

<p>चिंता से मुक्ति</p>  <p>Chintha Se Mukthi</p>	<p>उप क्षेत्रीय कार्यालय, कोषिकोड  <b>SUB REGIONAL OFFICE, KOZHIKODE</b>      कर्मचारी राज्य बीमा निगम  <b>EMPLOYEES' STATE INSURANCE CORPORATION</b>      हाऊसफेड कॉम्प्लेक्स, शास्त्री नगर मार्ग, एरन्धिपालम, कोषिकोड-673006  <b>Housefed Complex, Sasthri Nagar Road, Eranhipalam, Kozhikode-673 006</b>      फोन/Phone: 0495-2772270/2772260/2772250/2772240(Fax)      फैक्स / Fax : 0495-2772240, ई-मेल/ Email : <a href="mailto:dir-kozhikode@esic.in">dir-kozhikode@esic.in</a></p>	<p>अईपी हमारा वीअईपी</p> <p><b>IP is Our VIP</b></p>
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No.72.D.21.16.2017/Housekeeping

Dated: 09.03.2018

**Tender No : 1165**

**Re-E-Tender Notice for House Keeping Services at ESIC Sub Regional Office, Kozhikode**

E-tenders in two bid system through e-procurement solutions are invited from Housekeeping agencies for providing House Keeping and Facility Management Services for ESIC, Sub Regional Office, Housefed Complex, Sasthri Nagar Road, Eranjipalam, Kozhikode.

E-Tender documents **are available online upto 27.03.2018 upto 2.30 PM** on the web link <https://esictenders.eproc.in>. Bidders have to deposit the Earnest Money Deposit (EMD) of Rs.16,000/- (Rupees Sixteen thousand only) in the form of Demand Draft drawn in favour of "ESI Fund A/c No.1" payable at **Kozhikode**.

The interested bidders should upload duly filled in E-tender form and their bids alongwith scanned copies of all the relevant certificates, documents, etc., in support of their technical & price bids all duly signed on the <https://esictenders.eproc.in> latest by **27.03.2018 upto 02.30 PM**.

**The technical bids will be opened online on 27.03.2018 at 03.30 PM.**

Tender documents are also available for viewing on the website of Employees' State Insurance Corporation i.e. [www.esic.nic.in](http://www.esic.nic.in).

The Deputy Director in charge, ESIC Sub regional Office, Kozhikode reserves the right to reject any or all the tender(s) without assigning any reason(s) thereof.

Deputy Director in charge

Seal and Signature of Tenderer

**Details of the project for which tenders are invited are as follows:**

**Nature of Facility:** House Keeping services for ESIC Sub Regional Office ,Kozhikode(SRO)

<b>Sl. No</b>	<b>Name of the Site / ESIC Locations</b>	<b>Descriptions (Approx Area)*</b>	<b>No. of persons to be deployed</b>
01	ESIC, Sub Regional Office , Housefed Complex, Sasthri Nagar Road, Eranjipalam,  Kozhikode – 673 006.	10000 Sqft	4 Staff

Eligible agencies may visit / inspect the site on any working day (between **10.00 a.m. and 12.30 p.m. & 3.00 p.m. and 4.30 p.m**) to collect all information that will be necessary for preparing the Tender and entering into a Contract for the services to be rendered by contacting the following officer:

**Name:**

**Deputy Director (General Branch),**

**ESIC,SRO,Kozhikode.**

**Phone: 0495- 2772270/2772250**

Seal and Signature of Tenderer

## **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>

## **II. INSTRUCTIONS TO TENDERERS**

1. Tender documents shall be downloaded only from the website [www.esictenders.eproc.in](http://www.esictenders.eproc.in) or [www.esic.nic.in](http://www.esic.nic.in). The Bidders are advised to register themselves with e-procurement portal at <https://esictenders.eproc.in> to participate in the E-tender.
2. The e-tender should be filled online on e-procurement portal (<https://esictenders.eproc.in/>) as per prescribed format and the relevant supporting documents as per annexures duly filled shall be uploaded online. **Tenders shall be submitted online (“E-tender”) through the portal <https://esictenders.eproc.in>. For detailed instructions regarding online submission, the tenderers may contact the helpdesk of M/s C1 India Pvt. Ltd. as mentioned above. Last date for filing E-tender is 02:30 pm on 27.03.2018.**
3. The filled-in tender documents signed on each page should also be submitted along with a demand Draft for Rs.16,000/- (Rupees Sixteen thousand only) towards refundable /adjustable Earnest Money Deposit in favour of “ESIC Fund A/c.1” payable at Kozhikode. Sealed Tenders in two-bid system (with separate Technical and Financial bids) filled in the specified Performa and addressed to the **Deputy Director (i/c), ESI Corporation, Sub Regional Office, Kozhikode – 673 006 should reach latest by 02:30 pm on 27.03.2018.** The bid documents should be enclosed in sealed cover and delivered / dropped in the Tender Box kept at Reception, ESIC Sub Regional Office, Kozhikode. The top of the envelope should contain the following superscription.

### **“E-tender for House Keeping Services for ESIC Sub Regional Office, Kozhikode 2018”**

4. The Tenderers are required to submit **two separate Bids** i.e. - Technical and Financial, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed “Technical Bid for House Keeping Services in ESIC” and “Financial Bid for House Keeping Services in ESIC”. Both sealed envelopes should be put in a third sealed envelope superscribed “Tender for House Keeping Services in ESIC, Sub Regional Office, Kozhikode 2018”.
5. The declaration in the prescribed Performa (Annexure A) and details of the previous / existing contracts completed successfully should be submitted along with the Technical Bid
6. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.16,000/- (Rupees Sixteen thousand only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of “ESIC Fund A/c No. 1”, Payable at Kozhikode. It should be valid for a period of 60 days from the last date for submission of the Tender. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. EMD amount is adjustable towards the performance Security in case of successful bidder. It shall be refunded to the successful Bidder on receipt of performance security deposit. No interest is payable on the EMD and Performance Security Deposit.
7. The bid shall be valid for 180 days from the date of opening.
8. Each and every page of the tender documents should bear the stamp & sign of tenderer or his authorized representative in acceptance of the terms and conditions laid down by ESIC. All entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
9. The Technical Bid shall be opened on the date and time mentioned above in ESIC, Sub Regional office, Kozhikode 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 tenders are accepted will be informed about the date and time for opening the Financial Bids.

Seal and Signature of Tenderer

10. The financial bid of only those tenderers, whose technical bid found to be suitable, will be opened in the presence of the tenderers, who choose to attend the opening of financial bid.
11. The tenderer should quote **only the service charges in financial bid strictly. Minimum wages, ESI / EPF contribution, other statutory dues need not be mentioned in the financial bid.** The charges quoted in the financial bid only shall be considered for finalizing the tender / contract. However the statutory minimum wages, ESI/EPF, Taxes, etc shall also be payable / reimbursable to the contractor in addition to the charges/rates mentioned in financial Bid as per standard terms agreed upon.
12. Manpower service charges shall remain same during the entire period of contract.
13. ESIC reserves the right to accept or reject any tender without assigning any reasons. Tenders with unrealistic/uneconomic rates shall also be liable for rejection.
14. No Tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited. In case the successful Bidder declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
15. The successful bidder will have to deposit a Performance Security Deposit of 5% (Five per cent) of the total value of the tender (approximately Rs.40,000/-) by way of Demand draft/ Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of “ESIC Fund A/c No. 1”, Payable at Kozhikode valid for 60 days beyond the expiry of period of two year contract and further renewable, if required. Alternatively the Performance Security Deposit may be in the form of an unconditional Bank Guarantee from a scheduled bank in the format approved by ESIC. The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.
16. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.
17. The Technical Bids shall be opened in ESIC Sub Regional Office, Kozhikode **on the last date of tender at 03:30 P.M** in the presence of such tenderers or their authorized representatives who may wish to be present. Tenders received after the closing date and time shall not be considered. **For all practical purposes, the e-tender shall be considered for evaluation, However in case of any dispute, the physical documents would be scrutinized.** The tenderers whose Technical Bids are accepted, will be informed about the date of the opening of financial bids.

Tender documents consist of the following:-

- I. Complete tender notice including eligibility criteria signed in all pages
- II. Instructions to Tenderers duly signed
- III. General Conditions of Contract
- IV. Declaration (Annexure A)
- V. Scope of Work (Annexure ‘B’)
- VI. Technical Bid (including proof of all information mentioned) and EMD – Separate cover
- VII. Financial Tender – Separate cover
- VIII. Other relevant information, if any.

Seal and Signature of Tenderer

### **ELIGIBILITY CRITERIA\*\*\***

1. The Tenderer must be profit making during the last three years. The tenderer should not have been black-listed by any government departments / PSUs / bodies. Copies of the following documents should be submitted along with the Technical Bid:

- a) Audited Balance Sheet of last three years i.e. 2014-15, 2015-16 and 2016-17
- b) Audited Income and Expenditure statement of last three years (2014-15,2015-16,2016-17)
- c) Audited Profit and Loss Account of last three years ( 2014-15,2015-16,2016-17)
- d) Registration certificate of the firm/ Company
- e) GST registration certificate.
- f) Registration Certificate of ESIC/EPFO (if applicable)
- g) Copy of PAN Card
- h) Registration under CLRA act with CLC for the House Keeping Services\
- i) Labour License
- j) Satisfactory Performance from client / Employers
- k) Details of other departments / organization where they are being engaged / have been engaged for similar work

Prospective tenderers are requested to send their queries, if any, on the contents of Annexure 'C' of the tender documents to Deputy Director (i/c) (General Branch, ESIC) so as to reach latest one week before the date of opening, through e-mail to [dir-kozhikode@esic.in](mailto:dir-kozhikode@esic.in)

2. The Tenderer should have sufficient employees as per tender on its rolls, specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details (technical bid page 3) etc. should be attached with the technical Bid. Document in support of ESI, EPF deductions, should be attached with the Technical Bid. Details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.

3. The Tenderer should have a valid labour license as applicable.

5. The bidder should have minimum three years experience in providing housekeeping services and should have done two at least the following work in the last 3 years.  
(Upload the copy of work orders).

(I) One similar work of value not less than Rs.10,00,000/-

Or

(II) Two similar works of value not less than Rs. 5,00,000/-

Or

(III) Three similar works of value not less than Rs. 3,35,000/-

Tenderer to submit satisfactory completion certificates from the Client / Employer for above works along with the value of works per annum failing which the information is liable to be treated as invalid.

Seal and Signature of Tenderer

## **GENERAL CONDITIONS OF CONTRACT (GCC)**

### **Agreement**

The successful contractor shall sign an agreement with ESIC with standard terms and conditions. The Minimum wages ESI/EPF /etc payable will be agreed between the contractor and ESIC at the time of signing agreement as per extant rules in force at that time.

### **Manpower**

- a. Training on behaviour aspects and ethics must be done regularly. ESIC's way of working should be communicated to all contract staff. Training report of the same must be submitted within a month.
- b. The persons 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. 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.
- c. The Contractor must employ adult and skilled 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 shall be fully responsible for the conduct of his staff.
- d. 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.
- e. The Contractor should ensure to maintain adequate no. of manpower as per our requirements and also arrange a pool of standby housekeeping staff. In case any housekeeping staff absences from the duty more than a week, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the required numbers of workers are less than the minimum required as per our requirements, a penalty @ Rs.500/- per worker per day will be deducted from the bill.
- f. The contractor shall be willing to provide additional manpower also, as per the future requirements of ESIC, during the period of contract in the locations mentioned above or in any another location under the jurisdiction of ESIC, SRO, Kozhikode.

### **Materials**

Cleaning Materials required will be provided by ESIC

### **Period of Contract**

The Contract shall initially be valid for a period of One Year and may be extended further for a period of two more years subject to satisfactory performance, on the same terms and conditions. Manpower service charges shall remain same during the entire period of contract. ESIC, however, reserves the right to terminate the contract by serving one month notice, in writing. The Contract may be terminated with mutual consent by giving two months notice.

Seal and Signature of Tenderer

### **Scope of work and services:**

The annual value of this tender is Rs. 8,00,000/- approximately including all charges of ESI, EPF & GST etc

a. Details of the scope of work are enclosed at Annexure “B”.

### **Other Services**

The Contractor shall:

- a. Ensure Pest / animal and Rodent free environment in the premises of ESIC.
- b. Provide toiletries, wall mounted steel body liquid soap dispensers, etc. in wash rooms, toiletries, Soap dispensers, etc. in all designated wash rooms, and garbage bins/bags, etc. in all work station, wash rooms and pantries.
- c. Ensure that their managers / supervisors are equipped with mobile phones.
- d. Arrange for segregation and disposal of waste in a professional manner.
- e. Plan and manage collection, 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, disposal bags, 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.
- f. Maintain a complaint / suggestion register to enter and follow-up all complaints received regard House Keeping services.
- g. Maintenance of plants, pots, etc in the premises.

### **Other obligations of Contractor**

- a. The House keeping 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.
- b. Contractor shall ensure payment of salary/ wages on or before 3<sup>rd</sup> working day of the succeeding month to the labour engaged / deputed to ESIC through bank account. The payment of wages, ESI, EPF, GST, etc. shall also be through banking channels only. The monthly bills of the contractor shall accompany proof of all above payments (wages/statutory dues).
- c. Successful completion of contract will be based on the feedback from External Customers and staff which will be recorded and action report needs to be submitted every month by the Contractor.
- d. Licenses if any required for Housekeeping services at the site will be procured by the Contractor. The ESIC shall assist.

### **Payment Procedure:**

Payment to the contractor will be on reimbursable basis. It will be made in the succeeding month upon submission of the bill in triplicate in standardized proforma approved by ESIC along with proper attendance sheet in respect of the persons deployed after verifying the same for its correctness. However any delay in submission/ settlement of bill shall have no bearing on timely payment of wages / salary to the workers of the contractor as mentioned above. The monthly bills of the contractor shall accompany proof of all payments (wages/statutory dues).

Seal and Signature of Tenderer



### **Breach of Contract**

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.

### **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.

### **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.
- b. ESIC reserve the right for termination of the contract at any time 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.
- c. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- d. Contractor and its staff shall take proper and reasonable precautions to protect ESIC from loss, destructions, wastage or misuse of areas of responsibility given to them by the ESIC and shall not knowingly lend to any person or company any of the effects or assets of the ESIC under its control.
- e. 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.
- f. The Contractor or its representative/s shall meet ESIC representative/s regularly to take feedback regarding the Housekeeping services. The Contractor will also maintain a complaint / suggestion book for comments on the services rendered by it.
- g. 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.
- h. 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 which case the Contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- i. In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities, in case of failure of the Sub Contractor/Associate.

### **Indemnity**

The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of various applicable acts/rules or any modification thereof or any other Labour law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard. It shall be the liability of the Contractor to pay statutory minimum wages, ESI, EPF, etc and comply all other labour laws with respect to the workers engaged / deputed to ESIC.

Seal and Signature of Tenderer

## **Dispute Settlement**

It is mutually agreed that all 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 Deputy Director in charge, ESIC, Sub Regional Office, Kozhikode whose decision shall be final and binding on both the parties.

ESIC is a statutory autonomous body under Ministry of Labour and Employment, Govt. of India and accordingly all notifications order / guidelines of Govt of India / ESIC as applicable, shall also be a part of this tender / Contract.

Seal and Signature of Tenderer

**ANNEXURE 'A'**

**DECLARATION**

1. I, \_\_\_\_\_ Son/Daughter of  
Shri. \_\_\_\_\_ Proprietor/Partner/Director/Athorized Signatory of  
\_\_\_\_\_ 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. 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.

4. I have apprised myself fully about the job to be done during the currency of period of agreement and also knowledge to bear the consequences of non performance or deficiencies in services on my part.

Company/Firm has done in past satisfactorily/disciplined work and not blacklisted in past by any client.

Signature of authorised person

Date:  
Place:

Full Name:  
Company's Seal:

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

Seal and Signature of Tenderer

**Scope of Work Cleaning Services**

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated managers/supervisors of the Contractor 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, Kozhikode Officials of ESIC will monitor the entire work and staff deployed by the successful bidder.

**(a) Daily Services**

Housekeeping/ cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain, 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 A.M. Contractor will arrange manpower for special VIP visits.

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, committee rooms, office rooms, cabins, cubicles, etc.
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, 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 rubbish 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. Restock toiletries, which include liquid hand soap, 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 unwanted object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, conference 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 Garden, plants, pots, etc in the premises

Seal and Signature of Tenderer

**(b) Waste Disposal Management:**

The contractor will ensure collection, screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the nearest Corporation bin outside the premises.

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.

**(c) Weekly Services:-**

1. 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 / Incharge 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.

**(d) Pest and Rodent Control Services**

1. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. MSDS report of these chemicals should also be attached.
3. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
4. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC.

Seal and Signature of Tenderer

### **(e) 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 computer provided to 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.

#### **4.Maintenance of Lawns and Plants:**

The Lawns, Shrubs, Plants and Trees in the premises of the SRO, ESIC, Kozhikode are to be maintained and pesticides, manure and mud/red-soil required should be used. The cost of such material will be borne by the Corporation

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Seal and Signature of Tenderer

**TECHNICAL BID \***

**For House Keeping and Facility Management services in ESIC, SRO, Kozhikode**

Sl.	Particulars	Details
1.	Name of Tendering Company / Firm /	
2.	Name of Owner / Partners/ Directors	
3.	(A) Office Address (B) Telephone No. (C) Fax No. (D) E-Mail Address	
4.	(A) Labour License Details : (B) PAN / GIR No. : (C) GST Regn. No. : (D) E.P.F. Registration No. : (E) E.S.I. Registration NO. :	
5.	Details of Bankers (A) Name and Address of The Bank : (B) Account no. : (C) IFSC Code. :	
6.	Details of Earnest Money Deposit (A) Amount (Rs.) : (B) D.D. / P.O. No. and date : (C) Drawn on Bank :	
7.	Audited Balance Sheet for 2014 -15, 2015-16 and 2016-17 attached	Yes / No
8.	Audited Income / Expenditure Statement for 2014-15, 2015-16 and 2016-17 attached	Yes / No
9.	Audited Profit & Loss Account Statement for 2014-15, 2015-16 and 2016-17 attached	Yes / No
10.	Successful work completion certificate for 2014-15, 2015-16 and 2016-17 attached	Yes / No

**(Proof to be attached for all above information failing which the tender will be treated as invalid/incomplete)**

\*Use additional sheet for more details

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :

Seal and Signature of Tenderer

**Details of the previous / existing contracts completed successfully (part of Technical bid)**

	Name and Address of the organization, Name, Designation, and contact telephone/fax number of the officer concerned	Details regarding the Contract including manpower deployed	Value of Contract (Rs.)	Duration of contract	
				From	To
				dd/mm/yy	dd/mm/yy
A					
B					
C					

Additional information, if any

The above format may be used to provide requisite details.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :

Seal and Signature of Tenderer



**Details of staff**

Name,	Qualification	Employee Code	Designation	Experience In house keeping	Training	Health Check
ESI No.						
P.F No						

The above format may be used to provide employee details.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :

Seal and Signature of Tenderer

**FINANCIAL BID – House Keeping and Facility Management services in**  
**ESIC Sub Regional Office, Kozhikode**

I. Name of Tenderer: \_\_\_\_\_

A. **MANPOWER SERVICE CHARGES:**

S.No	Description	Service charges per Month per head * (Rs.) – (a)	No.of persons Required (b)	Total amount Per Month (Rs.) – (a x b)
a)	Service charges* for providing one House keeping staff		4 persons	

\*Only the agency service charges (excluding minimum wages, statutory dues viz ESI, EPF, etc) should be mentioned above as all other statutory payments including wages is constant and reimbursable to all agencies.

Note: GST as applicable will be reimbursed on actual basis.

# The no. of persons to be deployed may be increased or decreased in above said locations as per requirement on the same terms & conditions.

\* Minimum wages as applicable under Central or State Govt. Minimum wages Act., whichever is higher as amended from time to time. The staff provided by the contractor shall not be entitled to get any amount from this office as allowances, wages bonus, gratuity or retrenchment compensation etc. such persons shall purely be engaged by the contractor only and this office shall not undertake any responsibilities with regard to their employment, welfare, payment of wages etc.

**Note:**

1. No overwriting/ cutting/ and corrections is allowed and such offers will be totally rejected.
2. Housekeeping charges for per person per month in words and figures should be indicated. The rates quoted per person per month should be inclusive of reliever arrangement during the leave/ weekly off days.

Seal and Signature of Tenderer

3. Statutory Bonus paid will be reimbursed on actual paid basis upon submission of the bill complete in all respects showing payment and admissibility to the concerned for the period covered by this contract.
  
4. Payment shall be made for the actual days of employment i.e., for weekly off & national Holidays. Attendance will be verified by the Caretaker/authorized person. The contractor shall submit the cash memo of the material purchase along with monthly bills for tender and non tender items.

Date:

Place:

Signature of authorized person

Full Name:

Company's Seal:

Seal and Signature of Tenderer