



EMPLOYEES' STATE INSURANCE CORPORATION

(Ministry of Labour & Employment, Govt. of India)

REGIONAL OFFICE,

Panchdeep Bhawan, Sector-16, Faridabad

Haryana - 121002

**RE-E-TENDER DOCUMENT
FOR
HOUSE-KEEPING SERVICES**



REGIONAL OFFICE
EMPLOYEES' STATE INSURANCE CORPORATION
PANCHDEEP BHAWAN, SECTOR-16, FARIDABAD
(Ministry of Labour & Employment, Govt. of India)
(ISO 9001:2008 certified)



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NOTICE INVITING Re-E-TENDER
FOR PROVIDING HOUSEKEEPING SERVICES

1. Regional Director invites Re-E-tenders from the interested and eligible tenderers to provide housekeeping services for ESIC Regional Office, Faridabad and its branch offices for One year which is extendable further for another one year on the same terms and conditions, if needed.

Name of Work	Tender Document fee	Estimated Cost for 12 months	Earnest Money Deposit (EMD)	Security Deposit (SD)	Last Date of Receiving of sealed tender bids	Date of Tender Opening (Technical Bid)
House-keeping Services for ESIC Regional Office, Faridabad and its 11 Branch Offices	-	Rs.45,39,821/-	Rs.90,796/-	@ 5% of tendered amount	31.07.2018 upto 1:00 PM	31.07.2018 at 2:30 PM

Sd/-
Regional Director



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All tenderers are requested to read the tender document carefully including its terms and conditions, procedures to fill the tender form and tender assessment criteria.

TENDER DOCUMENTS CONSIST THE FOLLOWING:-

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work (Annexure-I)
- V. Resource requirement (Annexure-II)
- VI. Technical Bid (Annexure-III)
- VII. Financial Bid (Annexure-IV)
- VIII. Declaration (Annexure-V)
- IX. Check List(Annexure-VI)

I. ELIGIBILITY CRITERIA

1. The Tenderers must have an experience of providing housekeeping services in reputed organizations including Govt & PSUs for at least three years including mechanized mops and using suspended gondolas for façade cleaning supported by documentary evidence and must have among list of big clients, at least three Govt./Semi-Govt./PSUs Certificates of satisfactory performance from these three clients are also to be submitted along with tender.

2. The tenderer should have at least;

a) One similar work contract value of 80% or more;

OR

b) Two similar work contracts value of 60% or more;

OR

c) Three similar work contracts value of 40% or more,

Copies of the TDS certificates (form-16A) in respect of these contracts are required to be submitted along with the tender.

3. The total turnover of the agency should not be less than the estimated cost for **“Housekeeping segment”** during requisite years of experience as mentioned at (1) above.

(i) Definition of Similar works:- Similar works means Mechanized Housekeeping

services work in Office Buildings in Government Sector/PSU.

(ii) **Turnover:-** Average annual financial turnover of works(s) should be as per guidelines of the last 3 consecutive financial years (2014-15, 2015-16, 2016-17) duly audited by Chartered accountant.

(iii) **Earnest Money:** -Rs 90,796.00(Rupees Ninety Thousand Seven Hundred Ninety Six only) Should be enclosed with tender, document in form of DD in favour of E.S.I. Fund Account No.-1 payable at Faridabad. Bids received without EMD will not be considered and summarily rejected.

All Payments pertaining to service tax, ESI, EPF should have been paid up to date & latest challan/receipts & ECR (Electronic Challan Receipts) should be enclosed)

(iv) The successful bidder have to deposit a sum of 5% as security money equals to quoted price within 07 days from the date of award of tender.

(V) **Tender Document:-** Tender documents containing terms & conditions can be downloaded from the website www.esic.nic.in, [central public procurement portal](http://centralpublicprocurementportal.gov.in) <https://eprocure.gov.in> & <https://esictendres.eproc.in> from 09.7.2018 to 31.7.2018 till 12.00 Noon (The last Date & Time)

The interested eligible bidders shall submit tender online at <https://esictendres.eproc.in> in two bid system in the prescribed tender proforma .Tender along with scanned copies of EMD and all supporting documents are to be submitted/uploaded online only through e-procurement portal.

The tender document with all the supporting documents shall also be required to be submitted along with EMD in physical form in separate sealed envelopes duly super scribed with name of work and date of opening on it, in the Tender Box kept at ESIC Regional Office Faridabad, up to 31.07.2018 (1.00PM)

(Vi) **Date of submission/uploading of Tender:** - Up to 12:00 Noon (Online Mode) & upto 1:00 PM (Hard Copy form) on or before 31.07.2018 in the tender box kept at Reception counter of ESIC Regional Office Faridabad.

(Viii) **Date of opening of Tender(Technical Bid) :** - The technical bid shall be opened in the presence of the tenderers who choose to be present on 31.07.2018 at 2:30 PM in the Conference hall of Regional Office, Faridabad. In case, it is declared a public holiday, tenders shall be received & opened as per above schedule on next working day

(A) Financial bids shall be opened at a later date of only those bidders whose Technical Bids are found to be in order. Date of opening of price bids will be informed later on.

(B) Incomplete, conditional or delayed bids will not be considered & summarily rejected.

(C) For all practical purposes, the E-Tender shall be considered for evaluation, however in case of any ambiguity, the physical documents would be scrutinized.

(D) If any information furnished by the applicant is found to be false at any stage, the bid shall be cancelled and applicant shall be liable to be debarred from tender.

(E)The ESIC Regional Office, Faridabad does not bound itself to accept the bid of L-1 Bidder.

(F) The abnormal High Rate & abnormal Low rate will not be acceptable, & the competent authority reserves the right to reject the bid .The decision of competent authority in this regard is final & binding.

(G) Only bids complete in all respects will be considered for evaluation.

(H) The firm should not be debarred /black listed in any organization of Govt./PSU

(I) The competent authority reserves the right to accept or reject any or all tenders without assigning any reason.

Regional Director
ESIC Regional Office
Faridabad.

Important Instructions for Bidders regarding online payment

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

Bidder 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.

Bidders needs to submit bid processing fee charges of Rs. 2495/- (non refundable) in favour of M/s C-1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or NetBanking for participating in the tender.

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

Documents to be uploaded

Bidders who fulfill the eligibility condition mentioned above shall upload the technical bid and price bid along with scanned copies of the following documents failing which their bids will be rejected.

1. Copy Of EMD.
2. Copy of Registration of ESIC, EPFO with latest payment details.
- 3.. Copy Of GST registration with latest payment details.
4. Copy of Pan Card.
5. Copy of Income Tax Statements of last three consecutive financial years I.e 2014-15,2015-16,2016-17.
6. Audited balance sheet of last three financial years I.e 2014-15,2015-16,2016-17 with details of annual turnover, Profit & Loss accounts along with income expenditure report duly signed by CA.
7. Copy of Satisfactorily completion certificate of similar nature of work(s) I.e Housekeeping work as per eligibility criteria.
8. Registration certificate under labour law authorities. Copy of valid labour license.
8. Affidavit to the effect that the firm has not been debarred/blacklisted in any organization of the Govt./PSU.

II. GENERAL INSTRUCTIONS TO TENDERERS

1. E-Tender under two bids systems in the prescribed forms are invited from eligible tenderers for providing Mechanized Housekeeping Services listed under scope of services in the bid documents.
- s2. The amount of earnest money deposit (EMD) of Rs 90,796.00 (Rupees Ninety Thousand Seven Hundred Ninety Six Only) shall being the form of DD drawn in favour of ESI Funds A/C No.1 payable at Faridabad.
3. Tender form shall be complete in all respect. Incomplete tender or tenders without E.M.D shall be treated as invalid.
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4. Last date of submission of tenders is 31.07.2018 up to 01:00 Noon..
5. Date and time of opening of tender is 31.07.2018 at 2:30 P.M.
6. (i) Each and every page of the tender documents should bear the stamp and signature of the authorized representative/quoting firm. Format I, II & III enclosed shall be filled without exception.

(ii) Self attested copies of valid ESIC Registration/ Employer Number and valid Employees Provident Fund Registration number should also be enclosed with Technical Bid.
7. The rates for each and every item shall be quoted in Figure and words. In case of any discrepancy in rates, the rates written in words shall prevail.
8. The envelope containing tender documents shall be sealed and bear the name of work and the name and address of the tenderer.
9. The site of work is available and can be seen on any working day during office hours by contacting competent authority.
10. The Competent Authority of ESIC, reserves the right to add/amend/modify/accept or reject any tender or all tenders without assigning any reason thereof and such decision in this regard is final.
11. Conditional tenders are liable to be rejected.
12. The tender for the work shall remain open for acceptance for a period of sixty days (60) from the date of opening of tender.
13. These instructions shall form a part of the contract document.
14. The EMD of unsuccessful tenderers shall be refunded within one month after the award of work to the successful tenderer.
15. Rates quoted shall be firm and fixed and are inclusive of cost of manpower, material, machinery, tools and plant etc., all taxes, duties and levies, insurance etc. No escalation of whatsoever nature shall be payable, (except on quoted price for providing men power) (GST, service tax if applicable would be reimbursable on production of proof of payment) However the responsibility towards payment of service tax lies with the contractor
16. Fraud and Corruption
The Bidders, Suppliers, Contractors and Consultants, shall observe the highest standard of ethics during the procurement and execution of such Contracts. In pursuit of this;

(a) Defines, for the purposes of this provision, the terms set forth below as follows:

(i) "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution.;

(ii) "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

(iii) "Collusive practice" means a scheme of arrangement between two or more Bidders, with or without the knowledge of the borrower, designed to establish bid prices at artificial, no competitive levels.

(iv) "Coercive practice" means harming or threatening to harm, directly or indirectly, person or their property to influence their participation in the procurement process or affect to execution of a contract. will reject a proposal for award if it determines that the Bidder recommended for aware has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practice in competing for the Contract in question.

II. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The Contract shall initially be valid for a period of One year and may be extended for further period of 01 year based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions.
2. ESIC reserves the right to terminate the contract by serving one month's notice if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged.
3. The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.
4. The Contractor will have to provide standard liveries as approved by ESIC administration at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement.
5. The contractor will arrange all items needed for his staff viz., consumables, tools, machines and equipments, etc.
6. ESIC Regional Office, Faridabad will provide space for storing liveries, materials, equipment etc. to the Contractor in the premises. The contractor will maintain a record of the stores which shall be opened to inspection by ESIC Regional Office, Faridabad.
7. The Contractor should ensure the Health and safety measures of the employees. The Contractor should also conduct health check-up of the staff deployed before the deployment as well as at regular intervals of not exceeding three months, thereafter.
8. The Contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipments used in all areas for housekeeping purpose, as given in "**Annexure-II**"
9. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code also.
10. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
11. RO Faridabad shall not be responsible for providing residential accommodation to any of the employee of the contractor.

12. For all intents and purposes, the contracting agency shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed in ESIC. The persons deployed by the agency in ESIC shall not have claims of any Master and Servant relationship against ESIC. RO Faridabad shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. RO Faridabad does not recognize any employee employer relationship with any of the workers of the contractor.

13. The contracting agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to ESIC to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. In case, the contractor fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof the ESIC is put to any loss/obligation, monetary or otherwise, the ESIC will deduct the same from the monthly bills and or the Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

14. It will be the responsibility of the contracting agency to meet transportation, food, medical and any other requirements in respect of the persons deployed and ESIC will have no liabilities in this regard.

15. The contracting agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to person deployed. ESIC shall, in no way, be responsible for settlement of such issues whatsoever.

16. RO Faridabad shall not be responsible for any financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

17. The persons deployed by the contracting agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees of the ESIC during the currency or after expiry of the contract.

18. 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, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. ESIC will not own any responsibility in this regard.

19. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Central Govt. for Faridabad (A) City and outside Branch Offices (C) locations. If the rates quoted found below the minimum wages, tender will be rejected. Under any circumstances whatsoever, the manpower deployed shall not be paid wages below the Minimum wages declared by Central Govt.

20. The rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by Central Govt. This revision will, however, be restricted to revised Minimum Wages only. If the revised Monthly Minimum wages remain less than the Quoted Manpower charges, no revision will be allowed.

21. The tenderer shall pay at least the minimum bonus to the staff deployed in accordance with the Payment of Bonus Act, 1965 irrespective of the profitability or otherwise of the tenderer's business. The component of bonus claimed by the contractor through monthly bills shall be paid on annual basis to the staff deployed and proof of the same must be submitted to Regional office Faridabad failing which the amount of bonus paid to the contractor may be recovered from the performance security deposit.

22. 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.

23. The Contractor shall:-

- a) Ensure Pest/Animal and Rodent free environment in the premises of ESIC Regional Office of Faridabad 8 & its associated Branch Offices other than Faridabad.
- b) Provide all items and consumables to his housekeeping staff as per material list.
- c) Ensure that their managers / supervisors are equipped with mobile phones, and are available round the clock.
- d) Only deploy the workforce that is on his payroll.
- e) Arrange for a garbage disposal vehicle and other equipments required for segregation and disposal of waste in a professional manner,
- f) Plan, manage, collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose 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, disposables etc which is used by the house keeping staff.
- g) 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.

24. Scope of work and services for each of the premises:

- a) Details of the scope of work are enclosed at "Annexure-I".
- b) Details of Equipments to be used, number of manpower to be deployed, consumables and items to be used at offices are given at Annexure 'II' under resource management.
- c) The number of equipments, consumables, machines etc. except manpower mentioned in Annexure 'II' is minimum. The contractor, however, shall provide all the resources, to meet the contractual obligations and under no circumstances whatsoever the contractor will claim anything.

25. Variations

The ESIC Regional Office Faridabad may order variations in the scope through a written variation order based on requirements. The payment for the variation shall be worked out on the basis of contract rates for manpower and pro-rata variation for additional areas for equipments, toiletries etc.

26. Payment Procedure:

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on duly verified attendance sheet by Care-taker and cross verified by Engineer In-charge & BO, in respect of the persons deployed. The payment to the persons deployed in House-keeping services will be made by ECS only by the Contractor / Agency and proof of payment of each month may be submitted with the bill for next month. In case it is found that there is under payment, the action including forfeiture of security deposit, black-listing of the contractor and cancellation of contract may be taken.

While submitting the bill for the next month, the services provider must file a certificate certifying the following along with ESI contribution sheet downloaded from ESIC Insurance Portal:-

- a) **Wages of workers were credited to their bank accounts on (Acknowledgment by bank enclosed).**
- b) **ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____(Copy of Challan enclosed with contribution sheet)**
- c) **EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____(copy of the Challan enclosed with contribution sheet)**
- d) **We are complying with all statutory Labour Laws including Minimum Wage Act.**

The payment would be made on monthly basis on verification of attendance sheets, wage Register, monthly ESIC/EPF/Service Tax challan/Deployment sheets/ DutyRoster/

Attendance Sheet duly verified by the designated official of the concerned site/ office, documents in support of salary disbursement through ECS. Workers of contractors should get the wages on the seventh day of each month and the contractor must maintain adequate working capital to meet the requirements of the wage payments. The payment of wages to the staff deployed by the contractor shall not be linked to the payment of bill by ESIC. If the contractor fails to provide proof of payment of statutory dues, his contract will be liable to be terminated after serving one month's notice. The Housekeeping Agency shall make payment of monthly wages to the deployed staff by ECS only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through ECS, the contract will be liable to be terminated.

27. 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 the staff of the offices and if no action is taken within ONE hour, liquidated damages @ Rs.300/- per complaint shall be imposed. If the deputed workers found are less than the minimum required as per Annexure 'II' on any day, penalty @ Rs.300/- per worker per day will be deducted from the bill as liquidated damages besides the proportionate deduction of other wage elements. However, the total amount of liquidated damages will not exceed 10% of the bill amount otherwise payable. The decision of Regional Director, ESIC Regional Office Faridabad shall be final in this regard.

28. Manpower

a. Any misconduct / misbehaviour 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 Regional Director of ESIC Regional Office Faridabad.

b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure 'II' and also maintain a pool of stand-by housekeeping staff. In case any housekeeping staff absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the deputed workers found are less than the minimum required as per Annexure 'II' on any day, penalty @ Rs.500/- per worker per day will be deducted from the bill as liquidated damages besides the proportionate deduction of other wage elements. Payment will be done only for the staff who was on duty and will be restricted to the salary paid to him/her by the contractor as per agreement. For absentees payment will not be made.

29. Materials

Any deviation in the house keeping tools quality & quantity and other resources as mentioned in Annexure 'II' will invoke penalty as decided by the competent authority. In case the contractor has not provided the sufficient amount of equipments, tools and tackles and requisite materials even after levy of penalty, the offices may procure it and deduct the cost from the bills of the contractor.

30. Risk Clause

a. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. 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 tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the ESIC Regional Office Faridabad from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.

b. All necessary reports and other information will be supplied by the contractor as per the direction of the Office Administration. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse in the areas of responsibility given to them by the Offices, and shall not knowingly lend to any person or company any of the effects or assets of the Offices, under its control.

c. In the event of loss/damage of equipments etc. at any premises due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to ESIC Regional Office Faridabad. The Contractor or its representative/s shall meet Office representative/s regularly to take feedback regarding the Housekeeping services.

d. The Contractor will also maintain a suggestion book and a complaint register to be produced to the offices administration or designated official on weekly basis.

e. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building, its equipments, furniture, fixtures and the persons working in or visiting the ESIC Regional Office Faridabad premises and shall indemnify Offices, for any loss or damage caused by any act of the Contractor or its employees or staff etc.

f. The Contractor shall not assign or sublet this contract or any part thereof to any third party.

g. The housekeeping staff shall be regularly trained on behavioural aspects and ethics. They shall also be made conversant with the way of working of ESIC, Regional Office, its requirements, layout of offices, fire safety system along with telephone numbers of Police station, fire station, nearby offices.

h. Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

31. Dispute Settlement

a) It is mutually agreed that all differences and disputes arising out of or in connection with this contract shall be settled by mutual discussions and negotiations. In case 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 Regional Office, Faridabad whose decision shall be final and binding on both the parties.

b) Any legal dispute will be subject to Faridabad jurisdiction only.

ANNEXURE-I

SCOPE OF WORK

Area of work:

All open and covered area within the boundary as well as precincts of the following offices of ESIC, Faridabad & all over Haryana will be in the scope of housekeeping services to be provided by the contractor.

S.no	Name of Site	Descriptions (approx).
1	Regional Office, ESI Corporation, Sector-16, Faridabad (Haryana)	4 floor (G+3) Area 2495 sq.mtr. (All 4 floors)
2	Branch Office, ESI Corporation, Sector-27B, Faridabad	1 floor Area 333Sq.mtr.
3	Branch Office, ESI Corporation, NH-5, Faridabad	1 floor Area 1000 sq. mtr.
4	Branch Office, ESI Corporation, Sector-8, Faridabad	1 floor Area : 200 sq.mtr.
5	Branch Office, ESI Corporation, Sector-23, Faridabad	1 floor Area : 100 sq.mtr.
6	Branch Office, ESI Corporation, Sector-16 ESI Corp, Faridabad.	Ground floor Area 25 sq.mtr.
7	Branch Office, ESI Corporation, Rai	1 floor Area 45 sq.mtr.
8	Branch Office, ESI Corporation, Hissar	1 floor Area : 200 sq.mtr.
9	Branch Office, ESI Corporation, Bhiwani	1 floor Area : 40 sq.mtr.
10	Branch Office, ESI Corporation, Rohtak	1 floor Area : 227 sq.mtr.
11	Branch Office, ESI Corporation, Sonapat	1 floor Area : 100 sq.mtr.
12	Branch Office, ESI Corporation, Bahadurgarh	1 floor Area: 50sq.mtr.

(A) Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC Regional Office Faridabad. Officials of ESIC will also monitor the quality of work and staff.

General Instructions:

1. A detailed Waste Management Plan shall be prepared and got approved from ESIC before starting the work.
2. Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers.
3. The scope includes segregation, collection, storage, transportation within and outside the offices until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

General Requirements and Documentation

- List of equipments used
- Personal Protective Equipments for the Housekeeping staff
- Maintaining records / details of
 - a) Complaint Book
 - b) Duty Roster / Deployment Sheet of Housekeeping Staff
 - c) Inventory of Stores
 - d) Logs and checklists in toilets

(i) Daily Services

Housekeeping/ cleaning services should be provided all working days as well as Saturdays, so that all areas are spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 AM in rooms where work starts at 9:00 AM. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during Offices accreditation process.

Housekeeping staff has to do following activities for all offices rooms/halls of all the aforesaid offices, all corridors, all staircases and all covered and open areas.

1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas at least once in two hours and keeping them odour free using deodorizer cubes/odonil. A daily time-table will be provided for the purpose.

2) The Contractor will provide/maintain/refill Hand Wash, toilet papers, hand towels in all the Toilets / Rest Rooms. This will be verified from time to time.

3) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, TOR, corridors, ceilings, office rooms, conference room every two hours or as per requirement/direction. A daily time-table will be provided for the purpose.

4) Vacuum cleaning of all carpets and upholstered furniture once in a day or as per requirement/direction. Mechanised mopping machine will be used twice daily for cleaning granite flooring at the ground floor and the corridors of the Regional Office building.

5) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc. The main glass door at the entrance must be wiped clean every two hour.

6) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 2 times or as per requirement/direction.

7) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.

8) Spraying room fresheners in all rooms at least once a day basis or as per requirement/direction.

9) 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. A daily time table will be provided for the purpose.

10) Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. daily in the morning and on call basis during daytime.

11) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc or as per requirement/direction.

12) Any additional work assigned by the designated staff of the area where the house keeping staff has been placed on duty.

(ii) Weekly Services

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

Cleaning all granite floor area by mechanised scrubber once every week.

- 1) Dusting of entire area including windows / windowpanes/ doors / ledges / elevation frames etc.
- 2) Cleaning of ceilings and high walls, removal of wash / spit 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, from the inside.
- 5) Washing of roads, lawns, paths etc with High Pressure Jet machine or as per requirement/direction by engineer in charge office.
- 6) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 7) The Contractor will make a weekly cleaning program and submit to ESIC for weekly cleaning so that ESIC's concerned official for the particular area can be deputed on the day of cleaning to make the area available and monitor the cleaning work.
- 8) The Contractor will cover all the specified area of scope of work.
- 9)The Contractor will provide the duty register to ESIC as required.
- 10)The Contractor will maintain a Checklist record of all weekly services and submit.

(B) Horticulture Service

- 1) The Contractor shall maintain, secure and develop outdoor and indoor plants including watering, periodical tilling, weeding, trimming & grass cutting etc.
- 2) The contractor has to procure manpower, equipment etc. The offices will only pay for the consumables, seeds, flowerpots and plants.
- 3) The Contractor shall be responsible for any loss to the Offices due to negligence of his staff or lack of service.

(C) 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 supervisor/ Housekeeping staff on hourly basis 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 reported to Caretaker or any other designated official. 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 Supervisor from ESIC officials through the inspection of the site, material on site, attendance sheet of the staff, verbal complaints from ESIC, etc. and necessary action is to be taken. The ESIC staff may also record the complaint in this register.

(D) Additional Scope of Housekeeping Work

1. **GLASS WINDOWS, DOORS & ALUMINIUM PARTITIONS:**

All glass windows, doors and aluminium partitions should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals. Especially, the main glass door to be kept scrupulously clean at all times.

2. **GARBAGE DISPOSAL**

The Contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as directed by the Offices Administration. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

3. **OVERHEAD WATER TANKS**

The Contractor shall clean & disinfect the Overhead Tank periodically after emptying the water from the tanks as per instruction of ESIC Engineer In-charge. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

4. **TERRACE CLEANING**

The Contractor shall clean the terrace periodically as per instruction of ESIC Engineer In-charge. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

IMPORTANT: Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are ,however, not exhaustive and if deemed fit, Regional Director may add additional scope of work.

CLEANING SCHEDULE

Sr. No.	ACTIVITY	FREQUENCY (regularly as under or as and when required/directed)	AGENTS USED
RECEPTION AND CORRIDORS			
1.	Garbage Removal	Twice a day/ When bags are 3/4 th Full	
2.	Dry mop	Every two hour	
3.	Dusting	Every two hour	
4.	Mechanised Mopping	Twice a day	Germicide
5.	Washroom & wash basins Cleaning	Every hour	Germicide
6.	Mechanised Scrubbing of granite floor/ tile.	Once a week	Polishing/ Scrubbing machine
CANTEEN AND KITCHEN / PANTRY			
1.	Garbage Removal	Thrice a day/ When bags are 3/4 th Full	
2.	Dry mop	Every two hour	
3.	Dusting	Every two hour	
4.	Mechanised Mopping	Twice a day	Germicide
5.	Rodents and pest control	Once in week	Gum pads, Rat cages
6.	Washing kitchen and Canteen	Once a day	Detergent
7.	Scrubbing of floor/ Walls	Once a week	Detergents
PUBLIC AREA WASHROOM			
1.	Cleaning	Every hour	Germicide
2.	Washroom & wash basins Cleaning	Every hour	Germicide
6.	Scrubbing of floor/ Walls	Once Daily	Detergents

TOR and LADIES ROOM			
1.	Garbage Removal	Twice a day/ When bags are 3/4 th Full	
2.	Dry mop	Twice daily	
3.	Dusting	Twice daily	
4.	Mopping	Twice daily	Germicide
OFFICE HALLs AND OFFICERs CHAMBERS			
1.	Garbage Removal	Twice a day / When bags are 3/4 th full	
2.	Dry mop	Twice daily	
3.	Dusting	Twice daily	
4.	Mopping	Twice daily	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide

RESOURCES REQUIREMENT

A. TO BE PROVIDED BY OFFICES:

ALL DUST BINS BE PROVIDED BY THE OFFICES.

B. THE CONTRACTOR HAS TO PROVIDE THE FOLLOWING:

1. **ALL THE CLEANING MATERIAL, SOAP SOLUTIONS, ROOM FRESHENERS, NAPHTHALINE BALLS, DISINFECTANTS, DEODORANTS, ANY OTHER ARTICLES/SOLUTION/CHEMICAL AS MENTIONED IN THIS TENDER DOCUMENT WILL BE PROVIDED BY THE CONTRACTOR.**

2. All the manpower, equipments, tools and tackles, their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.

3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the offices. Directions and training to the Housekeeping staff has to be given by the contractor. **The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The offices will only pay the management fee or service charges.**

4. For Horticulture Services, the contractor has to procure manpower, equipment etc. The offices will only pay for the consumables, seeds, flowerpots and plants.

5. Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per financial bid. Minimum No. of Equipments, tools, tackles etc have to be maintained in the offices at all times. A record of all these items should be kept by the Supervisor. All these equipments may be inspected by designated ESIC official/Engineer In charge at any time.

LIST OF EQUIPMENTS, TOOLS & TACKLES

S. N o.	Description	Number required (Mandatory)
1.	SCRUBBING MACHINE	2
2.	WET/ DRY VACCUM CLEANER	3
3.	HIGH PRESSURE JET	1
4.	WRINGER TROLLEY	2
5.	Mechanised mopping machine	2
6.	Floor polishing machine	4

5.	CADDY BASKET	4
6.	GLASS CLEANING KIT	2
7.	WET MOPS KENTACKY	Minimum 3
8.	WET MOPS ROUND(FOR BATH ROOMS)	Minimum 5
9.	SWEEPINGBRUSHES(DRYDUSTCONTROL MOPS)	Minimum 5
10.	HARDBROOMS FOR GROUND SWEEPING	Minimum 5
11.	Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers	As per requirement
12.	ALUMINIUM LADDER 18', 12' & 4'	3

The minimum Numbers of items given above is to be kept maintained by replacement whenever required. In case if these equipments are not able to ensure an effective. Efficient and timely housekeeping management in the offices the Contractor will have to increase the numbers as per the requirement, no payment whatsoever will be made for these additional quantities.

6. The following quantities of cleaning material and aids for a month shall be procured by the Contractor and shall be stored in the store room and issue to the staff on daily basis as per requirement. The Consumables to be used are to be got approved by Engineer In charge Authorities. Records shall be maintained in consultation with care taker and same will be produced by agency whenever required.

LIST OF CLEANING MATERIALS & AIDS REQUIRED PER MONTH AT REGIONAL OFFICE,FARIDABAD.

Sl .N o.	Items	Qty.	Sl.No	Items	Qty.
1	DUST CONTROL REFILL (Nos.)	06	11	CLEANZO/ PHYNYL (Ltr.)	20
2	FLOOR MOP (Nos.)	15	12	R1 (BATHROOM CLEANER)(Ltr)	15
3	DETERGENT (kg)	07	13	R2 (FLOOR CLEANER)(Ltr)	10
4	VIM (kg)	07	14	R3 (COLIN) (Ltr)	10
5	LIZOL (FLOOR CLEANER) (ltr.)	15	15	HARPIC (Ltr)	10
6	ROOM SPRAY (PREMIUM) (Bottle)	15	16	SCROTCH BRITE (FOR POT CLEANING) (Nos)	15
7	AUTO SPRAY REFILL (Each)	05	17	CLOTH DUSTER (SOFT TYPE) (Nos.)	40
8	ODONIL (100 gm) (Nos.)	30	18	D-7 (Stainless steel polish) (Ltr)	03
9	U. CUBES (Packet) (Nos)	20	19	DETTOL ANTI SEPTIC (Ltr)	05
10	N. BALLS (KG)	01	20	BROOM (Plastic types)	05
21	FLOOR WIPER (Each) (Nos)	05	22	HIT (MOSQUITO) (Nos)	05
22	TILLA HARD BROOM (COMPLETE SET) (kg)	05	24	HAND WASH (Ltrs)	10
25	TOILET BRUS (Each)	05	26	GARBAGE BAGS (Packet)	05

All the above mentioned items are to be supplied by contractor on monthly basis to ensure proper house-keeping services. Verification of stock and quality of these items will be done by engineer In-charge.

Note: Aforesaid quantities are not exhaustive and may vary depending on requirement.

If the above articles are not able to ensure an effective, efficient and timely housekeeping service management in the offices, the Contractor will have to provide additional items as per requirement. No extra payment whatsoever will be made for these additional quantities.

LIST OF CLEANING MATERIALS & AIDS REQUIRED PER MONTH AT EACH BRANCH OFFICE OF FARIDABAD & OUTER FARIDABAD (TOTAL 11 BRANCH OFFICES)

Sl. No.	ITEM	QTY.	REMARKS
1	FLOOR MOP (Nos.)	05	
2	LIZOL (FLOOR CLEANER) (ltr.)	03	
3	ROOM SPRAY (PREMIUM) (Each)	02	
4	ODONIL (100 gm)	10	
5	N. BALLS (100 gm)	05	
6	FLOOR WIPER (Nos.)	02	
7	TOILET BRUSH (Nos.)	01	
8	CLEANZO/ PHYNYL (ltr.)	02	
9	R3 (COLIN) (500 ml) (Each)	02	
10	HARPIC (500 ml) (Each)	02	
11	SCROTCH BRITE (FOR POT CLEANING)	05	
12	DETTOL ANTI SEPTIC (500 ml)	01	
13	BROOM (Plastic types) (Nos.)	02	
14	HIT (MOSQUITO) (01 Bottle)	01	
15	HAND WASH (500 ml)	02	
16	GARBAGE BAGS (Packet)	01	

All the above mentioned items are to be supplied by contractor on monthly basis to ensure proper house-keeping services. Verification of stock and quality of these items will be done by Branch Manager/Representative of Regional Office. This signed & verified stock list along with workers attendance shall be attached by agency in his monthly bills submitted for payments to Regional Office.

Note: Aforesaid quantities are not exhaustive and may vary depending on requirement.

If the above articles are not able to ensure an effective, efficient and timely housekeeping service management in the offices, the Contractor will have to provide additional items as per requirement. No extra payment whatsoever will be made for these additional quantities.

MAN POWER REQUIREMENT:

S. No	Manpower Description	Number
1	Trained Housekeeping Staff/ Cleaning personnel/ Gardner in uniform and I-card (Supervisor – Intermediate with 3 years experience in similar works) (Gardner- 5 years experience in similar works) (Housekeeping staff- Experience of similar works)	
	A) At Regional Office, Faridabad	05 (Five) (including two ladies) & 02 (Two) gardeners) (01 for office & residential colony 01 for Branch Offices) 05+01+01=07
	B) At Branch Offices (one at every branch office)	11 (Eleven) (05+06)
2	Trained Housekeeping supervisor in uniform and I-card at Regional Office, Faridabad	01 (One)
	TOTAL =	19 Nos.

Bio-data of each staff should be submitted with Technical bid.

**FOR HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES IN ESIC
REGIONAL OFFICE, FARIDABAD**

A. DETAILS OF TENDERER:

1	NAME OF TENDERER / NATURE OF FIRM	
2	NAME OF PROPRIETOR/ DIRECTORS/ PARTNER	
3	FULL PARTICULARS OF OFFICE	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-Mail Address	
4	REGISTRATION DETAILS	
(a)	PAN / GIR No.	
(b)	Service Tax Registration No.	
(c)	E.P.F. Registration No.	
(d)	E.S.I. Registration No.	
(e)	Labour Licence No.	
(f)	Any other registration which is mandatory for such agencies stipulated by Concerned authorities.	

5	DETAILS OF EARNEST MONEY DEPOSIT	
(a)	Amount (Rs.)	
(b)	D.D. / B.C. No. and Date	
(c)	Drawn on Bank	
(d)	Valid up to	
6	Total Turn Over of three preceding Years	
(a)	2014-15	
(b)	2015-16	
(c)	2016-17	
7	Total Nos. of Captive Manpower as on the day of filing the tender.	

B.

DETAILS OF THE EXISTING CONTRACTS

	Name and Address of the Organisation, Name, Designation and Contact Telephone / Fax No. of the Officer concerned	Details Regarding the Contract Including total Manpower deployed	Value of Contract	Duration of Contract	
				DD/MM/Y	D/MM/Y
A					
B					
C					
Additional information, if any					

The above format must be used to provide employee details.

Date:
Place:

Signature of Tenderer
Name :
Seal:

DECLARATION FROM BIDDER

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

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

- 3.** I/ we, am/ are hereby declare that the agency has not declared as black listed in any government department.

- 4.** Compliance under statutory provisions are in order and not being violated.

- 5.** 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 Authorise Person

Date:

Full Name:

Place:

Company's Seal:

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

ANNEXURE-VI

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER

Kindly confirm the enclosure of all the below listed documents without which the technical-bid may be treated as non-responsive.

S.No	Items	Confirm (Yes/No)
1.	Earnest Money Deposit	
2.	Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	
3.	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
4	Income tax returns of last three years.	
5.	Attested Photo copy of PAN Card	
6.	ESI Registration certificate copy with last three year payment details.	
7.	EPF Registration certificate copy with last three year payment details.	
8.	Service Tax registration certificate with details of the last payment.	
9.	Registration certificate under labour law authorities. Copy of valid labour licence.	
10	Minimum wages payment/ under central CLC (As per CLC notification)	
11.	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility. Copies of the TDS certificates (form-16A) in respect of these contracts are also to be enclosed.	
12	Satisfactory completion of contract certificate from previous organizations.	
14.	Declaration as per Annexure V.	

ANNEXURE-IV

FINANCIAL BID

(To Be kept in separate envelope)

FINANCIAL BID FOR HOUSE-KEEPING SERVICES AT ESIC REGIONAL OFFICE, FARIDABAD & Other than Faridabad.

Name & Address of the Tenderer

..... **I. MAN POWER CHARGES ***

Type of man power	Rate per Month* (Rs.)	Total Nos.	Amount per Month (Rs.)
<p>A Trained Housekeeping Supervisor (Male) AREA A (in Rs.) a) Wages (to be paid to staff deployed) _____ (as per CLC wages for skilled worker as on date) b) ESI@4.75% of (a) _____ (to be deposited to ESIC) c) EPF@13.16% of (a) _____ (to be deposited to EPFO) d) Uniform @5% of (a) _____</p> <p>TOTAL MANPOWER COST PER HEAD = _____</p>		1 No.	
<p>B Trained Gardener (Mali)(Male) AREA A (in Rs.) a) Wages (to be paid to staff deployed) _____ (as per CLC wages for skilled worker as on date) b) ESI@4.75% of (a) _____ (to be deposited to ESIC) c) EPF@13.16% of (a) _____ (to be deposited to EPFO) d)Uniform @5% of (a) _____</p> <p>TOTAL MANPOWER COST PER HEAD = _____</p>		Nos. 2	

C	<p>Trained Housekeeping Staff/Cleaning Personnel (Male/Female) AREA A (in Rs.) a) Wages (to be paid to staff deployed) _____ (as per CLC wages for skilled worker as on date)</p> <p>b) ESI@4.75% of (a) _____ (to be deposited to ESIC)</p> <p>c) EPF@13.16% of (a) _____ (to be deposited to EPFO)</p> <p>d) Uniform @5% of (a)</p> <p>TOTAL MANPOWER COST PER HEAD = _____</p>		10Nos.	
D	<p>Trained Housekeeping Staff/ Cleaning Personnel (Male/Female) AREA C (in Rs.) a) Wages (to be paid to staff deployed) _____ (as per CLC wages for unskilled worker as on date)</p> <p>b) ESI@4.75% of (a) _____ (to be deposited to ESIC)</p> <p>c) EPF@13.16% of (a) _____ (to be deposited to EPFO)</p> <p>d)Uniform @5% of (a)</p> <p>TOTAL MANPOWER COST PER HEAD = _____</p>		6 Nos.	

Total= A Rs.

II. MACHINES, TOOLS, EQUIPMENTS & THEIR CONSUMABLES INCLUDING HORTICULTURE TOOL CHARGES (Amount per month)		
E	Charges for providing and maintaining machines, equipments, tools and tackles, small or big, all the consumables their refills and any other item(s) that may be required for fulfilment of the contract (Refer Annexure-II) / month	
III. MANAGEMENT/ SERVICE CHARGES @.....(in percentage) ON A (Amount per Month)		
F	Service charges/ Management fee which should include: All expenditure on providing managerial /supervisory/administrative services by all means to get the work done through deployed housekeeping staff.	
Total of A+B+C+D+E+F (Rs. / Month)		

- * Uniform should consist one pair of sky blue-shirt and navy blue trouser (pent) and shoes
- * The manpower charges quoted should only be towards wages to manpower including all allowances, bonus, statutory levies like ESI & EPF Employer shares, etc. Bidders should note that none of the components of manpower cost can be retained by them and all elements are to be passed on to respective authorities or to the staff deployed. Copy of proof of payment of statutory dues as well as wage payments are to be submitted along with next month's bill.

NOTE :

- GST shall be reimbursed on actual, as per govt rules, on production of documentary evidence.
- Tender will be evaluated after taking into account total all the components

(i.e. total of A to F above)

Date:
Place:

Signature of Authorised Person
Full Name:
Company's Seal: