

**निगम हिंदी पत्राचार का स्वागत करता है**

**क्षेत्रीय कार्यालय**

REGIONAL OFFICE

कर्मचारी राज्य बीमा निगम

EMPLOYEES' STATE INSURANCE CORPORATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour & Employment, Govt. of India

पंचदीप भवन, मध्य मार्ग, सेक्टर -19 ए,

PANCHDEEP BHAWAN, MADHYA MARG, SECTOR -19 A,

चण्डीगढ़/ CHANDIGARH -160019

दूरभाष/TELEPHONE : 0172-2544126 फैक्स/FAX : 0172-2542892

ई-मेल/E-mail: rd-punjab@esic.in Website: [www.esicpunjab.org](http://www.esicpunjab.org)

(आई.एस.ओ. 9001 : 2008 प्रमाणित)



**E-TENDER NOTICE FOR PROVIDING MECHANIZED CLEANING HOUSE KEEPING SERVICES  
TO REGIONAL OFFICE, E.S.I. CORPORATION, CHANDIGARH**

E - Tenders in two bid system through 'E-procurement' solution are invited from related ISO certified housekeeping agencies having atleast three years experience of providing mechanized housekeeping services in the Regional office, ESIC, Sector-19-A, Chandigarh on contractual basis for a period of two year which can be extended further for a period of one year subject to satisfactory performance on mutually agreed rate, terms and conditions. Detailed Tender Documents is available online from **22-12-2017** at our website: [www.esic.nic.in](http://www.esic.nic.in), [www.esicpunjab.org](http://www.esicpunjab.org) and <https://esictenders.eproc.in>. Bidders have to submit the Earnest Money Deposit (EMD) of Rs.65000/- in the form of Demand Draft /pay order drawn In favour of "ESI Fund A/c No.1" payable at Chandigarh to be dropped in the Tender box kept in General Branch, Regional office, ESIC, Sector 19-A, Chandigarh latest by **16-01-2018 up to 1:00 p.m.**

The interested bidders should upload duly signed tender form and their bids along with scanned copies of all the relevant certificates, documents etc. in support of their technical & price bids on our website <https://esictenders.eproc.in> latest by **16-01-2018 up to 1:00 p.m.** The technical bids will be opened online on **16-01-2018 at 2:30 p.m.**

Regional Director

**Schedule of e- tender notice:**

Date & time of issue/ publishing of Bid Document: 22-12-2017

Last date & time for receipt of tenders: **16-01-2018** up to 1:00 p.m.

Physical Submission of EMD in tender box: **16-01-2018** up to 1:00 p.m.

Date & Time for opening of Technical Bids: **16-01-2018** at 2:30 p.m.

Date & Time for opening of Financial Bids will be intimated by the department later on.

Place of opening of the Tenders:

Regional office, ESI Corporation, Plot no. 03, Sector-19 A, Madhya marg, Chandigarh-160019

Bid Validity period: 180 Days

## **Important Instructions for Bidders regarding Online Payment**

All bidders/contractors are required to procure Class-III B Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the ETenders.

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>

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**E-TENDER NOTICE FOR PROVIDING FULLY MECHANIZED HOUSE KEEPING SERVICES TO REGIONAL OFFICE E.S.I. CORPORATION, SECTOR, 19-A, CHANDIGARH**

1. E- Tenders are invited for Mechanized Cleaning and Housekeeping Services in Regional office, E.S.I. Corporation, Sector- 19-A, Chandigarh.

Name of Work	Area of Complex	Earnest Money Deposit
Mechanized Cleaning & House Keeping Services in Regional office, ESIC, Sector, 19-A, Chandigarh	Office Covered Area-11170 Sq. m. (Approx.) Open Area-7300 Sq. Meter	Rs. 65000/- (Rupees Sixty Five Thousand only)

2. Eligible agencies may visit the site on any working day from 9.00 AM to 4.00 PM by contacting the General Branch in Regional office, E.S.I. Corporation, Sector- 19-A, Chandigarh.
3. Tender documents consist of the following:-
- 1) Tender Notice including eligibility criteria.
  - 2) Instructions to Tenderers
  - 3) General Conditions of Contract
  - 4) Other Conditions
  - 5) Scope of Work
  - 6) Variations
  - 7) Payment Procedure
  - 8) Liquidated Damages
  - 9) Manpower
  - 10) Materials
  - 11) Risk Clause
  - 12) Dispute settlements
  - 13) Annexure 'A'
  - 14) Annexure 'B' (B-1 and B-2)
  - 15) Annexure 'C'
  - 16) Declaration (Annexure 'D')
  - 17) Undertaking (Annexure 'E')
  - 18) Technical Tender (Part A, B and C)
  - 19) Financial Bid (Part A, B and C)
4. Details of the Tender Document can be seen at E.S.I. Corporation's website: [www.esic.nic.in](http://www.esic.nic.in) and [www.esicpunjab.org](http://www.esicpunjab.org).
5. The Technical Bids shall be opened online at 02.30 PM on **16-01-2018** in the presence of such tenderers or their authorised representatives who may wish to be present.
6. E-Tenders received after the closing date and time shall not be considered.

**1) ELIGIBILITY CRITERIA :**

1. Atleast three (03) year experience of providing mechanized housekeeping services in offices run by the Central/ State Government, Central/ State Public Sector undertaking, Autonomous bodies or corporate offices of repute.

2. The Tenderer must have an average annual turnover of Rs.**90,00,000/-** (Rupees ninety lacs only) or above and should be profit making during the last three years. Copies of the following documents should be submitted along with the Technical Bid -
  - a) Audited Balance Sheet of last three years i.e. F.Y. 2013-14, 2014-15 and 2015-16.
  - b) Audited Income and Expenditure statement of last three years i.e. F.Y. 2013-14, 2014-15 and 2015-16.
  - c) Audited Profit and Loss Account of last three years i.e. F.Y. 2013-14, 2014-15 and 2015-16.
  - d) Audit report of last three years i.e. F.Y. 2013-14, 2014-15 and 2015-16.
  - e) Goods and Services Tax (GST) Registration Certificate.
  - f) Registration Certificate of the firm/ Company/ proprietorship from registrar of the Company or under shop and establishment Act, whichever is applicable.
  - g) PAN No. of the firm/ Company/ proprietorship.
  - h) The tenderer should have the Registered Office/ Branch Office in Chandigarh.
  - i) Copy of the latest ISO certificate.
  - j) E.S.I.C. registration Certificate.
  - k) E.P.F.O. registration Certificate.
  - l) Affidavit in respect of the declaration that the firm/ Company/ proprietorship is not blacklisted from any Govt. / PSU or other reputed organization in last three years.
  - m) Licence from concerned Govt. authorities for providing respective Housekeeping services in Chandigarh.
  - n) Authorization certificate authorizing the person concerned for signing the document.
3. No tender will be accepted from the ESIC colony address of any Officer/ employee.
4. No Tender will be accepted from ESIC Staff, their family members or any firm related to them.
5. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work as on date.
6. The Tenderer should possess valid latest ISO-9001:2008 certification for Housekeeping Services. Copy of certificate has to be attached with the Technical Bid.
7. The Tenderer should have atleast 03 years of experience in doing similar nature of work and have successfully completed either of the following in the last three years :-
  - a) One similar work of value equal to Rs.25 lacs or more
  - b) Two similar works of value equal to Rs.15 lacs or more
  - c) Three similar works of value equal to Rs.10 lacs or more
 Tenderer has to submit satisfactory completion certificate from the Client/Employer in support of his claim, failing which the information is liable to be treated as invalid.
8. Affidavit/declaration in r/o matter that firm has not been Blacklisted by any Govt. organization/ company/ firm in the last three years.

## **2) INSTRUCTIONS TO TENDERERS :**

- a) The tenderers are required to submit online two separate Bids i.e. – Technical and Financial, as per prescribed proforma.
- b) The declaration in the prescribed proforma (Annexure 'D') enclosed should be submitted online along with the Technical Bid.
- c) The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.65000/-(Rupees sixty five thousand only) in the form of Demand Draft/Pay Order from a nationalized bank drawn in favour of "**ESI Fund A/c No.1**" payable at Chandigarh. It should remain valid for a period of 06(Six) months from the last date of submission of the Tender.
- d) In the absence of EMD, the tender shall be rejected summarily.
- e) The earnest money shall be refunded to the unsuccessful tenderers after finalization of the contract. It shall be refunded to successful Tenderer on the receipt of performance security deposit.
- f) No interest is payable on the EMD.
- g) All the documents shall be signed by the authorised signatory of the tenderer. A certificate of authorization to authorise the signatory to sign the tender should be submitted with the tender.
- h) The bid shall be valid for 180 (One Hundred and Eighty) days from the date of opening. All entries in the tender form should be legible and clear.
- i) The tenderers shall quote for all work included in the tender document, failing which the bid shall be considered non responsive.
- j) Tenders incomplete in any form will be rejected out rightly.
- k) Conditional Tenders will be rejected out rightly.
- l) No Tenderer will be allowed to withdraw the tender after submission of the tender within the bid validity period; otherwise the EMD submitted by the tendering firm would stand forfeited.
- m) In case the successful Tenderer declines the offer of Contract, for whatsoever reasons(s), his EMD will be forfeited.

- n) The successful tenderer will have to deposit a Performance Security Deposit of Rs.1,50,000/- (Rupees one lac fifty thousand only) in “E.S.I. FUND A/c No.1” which shall be valid for 60 days beyond the expiry of period of two year contract and further renewable, if required.
- o) A formal contract/agreement shall be entered into with the successful bidder. In that contract/ agreement, the successful bidder shall be defined as Contractor.
- p) The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of the tender, otherwise the contract will be cancelled and EMD will be forfeited.
- q) All pages of tender document uploaded should be numbered and signed by authorised signatory of participating firm/ Company / proprietorship/ Agency/ Organization with seal in acceptance of the terms & conditions laid down in the tender.
- r) The competent authority reserves the right to withdraw/ relax any of the terms and conditions laid down in this tender. In such a situation, the tenderer shall be given sufficient time to take the changes into account.
- s) The competent authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof. Entire tender may also be cancelled by competent authority without assigning any reason thereof.
- t) For finalization of contract, the tenderer whose rates i.e. Grand total of Part A, B and C as given in the Financial Bid, is the lowest in comparison to other tenderers, will be considered as the Lowest Tenderer.
- u) Competent authority reserves the right to award the tender to any party irrespective of the lowest bidder.
- v) Agency will have to submit an undertaking/ declaration to the effect that the agency is not blacklisted/ debarred by any government organization/ PSU/ Agency during the last 03 years. As per (Annexure “E”)

### 3) GENERAL CONDITIONS OF CONTRACT (GCC) :

- a) 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.
- b) Only Mechanized cleaning may be done as far as possible with proper equipments using prescribed cleaning material of high standard. It may be noted that cleaning, sweeping, dusting, etc. must be of a very high standard failing which it would be deemed that the agency has failed to perform as per the agreement and penalty including cancellation of contract & forfeiture of security may be resorted to in that case.
- c) The Contractor should ensure the Health and safety measures of the employees. Medically unfit employee shall not be deployed at all.
- d) The Contractor will be responsible for supply/ installation/ refilling/ maintenance of all such items/ equipments used for housekeeping purposes.
- e) The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract.
- f) The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.
- g) The Contractor shall be fully responsible for the conduct of his staff.
- h) 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 Workman 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 there under from time to time. ESIC will not own any responsibility in this regard.
- i) The contract shall initially be valid for a period of two years on the same rate, terms and conditions. The contract may further be extended for a period of one year, subject to satisfactory performance, with mutual consent.
- j) The contractor is bound to pay the minimum wages to the workers as per notified D.C. rates applicable from time to time. However, revision of rates quoted under any head including wages, material or rent etc. shall not be admissible under any circumstance. So the tenderer should evaluate all such conditions while submitting the bid.**
- k) The Contract may be terminated by either party with prior notice of one month.
- l) Bonus will not be paid to workers by Regional office, ESIC, Chandigarh.
- m) 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 the annulment of the contract except the conditions under force majeure.

### 4) Other Conditions :

- a) The Contractor must provide standard Uniform as prescribed by ESIC for the duty assigned to housekeeping staff/ supervisors/ managers.
- b) The staff shall be in proper uniform with their identity card and name plate properly displayed. Samples of liveries will have to be submitted by the Contractor for approval of ESIC.

- c) ESIC will provide space for a store room to the Contractor in the premises. The storekeeper/ supervisor deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a record of the stores including inventory of store, daily duty roster chart and attendant. Both control rooms and stores shall be opened to inspection by authorised ESIC staff during working hours.
- d) Housekeeping contractor's supervisor shall ensure proper cleaning of the premises.
- e) Despite the level of cleanliness, the following schedule of cleanliness should be strictly followed:-
  - 1 Toilets – every hours
  - 2 Corridors - twice during working hours
- 3 The Contractor shall:
  - ensure the pest/animal and rodent free environment in the premises
  - provide tissue boxes and hand towels in Officers rooms
  - provide toiletries, steel body liquid soap dispensers, C-Fold Towel dispensers, Jumbo Roll dispensers etc. in wash rooms, toilets etc. and garbage bins/bags etc. in all work stations, wash rooms and pantries
  - ensure that their manager/supervisor is equipped with mobile phone
  - arrange for garbage disposal vehicle, bins and other materials required for segregation and disposal of waste in a professional manner.
- f) Contractor shall depute a supervisor for attending complaints through intercom/ telephone/ mobile and he will maintain one complaint register in the given format and ensure that complaint is resolved as per the terms of contract.

## 5) Scope of work :

- Details of scope of work are enclosed at Annexure "A"
- Details of number of manpower required and equipments to be used are given at the Annexure "B"(para B-1 and B-2 respectively) and liveries (list of cleaning materials and aids) to be used in the premises for housekeeping job are given at the Annexure "C"
- The numbers given in the Annexure "B" are the minimum. The contractor shall provide resources to meet the contractual obligations.

## 6) Variations :

- The Regional Director 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 on prorata basis for additional areas for equipment, toiletries and other materials.

## 7) Payment Procedure :

- a) Payment will be made in the succeeding month upon submission of the bill in triplicate alongwith proof of compliance of all statutory laws and payment to workers.
- b) 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.
- c) The Payment must be made to Housekeeping Employees through Bank transaction i.e. ECS/ NEFT/ RTGS only.
- d) The agency must make payment to their workers on or before seventh of each month and this payment is not linked to the pending payment, if any, by ESIC.
- e) The wages to be paid by the contractor to the contractual employees shall not be less than the prevailing minimum wages (DC rates) notified by the appropriate government from time to time (Chandigarh Administration in Chandigarh).
- f) However, revision of rates quoted under any head including wages, material or rent etc. shall not be admissible under any circumstance. So the tenderer should evaluate all such conditions while submitting the bid.
- g) If the contractor fails to make the payment to the workers by the scheduled date, the contractor will be liable to a penalty of Rs.500/- per day.
- h) Bank statement of previous month showing transaction through ECS should be attached with the bill.
- i) The agency shall submit the bill complete in all respect by 15th of each month after making payment to its employees.

## 8) 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/- (Rupees Five Hundred Only) per complaint shall be imposed. The decision of ESIC shall be final in this regard.

**9) 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 number of manpower as per Annexure "B" and also arrange a pool of stand by housekeeping staff/ supervisor.
- c) 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.
- d) If the required number of workers/ supervisor is less than the minimum required as per Annexure "B" a penalty @ Rs.500/- (Rupees Five Hundred only) per worker per day will be deducted from the bill.

**10) Materials :**

Any deviation in the material quality and quantity quoted as per Annexure 'C' will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, harmless to humans and property, should be used.

**11) Risk Clause :**

- a) The Contractor shall have, at all times, standby arrangements for carrying out the work under the contract in case of failure of the existing arrangement.
- b) ESIC reserves the right for termination of the contract at any time by giving one month written notice, if the services are not found satisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of contractor and excess expenditure incurred on account of this will be recovered by ESIC from the Contractor's Security Deposit or pending bill or by raising a separate claim.
- c) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- d) Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse of 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.
- e) In the event of loss/damage of equipment etc. at the premises of the ESIC due to negligence/carelessness of contractor staff, if established after a joint enquiry, then the contractor shall compensate the loss to ESIC.
- f) The Contractor or its representative/s shall meet ESIC representative/s regularly to take feedback regarding the Housekeeping services.
- g) The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- h) 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.
- i) 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 of the Sub contractor/Associate.
- j) Appointment of Supervisor will be done in consultation with ESIC's representatives and must be approved by them.
- k) Training on behavioral aspects and ethics must be done regularly. ESIC's ways of working should be communicated to all contractual staff. Training report of the same must be submitted once in a month.
- l) Licenses, if any, required for Housekeeping services at the site will be procured by the contractor.

**12) Dispute Settlements :**

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 Regional Director, ESIC Punjab and Chandigarh whose decision shall be final and binding on both the parties as per provision of arbitration and reconciliation Act 1996. Further deputed are subject to settlement at courts hearing jurisdiction at Chandigarh only.



## Scope of work

### 1) Cleaning Services :

The aim and objective is to provide a high level of clean, hygienic and presentable look to the entire area. Pre-designated managers/ supervisors of the contractor will supervise the awarded work. The agency has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC. Competent authority of office will monitor the entire work and staff deployed by the agency.

#### a) Daily services :

- House keeping/ cleaning services should be done daily from Monday to Saturday at regular intervals so that the areas covered under the contract remain spik 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. Agency will arrange additional manpower as per requirements for special occasions such that VIP visits at no extra cost.
- Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, removal of waste and any other garbage from the entire area.
- Sweeping, cleaning, mopping with disinfectant cleaner of the area is covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office and other areas.
- Cleaning of baskets, wastepaper baskets, cob-webs etc. and disposing off at designated site on daily basis.
- Dusting of computer systems and their peripherals, all doors and windows, furnitures, fixtures, fans, equipments, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes/ Venetian blinds.
- Spraying Room Fresheners in all rooms on a daily basis at regular intervals.
- Scrubbing/ cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors etc.
- Cleaning and disinfecting all vitreous fixtures including toilets, 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 checkups in the morning, afternoons and on call basis.
- Toilets/Urinals should be cleaned every hours and check list in r/o the same should be attached at the door of every toilet.
- Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipments, nameplates, plant boxes, doormats etc.
- Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- Check and remove dust, dirt or any such object from anywhere in area covered under the contract.
- Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs etc.
- Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the authorised ESIC officials.
- Dedicated manpower for washroom cleaning on each floor.
- The agency has to provide two gardeners to maintain the specification of ESIC Authorities.

#### 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 Biodegradable garbage as per norms.
- The agency will arrange to suitably transport and dispose garbage from the earmarked area to the nearest municipal 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 in a week as under:-

- Dusting of entire area including windows/ windowpanes/ doors/ ledges etc.
- Thorough cleaning/ sweeping/ washing/ mopping with disinfectant cleaners of all floors, staircases and toilets.
- Scrubbing of all floors and ceramic tiles base.
- Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- Cleaning of sanitary fittings, toilets, drain pipes etc. in the toilets with standard cleaning material.
- Cleaning of all windows glasses and grills with detergents/ cleaning agents.
- Washing of outside area with High Pressure Jet Machine.
- Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- Spraying of mosquito repellent on all weekends and as per requirement.
- The Tenderer will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- The contractor will work in the specified area mentioned in the scope of work.
- The contractor will provide the duty register to ESIC as required.

**d) Termite Pest and Rodent Control Services :**

- The Contractor shall take effective measures for Termite/Rodent/Pests and Disinfection Services including fogging etc. in the area under contract.
- The contractor shall use chemicals that are harmless to humans and machines and are as per WHO specifications. Further, the chemicals should not leave any spot in the treated area.
- The contractor will be responsible for any damage to humans/ machinery/ property of the office by any chemicals used by him. Any such damage caused due to rodent and disinfection services in the areas covered under contract shall be made good by the contractor.
- The contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC.

**e) Additional scope & particular condition for Office :**

In case of any differences, these particular conditions of contract supersede the General conditions of the contract. The services shall be provided from Monday to Saturday, including holidays. The Services include:-

- Cleaning of the whole premises including toilets and open areas.
- Wet mopping of covered areas.
- Cleaning of window panes and door panels.
- Cleaning and dusting of furniture and fittings.
- Vacuum cleaning of all carpets and upholstered furniture.
- Any other work within the scope of the specialized services.

**2) Cleaning of Office :**

- The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpet and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution and disinfectant in the morning.
- Office staff rooms/ toilets shall be cleaned using soap solution disinfectant and kept odour free deodorizer.

**3) Glass Windows & Doors :**

The contractor shall have his staff to clean glass with appropriate soap solution on weekly basis. Internal Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

**4) Garbage Disposal :**

The contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the office.

## Specific Areawise Cleaning Services

<b>CANTEEN</b>				
1	Removal Of Garbage	Twice in a day 8.30 am, 2.30 pm and when required	Black Garbage Bag	
2	Brushing	Twice in a day 8.30 am, 2.30 pm and when required	Flat Mop and feather brush	
3	Dusting	Twice in a day 8.30 am, 2.30 pm and when required	Z colour duster	
4	Mopping with wizard	After every three hours and after every meal and whenever required	Wizard	
<b>PUBLIC AREA/ WASHROOM</b>				
1	Cleaning with wizard	Cleaning will be done after half an hour and boy will be stationed there	Wizard	
2	Washroom cleaning with sodium hypochlorite	Twice in a day 8.30 am, 2.30 pm and when required	1% Sodium Hypochlorite	
<b>CORRIDOR</b>				
1	Mopping with dry mop	In continuation	Flat Mop	
2	Mopping with wizard	After every 03 hours and when required	Wizard	
3	Mopping with sodium Hypochlorite	Twice, as and when required	1% Sodium Hypochlorite	
<b>LOBBY</b>				
1	Dusting	In continuation	Z Colour Duster	
2	Brushing with dry Mop	In continuation	Flat Mop	
3	Mopping with wizard	Twice in a day 8.30 am, 2.30 pm and when required	Wizard	
4	Mopping with sodium Hypochlorite	Twice in a day 8.30 am, 2.30 pm and when required	1% Sodium Hypochlorite	
<b>Record Room /Store Room/office/Officer's Room</b>				
1	Brushing	Once in a day from 8.00 am and when required	Feather Brush	
2	Moping with wizard	Once in a day from 8.00 am and when required	Wizard	
<b>Touring officers rooms(02)</b>				
1	Dusting	In continuation and as required	Z Colour Duster	
2	Brushing with dry Mop	In continuation and as required	Flat Mop	
3	Cleaning of Bedsheets, towels etc.	In continuation and as required	As directed	
4	Washroom cleaning with sodium hypochlorite	Twice in a day 8.30 am, 2.30 pm and when required	1% Sodium Hypochlorite	

- Dilution of wizard in all areas = 40 ml in 1 liter of water
- Mops cleaning – Detergent wash and dry.
- Buckets – Detergent wash and dry (If contaminated 1% Sodium Hypochlorite overnight rinse and dry).
- All collection, storage, transportation and disposal of office waste shall be in accordance with Bio Waste Management and Handling Rules of India, 1998 and any amendments or other regulations, in this regard.
- General waste will be collected in black bag and will be disposed as normal waste.

**RESOURCES REQUIREMENT****B-1) Number of manpower to be deployed:**

<b>Sl. No.</b>	<b>Manpower Description</b>	<b>No. of staff required</b>
1.	Housekeeping Supervisor	01
2.	Trained Housekeeping Staff (including 02 gardener)	10

**B-2)** The Contractor should have following machines and equipment at the ESIC premises. Use of manpower for operations where suitable equipment is identified shall not be permitted for the weekly/deep cleaning:-

<b>Sl. No.</b>	<b>Description</b>	<b>Nos. Required</b>
1.	SCRUBBING MACHINE (TASKI)	02
2.	WET/DRY/VACCUM LEANER (TASKI)	01
3.	HIGH PRESSURE JET (TASKI)	01
4.	WRINGER TROLLEY	02

List of Cleaning Materials & Aids

S.No.	Material name	As specification or similar Brand	Unit /Size	Quantity	Rate per unit	Amount
<b>(Monthly Approx. Requirement)</b>						
1	Hard Broom Rod(Bid)	Reputed	Pcs	05		
2	Napthalene Ball	Reputed	Pkt	20		
3	Air Freshner Jumbo Pack	Airvic	pcs	10		
4	Duster Floor Big size	Reputed	Pcs	03		
5	Duster (Check) Big	Reputed	pcs	03		
6	duster (Check) Small	Reputed	pcs	10		
7	Duster (Yellow) big	Reputed	pcs	05		
8	Duster (yellow) small	Reputed	pcs	05		
9	Soft broom	Reputed	pcs	10		
10	hard broom	Reputed	pcs	10		
11	Liq. Soap (10ltr. Can)	Dettol	Can	01		
12	Toilet cleaner	Harpic	can	02		
13	Garbage Bag(Big 30*40	As per Sample	KG	150		
14	Garbage Bag( Small 20*20)	As per Sample	KG	300		
15	Detergent Bar 250GM	Vim	PCS	10		
16	Liquid soap Pump 500ML	Dettol	pcs	20		
17	Mosquito Spray (500ml)	Black Hit	pcs	30		
18	mosquito repellent liquid (30-45 day refill )	Mortein	pcs	20		
19	Scrubber Big	Scotch Brite	pcs	15		
20	Toilet Roll (75 Mtr.)	Daffodile	pcs	15		
21	Urinal Cube (400Gms)	A one	Pkt	20		
22	wiper Heavy duty	National	Set	10		
23	White Phenyle 5 ltr. Can	Thrissula	Can	02		
24	Glass Cleaner (500ml.)	Coline	Bottles	30		
25	Wet Mops	Reputed	pcs	05		
26	Wet Mops	Reputed	pcs	05		
<b>Total monthly amount (a)</b>						
<b>Total Annual amount (a X 12 = Y)</b>						
<b>Requirement of Half Yearly ( C-2)</b>						
1	Dust Bin (Big size)	60ltrs	Pcs	10		
2	Dust Bin (Small size)	5lts	Pcs	30		
<b>Total half yearly amount (b)</b>						
<b>Total Annual amount (b X 2 = Z)</b>						
<b>Grand Total Annual amount (Y +Z)</b>						

**Note:**

- Rate of Material shall be inclusive of Vat, other Taxes, duties, service Charges, Transportation etc.).
- Material should be manufactured by brand of repute.
- If any other extra materials are required, which are not included in the list, their payment will be made on the basis of prevailing market rate which will be decided by the competent authority of the Office.
- Bill for the material should be submitted with the monthly bill subject to requirement and physical verification by the office management.

**DECLARATION**

- a) I.....Son/Daughter of Shri..... Proprietor / Partner/Director/Authorised Signatory of ..... am competent to sign this declaration and execute this tender document.
- b) I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
- c) The information/document furnished along with the above application are true and correct 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.
- d) It is certified that the firm has not been blacklisted by any Govt., PSU or Autonomous / Statutory body in last 3 years.
- e) It is certified that the rates quoted are the most competitive rates offered by us and the firm is not providing its services below the quoted rates to any other Govt., PSU or Autonomous / Statutory body in NCR area.

**SIGNATURE OF AUTHORISED PERSON**

Date:

Full Name:

Place:

Firm's / Company's seal:

Note: The above declaration, duly signed and stamped by the authorised signatory of the tenderer must be enclosed with tender.

**SIGNATURE OF TENDERER WITH SEAL**

**UNDERTAKING**

**It is certified that the agency has not been Blacklisted/debarred by any office of ESIC/ Govt. Institution/ PSU in last three years.**

**SIGNATURE OF AUTHORISED PERSON**

Date:

Full Name:

Place:

Firm's / Company's seal:

**Technical Tender for House Keeping and Facility Management Services in ESIC****(A)**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the tenderer	
2	Constitution (Proprietorship/Partnership/Company etc.)	
3	Name of Owner/Partners/Directors	
4	Name of the contact person with contact No.	
5	<b>Full particulars of office</b>	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-mail address	
6	<b>Full particulars of the bankers of the firm/company/Tenderer etc.</b>	
(a)	Name of the Bank	
(b)	Address of the Bank	
(c)	Telephone No.	
(d)	Fax No.	
(e)	E-mail address	
(f)	Account type.	
(g)	Account No.	
(h)	IFSC Code	
7	<b>Registration Details</b>	<b>( Copy to be attached)</b>
(a)	PAN/TAN no.	
(b)	Goods and Services Tax(GST) No.	
(c)	E.P.F. Registration No.	
(d)	E.S.I. Registration No.	
(e)	Registration Certificate of Firm	
(f)	ISO Certificate	
(g)	Registration Certificate of DPCC/ Environment	
(h)	Copy of Labour License	
(i)	Registration of Chandigarh Labour welfare board	
(j)	Registration of contract labour act as per requirement	
8	Declaration regarding non blacklisting by any Central/State Govt. agency during last three years	
9	List of clients	1. 2. 3. 4.
10	<b>Details of Earnest Money Deposit</b>	
(a)	Amount (Rs.)	
(b)	DD/BC No.	
(c)	Date	
(d)	Drawn on bank	
(e)	Valid Up to	

The above format may be used to provide requisite details.



**(B)**

S.No.	Particulars	Financial Year(Copy to be attached)		
		2013-14	2014-15	2015-16
1	Audited Balance Sheet	Yes/NO	Yes/NO	Yes/NO
2	Audited Income/ Expenditure Statement	Yes/NO	Yes/NO	Yes/NO
3	Audited Profit and Loss Account Statement	Yes/NO	Yes/NO	Yes/NO
4	Audited Report Statement	Yes/NO	Yes/NO	Yes/NO

**(C) Details of the existing contracts:**

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				From	To
				DD/MM/YY	DD/MM/YY
1					
2					
3					
	Additional information, if any				

The above format should be used to provide requisite details.

Signature of Authorised Signatory with Stamp/Seal

Date:

Name:

Place:

Seal:

## FINANCIAL BID FORM

House Keeping Services in Regional Office, ESIC, Sector-19-A, Chandigarh.

Name of Tenderer along with address, Email & telephone no. :

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### **A. Financial Bid for Manpower (as per para 'B-1' of Annexure 'B') :**

Sl. No.	Description	No. of Manpower required	Description of wages and allowances	Rate per person per month	Monthly amount (total amount x manpower)
1	House Keeping Supervisor	01	i) Wages		
			ii) PF		
			iii) ESIC		
			iv) Uniform washing allowances		
			<b>Total (a)</b>		
2	Trained House Keeping Staff (Male/Female)	10	i) Wages		
			ii) PF		
			iii) ESIC		
			iv) Uniform washing allowances		
			<b>Total (b)</b>		
<b>Total monthly amount (a + b = c)</b>					
<b>Total Annual amount ( c X 12 )</b>					

**Note: ESIC and PF at the prevalent rate**

### **B. Financial Bid for Rent of Mechanized Equipments (as per para 'B-2' of Annexure 'B'):**

Sl. No.	Description	Nos. Required	Rent per month (Rs.)
1.	SCRUBBING MACHINE (TASKI)	02	
2.	WET/DRY/VACCUM LEANER (TASKI)	01	
3.	HIGH PRESSURE JET (TASKI)	01	
4.	WRINGER TROLLEY	02	
<b>Total (a)</b>			
<b>Annual Rent ( a X 12 )</b>			

### **C. Financial Bid for cost of All Cleaning Materials(as per Annexure 'C') :**

S.No.	Description	Amount
01	Total Cost of all cleaning Material (Y+Z)	

## **Note:-**

- The Goods and Services Tax in r/o services provided to the Regional Office, E.S.I. Corporation, Sector-19-A, Chandigarh shall be paid by the agency, which will be reimbursed on actual basis on production of documentary evidence/challan.
- The wages to be paid by the contractor to the contractual employees shall not be less than the prevailing minimum wages (DC rates) notified by the appropriate government from time to time (Chandigarh Administration in Chandigarh). However, revision of rates quoted under any head including wages, material or rent etc. shall not be admissible under any circumstance. So the tenderer should evaluate all such conditions while submitting the bid.
- Lowest bid will be decided on total cost for one year of housekeeping services with consumables as per formula given below for calculation of Total Annual Financial Bid Amount : -

**Total cost/Amount for one year** = Annual amount as per Financial Bid at Part A  
(+ ) Annual amount as per Financial Bid at Part B  
(+ ) Annual amount as per Financial Bid at Part C

**A** = Financial Bid for Manpower (as per para B-1 of Annexure 'B')

**B** = Financial Bid for Rent of Mechanized Equipments (as per para B-2 of Annexure 'B')

**C** = Financial Bid for cost of All Cleaning Materials (as per Annexure 'C')