @ Rs.500/- per worker per day will be deducted from the bill.**

Risk Clause:-

ESIC reserve the right for termination of the contract at any time by **giving one month** written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by ESIC from the Contractor Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the ESIC and shall not knowingly lend to any person, firm or company any of the effects or assets of the ESIC under its control.
- In the event of loss/damage of equipments etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC.
- The Contractor or its representative/s shall meet ESIC representative/s regularly to take feedback regarding the Housekeeping & Gardening services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of the ESIC. However, he may use the services of associates for providing the services In that condition the Contractor will be responsible for the performance of all acts of the associates as though they were his own.
- In every case, the Contractor shall make alternative arrangements for meeting his contractual responsibilities in case of failure of the Sub Contractor/Associate.
- Appointment of Supervisors will be done in consultation with ESIC's representatives and must be approved by them.

- Training on behavior aspects and ethics must be done regularly. Way of working In ESIC should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- Licenses if any required for Housekeeping services at the site will be procured by the Contractor. If required, ESIC will assist the contractor in obtaining of such license.

Dispute Settlement:-

It is mutually agreed that all the differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Regional Director ESIC Panchdeep Bhawan Nanda Nagar, Indore whose decision shall be final and binding on both the parties.

D) Requirements of Work

Cleaning Services

The aim and objective is to provide a high level of a cleaned, hygienic and presentable look to the entire area. Pre-designated managers/supervisors of the Contractor will supervise the work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Regional Director, Regional office Indore. Officials of ESIC Regional office will monitor the entire work and staff deployed by the selected tenderers.

a) Daily Services :-

Housekeeping & gardening services shall be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain spic and span all the times. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9.00 A.M. Contractor will arrange manpower for special VIP visits at no extra cost.

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings ,Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, various rooms, cabins, cubicles, etc.)
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, TOR & Camp accommodation, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
5. Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.

9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, halls, committee rooms, computer labs etc.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the ESIC official In charge.
13. Maintenance of all gardens, plantations, landscapes & open areas, Planting of seasonal Flowers and timely cutting of grass for giving a pleasant look to the premises. Charging of soil with manure from time to time as required.
14. Part time Housekeeping staff deployed for (04) hours a day at Branch Offices will provide Housekeeping Services of cleaning, dusting, sweeping, mopping of Branch Offices including toilets.

Waste Disposal Management:-

The Contractors will ensure collection, mechanized screening/segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non bio degradable Dust Finally, the contractor will arrange suitable transport and dispose garbage from the earmarked area to the nearest garbage disposal site outside the premises.

The Contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection/disposal work. The garbage will have to be disposed off at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/disposal etc.

Weekly Services:-

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

1. Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base, Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Contractor will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work

8. The Contractor will work in the specified area mentioned in the scope of work.
9. The Contractor will provide the duty register to ESIC as required.

Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.

2. Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on the Register maintained by the Contractor and reported to Caretaker, ESIC. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from ESIC through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from ESIC, etc. and necessary action is to be taken.

E) RESOURCES REQUIREMENT**ANNEXURE-III**A) ESIC Regional office Nanda Nagar Indore

Sr. No	Manpower Description	No. of staff required
1	Trained Housekeeping Staff (Full Time for Indore)	9
2	Gardener (Mali) (Full Time for Indore)	6

Note: - The required quantities of cleaning material and aids for the month shall be provided by ESIC.

B) ESIC Branch Offices M.P (List Attached)

1	Part time Housekeeping Staff (For 4 hours of Branch Offices)	21
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C) ESIC TOR at Bhopal and Ujjain

1	Housekeeping Staff (Full Time)	2
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Details of Staff

Name ESI No.& P.F. No.	Qualification	Employee Code	Designation	Experience in Housekeeping	Training	Health Check

The above format may be used to provide employee details.

Signature of Owner/Partner/Managing Director

Date:-

Name:-

Place:-

Seal:-

F) FINANCIAL BID

Full Time House Keeping Staff				
Sr. No	Particulars	Wages for one employee per month (In Rs.)	Total no. of employees required	Total (In Rs.)
1	Gross Wages (B Class City)		11	
	Total (A)			
Part time Housekeeping Staff				
Sr. No	Particulars	Wages for one employee per month (In Rs.)	Total no. of employees required	Total (In Rs.)
1	Gross Wages (B Class City)		10	
2	Gross Wages (C Class City)		11	
	Total (B)			
Gardener (Mali) Staff				
Sr. No	Particulars	Wages for one employee per month (In Rs.)	Total no. of employees required	Total (In Rs.)
1	Gross Wages (B Class City)		06	
	Total (C)			
	Total (A+B+C)			
	Service Charges (Minimum 3% of A+B+C)			
	Grand Total			

Note: -

- (1) The minimum wage shall change as per notification of the Central Labour Commissioner, Govt. of India from time to time.
- (2) The minimum Service charge has been fixed at 3%.
- (3) EPF, ESI, GST, Gratuity, Bonus and paid leave will be reimbursed on actual paid basis upon submission of the complete bill in all respects showing payment and admissibility to the concerned for the period covered by this contract.
- (4) For Finalization of contract, the Tenderes whose rate given in the Financial Bid i.e. **Grand total** is the lowest in comparison to other Tenderers will be considered as the lowest Tenderer.
- (5) However in the event of similar rates i.e. **Grand total** being quoted by two or more agencies, the agency having similar experience of greater contract value in the F.Y 2016-17 will be considered for awarding the contract.
- (6) In case the Contract Value is also same of two or more agencies then the agency having bigger annual turnover in the F.Y 2016-17 will be considered for awarding the contract.
- (7) The Wages quoted above should not be less than the Minimum wages as per latest notification of Central Labour Commissioner.
- (8) The class of city will be decided as per notification of Govt. of India issued in this regard from time to time under minimum wages Act 1948.

Dated:-

(Signature of the Bidder)
Name and Address of the Bidder

G) UNDERTAKING (To Be Given on Rs. 100 Non Judicial Stamp duly Notarized)

1. I _____ Son/Daughter of Shri. _____ Proprietor/Partner/Director/Authorized Signatory of _____ am competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and condition of the tender and hereby convey my acceptance of the same.

3. The information/documents furnished along with the above application are true and authentic to the 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 tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date: -

Name:-

Place: -

Seal:-

NB: The above declaration, duly signed and sealed by the authorized signatory of the authorized signatory of the company, should be enclosed with Technical tender.

FORM 'A'

(Turnover and Profitability)

Sl No.	Financial / Accounting Year	Profit	Loss	Annual Turnover (from Housekeeping and Gardening Services)	Total Turnover
1.	2016-17				
2.	2015-16				
3.	2014-15				

Signature of the bidder or his authorized representative

Seal of the Company

FORM 'B'

(Experience & Running Contracts) of Housekeeping and Gardening Services

Sr. No	Name of Organization (With Address and phone Number)	Experience (For 3 years)		Contract Value(Rs.)
		From Date	To Date	
1.				
2.				
3.				
4.				
5.				
6.				

Signature of the bidder or his authorized representative

Seal of the Company

List of Branch offices in M.P

Sr. No	Name & Address of the Centre, Branch office, ESIC MP	No. of Part Time Housekeeping Staff (4hrs.)	Class of cities
1	Opp. Oriental Paper Mills, Amlai	1	C
2	Kasana Bhavan, Nagar palika, A.B. Road Bammore	1	C
3	Panchdeep Bhavan Subhash Nagar Bhopal	1	B
4	ESI Hospital Campus, Sonagiri Bhopal	1	B
5	ESIC Bhavan Lal Bag Colony Burhanpur	1	C
6	Kalani Bag , A.B.Road Bhopal	1	B
7	Pradhikaran Market, A.B Road Dewas	1	C
8	Industrial Estate, Marimata Indore	1	B
9	15,Yashwant Niwas Road Indore	1	B
10	Opposite Christian Eminent School, Near Atal Dwar, Nehru Nagar ,Indore	1	B
11	Easr Dhampura Kanchghar Colony, Jabalpur	1	B
12	9,Pooja Housing Colony Nai Abadi, Mandsaur	1	C
13	A38 Indranagar ,Mandideep	1	C
14	Near Petrol Pump, Birlagram Nagda	1	C
15	ESIC Bhawan Pologround Ratlam	1	C
16	Birla Vikas ,Satna	1	C
17	ESIC Dispensary, Patel Nagar Ujjain	1	B
18	Near Hotel Rajshee, Opp. Eicher Moter, Pithampur	1	C
19	Sagor Kutti, Pithampur	1	C
20	Falke Bazar, Gwalior	1	B
21	Hari Om Colony (Kushwah Kothi),7 No. Chouraha Morar	1	B

H) Important Instructions for Bidders regarding Online Payment

All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E-Tenders.

Bidders should get registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer->Tools->Internet Options > -Security->Trusted Sites->Sites of Internet Explorer:

<https://esictenders.eproc.in>

<https://www.tpsl-india.in>

<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer->Tools->Internet Options->Advanced Tab->Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or Net Banking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>