



**ESIC**  
Chinta Se Mukti

क्षेत्रीय कार्यालय,  
REGIONAL OFFICE,  
कर्मचारी राज्य बीमा निगम  
EMPLOYEES' STATE INSURANCE CORPORATION  
पंचदीप भवन,सर्वोदय नगर, कानपुर-208005.  
PANCHDEEP BHAWAN, SARVODAYA NAGAR, KANPUR – 208005  
श्रम एवं रोजगार मंत्रालय, भारत सरकार  
(Ministry of Labour & Employment, Government of India)  
Website : [www.esic.nic.in](http://www.esic.nic.in) ; [www.esicuttarpradesh.org](http://www.esicuttarpradesh.org)  
E-Mail : [rd-up@esic.in](mailto:rd-up@esic.in) Phone- Phone -0512-2219171-72-73

**RE- E-TENDER NOTICE FOR PROVIDING MECHANIZED HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES TO REGIONAL OFFICE, ESI CORPORATION, KANPUR-208005.**

RE-E- Tenders in two bid system through 'E' procurement solution are invited from housekeeping agencies having three years experience of providing mechanized housekeeping and facility management services with strength of 200 or above run by the central Government/State Government/public or Private Sector companies/undertaking, Autonomous bodies for providing mechanized housekeeping and facility management services in the Regional Office, ESI Corporation, Panchdeep Bhawan, Sarvodaya Nagar, Kanpur- 208005 premises on contractual basis for a period of Two years under two bid system which can be extended further for a period of one year subject to satisfactory performance on the same rate terms and conditions. (For details please visit our website [www.esicuttarpradesh.org](http://www.esicuttarpradesh.org))

Detail Tender Documents are available on line from **10/08/2018** (<https://esictenders.eproc.in>) Bidders have to deposit the Earnest Money Deposit (EMD) of Rs.2.0 lakh in the form of Demand Draft /pay order drawn In favour of "ESI Fund A/c No.1" payable at Kanpur to be dropped in the Tender box in Room no.108. Regional Office, ESI Corporation, Panchdeep Bhawan, Sarvodaya Nagar, Kanpur-208005 or exception with documentary proof in case of Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department before **01.00 pm** on or before **05/09/2018**.

The tender document can be download from [www.esicuttarpradesh.org](http://www.esicuttarpradesh.org) Central Public Procurement Portal :- <https://esictenders.eproc.in> from 10/08/2018 to 05/09/2018 till 1:00 PM..

Tender document is also available for viewing on the website of Employees' State Insurance Corporation i.e. [www.esic.nic.in](http://www.esic.nic.in).

**Additional Commissioner cum Regional Director**

## **Schedule of e- tender notice:**

**Date & time of issue/ publishing of Bid Document : 10/08/2018.**

**Last date & Time for receipt of tenders: 05/09/2018 upto 01.00 p.m.**

**Last date & Time for Physical Submission of EMD: 05/09/2018 upto 1.00 p.m.**

**Date & Time for opening of Technical Bids: 05/09/2018 upto 02.30 p.m.**

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

**Place of opening the Tenders : Room 108 , RO, ESIC , “Panchdeep Bhawan”, Sarvodaya Nagar, Kanpur.**

**Bid Validity period : 180 days**

**Estimated Value of Tender: 80,00000/- (Approx.)**

क्षेत्रीय कार्यालय,

REGIONAL OFFICE,

कर्मचारी राज्य बीमा निगम

EMPLOYEES' STATE INSURANCE CORPORATION

पंचदीप भवन, सर्वोदय नगर, कानपुर-208005.

PANCHDEEP BHAWAN, SARVODAYA NAGAR, KANPUR – 208005

श्रम एवं रोजगार मंत्रालय, भारत सरकार

(Ministry of Labour & Employment, Government of India)

Website : [www.esic.nic.in](http://www.esic.nic.in) ; [www.esicuttarpradesh.org](http://www.esicuttarpradesh.org)

E-Mail : [rd-up@esic.in](mailto:rd-up@esic.in) Phone- Phone -0512-2219171-72-73-----



**RE-E-TENDER NOTICE FOR PROVIDING MECHANIZED HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES TO REGIONAL OFFICE, ESI CORPORATION, KANPUR-208005.**

1. E- tenders are invited for Mechanized Housekeeping Services in Regional Office, ESI Corporation, Panchdeep Bhawan, Sarvodaya Nagar, Kanpur- 208005.

Name of Work	Office Building	Earnest Money Deposit
Mechanized Cleaning & House Keeping in Regional Office ESI Corporation, Kanpur-208005 and Residential Colony	Office Complex ( Building and Open area) and open area of Residential Colony Sarvodaya Nagar, Sarojani Nagar, Kanpur.	Rs. 2,00,000/- (Two Lakh Only)

2. Eligible agencies may visit/inspect the site on any working day from between 10.00 AM to 04.00 PM by contacting the General Branch /Care Taker in Regional Office, ESI Corporation, Panchdeep Bhawan, Sarvodaya Nagar, Kanpur- 208005.
3. Tender documents consist of the following:-
- Tender Notice.
  - Eligibility Criteria
  - Instructions to Tenderer
  - General Conditions of Contract
  - Scope of Work (Annexure 'A')
  - Resource requirement. (Annexure 'B')
  - Declaration (Annexure 'C')
  - Technical Bid
  - Financial Tender
4. Details of the Tender Document can be seen at ESIC's website [www.esic.nic.in](http://www.esic.nic.in)
5. The Technical Bids shall be opened Online **at 02.30 PM on 05/09/2018** in the presence of such tenderers or their authorized representatives who may wish to be present.
6. E-Tenders received after the closing date and time shall not be considered.

## IMPORTANT INSTRUCTIONS FOR BIDDERS REGARDING ONLINE PAYMENT

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

Bidder 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) from any scheduled bank, 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>

## **II. ELIGIBILITY CRITERIA**

1. Three (3) years experience of providing mechanized housekeeping and facility management services in the central Government/State Government/public or Private Sector companies/undertaking, Autonomous bodies for providing mechanized housekeeping and facility management services.
2. The Tenderer must have an average annual turnover of Rs 1 Crores (Rupees One Crores Only) 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. 2014-15, 2015-16 and 2016-17.
  - b) Audit Report of last three years i.e. 2014-15, 2015-16 and 2016-17.
  - c) GST Certificate.
  - d) Registration Certificate.
  - e) PAN No.
  - f) The tenderer should have the Registered/Branch Office in UP/NCR Region.
  - g) Registered, Reputed Housekeeping agency which has ISO certification preferably.
2. The Tenderer should have sufficient employees as detailed in the 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 19) 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.
1. The Tenderer should have minimum 3 years' experience in doing similar nature of work and have successfully completed.
  - a) One similar work of value equal to Rs. 60,00,000/-.
  - b) Two similar works of value equal to Rs. 40,00,000/-.
  - c) Three similar works of value equal to Rs. 30,00,000/- in the last five years.

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

### III. INSTRUCTION TO TENDERERS

1. The tenderers are required to submit online two separate Bids i.e. – Technical and Financial, as per prescribed proforma.
2. The declaration in the prescribed proforma (Annexure C) enclosed should be submitted online along with the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.2,00,000/- (Rupees Two Lack only) In the form of Demand Draft/Pay Order from a nationalized/the commercial bank drawn in favour of “**ESI Fund A/c No.1**” payable at Kanpur. It should remain valid for a period of 06(Six) months from the last date of submission of the Tender. Bid Security ( also known as Earnest Money) can be exempted in case of Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department. In the absence of EMD, or with exception as mention, the tender shall be rejected. 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. No interest is payable on the EMD.
4. 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.
5. The bid shall be valid for 180 (One Hundred Eighty) days from the date of opening.
6. The tenderers shall quote for all work failing which the bid shall be considered non responsive.
7. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
8. The closing date and time for receipt of tenders will be **01.00 P.M.on 05/09/2018**.
9. 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.
10. In case the successful Tenderer declines the offer of Contract, for whatsoever reasons(s), his EMD will be forfeited.
11. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
12. The successful tenderer will have to deposit a Performance Security Deposit of Rs.10,00,000/- (Rupees Ten Lack only) by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothetical in favour of “**E.S.I. FUND.A/c No.1**” Valid for 60 days beyond the expiry of period of two 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.
13. 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 canceled and EMD will be forfeited.
14. All pages of tender documents submitted / uploaded should be numbered and signed by authorized signatory of participating firm with seal in acceptance of the terms & condition laid down by ESIC
15. The competent authority 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.

Signature of tenderer with seal

- 16 The competent authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.
- 17 For finalization of contract, the Tenderer whose rates, i.e. Grand total of Annexure B1+B2 as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer.
- 18 The firm/ Agency/Organization will ensure the required representation of Scs(15%)/ STs(7.5%)/OBC (27%) candidate including PWD / Ex-serviceman as per Govt. of india guidelines

Signature of tenderer with seal

#### **IV. 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/equipment.
2. 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 leaning, 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 the case.
3. The Contractor should ensure the Health and safety measures of the employees. ESIC may also conduct health checkup of the staff deployed at regular intervals. No Medically unfit employee should be assigned any duty
4. The Contractor will be responsible for supply/installation/refilling/maintenance of all such items/equipment used in wash rooms and other areas for housekeeping purposes.
5. 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.
6. 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; Uttar Pradesh 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. **The contract shall initially be valid for period of Two years** and may be **extended further for a period of One year subject to satisfactory performance, on the same Rate, Terms and Conditions**. The rates quoted by the bidder shall remain unchanged during the initial period of Two year 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. Bonus will not be paid to worker by Regional Office, ESIC, Kanpur- 208005.
7. 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.
8. **Force Majeure:**  
  
Notwithstanding the provision of TOC/ T&C, the supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

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9. The Contractor must provide standard Uniform/liveries as required for the duty assigned to 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 approval of ESIC.
10. ESIC will provide space for setting up a store/ control room of the Contractor in the premises. The control room will have seating arrangements for the Manager and/or Supervisor and will be equipped with a computer work station. The contractor will arrange for all other items, viz, time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping staff will first report to the Manager/supervisor in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipment, etc.
11. ESIC will provide space for a store/ control room to the Contractor in the premises. The storekeeper/supervisor deployed by the contractor will store all their liveries, materials, equipment in the store room and maintain a computerized record of the stores which shall be opened to inspection by ESIC staff during working hours.
12. Housekeeping contractor's supervisor shall insure the proper cleaning of toilet 30 minute before the start of the office hours of office.
13. The Contractor shall:
  - a. Provide tissues boxes and hand towels in Officers rooms.
  - b. Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers etc. in all designed wash rooms and garbage bins/bags, etc. in all work station wash rooms .
  - c. Ensure that their manager/supervisor is equipped with mobile phones.

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**I. Scope of work and services of the premises**

- a. Details of scope of work are enclosed at the Annexure "A"
- b. Details of Equipment to be used, Number of Manpower and liveries to be used at each of the premises for housekeeping job are given at the Annexure "B"( B1&B2)
- c. The numbers given in the Annexure "B-1" & "B-2" are the minimum. The contractor shall provide resources, to meet the contractual obligations.

**II. 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 equipment, toiletries etc.

**III. Payment Procedure**

Payment will be made in the first week of the succeeding month upon submission of the bill in the triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC along with computer generated attendance sheet in respect of the persons deployed. The Payment must be made to Housekeeping Employees through Bank transaction i.e. ECS only. Bank statement of previous month showing transaction through ECS should be attached with the bill. The agency shall submit the bill complete in all respect by 21<sup>st</sup> of each month. The agency must make payment to their workers through bank (ECS) transactions only on or before seventh of each month and this payment is not linked to the payment by ESIC current bill.

**IV. 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 official in-charge shall be final, in this regard.

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**V. Manpower**

1. 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.
2. 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. 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 present numbers of workers/supervisor/manager are 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. Any Manpower should not depute in double or triple shift.

**VI. 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, no harmful material to humans and property should be used.

**VII. Risk Clause**

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of 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 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 Security Deposit or pending bill or by raising a separate claim.

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

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- g. In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities of the Sub Contractor/Associate.
- h. Measure of success will be based on the feedback from External Beneficiaries staff which will be recorded and action report needs to be submitted every month by the Contractor.
- i. Appointment of Supervisors will be done in consultation with ESIC's representatives and must be approved by them.
- j. Training on behavior aspects and ethics must be done regularly. ESIC's ways of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- k. Licenses if any required for Housekeeping services at the site will be procured by the Contractor. The ESIC shall assist

#### VIII. **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 Regional Director, ESI Corporation, Kanpur whose decision shall be final and binding on both the parties.

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## **V. Scope of work**

### **1). Cleaning Service**

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Predesignated 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 officials of ESIC will monitor the entire work and staff deployed by the selected tenderer s.

#### **(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.

- i. 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, conferences rooms, committee rooms, office rooms, cabins, cubicles, etc.).
- ii. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office and other areas as covered in the contract.
- iii. Cleaning of baskets, wastepaper baskets, cobwebs, etc. and disposing off all the collecting refuse at designated site on daily basis.
- iv. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes / Venetian blinds.
- v. Spraying Room Fresheners in all rooms on a daily basis at regular intervals.
- vi. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- vii. 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. Restock 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 during daytime.
- viii. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipment, nameplates, plant boxes, doormats etc.
- ix. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- x. Cleaning, dusting, scrubbing of reception, security rooms, training halls, committee rooms, computer labs, etc.
- xi. 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 officials in charge.
- xii. Dedicated manpower for washroom cleaning on each floor .
- xiii. The agency has to provide 4 nos. of water men during the summer season for filling up water in Desert Coolers.

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(b) **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 ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents / 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 Tenderer 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.

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(c) **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 suggestion, complaints related to services or staff deployed by the contractor will be registered on the computer provided to the contractor and will be 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 Complaints 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 / email, verbal complaints from ESIC, etc. and necessary action is to be taken.

**Residential Colony**

Cleaning of all open areas between the building and boundary including sweeping of roads lawns, paths clearing open drain and disposal of garbage etc. as directed by the ESIC official incharge

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<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	Cleaning will be done after half an hour and boy will be stationed there	
<b>CORRIDOR</b>			
1	Mopping with dry mop	In continuation	Flat Mop
2	Mopping with wizard	After every 3 hours as and when required	Wizard
3	Mopping with sodium Hypochlorite	After every 3 hours as and when required	

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**VI. RESOURCES REQUIREMENT**

The Contractor should have sufficient machines and equipment. So as to full fill the requirement of Housekeeping of the ESIC at the ESIC premises. It is required contractor have to deputed mechanized equipment for thorough deep cleaning :-

**B-1- Number of manpower to be deployed**

<b>Sl.No.</b>	<b>Manpower Description</b>	<b>No. of staff required approximately</b>
<b>1.</b>	Housekeeping Supervisor	1
<b>2.</b>	Trained Housekeeping Staff	22

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**VII. DECLARATION**

1. I, \_\_\_\_\_ Son / Daughter of  
Shri \_\_\_\_\_ Proprietor / Partner / Director / Authorized  
Signatory of \_\_\_\_\_ an 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 documents would lead to rejection of my tender at any stage  
besides liabilities towards prosecution under appropriate law.
  
4. There is a no Vigilance/CBI case /Black List or Court case pending against the firm.

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## VIII. TECHNICAL BID

### **For House Keeping and Facility Management Services in ESIC**

**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)	Email 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)	Email address	
5	Registration Details :-	
	(A) PAN/GIR No.	
	(B) Service Tax Registration No./GST	
	(C) E.P.F. Registration No.	
	(D) E.S.I. Registration No.	
	(E) Registration Certificate of Firm	
	(F) ISO Certificate	
	(G) Copy of Labour License	
	(H) Registration of U.P.Labour welfare board .	
	(I) Registration of contract labour act as per requirement .	
6	Details of Earnest Money Deposit	
(A)	Amount (Rs.)	
(B)	D.D./P.O. No. and Date	
(C)	Drawn on Bank	
(D)	Valid up to	

The above format may be used to provide requisite details.

7. Audited Balance Sheet for 2014-15 , 2015-16 and 2016-17

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**Details of Staff**

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

The above format may be used to provide employee details.

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**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	
				<b>From</b>	<b>To</b>
				DD/MM/YY	DD/MM/YY
A					
B					
C					
	Additional information, if any				

The above format may be used to provide requisite details.

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**IV. FINANCIAL BID FORM**

**HOUSE KEEPING SERVICES IN ESIC R.O. KANPUR (U.P)**

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

**A. Financial Bid for Manpower (ANNEXURE B-1)**

S.No.	Description	No.of Manpower required	Description of Wages & allowances (As per Central Govt. Minimum Wages)	Rate per person per month	Monthly amount (Total amount x Manpower)
	House keeping				
	Supervisors	1	Wages		
	Trained housekeeping Staff(male/female)	22	Wages		
			Total Amount		
<b>Total</b>					

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

**B - Financial Bid for cost of All Cleaning Materials ANNEXURE B-2**

S.No.	Description	Monthly Amount
	Cost of all cleaning Material (As per Annexure B)	Total of Annexure B

**Note:Quoted rate should be inclusive of all statutory compliances and Taxes etc.**

**Sig. of tenderer with seal**

S.N	<b>Requirement of Monthly ('X')</b>					
	Material name	Brand	Unit /Size	Quantity	Rate per unit	Amount
1	Hard Broom Rod(Bid)	As per Sample	pcs	20		
2	Parking Broom	As per Sample	pcs	10		
3	Napthalene Ball (1 K.g.)	As per Sample	pkt	2		
4	Room Freshner	As per Sample	pcs	10		
	Air Neutizer Machine	As per Sample	Pcs	2		
5	Air Neutilizer (300ml) liquird	Air wik	pcs	5		
6	Duster Floor Big size	As per Sample	Pcs	30		
7	duster (Check) Small	As per Sample	pcs	50		
8	Moping Duster	As per Sample	pcs	30		
9	soft broom	As per Sample	pcs	10		
10	Liq. Soap (10ltr. Can) floor	Fem	can	2		
11	Toilet Cleaner Harpic(05 ltr. Can)	As per Sample	can	4		
12	Liquid soap 900ML Dettol/ Lifeboy	As per sample	pcs	10		
13	Mosquito Spray (500ml)	Black Hit	pcs	12		
14	mosquito repellent liquid (30-45 day refill )	Mortein/Allout/ Good Night	pcs	16		
15	Detergent Soap 250g	Rin/Vim	pcs	5		
16	Scurbber Big	Scotch Brite	pcs	4		
17	Washing powder 1 kg	nirma	pkt	10		
18	Vim Poweder	Vim	Pkt	5		
19	Toilet Roll (75 Mtr.)	Daffodile	pcs	3		
20	wiper with Plastic Handel	National	Set	20		
21	White Phenyle 500ml	Thrissula	pkt	20		
22	Black Phenyle 5ltr. Can	As per Sample	Can	2		
23	Glass Cleaner (500ml.)	Coline	Bottles	5		
24	Black polythene ( 1 Kg)	Thrissula	Big	5		
	<b>Requirement of Yearly ('Y')</b>					
1	Mosquito Machine Allout/ Good Night	As per Sample	pair	100		
2	Shop Container ( For One Year )	As per Sample	PCS	48		
3	Dust Bin	As per Sample	Medium	100		
		Total				

Rate of Material shall be inclusive of GST, other Taxes, duties service Charges, Transportation Etc.)

**Sig. of tenderer with seal**



If any other extra material is required, which are not in the list, their payment will be made on the basis of prevailing market rate which is decided by the competent authority of the Office. Bill for these should be submitted with the monthly bill subject to requirement and physical verification by the Office management

Signature of owner / The Managing Partner / Director

Date: Name:

Place: Seal:

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.**

Lowest bid will be decided on total cost for two years of housekeeping services with consumables as per given formula:

1- 24 month x Total amount of Annexure B-1)  
{for page no.23 and of financial bid}

2- [ {(24 month x total amount of 'X' (i.e. Annexure B-2) + { 2 x Total amount of 'Y' (i.e. Annexure B-2)} }]  
{for page no. 24 and of financial bid}

Total of two year cost = (1+2)

**Sig. of tenderer with seal**