



कर्मचारी राज्य बीमा निगम (क्षेत्रीय कार्यालय)
Employees' State Insurance Corporation (Regional Office)

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

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

पंचदीप भवन, ई.डी.सी. प्लॉट संख्या 23, पाटो, पणजी, गोवा -403001

Panchdeep Bhavan, EDC Plot No. 23, Patto, Panaji, Goa - 403001

फोन : 0832-2438857, 2438870, 2438871 फैक्स : 0832-2438858

ESIC
Chinta Se Mukti

ई-मेल : rd-go@esic.nic.in वैबसाइट : www.esicgoa.org.in, www.esic.nic.in



Tender document

HOUSEKEEPING SERVICES

Sealed tenders are invited for housekeeping services in ESIC, Goa.

| SI No | Name of the site | Descriptions(approx) | No. of persons to be deployed |
|-------|---|--------------------------------|-------------------------------|
| 1 | ESIC, Regional Office, Panchadeep Bhawan, EDC Plot No.24, Patto, Panaji, Goa – 403001 | 5 floors Area: 12027 sq mt. | 01 - Supervisor 09- staff |
| 2 | ESIC, Branch Office, Margao | Area: 220 sq mt. | 01 staff |
| 3 | ESIC, Branch Office,Mapusa | Area: 60 sq mt. | 01 staff |
| 4 | ESIC, Branch Office, Vasco | Area: 111 sq mt. | 01 staff |
| 5 | ESIC, Branch Office, Ponda | Area: 60 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 : B.N.Mandal, Assistant Director 0832-2438853**

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. A set of tender documents can be purchased from Regional Office, Panaji office between 10.00 a.m. to 4.00 p.m. on any working day upto **14/10/2013** on payment of a non

refundable cost of Rs. 250/- in the form of a Demand Draft/Banker's Cheque payable to ESI Fund A/c No. 01.

5. Sealed Tenders with separate Technical and Financial bids filled in the specified proforma and addressed to the Regional Director, ESI Corporation, Panchdeep Bhawan, EDC Plot No.23, Patto, Panaji, Goa should reach latest by 3.00 P.M. on 15/10/2013.

6. The Tender captioned "**Tender for providing Housekeeping services**" may be sent by post to the above mentioned address or dropped in the Tender Box placed at third floor, ESIC,RO, Goa at above address by the stipulated date and time. Tender, if dropped in any box other than the specific tender box will not be considered for selection.

7. Details of the Tender Document can be seen at ESIC's website www.esicgoa.org.in & www.esic.nic.in.

8. The Technical Bids shall be opened at 3.30 PM on 15/10/2013 in Conference Room of ESIC Regional Office, Panaji in the presence of such tenderers or their authorized representatives who may wish to be present.

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

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

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. 2010-11 & 2011-12 & 2012-13.

(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) Service Tax certificate.

(f) Registration Certificate of ESIC/EPFO (if applicable)

(g) Copy of PAN Card.

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.

A pre bid meeting shall be held to respond to the queries and comments on Annexure 'C' of the tenderers on 10/10/2013 at 3:00 PM .

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, 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 license for providing Pest control, Hospital Waste Management services as applicable.

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 30,00,000 (excl ST and Cess)
 - b) Two similar works of value each equal to 15,00,000 (excl ST and Cess)
 - c) Three similar works of value each equal to 8,00,000 (excl ST and Cess)
- in the last three years.

Tenderer to submit satisfactory completion certificates from the Client/Employer in support failing which the information is liable to be treated as invalid.

II. INSTRUCTIONS TO TENDERERS

1. The annual value of this tender is Rs.14,00,000/- approximately including manpower and material & machinery cost but excluding addition charges of ESI, EPF, Service Tax, 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. 30,000/- (2%) (Rupees Thirty 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 and time for receipt of tenders will be 3.00 P.M. on **15/10/2013**.

10. The Technical Bid shall be opened at 3.30 PM on **15/10/2013** 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 of Rs.1,00,000 /- (Rupees One Lakh 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 A+B 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 years 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 to inspection by ESIC staff during working hours.

8. ESIC will depute a person in each of the premises to ensure that the office rooms, committee etc. are open at designated hours for cleaning / housekeeping work.

9. The Contractor shall:

a. Ensure Pest / Animal and Rodent free environment in the premises of ESIC.

b. Provide tissue boxes and hand towels in Officers rooms

c. 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.

d. Ensure that their managers / supervisors are equipped with mobile phones.

e. Arrange for a garbage disposal vehicle, bins, and other material required for segregation and disposal of waste in a professional manner.

f. 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, bins, van, 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 computerised 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.

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, 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.
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 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. 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.

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 object from anywhere in area covered under the contract.

11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training 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 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.

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.

(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.

(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 |
|--------------------------------|--|--|----------------------------|-----------------------|
| a. OFFICE PREMISES | | | | |
| 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. PUBLIC AREA WASHROOM | | | | |
| 1 | Cleaning with Wizard | Cleaning will be done after half an hr. and boy will be stationed there | Wizard | Room Boy |
| 2 | Washroom cleaning with Sodium Hypochlorite | Cleaning will be done after every 8 hr. as and when required. | 1% Sodium Hypochlorite | Room Boy |
| c. CORRIDOR | | | | |
| 1 | Mopping with dry mop | In continuation | Flat Mop | Room Boy |
| 2 | Mopping with Wizard | After every 3 hrs. 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 |
| d. LOBBY | | | | |
| 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 hrs. as an when required | Wizard | Room Boy |
| 4 | Mopping with Sodium Hypochlorite | After every 8 hrs. as an when required | 1% Sodium Hypochlorite | Room Boy |
| e. CAFETERIA | | | | |
| 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 | Flat mop and Feather Brush | Room Boy |
| 3 | Dusting | Thrice in a day 8.00 | Z colour | Room Boy |

| | | | | |
|---|---------------------|--|--------|----------|
| | | a.m., 12.00 p.m. and 6.00 p.m. and after every meal | duster | |
| 4 | Mopping with Wizard | After every three hrs. and after every meal as and when required | Wizard | Room Boy |

RESOURCES REQUIREMENT ANNEXURE – C

1. 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 | 01 |
| 02 | Trained Housekeeping Staff | 13 |

Machinery Requirement:

ESIC, Regional Office, Goa

| Sl. No. | Description | Nos. required |
|---------|--------------------------------|---------------|
| 01 | Scrubbing Machine (Taski) | 1 |
| 02 | Auto Scubber machine (Taski) | 1 |
| 03 | Wet/Dry Vaccum Cleaner (Taski) | 1 |
| 04 | High Pressure Jet | 1 |
| 05 | Wringer Trolley | 4 |
| 06 | Sinages | 8 |

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

| Sl.No | Items | Qty | Sl.No. | Items | Qty |
|-------|---------------------|-----|--------|--------------------------|---------|
| 01 | Dust Control Refill | 05 | 11 | R2(Glass caleaner/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 kg | 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 kg |
| 08 | Brasso | 3 ltrs | 18 | Colin Dispenser | 1 |
| 09 | Cleanzo/Phynyl | 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. 40

(B) SERVICE TAX REGISTRATION NO.

(C) E.P.F. REGISTRATION NO.

(D) E.S.I. REGISTRATION 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 , 2010-11, 2011-12 & 2012-13.

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

| 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 :

Details of the existing contracts

| | 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 |
| A | | | | dd/mm/y y | dd/mm/yy |
| 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 :

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 including paid weekly off as defined in para. 11 in instructions to tenderer.

| S.No. | Description | Amount (Rs.) |
|-------|--|--------------|
| i) | Minimum wages Rates as on date of opening the tender | |
| ii) | Monthly wages per person | |
| iii) | EPF contribution | |
| iv) | ESI contribution | |
| v) | Amount payable per employee per month | |

MACHINES/ EQUIPMENT CHARGES

| S.No. | Description | Amount (Rs.) per month |
|-------|---|------------------------|
| 1. | Charges for machines and equipments, may be required for fulfillment of the contract (refer Annexure 'C') | |

B. MATERIAL/CONSUMABLES CHARGES

| S.No. | Description | Amount (Rs.) per month |
|-------|---|------------------------|
| 1. | 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') | |

C. Abstract :-

| S.No | Description | Amount (Rs.) |
|------|--|--------------|
| 01 | MANPOWER CHARGES (A) | |
| 02 | MACHINES/ EQUIPMENT CHARGES (B) | |
| 03 | MATERIAL/CONSUMABLES CHARGES (C) | |
| 03 | SERVICE CHARGES | |
| 04 | GRAND TOTAL PER MONTH | |

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

Please note that, for finalization of contract, the Tenderer whose Grand total of A+B 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 :