



कमेचारी राज्य बीमा निगम(क्षेत्रीय कार्यालय)
EMPLOYEES' STATE INSURANCE CORPORATION (REGIONAL OFFICE)
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
(Ministry of Labour & Employment, Govt. of India)
आई.एस.ओ. 9001-2008 प्रमाणित (AN ISO 9001-2008 Certified)
पंचदीप भवन, ई.डी.सी. प्लॉट सं. 23, पाटो, पणजी, गोवा- 403001
Panchdeep Bhawan, EDC Plot No. 23, Patto, Panaji, Goa-403001
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TENDER DOCUMENT

FOR PROVIDING HOUSEKEEPING SERVICES

Sealed tenders are invited from registered and reputed agencies for providing quality housekeeping services in the offices of ESIC, Goa.

Sl No	Name of the site	Descriptions(approx)	No. of persons to be deployed
1	ESIC, Regional Office, Patto, Panaji, Goa	5 floors Area: 1200 sq mtrs	01 - Supervisor 09- Housekeeping staff
2	ESIC, Branch Office, Margao, Goa	220 sq mtrs	01 HK staff
3	ESIC, Branch Office, Mapusa, Goa	60 sq mtrs	01 HK staff
4	ESIC, Branch Office, Vasco, Goa	60 sq mtrs	01 HK staff
5	ESIC, Branch Office, Ponda, Goa	111 sq mtrs	01 HK 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 officer:

Name of the officer with contact number:

B.N.Mandal, Assistant Director (Genl)

Ph: 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 'A')
- V. Resource requirement. (Annexure 'B')
- VI. Technical Tender
- VII. Financial Tender
- VIII. Declaration (Annexure 'C')

4. A set of tender documents can be purchased from Regional Office, Panaji **between 10.00 a.m. to 4.00 p.m. on any working day (Monday to Friday) upto 12th Oct 2012** on payment of a non refundable **cost of Rs. 250/-** in the form of a Demand Draft/Banker's Cheque drawn in favour of **ESI Fund A/c No. 1**, payable at Panaji.

5. Sealed Tenders with separate Technical and Financial bids filled in the specified proforma and addressed to the Regional Director, ESI Corporation, Panchdeep Bhavan, EDC Plot No.23, Patto, Panaji, Goa, should reach **latest by 3.00 P.M. on 16th October 2012.**

6. The Tender may be sent by post to the above mentioned address or dropped in the Tender Box captioned "Tender for providing Housekeeping services" placed at General Branch(3rd floor) of

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. Tender Document also can be downloaded from our website:

www.esicgoa.org.in or www.esic.nic.in

8. The Technical Bids shall be opened at **3.30 PM on 16th October 2012 in Conference Room of, ESIC Regional Office, Goa**, in the presence of such Tenderers or their authorized representatives who may wish to be present. In case 16th October 2012 happens to be a closed holiday the Bids will be opened on the next working day.

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

ELIGIBILITY CRITERIA

1. The Tenderers must have an average annual turnover of Minimum **Rs. 30, 00,000/- (Rupees Thirty Lakhs)** and should be a profit making concern during the last three years.

2. Copies of the following documents should be submitted alongwith the Technical Bid.

- (a) Audited Balance Sheets of last three years i.e. 2009-10, 2010-11 & 2011-12.
- (b) Audited Income and Expenditure statements of last three years
- (c) Audited Profit and Loss Accounts of last three years
- (d) Audit reports of last three years
- (e) Service Tax certificate.
- (f) Registration Certificate under ESI, EPF, Labour and any other legislation applicable to the firm
- (g) Copy of PAN Card

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

4. Amendment(s), 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(s) into account.

5. The Tenderers should have the Registered / Branch Office in Goa.

6. The Tenderers should have sufficient employees as detailed in Annexure 'B' 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. Documents in support of ESI, EPF deductions, should be attached with the Technical Bid. Details of the health and safety measures, the Tenderers takes for his workers should also be attached with the technical bid.

7. The Tenderers/Sub Contractor/Associate should have a valid labour license and license for providing Pest control services as and if applicable.

8. The Tenderers should have minimum three years experience in doing similar nature of work in reputed institutions preferably in Govt. organizations and have successfully completed at least:

- a) One similar work of value equal to **Rs 15, 00,000/-** (excl ST and Cess)
- b) Two similar works of value each equal to **Rs 7, 50,000/-** (excl ST and Cess)
- c) Three similar works of value each equal to **Rs 5, 00,000/-** (excl ST and Cess) in the last three years.

9. Tenderers to submit satisfactory completion certificates from the Client/Employer in support of above, failing which the information is liable to be treated as invalid.

INSTRUCTIONS TO TENDERERS

1. The **annual value of this tender is Rs.15, 00,000/-** approximately including manpower and material cost but excluding service tax and cess.

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 separate 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 'C') enclosed should be submitted along with the Technical Bid.

4. The Technical Bid should be accompanied by an **Earnest Money Deposit (EMD) of Rs. 30,000/- (Rupees Thirty Thousand only)** in the form of Demand Draft/Pay Order from a nationalised bank drawn in **favour of ESIC Fund A/c No. 1, payable at Panaji**. 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. 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 as non-responsive.

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

9. The closing date and time for receipt of tenders will be **3.00 P.M. on 16th October 2012**

10. The **Technical Bid shall be opened at 3.30 PM on 16th October 2012** 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 Tenderers whose Technical tenders are accepted their Financial Bid will be opened thereafter on the same day.

11. The Tenderers 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 Tenderers shall be disqualified.

12. No Tenderers 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.

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

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

15. The successful Tenderer will have to deposit a **Performance Security Deposit at the rate of 5%** of the annual value of the contract by way of Demand Draft drawn in favour of ESIC Fund A/c No. 1, Payable at Panaji **valid for 60 days** beyond the expiry of period of one year contract.

16. 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.

17. 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.

18. 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.

19. The competent authority of ESIC reserves the right to select a competent / suitable service provider by considering the qualification, experience in providing similar services in reputed Govt./Corporate institutions, and mere quoting of certain rates will not confer any right on the part of Tenderers for automatic selection.

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

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; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; State Shops and Establishments 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 'B' to its housekeeping staff /supervisors deployed at Regional office Panaji. 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 keeping their materials. The Housekeeping supervisor deployed by the contractor will keep all their liveries, materials, equipments in the space provided and the material supplied to this location will be checked/verified by security/authorized officer of this office which shall be shown during working hours.

8. Representative of ESIC will depute a person to ensure that the office rooms, committee room, TORs etc. are opened 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 toiletries, steel body liquid soap dispensers, toiletries, etc. in all wash rooms, and garbage bags, etc. in all work station, wash rooms and pantries.
- c. Ensure that their supervisors are equipped with mobile phones.
- d. 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 "A".
- 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 "B"
- c. The numbers given in Annexure 'B' are the minimum. The contractor shall provide resources, to meet the contractual obligations.

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 or extracts of attendance registers in respect of the persons deployed location wise.

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 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 specified no. of manpower as per Annexure 'B' and also arrange a pool of standby housekeeping staff/ supervisor. In case any housekeeping staff/supervisor absents 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 'B', 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/indemnify 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 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 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 as per extant rules in this regard.

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’

Scope of Work:

Cleaning Services

The aim and objective is to provide a high level of a cleanliness, hygiene and presentable look to the entire office area. Pre-designated 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 displaying name and logo of the contractor approved by ESIC, Goa. Officials of ESIC will further monitor the entire work and staff deployed by the selected contractor.

(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 9.00 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 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, 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, TORs, 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 /officer

(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 biodegradable 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 and when 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/files/stationery 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 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 and produced to ESIC regularly.

(f) Cleaning Schedule:

<u>S.No</u>	<u>Activity</u>	<u>Frequency</u>	<u>Agents used</u>	<u>Responsibility</u>
a. OFFICE PREMISES				
1	Brushing	Once in a day it starts from 7.30 a.m. as and when required	Feather Brush	Housekeeping staff
2	Mopping with Wizard	Once in a day it starts from 7.30 a.m. as and when required	Wizard	Housekeeping staff
b. PUBLIC AREA WASHROOM				
1	Cleaning with Wizard	Cleaning will be done after half an hr. and staff will be stationed there	Wizard	Housekeeping staff
2	Washroom cleaning with Sodium Hypochlorite	Cleaning will be done after every 8 hr. as and when required.	1% Sodium Hypochlorite	Housekeeping staff
c. CORRIDOR				
1	Mopping with dry mop	In continuation	Flat Mop	Housekeeping staff
2	Mopping with Wizard	After every 3 hrs. as an when required	Wizard	Housekeeping staff
3	Mopping with Sodium Hypochlorite	After every 8 hrs. as an when required	1% Sodium Hypochlorite	Housekeeping staff
a. LOBBY				
1	Dusting	In continuation	Z Colour duster	Housekeeping staff
2	Brushing with Dry Mop	In continuation	Flat.....	Housekeeping staff
3	Moping with Wizard	After every 3 hrs. as an when required	Wizard	Housekeeping staff
4	Mopping with Sodium Hypochlorite	After every 8 hrs. as an when required	1% Sodium Hypochlorite	Housekeeping staff
b. CANTEEN				
1	Removal of Garbage	Twice in a day 2.30 p.m. and 4.00 p.m.	Black Garbage bag	Housekeeping staff
2	Brushing	Thrice in a day 8.00 a.m., 12.00 p.m. and 4.00 p.m. and after every meal	Flat mop and Feather Brush	Housekeeping staff
3	Dusting	Thrice in a day 8.00 a.m., 12.00 p.m. and 4.00 p.m. and after every meal	Z colour duster	Housekeeping staff
4	Mopping with Wizard	After every three hrs. and after every meal as and when required	Wizard	Housekeeping staff

ANNEXURE – ‘B’

RESOURCES REQUIREMENT

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 for ESIC, Goa

Sl. No.	Manpower Description	No. of staff required
01	Housekeeping Supervisor	01 at RO Panaji
02	Trained Housekeeping Staff	09 at RO Panaji
03	Trained Housekeeping Staff	04 (1 each at Margao, Ponda, Mapusa & Vasco Branch Offices)

Machinery Requirement only for ESIC Regional office, Goa

Sl. No.	Description	Nos. required
01	Scrubbing Machine (Taski)	1
02	Auto Scrubber machine (Taski)	1
03	Wet/Dry Vacuum Cleaner (Taski)	1
04	High Pressure Jet	1
05	Wringer Trolley	4

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

Sl.No.	Items	Qty	Sl.No.	Items	Qty
01	Dust Control Refill	05	11	R2(Glass cleaner/Colin)	10 ltrs
02	Kent Mop Refill	15	12	R4(Furniture cleaner)	10 ltrs
03	Detergent	10 Kgs	13	R6(Toilet cleaner)	10 ltrs
04	VIM	10 kgs	14	Vacuum Pump	1
05	Multi-Cleaner	10 ltrs	15	Odonil	30
06	Room Spray(Premium)	10 bottles	16	U. Cubes	10
07	Auto Spray	15	17	N. Balls	3 kg
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)	10 ltrs	20	Dettol Anti Septic	10 ltrs

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

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

ANNEXURE 'C'

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.

TECHNICAL TENDER

For House Keeping and Facility Management services in ESIC.

1. NAME OF TENDERING COMPANY / FIRM:
2. STATUS OF THE FIRM (PROPREITORSHIP/PARTNERSHIP ETC.):
3. NAME OF OWNER / PARTNERS/ DIRECTORS:
4. FULL PARTICULARS OF OFFICE:
(A) ADDRESS:
(B) TELEPHONE/MOBILE NO.:
(C) FAX NO.:
(D) E-MAIL ADDRESS:
5. FULL PARTICULARS OF THE BANKERS OF THE COMPANY/ FIRM
(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) SERVICE TAX REGISTRATION NO.
(C) E.P.F. REGISTRATION NO.
(D) E.S.I. REGISTRATION NO.
(E) CONTRACT LABOUR (ABOLITION & REGULATION) ACT 1970:
(F) SHOP & ESTABLISHMENT ACT:
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 Sheets for 2009-10, 2010-11 & 2011-12.
- ii. Audited Income / Expenditure Statement for last three years
- iii. Audited Profit & Loss Account Statement for last three years
- iv. Audit Reports/Statements for last three years

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal:

Details of Manpower for Housekeeping

(Technical Tender Page2)

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

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 alongwith the 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/yy	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 BID

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	Rate for one House keeping staff	Rate for one supervisor
i)	Minimum Daily wages Rates as on date of opening the tender		
ii)	Monthly wages per person (including paid weekly off)		
iii)	EPF contribution (Employer share)		
iv)	ESI contribution (Employer share)		
v)	Amount payable per employee per month		
Total	Total amount for 13 house keeping staff and one supervisor (A) (in words and figures)		

B. MACHINES, EQUIPMENT AND CONSUMABLES CHARGES

S.No.	Description	Amount (Rs.) per month
1.	Charges for machines and equipments, toiletries and dispensers, cleaning material and aids, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure 'B') * (B)	

***The rate list for individual cleaning materials (itemwise) as mentioned at Annexure 'B' may be furnished separately**

C. Abstract/Summary:-

S.No.	Description	Amount (Rs.)
01	MANPOWER CHARGES (A)	
02	MACHINES, EQUIPMENT AND CONSUMABLES CHARGES (B)	
03	Service Charges (percentage of A + B) %	
04	Grand Total per month	

* The above rates are inclusive of all taxes, including ESI contribution, EPF etc. but excluding service tax which shall be reimbursed on actual on 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: _____ Signature of authorized person
Place: _____ Full Name: _____
Company's Seal: _____