



ESIC  
Chinta Se Mukti

क्षेत्रीय कार्यालय, गोवा Regional Office, Goa  
कर्मचारी राज्य बीमा निगम Employees' State Insurance Corporation  
श्रम एवं रोजगार मंत्रालय, भारत सरकार Ministry of Labour & Employment, Government of India



2008-9001 .ओ.एस.आई)प्रमाणित कार्यालय( (An ISO 9001:2008 Certified office

पंचदीप भवन, ई23 प्लॉट संख्या .सी.डी., पाट्टो, पणजी, गोवा Panchdeep Bhavan, EDC Plot No. 23, Patto, Panaji, Goa-403001

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### Tender document

## INVITATION OF E-TENDER FOR HOUSEKEEPING SERVICES

ESIC, Regional Office, Panaji, Goa invites online tender from eligible, reputed and bonafide service providers/ agencies capable of providing housekeeping services for its 05 (five) sites in Goa State for the period of 01 year.

SI No.	Name of the site	Descriptions (approx.)	No. of persons to be deployed
01	ESIC, Regional Office, Panchadeep Bhawan, EDC Plot No.24, Patto, Panaji, Goa – 403001	5 floors Area: 12027 sq mt	01 –Supervisor 10-staff
02	ESIC, Branch Office, Margao	Area: 220 sq mt.	01 staff
03	ESIC, Branch Office, Mapusa	Area: 152 sq mt.	01 staff
04	ESIC, Branch Office, Vasco	Area: 63 sq mt.	01 staff
05	ESIC, Branch Office, Ponda	Area: 111 sq mt.	01 staff

2. 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

a. Name of the Officer with contact number : N. M. Ojha, Deputy Director

( 0832-2438857)

3. Tender documents consist of the following:

- I. Tender Notice including eligibility criteria
- II. Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work (Annexure 'B')
- V. Resource requirement. (Annexure C)
- VI. Technical Tender
- VII. Financial Tender
- VIII. Declaration (Annexure A)

4. The tender document can be downloaded from [www.esic.nic.in](http://www.esic.nic.in), [www.esicgoa.org.in](http://www.esicgoa.org.in), <https://esictenders.eproc.in/> from 28.05.2018 to 21.06.2018 till noon.

5. The interested bidders may submit the tender online at <https://esictenders.eproc.in> in a single bid system in the prescribed proforma. Tenders are to be submitted online only through e-procurement portal. All the supporting documents shall also be required to be submitted with covering letter in a sealed envelope duly superscribed with the words "Tender for providing Housekeeping services" addressed to the Regional Director, ESI Corporation, Panchdeep Bhawan, EDC Plot No.23, Patto, Panaji, Goa physically alongwith EMD on or before 3:00 PM on 21.06.2018.

6. Bid processing fees are to be paid via **Online Payment mode only**. Kindly refer the important instruction for bidders regarding Online payment (pg no. 04).

7. Earnest Money Deposit of Rs.80,000/- (Rupees Eighty Thousand Only) in favour of "ESI Fund Account No.1" drawn on Panaji Goa in a separate envelope marked "EMD for Housekeeping Services".

8. The Tender should be deposited in the tender box on 3<sup>rd</sup> Floor, General Branch, ESI Corporation, Panchdeep Bhawan, EDC Plot No.23, Patto, Panaji, Goa, 403001

9. The Technical Bids shall be opened at 3.30 PM on 22.06.2018 in Conference Room of ESIC Regional Office, Panaji in the presence of such tenderers or their authorized representatives who may wish to be present.

10. If any information furnished by the tenderer is found to be false at any stage, the tender bid shall be cancelled and tenderer shall be liable to be debarred from the tender process.

11. The Tenderers whose Technical Bids are accepted will be informed about the date of the opening of financial bids.

12. Tenders received after the closing date and time shall not be considered.

**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 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>

**ELIGIBILITY CRITERIA**

**A. Eligibility Criteria:**

1. The Tenderer must have an average annual turnover of Rs. 30,00,000/-(Rupees Thirty Lakhs only) and should be profit making during the last three years. Copies of the following documents should be submitted alongwith the Technical Bid.

- (a) Audited Balance Sheet of last three years i.e. 2014-15, 2015-16 & 2016-17.
- (b) Audited Income and Expenditure statement of last three years .
- (c) Audited Profit and Loss Account of last three years
- (d) Audit report of last three years
- (e) GSTIN certificate.
- (f) Registration Certificate of ESIC/EPFO
- (g) Copy of PAN Card.
- (h) Copy of Labour License.
- (i) ISO Certificate.

Prospective tenderers are requested to send their queries, if any, and their comments on the contents of Annexure 'C' of the tender documents to Regional Director (General Branch, ESIC) latest one week before the date of opening.

Amendment, if any, to the tender documents shall be sent to all purchasers of the tender documents. Sufficient time shall be given for taking the amendment into account.

2. The Tenderer should have the Registered / Branch in Goa and have valid running housekeeping contract in Goa 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, which the tenderer takes for his workers should also be attached with the technical bid.

4. The Tenderer/Sub Contractor/Associate should have a valid labour license and valid ISO Certificate.

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

a) One similar work of value equal to 40,00,000 (excluding taxes)

b) Two similar works of value each equal to 20,00,000 (excluding taxes)

c) Three similar works of value each equal to 10,00,000 (excluding taxes)

in the last three years.

Tenderer will have to submit satisfactory work completion certificates from the existing Client/Employer in support of their quotation failing which the information submitted by them in the tender document is liable to be treated as invalid.

## **II. INSTRUCTIONS TO TENDERERS**

1. The annual value of this tender is Rs.40,00,000/- approximately including manpower and material & machinery cost but including existing charges of ESI, EPF, GST, Service Charges etc.
2. 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”.
3. The declaration in the prescribed proforma (Annexure A) enclosed should be submitted alongwith the Technical Bid.
4. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs. 80,000/-(2%) (Rupees Eighty Thousand Only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of **ESIC Fund A/c No. 01, Goa**. 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 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.
5. 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.
6. The bid shall be valid for 180 days from the date of opening.
7. The tenderers shall quote for all works failing which the bid shall be considered non-responsive.

8. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.

9. The closing date will be 12:00 noon and time for receipt of tenders will be 3.00 P.M. on **21.06.2018**.

10. The Technical Bid shall be opened at 3.30 PM on **22.06.2018** in Conference Room, ESIC, Regional office, Panaji 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.

11. The tenderer should quote manpower charges in financial bid strictly in accordance with the minimum wages as decided by the Central Govt. In case both Central and State Govt. has fixed the minimum rates of wages, the rates of wages whichever is higher will be applicable. If the rates quoted falls below the minimum wages the tenderer should be disqualified.

12. The tenderer should quote the material and machinery charges in financial bid separately strictly in accordance with the requirements of ESIC.

13. 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.

14. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.

15. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.

16. The successful tenderer will have to deposit a Performance Security Deposit (@5%) of Rs.2,00,000/-(Rupees Two Lakhs Only) by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of ESIC Fund A/c No. 01,Goa ” 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.

17. 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.

18. Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.

19. The competent authority of ESIC reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the tenderer shall be given sufficient time to take the changes into account.

20. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

21. For finalization of contract, the Tenderer whose rates, i.e., Grand total of D as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer. ESIC reserves the right to accept the tender on detailed analysis of all the tenderers on the basis of experience/expertise & the quality of work in Housekeeping in existing /previous similar assignments in various Central/State Govt. bodies or corporate offices.

**GENERAL CONDITIONS OF CONTRACT (GCC)**

1. 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.
2. The Contractor should ensure the Health and safety measures of the employees. ESIC may also conduct health check up of the staff deployed at regular intervals.
3. The Contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas for housekeeping purposes.
4. 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.
5. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; 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 law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard.

The Contract shall initially be valid for a period of one year and may be extended further for a period of three years (one year at a time maximum upto three times) subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the 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.

6. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.
7. The Contractor must provide standard liveries as per list enclosed at Annexure '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.

ESIC will provide space for a store room to the Contractor in each of the premises. The store keeper / supervisor deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened for inspection by ESIC officers/ staff during working hours.

8. ESIC will depute a person in each of the premises to ensure that the office rooms, committee room etc. are open at designated hours for cleaning / housekeeping work.
9. The Contractor shall:
  - a. Provide tissue boxes and hand towels in Officers rooms
  - b. Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, 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 vehicle, bins, and other material required for segregation and disposal of waste in a professional manner as and when required.
  - e. Plan; manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposal bags 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.

**Scope of work and services for each of the premises:**

- a. Details of the scope of work are enclosed at Annexure “B”.
- b. Details of Equipments to be used, Number of Manpower and liveries to be used at each of the premises 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.

**Variations**

The ESIC official incharge may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorata for additional areas for equipments, toiletries etc.

**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 computerized print outs in standardized proforma approved by ESIC along with computer generated attendance sheet in respect of the persons deployed.

**Liquidated damages:**

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

**Manpower**

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to ESIC.
- b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure '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.
- c. As asked by the ESIC, contractor should provide additional manpower as per same terms and conditions.

**Materials**

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.

**Risk Clause**

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 tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by ESIC from the Contractor Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.

- Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the ESIC and shall not knowingly lend to any person or company any of the effects or assets of the ESIC under its control.
- In the event of loss/damage of equipments etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC.
- The Contractor or its representative/s shall meet ESIC representative/s regularly to take feedback regarding the Housekeeping services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of the ESIC. However, he may use the services of associates for providing the services in which case the Contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities in case of failure of the Sub Contractor/Associate.
- Measure of success will be based on the feedback from External Customers (direct and through TCEQ) and staff which will be recorded and action report needs to be submitted every month by the Contractor.
- Appointment of Supervisors will be done in consultation with ESIC's representatives and must be approved by them.
- Training on behavior aspects and ethics must be done regularly. ESIC's way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- Licenses if any required for Housekeeping services at the site will be procured by the Contractor. The ESIC shall assist.

**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.

**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.

Date:

Place:

Signature of authorized person

Full Name:

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,Goa 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 at no extra cost.

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, 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.
4. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
3. 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.
4. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
6. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
5. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
7. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
6. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
8. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs etc.
7. 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 Incharge.

**(b) Waste Disposal Management:**

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

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

**(c) Weekly Services:-**

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

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

**(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.

**(f) Cleaning Schedule:**

S. No.	Activity	Frequency	Agents used	Responsibility
<b>a. OFFICE PREMISES</b>				
1	Brushing	Once in a day it starts from 7.30 a.m. as and when required	Feather Brush	Room boy
2	Mopping with wizard	Once in a day it starts from 7.30 a.m. as and when required	Wizard	Room boy
<b>b. PUBLIC AREA WASHROOM</b>				
1	Cleaning with wizard	Cleaning will be done after half an hour and boy will be stationed there	Wizard	Room boy
2	Washroom cleaning with Sodium Hypochlorite	Cleaning will be done after every 8 hours as and when required	1% sodium hypochlorite	Room boy
<b>c. CORRIDOR</b>				
1	Mopping with dry mop	In continuation	Flat Mop	Room boy
2	Mopping with wizard	After every 3 hours as an when required	Wizard	Room boy

3	Mopping with sodium hypochlorite	After every 8 hrs as an when required	1% sodium hypochlorite	Room boy
<b>d. LOBBY</b>				
1	Dusting	In continuation	Z colour duster	Room boy
2	Brushing with dry mop	In continuation	Flat .....	Room boy
3	Moping with wizard	After every 3 hours as an when required	Wizard	Room boy
4	Mopping with sodium hypochlorite	After every 8 hours as an when required	1% sodium hypochlorite	Room boy
<b>e. CAFETERIA</b>				
1	Removal of garbage	Twice in a day 2.30 p.m. and 7.30 p.m.	Black garbage bag	Room boy
2	Brushing	Thrice in a day 8.00 a.m., 12.00 p.m. and 6.00 p.m. and after every meal	Fat mop and feather brush	Room boy
3	Dusting	Thrice in a day 8.00 a.m., 12.00 p.m. and 6.00 p.m. and after every meal	Z colour duster	Room boy
4	Mopping with wizard	After every three hours and after every meal as and when required	Wizard	Room boy

**RESOURCES REQUIREMENT ANNEXURE – C**

- 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.

**Manpower Requirement:**

**ESIC, Regional Office, Goa**

Sl. No.	Manpower Description	No. of staff required
01	Housekeeping Supervisor (SEMI-SKILLED/ UNSKILLED SUPERVISORY category of worker for rates of wages)	01

02	Trained Housekeeping Staff (UNSKILLED category of worker for rates of wages)	14
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**Machinery Requirement:**

**ESIC, Regional Office, Goa**

Sl. No.	Description	Nos. required
01	Scrubbing Machine (Taski)	01
02	Auto Scubber machine (Taski)	01
03	Wet/Dry Vaccum Cleaner (Taski)	01
04	High Pressure Jet	01
05	Wringer Trolley	04
06	Sinages	08

**List of cleaning Materials & Aids for all locations of ESIC,Regional Office,Goa**

Sr. No.	Items	Quantity	Sr. No.	Items	Quantity
01	Dust control refill	05	11	R2 (Glass cleaner/ Colin)	20 ltrs.
02	Kent mop refill	160	12	R4 (Furniture cleaner)	25 ltrs.
03	Detergent	18	13	R6 (Toilet Cleaner)	20
04	Vim	18 kgs	14	Vaccum pump	1
05	Multi-cleaner	10 ltrs	15	Odonil	35
06	Room spray (premium)	15 bottles	16	U. Cubes	15
07	Auto spray	35	17	N. Balls	2 kgs
08	Brasso	3 ltrs.	18	Colin Dispenser	1
09	Cleanzo/ Phenyl	30 ltrs.	19	D-7 (Stainless steel polish)	3 ltrs.
10	R1 (Bathroom cleaner)	20 ltrs.	20	Dettol Anti Septic	20 ltrs.

Also the items/material shown in S.No.09 of GENERAL CONDITIONS OF CONTRACT (GCC) should be supplied as per the requirements.

**Note:** The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issue to the staff daily as required. Computerized records shall be maintained which shall be opened to inspection by ESIC staff during working hours.

If the machinery/material as mentioned above found inadequate/more than adequate, the same will be regulated as per requirements.

**TECHNICAL TENDER**

For House Keeping and Facility Management services in ESIC.

**Technical Tender**

**Page: 1**

1. NAME OF TENDERING COMPANY / FIRM / SELECTED TENDERERS
2. NAME OF OWNER / PARTNERS/ DIRECTORS
3. FULL PARTICULARS OF OFFICE
  - (A) ADDRESS
  - (B) TELEPHONE NO.
  - (C) FAX NO.
  - (D) E-MAIL ADDRESS
4. FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM / SELECTED TENDERERS, WITH FULL ADDRESS/ TEL. NO.
  - (A) NAME OF THE BANK
  - (B) ADDRESS OF THE BANK
  - (C) TELEPHONE NO.
  - (D) FAX NO.
  - (E) E-MAIL ADDRESS
5. REGISTRATION DETAILS :
  - (A) PAN / GIR NO.
  - (B) GSTIN REGISTRATION NO.
  - (C) E.P.F. REGISTRATION NO.
  - (D) E.S.I. REGISTRATION NO.
  - (E) VALID ISO CERTIFICATE NO.
  - (F) LABOUR LICENSE NO.
6. DETAILS OF EARNEST MONEY DEPOSIT
  - (A) AMOUNT (RS.)
  - (B) D.D. / P.O. NO. AND DATE
  - (C) DRAWN ON BANK
  - (D) VALID UPTO



The above format may be used to provide requisite details.

7.
  - i. Audited Balance Sheet for, 2014-15, 2015-16 & 2016-17.
  - ii. Audited Income / Expenditure Statement for last three years
  - iii. Audited Profit & Loss Account Statement for last three years
  - iv. Audited Report Statement for last three years

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :

**Technical Tender**

**Page:2**

**Details of staff**

<b>Name, ESI No., P.F. No.</b>	<b>Qualification</b>	<b>Employee Code</b>	<b>Designation</b>	<b>Experience in housekeeping</b>	<b>Training</b>	<b>Health Check</b>

The above format may be used to provide employee details.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :

**Details of the existing contracts**

<b>Sr. No.</b>	<b>Name and Address of the organization, Name, Designation, and contact telephone / fax number of the Officer concerned</b>	<b>Details regarding the contract including manpower deployed</b>	<b>Value of Contract (Rs.)</b>	<b>Duration of contract</b>	
				<b>From dd/mm/yy</b>	<b>To dd/mm/yy</b>
<b>A</b>					
<b>B</b>					
<b>C</b>					
	<b>Additional information, if any</b>				

The above format may be used to provide requisite details.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :

**FINANCIAL TENDER FOR ESIC, REGIONAL OFFICE, EDC PLOT 23, PATTO,  
PANAJI, GOA**

For House Keeping services ESIC.

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

**A. MANPOWER CHARGES:**

Manpower rates are to be as per the minimum wages as defined in para 11 in instructions to tenderer.

Sr. no.	Particulars	Housekeeper	Supervisor
1	Minimum daily wages rates as on date of applying for the tender		
2	Monthly wages per person		
3	EPF contribution (Employer Share)		
4	ESI contribution (Employer Share)		
5	Bonus		
6	LWF Rs. 30/employee		
7	Uniform Cost		
8	Amount payable per employee per month (sum of 2 to 7)		
9	No.s of Employees to be engaged	14	01
10	<b>Total (8 * 9)</b>		
11	<b>Total Amount for 15 staff (14 Housekeeper + 01 Supervisor) (A)</b>		

**B. MACHINES/ EQUIPMENT CHARGES**

Sr. No.	Description	Amount (Rs.) per month
i.	Charges for machines and equipments, may be required for fulfillment of the contract (refer Annexure 'C') <b>(B)</b>	

**C. MATERIAL/CONSUMABLES CHARGES**

<b>Sr. No.</b>	<b>Description</b>	<b>Amount (Rs.) per month</b>
i.	Charges for toiletries and dispensers, cleaning material and aids, garbage disposal vehicle, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure 'C') <b>(C)</b>	

**D. Abstract**

<b>Sr. No.</b>	<b>Description</b>	<b>Amount (Rs.)</b>
i.	MANPOWER CHARGES (A)	
ii.	MACHINES/ EQUIPMENT CHARGES (B)	
iii.	MATERIAL/CONSUMABLES CHARGES ( C)	
iv.	SERVICE CHARGES (% on total of (A)+(B)+(C))	
<b>v.</b>	<b>GRAND TOTAL PER MONTH (SUM OF i to iv)</b>	

\* The above rates are inclusive of all taxes, levies including ESI contribution, EPF etc. but excluding only GST which shall be reimbursed on actual production of documentary evidence.

Please note that, for finalization of contract, the Tenderer whose Grand total of D above is the lowest in comparison to other Tenderers will be considered as the lowest Tenderer.

Date:

Place:

Signature of authorized person

Full Name:

Company's Seal :