



**REGIONAL OFFICE**  
**EMPLOYEES' STATE INSURANCE CORPORATION**  
(Ministry of Labour & Employment, Govt. of India)  
10-B (RADHA BHAWAN), SHASTRI NAGAR, JAMMU (J&K) -180004.  
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No. 19-D/35/11/2003- Common Office Services-Vol. II

Dated March 2012

M/s. \_\_\_\_\_

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Sir,

Regional Office, ESI Corporation, Jammu requires the services of Agency for providing three (03) personnel and services for housekeeping and cleaning etc . at the following buildings:

- (i) Regional Office, ESI Corporation at 10-B, Radha Bhawan, Shastri Nagar, Jammu
- (ii) TOR/Guest House, ESI Corporation, 5-P, Trikuta Nagar, Jammu

Contract rates are invited for engagement of services for (a) 03 (three) nos. of manpower for Housekeeping work for above mentioned buildings through agency and for providing service of Housekeeping and Cleaning etc. The number of manpower required may be increased or decreased as per office requirement.

- Encl: 1. Terms & Conditions  
2. Annexure- 'A'  
3. Annexure- 'B'  
4. Annexure- 'C'  
5. Annexure- 'D'  
6. Annexure- 'E'

**RATTAN KUMAR**  
**REGIONAL DIRECTOR**

**Terms and Conditions of contract with Agency for House Keeping:**

1. Sealed Tenders on Two bid system are invited from eligible tenderers for providing three (03) personnel and services for housekeeping and cleaning etc . at the following buildings:

- (i) Regional Office, ESI Corporation at 10-B, Radha Bhawan, Shastri Nagar,
- (ii) TOR/Guest House, ESI Corporation, 5-P, Trikuta Nagar, Jammu

The details of works have been given in Schedule-‘A’.

2. The Agency must have experience of handling the work in reputed organizations including Govt. & Public Sector for atleast 3 years and should have among lists of big clients at least three Govt./Semi Govt./PSUs. As Certificate of satisfactory performance form such clients is also to be submitted. The Agency should have atleast one running contract equal to 75% or two running contract equal to 50% or three running contract equal to 35% of the estimated annual cost of the work which is Rs. 3.00 Lakh p.a.

3. The total turnover of the agency should not be less than Rs. 10 lakh p.a.

4. The Agency must be registered with the following statutory authorities and also to furnish attested copies of the documents:-

- i. ESI, EPF, Income Tax & Service Tax.
- ii. Contract Labour (R&A) Act, 1970.
- iii. Any other registration which is mandatory for such Agencies stipulated by the concerned authority from time to time.
- iv. Copies of all the Registration Certificates to be enclosed.

4. The following documents are also required:-

- i. Income Tax returns for the last 3 years along with Income Tax clearance Certificate.
- ii. ESI & EPF upto date (February 2012) payment details for the last 2 years.
- iii. Balance Sheet for the last 3 years.

5. The amount of EMD shall be Rs. 6,000/- (Rs. Six Thousand Only) and amount of Performance Security shall be Rs. 15000/- (Rs. Fifteen Thousand only) in the form of DD/Banker cheque of any nationalized bank, drawn in favour of ESIC AC No. 1. EMD amount is adjustable towards the Performance Security incase of successful tenderer..

6. The EMD of unsuccessful tenderers shall be refunded within one month without interest after the award of work to the successful tenderer.

7. The Contractor shall engage 03 (three) nos. of manpower for Housekeeping work at ESIC Regional Office premises, Jammu and ESIC TOR/Guest House premises, Jammu.

8. The premises include the covered area of the building and outside the building within the boundary of the building.

9. The site for the work is available and can be seen on any working day between 10 AM to 4 PM.

10. The material for housekeeping and cleaning etc. to be provided by the contractor.

11. The agency should quote rates of Manpower and Service Charges Separately.

12. The rates of manpower shall be quoted in Figure and words. In case of any discrepancy in rates, the rates written in words shall prevail. . The rates of manpower shall not be less than minimum wages fixed by State Government.
13. The Service Charges should be quoted on monthly basis in consolidated form which should include cost of material for housekeeping and cleaning etc. and service charges for providing manpower for housekeeping and cleaning etc.
14. All the columns in financial bid are to be filled up in terms of Rupees and not in kind. The rates to be based on monthly rates and not on daily rates.
15. Rates quoted shall be firm and fixed. No escalation of whatsoever nature shall be payable.
16. Each and every page of tender documents should bear the stamp and signature of the authorized signatory. Annexures to be filled invariably.
17. The envelope containing tender document shall be sealed and bear the name of work and the name and address of the tenderer.
18. Tenders received and found deficient on account of registrations, documents or required information are liable to be rejected summarily.
19. Tender containing false, misleading information will be rejected and may also be liable for consequences for submitting false information.
20. ESI Corporation reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
21. Last date of Submission of tender is 10.04.2012 up to 14.00 Hrs.
22. The tenders will be opened on 10.04.2012 at 15.00 Hrs. in the presence of tenderer/representatives who choose to be present.
23. The Agency on award of the contract should execute agreement on Rs. 100 Stamp Paper with ESIC incorporating the terms and conditions.
24. The contract will be valid initially for one year starting from the date of signing of written agreement and extendable by another year on evaluation of the services rendered.
25. The contract may be terminated by either party after giving written notice of not less than one month.

26. **General Instructions:-**

(i) The billing cycle is to be Calendar month. The bill by the Agency to be submitted upto 3<sup>rd</sup> and bill to be cleared before 7<sup>th</sup> of each month. However, the Agency has to make payment to the workers on or before 7<sup>th</sup> of every month and payment of wages is not linked to the clearance of the bill by respective ESIC offices.

(ii) The wages of workers for last moth credited to their Bank Account on \_\_\_\_\_ and the detail of payment along with Bank Account No. to be uploaded by the Agency on the website, if

there is no website of the Agency, it is to be sent by Mail to the appropriate authority for uploading on the website. No cash payment is permissible & such payments are to be treated at par with non-payment of wages. There must be no deviation whatsoever in this regard.

(iii) ESI/EPF/Service Tax other statutory dues amounting to Rs. \_\_\_\_\_ for the month of (previous month) deposited \_\_\_\_\_ (copy of challan to be enclosed).

(iv) Employee-wise details of ESI, EPF contribution paid is to be submitted every quarter.

(v) Undertaking that all statutory Labour Laws including Minimum Wages Act is being complied with.

(vi) The Agencies, which do not provide detail of the payment of all statutory dues with the bill, will be given one month's notice for termination of the contract right away.

**27. Obligations of the Agencies:-**

(i) To make compliance to all the provisions of labour Laws applicable.

(ii) Workers to get wages on or before 7<sup>th</sup> of each month. This payment of wages is not linked to payment of the bill by ESIC. However, endeavour shall be made to make the payment to the agency in time.

(iii) All the payment to the workers to be made by the Agency through Bank transaction only. Cash payment is strictly prohibited.

(iv) Bill to be submitted upto 3<sup>rd</sup> of each month for the previous month, along with all the Certificates/documents.

(v) House-Keeping Staff should be conversant with the lay out of the building, fire safety system along with telephone Nos. of nearest Police Station, Fire Station Hospital, Estate Officer, etc.

(vi) To follow the instructions of the administrative authority of the office.

(vii) The Agency to keep the whole office premises along with precincts thereof in neat & tidy condition without disturbing the routine working of the office. All the cleaning process is to be made with the help of modern machines, using appropriate detergent & liquids so that the floor, furniture fixture is not damaged due to use of inappropriate materials.

(viii) The Housekeeping services are to be provided at Regional Office on working days i.e. from Monday to Friday whereas for T.O.R. it is to be seven days a week. However, the Corporation reserves the right to call for housekeeping services on any non-working day in respect of Regional Office without paying any additional cost in this regard.

(ix) The Agency also to ensure

- Pest & rodent free environment in the premises.
- The Managers, Supervisors & working staff to be professionally qualified and must be trained. This work force should be on the pay roll of the Agency. The number

of captive manpower must be atleast four times the number of estimated work force required.

- Garbage disposal arrangement i.e. dustbins, poly bags & disposal to be done in a professional manner without violating the eco-norms prescribed by the concerned authority.
- Contractor must employ adult & skilled personnel having good antecedents. The agency shall be fully responsible for the conduct of their staff.
- The staff shall be in proper uniform with Identity cards & name plates while on duty.
- The contractor at all times must indemnify ESIC against all claims, damages or compensation under all the statutory laws and rules prevailing there under from time to time & also for any loss due to improper handling of movable/immovable properties or use of improper material/equipments for cleaning etc.

28. The cleaning staff should properly handover/ takeover the keys of rooms of the building to/from security post. The Agency should also ensure that all the electrical equipments/ instruments/ lights and fans must be switched off after cleaning the office or part of the office to minimize the wastage of resources.

29. The Contractor shall provide a bio-data with a photograph as well as copies of identity cards of all the persons engaged by him for working in the ESIC premises and also get their Police verification done before engagement in the premises.

30. Any loss caused to the life & property due to negligence or dereliction of duty of the engaged agency is to be indemnified by the Agency upto the entire satisfaction of the concerned office.

31. The Corporation shall have a right to ask for the replacement of a worker who is not found suitable for the work or adjudged undesirable worker by the Corporation.

32. Any authorized officer of ESIC can inspect the quality and quantity of material being used for housekeeping and cleaning etc. without prior notice. Any deficiency pointed by the authorized officer is to be removed promptly.

33. These instructions shall form a part of the contract document/ agreement.

**SCHEDULE 'A'**  
**DETAILS OF WORK**

1. All floors of the buildings includes compound needs to be cleaned daily. Dusting of the office tables/ files and other furniture before commencement of working hours every day.
2. Floors will be swabbed with dusters once in a day with perfumed phenoil.
3. Urinals, toilets, wash basins and sinks etc. will have to be cleaned with perfumed and strong phenol two times a day.
4. Naphthenic balls, Fresheners, Liquid soap of good quality must be placed in the toilets, urinals, regularly at contractors cost.
5. Contractor will use thinners in all Urinals, Toilets, Washbasins and Sinks to remove stains.
6. Air fresheners to be used in all Officers' Cabin every day .
7. Terrace roof and balcony should be cleaned every day. Stair case and lobbies should be cleaned twice daily.
8. Rooms shall be sprayed with Mosquito repellent every day.
9. All the garbage should be deposited in the nearby authorised garbage containers daily.
10. Removing of cobwebs, cleaning of fans, light fixtures and fittings and dusting of walls, wall fixtures, partition, windows grills once a week.
11. Up keepings watering daily for all indoor and out door trees and plants in the existing garden, cutting and trimming of trees jungles cleaning, as and when required.
12. Regular cleaning of window panes.
13. Any other work which is part of House keeping but has not been mentioned above.

**Annexure- 'B'**

**APPLICATION FORM OF THE TENDER FOR HOUSEKEEPING SERVICES**

Sr. No.	Particulars	Details
1.	<b>Name of the Contractor :</b>	
2.	<b>Status of the Contractor:</b>	
	(a) Proprietorship/Partnership/Joint stock Co. etc.	
3.	<b>Address :</b>	
	(a) Office-	
	(b) Residence-	
4.	<b>Telephone/Mobile No. :</b>	
5.	<b>Registration Details:</b>	
	(a) Registration with authorities	1. 2. 3. 4.
	(b) Registration Certificates enclosed	1. 2. 3. 4.
6.	<b>Required documents enclosed</b>	
	(a) Income Tax returns for the last 3 years along with Income Tax clearance Certificate.	
	(b) ESI & EPF upto date (February 2012) payment details for the last 2 years.	
	(c) Minimum Wages Payment certificate form L.E.O.	
	(d) Balance Sheet for the last 3 years.	
	(e) Experience Certificates from Govt./Public Sector Organisations	1. 2. 3.

			4.
7.		<b>Income Tax Pan No. :</b>	
8.		<b>Earnest Money Deposit Details:</b>	
	(a)	Amount of Earnest Money	
	(b)	Name of Drawer and Drawee Bank	
	(c)	No. & Date of Bank Draft	
9.		<b>Bank Details:</b>	
	(a)	Name of the Bank	
	(b)	Branch	
	(c)	Account No.	
10.		<b>Other details:</b>	
	(a)	Details of equipments to be used for housekeeping and cleaning etc. (Please attach separate sheet, if required)	
	(b)	Details of material to be used for housekeeping and cleaning etc. (Please attach separate sheet, if required)	

**Signature & Seal of the applicant**

**Name of the applicant:**

**Designation:**



**Annexure- 'C'**

**Undertaking**

I have read and understood the all terms and conditions, instructions etc. contained in the tender document. I undertake to abide by these terms and conditions, instructions etc. and I will not have any objection, if any or all of these terms and conditions, instructions etc. are incorporated in the agreement to be executed upon selection for awarding the contract.

**Signature & Seal of the applicant**

**Name of the applicant:**

**Designation:**

**Annexure 'D'**

**PAY CLASSIFICATION FOR HOUSE KEEPING STAFF**

Sl. No.	<u>DESCRIPTION</u>	<b>HOUSE KEEPING STAFF (PER PERSON)</b>		<b>REMARKS</b>
		(As per minimum wages of State Govt. Rules/orders)		
		For Regional Office	For T.O.R.	
(a)	Basic Wages			
(b)	Employees State Insurance (ESI)			
(c)	Employees Provident Fund (EPF)			
(d)	Employees Deposit linked insurance (EDLI)			
(e)	Allowances (if any) (to be mentioned below) (i) (ii) (iii)			
(f)	Other Charges (if any) (to be mentioned below) (i) (ii) (iii)			
(g)	Bonus			
(h)	Total Weekly Off/ National Holidays/Other Holidays			
(i)	Total Cost Per Head			

**ANNEXURE- 'E'**  
**SERVICE CHARGES**

<b>Sr. No.</b>	<b>Description</b>	<b>Amount (in Rs.)</b>
1.	Cost of Material to be used for Housekeeping and cleaning etc. (Per month)	
2.	Service charges for providing manpower for Housekeeping and cleaning etc.	
	(i) Per Person engaged on full time basis per month (Regional Office)	
	(ii) Per Person engaged on full time basis per month (T.O.R.)	
	<b>Total Service Charges per month</b>	