



कर्मचारी राज्य बीमा निगम.
EMPLOYEES' STATE INSURANCE CORPORATION

क्षेत्रीय कार्यालय, झारखंड

REGIONAL OFFICE: JHARKHAND

नामकुम, राँची 834010

NAMKUM: RANCHI- 834010

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INVITATION OF TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FOR OFFICE PREMISES OF REGIONAL OFFICE, ESIC, NAMKUM, RANCHI & ITS ELEVEN BRANCH OFFICES AROUND JHARKHAND.

Sl. No.	Name of the work	Earnest Money	Cost of Tender Paper (Non Refundable)
	Outsourcing of Housekeeping services for office premises of Regional Office, ESIC, Namkum, Ranchi & its eleven Branch Offices around Jharkhand.	15000.00	500.00

The Office of the Regional Director, Regional Office, ESIC, Namkum, Ranchi intends to avail of the services of an agency for cleaning, sweeping and housekeeping of its Regional office premises, Namkum, Ranchi and its eleven Branch offices located around Jharkhand. List of Branch Offices is as follows:-

1. ESIC, Branch Office, Kokar, Ranchi.
2. ESIC, Branch Office, Naisarai, Ramgarh.
3. ESIC, Branch Office, By Pass Road Chas, Bokaro.
4. ESIC, Branch Office, Housing Colony, Dhanbad.
5. ESIC, Branch Office, Nirsachatti, G.T.Road, Dhanbad.
6. ESIC, Branch Office, Nehru Road, Lokadih, Chirkunda, Kumardubhi, Dhanbad.
7. ESIC, Branch Office, Argha Ghat Road, Giridih.
8. ESIC, Branch Office, Sheetal Mallick Road, Deoghar.
9. ESIC, Branch Office, Near Bus Stand, Jhumritiliya, Koderma
10. ESIC, Branch Office, Adityapur, Jamshepur
11. ESIC, Branch Office, Golmuri, Jamshepur

Interested agencies may submit. Following documents giving full details:

1. Terms & conditions :Annexure 'I'
2. Proforma for Bidders Profile : Annexure 'II'
3. Proforma for Financial Bid : Annexure 'III'

Interested parties may inspect the premises and submit Annexure 'I' & 'II' duly filled in, signed & stamped alongwith self attested and Eligibility Documents in same sealed envelop which may be super scribed as "Technical Bid" and Annexure 'III' in all respect separate sealed envelope which may be super scribed as "Financial Bid". These two envelopes must be placed in another sealed cover super scribing "Tender for Housekeeping Services in ESIC, Jharkhand and must be addressed to "The Dy. Director (General), Regional Office, "Panchdeep Bhawan" Namkum, Ranchi. -834001". Incomplete bid documents shall be rejected. The valid Technical Bids shall be scrutinized by a committee constituted for the purpose to short list the eligible bidders. The Financial Bids of only those service providers, will be opened, who fulfill the Technical Bids and have agreed for terms of contract. The short listed tender along with the documents will be submitted to the 'competent authority' and upon approval by the 'Competent authority' the successful bidders will be intimated about the award of contract to him. For any clarification in the matter and /or for inspection of the office premises, prior appointment may be made with the Superintendent, General Branch, Regional Office, Namkum, Ranchi during office hours ESIC, R.O., Ranchi reserves the right to postpone and /or extend the date of receipt / opening of Tender/Quotation or to withdraw the same, without assigning any reason thereof. Further, ESI Corporation reserves the right to accept/ reject any offer without assigning any reason thereof.

Read, understood and complied
Signature and Seal of the Bidder

TERMS & CONDITIONS**ELEGIBILITY CRITERIA:-**

The Agency/Firm/Company should furnish Attested copies (duly Attested by Gazetted officer/Notary public) of the following documents:

- 1) Valid Firm Registration Certificate.
- 2) The Status of the firm, i.e.
 - An Attested copy of Articles of Associations duly registered with Registrar of Company affairs, in case of Limited/ Private Limited company;
OR
 - An Authenticated copy of Partnership deed in case of Partnership firm;
OR
 - Proprietor certificate from the Proprietor of the firm that he is the sole Proprietor of the firm on firm letter head or the same certificate issued by the Notary Public on Non-Judicial stamp paper, in case of Proprietary firm.
- 3) Copy of PAN Card of the Firm.
- 4) Registration Certificate of ESIC and Paid Challan Copy last two years.
- 5) Registration Certificate of EPF and Paid Challan Copy last two years.
- 6) Registration Certificate of Service Tax and Paid Challan Copy last two years.
- 7) Balance Sheet and ITR of the Firm/Company last 3 years.
- 8) The bidder must have successfully completed works of similar nature (Housekeeping/Cleaning/Sweeping) at least in minimum two Central Govt./ PSU's/ State Govt. organizations during last 3 years. Attach satisfactory work completion certificate from such organizations.
- 9) List of Housekeeping Machine & Equipments.
- 10) Copy of Valid Labour License under Contract Labour (Regulation and Abolition) Act, 1970.
- 11) Certificate regarding non-working of any close relative in ESIC. The format of the certificate is given below:

"I/We..... S/o..... resident of Proprietor/Partner/Director of the Firm/Company here by certify that none of my/our near relative/relatives is/are employed in any unit of ESIC. In case at any stage, it is found that the information given by me is false / incorrect, ESIC shall have the absolute right to take any action as deemed fit/without any prior intimation to me."(In the case of Partnership Firm/ Limited/ Private Limited company the non- relation certificate given by all Partners/Directors)
- 12) "Power of Attorney" in case person other than the bidder has signed the bid documents (duly attested by Gazetted officer/notary public)
- 13) An undertaking for getting Labour License from Central Govt. if required.
- 14) An Affidavit on Non Judicial Stamp Paper regarding Non Blacklist/Non Debar of the Firm/Company and undertaking for No criminal cases pending against the firm/Partner/Director.
- 15) Earnest Money in the form of Demand Draft of any Nationalized Bank drawn in favour of **ESIC Fund A/c No.1**, payable at **Ranchi**, enclosed with Technical Bid.
- 16) Cost of Tender documents in the form of Demand Draft of any Nationalized Bank drawn in favour of **ESIC Fund A/c No.1**, payable at **Ranchi**, enclosed with Technical Bid.
- 17) Tender without all/any documents as above are liable to be rejected.
- 18) Tender with false/misleading documents/ information will lead to disqualification of tenders.
- 19) ESI Corporation, reserve the right to accept/ reject any offer without any reason thereof.
- 20) The Housekeeping persons, supervisor, electrician and plumber should wear uniforms during their working hours. The rate quoted should be inclusive of uniform cost and dry cleaning charges.
- 21) Submitting of tender by the parties will be treated as they agree to abide by the terms and conditions mentioned above.

Read, understood and complied
Signature and Seal of the Bidder

- 22) The working hour for Housekeeping staff is between 07.30 AM to 04.00PM daily including the lunch break of half an hour and a skeleton staff would be required beyond 04:00PM on all working days to cater for emergency services at R.O. and In Branch Offices working hours will be from 8.00 AM to 12.30 PM.
- 23) The agency should comply with all the statutory Acts/rules.
- 24) The Employees engaged by the agency will be in the employment of the agency only and not of ESI Corporation. The Agency will be responsible for all amenities apart from payment of minimum wages to the personnel posted as mentioned below.
- Wages as per Minimum Wages Act Central. (Latest), (b) Bonus as per rule.
 - ESI, Provident Fund and Service Tax.
- 25) Loss of Property: In case of any loss of property of the ESI Corporation, theft which can be attributed to the negligence of the employees deployed by the contractor at the ESI Corporation premises, the same can be recovered from any of the bill payable to the contractor.
- 26) Once the contract is awarded the Agency should follow the following instructions without fail.
- Workers engaged must receive their entitled wages within 7th day of next month.
 - Payment to such workers must be made through cheque/NEFT. Under no circumstances payments will be made in cash. Service provider will get a Bank account opened for every engaged worker.
- 27) Bills submission should be in the following schedule:-
- The Contractor shall submit the Monthly Bill on or before 20th of the concerned month alongwith all certificates mentioned at point no. 9 of the “Terms and Conditions for the contractor for Housekeeping”.
 - The Contractor shall submit the Monthly Bill on or before 20th of the Month. The payment shall be made on monthly basis after deducting tax at source as applicable. In the all inclusive lump sum bill amount, a statement indicating “A breakup of rates claimed” shall be provided in the manner as demanded by the Regional Office. No other charges in addition will be payable on any account over and above the rates quoted. No revision of rates shall be entertained during the period of contract.
- 28) While Submitting the bill, the service provider must file a certificate certifying the following:
- Wages of workers were credited to their Bank accounts on date..... for previous month i.e.....
 - ESI Contribution relating to worker amounting to Rs..... was deposited on date,..... with worker Name and IP No. details (Copy of the Challan for the month of enclosed)
 - EPF Contribution relating to workers amount to Rs..... was deposited on date,..... with name and EPF No. of worker.(Copy of the challan for the month ofenclosed)
 - Service tax deposited challan.
- 29) The decision of the Regional Director & Incharge in this respect will be final and binding to Bidders.

SCOPE OF WORK/FOR HOUSEKEEPING SERVICES:-

DAILY WORK:-

The details of housekeeping work are as under:

- Cleaning, sweeping and wet mopping of the entire area including the lobby/corridor and open area.
- Collection and effective disposal of all garbage and waste materials.
- Cleaning of toilets, urinals and wash basins using disinfectants twice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilet rooms.
- Shifting of furniture, files and other office equipments as and when required.
- Dusting and cleaning of all furniture like tables, chairs, sofa-sets, racks, almirahs, computer tables/chairs and electronic gadgets like computers, telephones, fax machines, photocopier machines, fans, tube lights, etc.
- Cleaning of pantry area, wiping, cleaning and removal of stagnant water.
- Miscellaneous services such as serving of drinking water/refreshment, etc. during conference/meetings/seminars and visit of assesses in the offices.
- Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
- General maintenance and upkeep of the entire office premises.

- Provision of Liquid/Bars/Naphthalene Balls/Hand Wash etc. in the toilets.
- Spray of Room Freshener in the chamber of Regional Director and other officers.

WEEKLY WORK:-

- Cleaning of ceilings, walls, A.C. duct, grills and beams.
- Cleaning of entire floor space, glasses and pantry with detergents.
- Cleaning of window panes/ Doors with mild detergent such as Colin and carrying out any other cleaning operations as and when assigned.
- Deeply Cleaning of Toilets, Sanitation pipe, Drainage etc.
- Cleaning of Floor, Washing with detergents/ Grass cutting in & Out of the premises.
- TORs Towels/Bed sheets/ Pillow cover washing.

OTHER WORK:

- Curtains washing per month.
- Seasonal insecticides spreading.
- Maintenance of Complaint Book and compliance reports.

GENERAL TERMS & CONDITIONS

- The bidders should have been providing similar services to the Government Departments for at least last two years.
- The bidders shall be duly registered with E.S.I.C., E.P.F.O., Service Tax and other relevant statutory authorities dealing with employment of labour as applicable to the bidders. All existing statutory regulations of both the State as well as the Central Government shall be adhered to by the contractor and all the records maintained.
- The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. Photo, full address and telephone number of all housekeeping personnel should be provided for records.
- The persons employed should work on all days except Sundays and Gazetted Holidays.
- If a particular worker is absent on any day another person should be deployed in his/her place.
- The personnel should attend to work punctually and complete the cleaning work of the entire office premises daily. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
- Only those contractors are required to submit their quotations who are satisfying each and every condition as laid down.
- Final amount must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.
- Rates should be submitted and signed by the authorized representative of the contractor with its current business address.
- The contractors must comply with the rates, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained.
- Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for all persons deployed by him for short duration. This office shall not entertain any claim arising out of mishap, if any, which may take place.
- Contractor in no case lease/transfer/sublet or appoint caretaker for services.
- No other person except contractor's authorized representative shall be allowed to enter the premises of the ESIC.

- It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.
- The duration of the contract will be of two years from the date of agreement /contract and if the work assigned has been found satisfactory, the period/duration of the contract may be extended up to further two years. In case of completion of the contract period the contractor must continue to provide their services at the same terms and conditions till the completion of next tender process.....
- The bidder should have not been blacklisted by any of the State/Central Government Department or any other organization (attach affidavit to the effect with the technical bid).
- Notwithstanding anything contained herein, the Regional Director, Namkum, Ranchi reserves the right to accept or reject any tender application without assigning any reason.

The Agency/Firm/Company should furnish the following details:

Sl. No.	Description	Details	Document Submitted Yes/No
1	Firm Registration No. with Validity		
2	Weather the firm is Proprietor/ partner/Limited/ Pvt. Limited		
3	PAN No. of the Firm/organization		
4	Service Tax Registration No.		
5	EPF Registration No.		
6	ESIC Registration No.		
7	Valid Labour License No.		

Read, understood and complied
Signature and Seal of the Bidder

Name of the bidder
Seal of the bidder

Read, understood and complied
Signature and Seal of the Bidder