



कर्म चारी राज्य बीमा निगम (उप क्षेत्रीय कार्यालय)
Employees' State Insurance Corporation (Sub Regional Office)
 (श्रम एवं रोजगार मंत्रालय भारत सरकार) / Ministry of Labour & Employment, Govt. of India
 (आइ.एस.ओ 9001-2008 प्रमाणित/ ISO 9001-2008 Certified)
 1897, त्रिची रोड, पंचदीप भवन रामनाथपुरम रत्नकोय बस्तू -641045.
 1897, Trichy Road Panchdeep Bhavan, Ramanathapuram, Coimbatore-641045.

दूरभाष: 0422-2362301-329 फैक्स: 0422-2315970 ई-मेल: dir-kovai@esic.in वेबसाइट: www.esicoimbatore.org

NOTICE INVITING E-TENDERS

कर्मचारी राज्य बीमा निगम (उप क्षेत्रीय कार्यालय)
E S I Corporation (Sub Regional Office)
Ministry of Labour & Employment, Govt. of India
 1897, Trichy Road, Panchdeep Bhavan, Ramanathapuram, Coimbatore - 641045
 Ph: 0422-2362307-317 Fax: 0422-2315970 Toll Free: 18004251897
 Email: dir-kovai@esic.in Website: www.esicoimbatore.org

E-TENDER FOR HOUSEKEEPING SERVICES

E-Tenders in two bid system through e-procurement solution are invited from leading experienced firms / Contractors for House Keeping Services for ESIC Sub Regional Office at Ramanathapuram, Coimbatore and 09 Branch Offices attached to Sub regional Office, Coimbatore for one year (12 months).

Tender no and date	EMD (Rs.)	Pre-bid meeting date and time	Last date and time for submission	Date and time of opening technical bid
No:1539 Date:11-07-2018	Rs.65000	30.07.2018 at 11.30 AM	07.08.2018 at 03:00 pm	07.08.2018 at 04:00 pm

Detailed tender documents and conditions are available online at <https://esictenders.eproc.in>, www.esic.nic.in and www.esicoimbatore.org

**Additional Commissioner
ESIC, SRO Coimbatore.**

ESIC - SOCIAL SECURITY FOR SOCIAL JUSTICE

E-Tenders in two bid system through e-procurement solution are invited from leading experienced firms /contracts for House Keeping Services for ESIC Sub Regional Office at ramanathapuram,Coimbatore and Branch Office at Tirupur, Udumalpet, Pollachi, Ondipudur, Singanallur, Ganapathy, Thudiyalur, Kattoor (incl TOR) and P.N.Palayam (incl. MR Office) attached to sub regional Office at Coimbatore Region for one year (12 months). Bidders have to deposit the Earnest Money Deposit (EMD) of Rs.65,000/- in the form of Demand Draft drawn in favour of "ESIC Fund A/c No.1" payable at Coimbatore. The interested bidders should scan and upload their tender bids consisting of signed copies of all the relevant certificates , documents ,etc. in support of their technical & financial bids- on the <https://esictenders.eproc.in/> latest by 07-08-2018 upto 03:00pm. The technical bids will be opened on 07-08-2018 at 04:00pm.

Detailed tender documents are available online at <https://esictenders.eproc.in>, www.esic.nic.in and www.esicoimbatore.org

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>

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

Nature of Facility: House Keeping services for ESIC Sub Regional Office Coimbatore (SRO) and attached offices of SRO (herein after called as *ESIC locations*) as mentioned below:

Sl. No	Name of the Site / ESIC Locations	Descriptions (Approx Area)*	No. of persons to be deployed
01	ESIC,Sub Regional Office , Panchdeep Bhawan, No.1897, Trichy Road, Ramanathapuram, Coimbatore-641045.	2 Floors	01 Supervisor 08 Staff
02	ESIC Branch Office - Ondipudur		01 Staff
03	ESIC Branch Office - Singanallur		01 Staff
04	ESIC Branch Office - Udumalpet		01 Staff
05	ESIC Branch Office - Thudiyalur		01 Staff
06	ESIC Branch Office – Tirupur (incl District Office)		01 Staff
07	ESIC Branch Office – Pollachi		01 Staff
08	ESIC Branch Office – Kattoor (incl TOR)		01 Staff
09	ESIC Branch Office – PN Palayam (incl MR Office)		01 Staff
10	ESIC Branch Office – Ganapathy		01 Staff

* Only indicative, actual area may vary

Eligible agencies may visit / inspect the site on any working day (between **10.00 a.m. to 12.30 p.m. and 3.00 p.m. to 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 officials:

Name: A.Swaminathan, Assistant Director

Phone: 0422-2362307 / 317

I. INSTRUCTIONS TO TENDERERS

1. Tender documents shall be downloaded only from the website www.esictenders.eproc.in, www.esic.nic.in (or) www.esicoimbatore.org. 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 03:00 pm on 07-08-2018**
3. The filled-in tender documents signed on each page should also be submitted along with a demand Draft for Rs.65,000(Rupees Sixty Five thousand Only) towards refundable /adjustable Earnest Money Deposit in favour of “ESIC Fund A/c.1” drawn at Coimbatore. Sealed Tenders in two-bid system (with separate Technical and Financial bids) filled in the specified proforma and addressed to the **Additional Commissioner, ESI Corporation, Sub Regional Office, Panchdeep Bhawan, No:1897, Trichy Road, Ramanthapuram, Coimbatore-641045 should reach latest by 03:00 pm on 07-08-2018**The bid documents should be enclosed in sealed cover and delivered / dropped in the Tender Box kept at Reception, ESIC Sub Regional Office. The top of the envelope should contain the following superscription.

“E-tender for House Keeping Services for ESIC Sub Regional Office and other locations attached to sub regional Office at Coimbatore Region for the year 2018-19

4. The Tenderers are required to submit **bids in two bids system** i.e. - Technical and Financial, bids separately 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 outer cover superscribed “Tender for House Keeping Services in ESIC” and should be sealed properly.
5. The declaration in the prescribed proforma (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. 65,000 (Rupees Sixty Five Thousand only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of ESIC Fund A/c No. 01, Coimbatore. It should be valid for a period of 6 months from the last date for submission of the Tender. **In the absence of EMD, the tender bid 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 tenderer. It shall be refunded to the successful Tenderer 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 Conference Room, ESIC,Sub Regional office, Coimbatore 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.
10. The financial bid of only those tenderers, whose technical bid & are 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, machine/equipment rental charges, material/consumable rates in financial bid strictly. Minimum wages, ESI / EPF contribution, bonus, other statutory dues need not be mentioned in the financial bid.** The charges quoted in the financial bid (A+B+C) only shall be considered for finalizing the tender / contract. However the statutory minimum wages, ESI/EPF, Bonus, 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, machine/equipment rental charges and material/consumable rates 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 Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
15. The successful tenderer will have to deposit a Performance Security Deposit of 5% (five per cent) of the annual value of the tender or Rs. 2,00,000 (Two lakh) whichever is higher, by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of ESIC Fund A/c No. 01,Coimbatore valid for 60 days beyond the expiry of period of one 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 execute an agreement in stamp paper 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. Any amendment/ any corrigendum to this tender will be published on the above websites only and not in print media. Bidders should regularly visit the above websites to keep themselves updated.
18. A **pre bid meeting** shall be held on **30-07-2018 at 11.30 AM** at Conference hall, Sub regional Office, ESIC, and Coimbatore to clarify issues connected with the tender. Prospective bidders are invited to attend.
19. The Technical Bids shall be opened in Conference Room of ESIC Sub Regional Office, Coimbatore **on the last date of tender at 04:00 pm** 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 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. Resource requirement. (Annexure C)
- VII. Technical Bid (including proof of all information mentioned) and EMD – Separate cover
- VIII. Financial Tender – Separate cover
- IX. Other relevant information, if any.

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. 2015-16 ,2016-17&2017-18
- (b) Audited Income and Expenditure statement of last three years (2015-2016,2016-17,2017-18)
- (c) Audited Profit and Loss Account of last three years(,2015-16,2016-17,2017-18)
- (d) Service Tax certificate.
- (e) Registration Certificate of ESIC/EPFO (if applicable)
- (f) Copy of PAN Card
- (g) Registration under CLRA act with CLC for the House Keeping Services\
- (h) Labour License

Prospective tenderers are requested to send their queries, if any, and their comments on the contents of Annexure 'C' of the tender documents to Director (General Branch, ESIC) latest one week before the date of opening. A pre bid meeting will be held to respond to the queries and comments on Annexure 'C' of the tenderers.

2. The Tenderer should have an office in Coimbatore and have valid running housekeeping contract in Tamilnadu state preferably in big Govt. offices.

3. The Tenderer should have sufficient employees as detailed in Annexure 'C' on its rolls or rolls of its associates, 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 2) 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.

4. The Tenderer should have a valid labour license as applicable The tenderer/sub-contractor/associate shall have a valid license for providing Pest control services as applicable.

5. The Tenderer should have successfully completed minimum three years experience in doing similar nature of work as follows:

- a) One similar work of value equal to Rs. 20,00,000 (or)
- b) Two similar works of value each equal to Rs. 12,50,000 (or)
- c) Three similar works of value each equal to Rs. 7,00,000 in the last 3 financial years.

6. The Competent authority reserves the right to relax one or more of the above criteria or any conditions of this e-tender where it is felt that sufficient no. of tenderes may not be available for ensuring a fair competition.

Tenderer to submit satisfactory completion certificates from the Client / Employer for above works in support for all 3 years, 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/Bonus/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 behavior 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 once in 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 Annexure 'C' and also arrange a pool of standby housekeeping staff/ supervisor. In case any housekeeping staff/supervisor absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the required numbers of workers / supervisor/ manager are less than the minimum required as per Annexure 'C', a penalty @ Rs.500/- per worker per day will be deducted from the bill.
- f. The contractor shall be willing be 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, Coimbatore

Materials

- a. Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, not harmful to humans and property should be used. In case of failure to supply the items in desired quality and quantity, ESIC shall be at liberty to procure the same for open market at the risk and cost of the contractor. This is without prejudice to the right to terminate the contract for deficiency in service.
- b. The Contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas for housekeeping purposes.
- c. The materials / quantity as mentioned in the Financial bid, is only tentative based on previous usage, to be considered for the purpose of finalizing the tender bid. Actual

quantity of materials/items required in future may vary.

- d. The contractor shall supply all the items /materials as mentioned in the financial bid at the rates quoted (inclusive of all taxes) during the entire period of contract/agreement.
- e. Notwithstanding anything mentioned in this tender/contract, ESIC shall be at liberty to purchase any cleaning item/material from open market also, during the period of contract/agreement without citing any reasons to the contractor.

Period of Contract

The Contract shall initially be valid for a period of one years and may be extended further for a period of three years (one year at a time and maximum upto three times) subject to satisfactory performance, on the same terms and conditions. Manpower service charges, machine/equipment rental charges and material/consumable rates shall remain same during the entire period of contract. ESIC, however, reserves the right to terminate the contract by serving one months notice, in writing. The Contract may be terminated with mutual consent by giving one month notice.

Scope of work and services for each of the premises:

The annual value of this tender is Rs. 32,50,000/- approximately including manpower, material, machinery rental charges and other charges like ESI, EPF, Service Tax, etc.

- a. Details of the scope of work are enclosed at Annexure "B".
- b. Details of Machines/Equipments to be deployed on rent at ESIC SRO Coimbatore and number of manpower to be used in each of the locations for housekeeping job are given at Annexure "C"
- c. The numbers given in Annexure 'C' are the minimum. The contractor shall provide resources, to meet the contractual obligations.

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 a garbage disposal bags and other material required 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 Garden, plants, pots, etc in the premises.

Other obligations of Contractor

- a. The Contractor must provide standard liveries as per list enclosed at Annexure 'C' to its housekeeping staff /supervisors/managers. The staff shall be in proper uniform as approved by ESIC and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of ESIC.
- b. Contractor shall ensure payment of salary/ wages on or before 5 th of every month to the labour engaged / deputed to ESIC through bank account. The payment of wages, ESI, EPF, Service Tax, etc. shall also be through banking channels only. The monthly bills of the contractor shall accompany proof of all above payments (wages/statutory dues) and proof of delivery of cleaning items supplied every month.
- c. The store keeper / supervisor deployed by the contractor will store all their liveries, materials, equipments in the store room provided by ESIC and maintain a proper record of the stores which shall be open for inspection by ESIC officials during working hours.
- d. 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.
- e. Appointment of Supervisors will be done in consultation with ESIC's representatives and must be approved by them.
- f. 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) and proof of delivery of cleaning items supplied every month.

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.

Seal and Signature of Tenderer

- 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 Payment of Wages Act, 1936; Minimum Wages Act, 1948; Payment of Bonus Act-1965; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops and Establishment Act 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 min wages, ESI, EPF, Bonus, etc and comply all other labour laws with report to the workers engaged / deputed to ESIC .

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 DG, ESIC whose decision shall be final and binding on both the parties.

ESIC is a statutory autonomous body under which Ministry Labour of 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.

ANNEXURE 'A'

DECLARATION

1. I, _____ Son / Daughter of
 Shri _____ Proprietor/Partner/Director/ Authorized Signatory
 of

_____ am competent to sign this declaration and
 execute this tender document;

2. I have carefully read and understood all the terms and 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.

Signature of authorized 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 tender.

ANNEXURE – B**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, Coimbatore. Officials of ESIC will monitor the entire work and staff deployed by the selected tenderers.

(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 the 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 refuse at designated site on daily basis.
4. Dusting of all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
5. Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, 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.

Seal and Signature of Tenderer

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

(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 each 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. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him.
3. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC.

(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.

-

ANNEXURE – C**RESOURCES REQUIREMENT**

The Contractor should have following machines and equipments at the ESIC premises. Use of manpower for operations where suitable equipment is identified shall not be permitted for weekly/deep cleaning

A. Manpower Requirement:

SI. No.	Manpower Description	No. of staff required
01	Housekeeping Supervisor	01* (SRO)
02	Trained Housekeeping Staff	17* (SRO – 8 Other ESIC locations – 9)

* As per details of projects mentioned above

B. Machines / Equipments to be deployed on rent in ESIC SRO Coimbatore ONLY

1. Scrubbing Machine (Taski or equivalent) - 1 nos
2. Wet/Dry Vacuum Cleaner (Taski or equivalent) - 1 nos
3. High Pressure Jet - 1 nos
4. Wringer Trolley - 4 nos
5. Signage Stands - 2 nos
6. All the items/material required for performing the tasks mentioned under “**Other Services**” of GENERAL CONDITIONS OF CONTRACT (GCC)

C. Materials / Consumables for all locations of ESIC (Rate contract)

-As per financial bid-

Note: Agency is required to arrange supply of cleaning materials required for all other locations also as per the requirement provided by ESIC then and there at the quoted rates.

TECHNICAL BID *

For House Keeping and Facility Management services in ESIC, SRO, Coimbatore

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 2015-16, 2016-17 and 2017-18 attached	Yes / No
8.	Audited Income / Expenditure Statement for 2015-2018 attached	Yes / No
9.	Audited Profit & Loss Account Statement for for 2015-2018 attached	Yes / No
10.	Successful work completion certificate for 2015-2018 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 :

Details of staff

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

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 services for
ESIC Sub Regional Office Coimbatore and attached offices**

I. Name of Tenderer: _____

A. MANPOWER SERVICE CHARGES:

<u>S.No.</u>	<u>Description</u>	<u>Service charges per Month * (Rs.) – (S)</u>	<u>Quantity Required (Q)</u>	<u>Total amount Per Month (Rs.) – (SxQ)</u>
a)	Service charges* for providing one House keeping staff		17 persons	
b)	Service charges* for providing one House keeping Supervisor		1 person	
	Total (A)	--	--	

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

B. MACHINES/ EQUIPMENT RENTAL CHARGES

<u>Sl.No</u>	<u>Description</u>	<u>Rate per month (Rs.)</u>	<u>Quantity</u>	<u>Total amount Per Month (Rs.) – (AxB)</u>
1	Rental Charges for machines and equipments, that are required at ESIC SRO Coimbatore for fulfillment of the contract (refer Annexure 'C')		1	
	Total (B)		1	

C.. MATERIAL/CONSUMABLES RATES

<u>Sl. No .</u>	<u>Items</u>	<u>Rate per unit including all taxes & delivery charges @ (R)</u>	<u>Qty / Month (Q)#</u>	<u>Total amount per month (RxQ)</u>
01	Phenyl Scented		180 Ltrs	
02	Dettol Hand wash (250 ml)		20 Nos	
03	Mosquito Spray		2 Nos	
04	Napthalin Ball		1 Kg	
05	Room Spray (Premium) 300 ml		5 Nos	
06	Odonil (75 Gm)		40 Nos	
07	A1 (or) Vim powder		10 Kg	
08	Soap Oil		5 ltrs	
09	Colin 500 MI		2 nos	
10	Cleaning Acid		5 Ltrs	
11	Bleaching Powder		4Kg	

Seal and Signature of Tenderer

12	Harpic 500 MI		8 Nos	
13	Broom Stick soft		6 Nos	
14	Broom Stick Hard		20 Nos	
15	Cleaning Mop (Medium size)		6 Nos	
16	Brasso 450 ML		1 no	
17	Cotton Duster Cloth (1.5 "x 1.5")		8 Nos	
18	Toilet Cleaning Brush(with Stand)		8 Nos	
19	Plastic Muram		3 Nos	
20	Cleaning Wiper plastic		1 Nos	
21	Broom Stick (Long Size)		2 Nos	
22	Dust Bin Bag (Extra Large)		1 packet	
23	Dust Bin Bag (Large)		1 packet	
24	Dust Bin Bag(Small)		1 packet	
25	Sink / Toilet plunger		1 nos	
26	Any other item(s) that are required for fulfillment of the contract (refer Annexure 'C')		1 item	
	TOTAL	--	--	

@ Material/consumable rates quoted above shall remain the same during the entire period of contract.

Quantity mentioned above is only tentative based on previous usage, to be taken for the purpose of finalizing the financial bid. Actual quantity required in future may vary every month.

D.Abstract of above:-

SI.No	Description	Rate per month (Rs.)
1	MANPOWER SERVICE CHARGES (A)	
2	MACHINES/ EQUIPMENT RENTAL CHARGES (B)	
3	MATERIAL/CONSUMABLES RATES (C)	
	GRAND TOTAL	

Note: For finalization of contract, the Grand total of A+B+C only will be considered. The above manpower / material requirement is only tentative. During the actual currency of the contract the actual no. of staff/ supervisor/material may be varied as per the requirement of ESIC.

Signature of authorized person

Date:

Full Name:

Place:

Company's Seal:

Seal and Signature of Tenderer