

**FINANCIAL TENDER FOR ESIC REGIONAL OFFICE – HYDERABAD**

I. Name of Tenderer: \_\_\_\_\_

Sl.No		Rate Per Month * (Rs.)	Total Nos.	Amount
A	<b>MANPOWER CHARGES</b>			
i.	Supervisors			
ii.	Trained House-Keeping Staff (Male/female)			
	<b>Total of A (Rs.)</b>			
B	<b>MACHINES, EQUIPMENT AND CONSUMABLES CHARGES</b> Amount Per Month			
	Charges for machines and equipments, toiletries and dispensaries, cleaning material and aids, garbage disposal vehicle, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure "c")			
	<b>Total of B (Rs.)</b>			
	Total of A+B(Rs.)			

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

Date:  
Place:

Signature of Owner/Managing  
Partner/Director  
Name:  
Seal :

**ANNEXURE 'A'**

**DECLARATION**

1. I, \_\_\_\_\_ Son / Daughter of Shri.  
\_\_\_\_\_ Proprietor/Partner/Director/Authorized Signatory of  
\_\_\_\_\_ am competent to sign this declaration and execute  
this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby  
convey my acceptance of the same.
1. The information / documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that  
furnishing of any false information / fabricated document would lead to rejection of my tender  
at any stage besides liabilities towards prosecution under appropriate law.

Date:  
Place:

Signature of authorized person  
Full Name:  
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.

**Details of staff**

Name, ESI No. & PF No.	Qualification	Employee Code	Designation	Experience in House Keeping	Training	Health Check

The above format may be used to provide employee details.

Date: \_\_\_\_\_  
Place: \_\_\_\_\_

Signature of Owner/Managing Partner/Director  
Name: \_\_\_\_\_  
Seal : \_\_\_\_\_

**DETAILS OF THE EXISTING CONTRACTS**

	Name and Address of the organisation, Name, Designation and contact telephone / fax number of the officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of the contract	
				From dd/mm/yy	To dd/mm/yy
<b>A</b>					
<b>B</b>					
<b>C</b>					
	Additional information, if any				

The above format may be used to provide requisite details.

Date: \_\_\_\_\_  
Place: \_\_\_\_\_

Signature of Owner/Managing Partner/Director  
Name: \_\_\_\_\_  
Seal : \_\_\_\_\_

## **TECHINICAL TENDER**

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

<b>1</b>	NAME OF TENDERING COMPANY/ FIRM/ SELECTED TENDERERS	
<b>2</b>	NAME OF OWNER/ PARTNERS / DIRECTORS	
<b>3</b>	FULL PARTICULARS OF OFFICE	
a.	ADDRESS	
b.	TELEPHONE No.	
c.	FAX No.	
d.	E-MAIL ADDRESS	
<b>4</b>	FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM / SELECTED TENDERERS WITH FULL ADDRESS /TEL.No	
A	Address	
B	TELEPHONE NOS	
C	FAX NO	
D	E-MAIL ADDRESS	
<b>5</b>	<b>REGISTRATION DETAILS :</b>	
A	PAN/GIR NO	
B	SERVICE TAX REGISTRATION NO	
C	EPF REGISTRATION No:	
D	ESI REGISTRATION No;	
<b>6</b>	<b>DETAILS OF EARNEST MONEY DEPOSIT</b>	
A	AMOUNT	
B	DD/BC NO AND DATE	
C	DRAWN ON BANK	
D	VALID UPTO	

The above format may be used to provide requisite details.

7. i. Audited Balance Sheet for 2008-09, 2009-10, 2010-11.
- ii. Audited Income / Expenditure Statement for 2008-09, 2009-10, 2010-11
- iii. Audited Profit & Loss Account Statement for 2008-09, 2009-10, 2010-11
- iv. Audited Report Statement for 2008-09, 2009-10, 2010-11

Date:  
Place:

Signature of Owner/Managing  
Partner/Director  
Name:  
Seal :

**Annexure - C**

**RESOURCES REQUIREMENT**

1. The Contractor should have following machines and equipments at the ESIC premises.

<b>Sl.No</b>	<b>DESCRIPTION</b>	<b>NOs. REQUIRED</b>
1	Scrubbing Machine (TASKI)	1
2	Auto Scrubber Machine (TASKI)	1
3	Wet/Dry Vacuum Cleaner (TASKI)	1
4	High Pressure Jet (TASKI)	1
5	Wringer Trolley	2
6	Caddy Bucket	4
7	Signages	

2. **Manpower :**

<b>Sl.No</b>	<b>DESCRIPTION</b>	<b>Nos. Required</b>
1	House-Keeping Supervisor	1
2	Trained Housekeeping Staff	15

**LIST OF CLEANING MATERIALS & AIDS AT ESIC, REGIONAL OFFICE - HYDERABAD**

ITEMS	QTY		ITEMS	QTY
Dust Control Refill	05		Brasso	1 ltrs
Kent Mop Refill	180		Cleanzo/Phynyl	30 Ltrs
Detergent	18		R1 (bathroom cleaner	20 Ltrs
VIM	18 Kg		R2(Glass Cleaner/Colin)	20 Ltrs
Multi-Cleaner	10 Ltrs		R4(Furniture Cleaner)	25 Ltrs
Room Spray (Premium)	15 Bottles		R6 (Toiler Cleaner(	20 Ltrs
Auto Spray	35		Vaccum Pump	1
Odonil	35		Colin Dispenser	1
U.Cubes	15		D-7 (Stainless Steel Polish)	3 Ltrs
N Balls	2 Kg		Dettol Anti Septic	20 ltrs

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

Covered trolleys, Dustbins, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Contractor as required.

### **1. Toilets Checklist**

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.

### **2. Management / Housekeeping Service Requirements/ Complaints Report**

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, ESIC. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

### **3. Housekeeping Services Complaint Register**

This register is to be completed on the basis of information received by the Housekeeping Manager from ESIC through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from ESIC, etc. and necessary action is to be taken.

### **4. Maintenance of Lawns and Plants.**

The Lawns, Shrubs, Plants and Trees in the premises of the Regional Office, ESIC, Adarshnagar is to be maintained and pesticides, manure and mud/red-soil required should be used. The cost of such material will be borne by the Corporation.

3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. The wooden furniture, Wooden walls, Wooden Flooring should be cleaned and special care should be taken in maintenance, so that they should always free from stains, dirt and rodents etc.,
6. Washing of outside area with High Pressure Jet machine.
7. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
8. 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.
9. The Contractor will work in the specified area mentioned in the scope of work.
10. The Contractor will provide the duty register to ESIC as required.

**(d) Pest and Rodent Control Services**

1. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. MSDS report of these chemicals should also be attached.
3. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books/files due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
4. Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC.

**(e) Housekeeping Monitoring and Control**

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner, vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, Canteen, security rooms, training halls, committee rooms, computer labs etc.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, Gates and grills on compound wall, lawns, paths, cleaning open drains etc. as directed by the ESIC official Incharge.

**(b) Waste Disposal Management:**

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the nearest Corporation bin outside each premises.

The Contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection / disposal work. The garbage will have to be disposed off at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection / disposal, etc.

**(c) Weekly Services:-**

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

1. Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.

## Scope of Work

### Cleaning Services

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated supervisor of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC, Hyderabad. Officials of ESIC will monitor the entire work and staff deployed by the selected Tenderer.

#### **(a) Daily Services**

Housekeeping/ cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M. Contractor will arrange manpower for special VIP visits at no extra cost.

1. Cleaning, dusting, vacuuming and disinfecting of floors, wooden work and wooden floor, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.)
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
5. Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in

- Appointment of Supervisors will be done in consultation with ESIC's representatives and must be approved by them.
- Training on behavior aspects and ethics must be done regularly. ESIC's way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- Licenses if any required for Housekeeping services at the site will be procured by the Contractor. The ESIC shall assist.

### **Dispute Settlement**

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Regional Director, ESIC, Hyd whose decision shall be final and binding on both the parties.

- c. Similarly if the services of any of the contractor's employees are found unsatisfactory, such person will have to be replaced by the contractor at his own cost and responsibility.

## **Materials**

Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, not harmful to humans and property should be used.

## **Risk Clause**

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement.

ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by ESIC from the Contractor Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the ESIC and shall not knowingly lend to any person or company any of the effects or assets of the ESIC under its control.
- In the event of loss/damage of equipments etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC.
- The Contractor or its representative/s shall meet ESIC representative/s regularly to take feedback regarding the Housekeeping services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of the ESIC. However, he may use the services of associates for providing the services in which case the Contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities in case of failure of the Sub Contractor/Associate.
- Measure of success will be based on the feedback from External Customers (direct and through TCEQ), Clinicians and staff which will be recorded and action report needs to be submitted every month by the Contractor.

**Scope of work and services for each of the premises:**

- a. Details of the scope of work are enclosed at Annexure "B".
- b. Details of Equipments to be used, Number of Manpower and liveries to be used at each of the premises for housekeeping job are given at Annexure "C".
- c. The numbers given in Annexure 'C' are the minimum. The contractor shall provide resources, to meet the contractual obligations.

**Variations:**

The ESIC official incharge may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorata for additional areas for equipments, toiletries etc.

**Payment Procedure:**

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC along with computer generated attendance sheet in respect of the persons deployed.

**Liquidated damages:**

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by ESIC and if no action is taken within ONE hour, liquidated damages @ Rs.500/- per complaint shall be imposed. The decision of ESIC official incharge/Branch Officer (Genl), RO, Hyd shall be final, in this regard.

**Manpower**

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to ESIC.
- b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure 'C' and also arrange a pool of stand by housekeeping staff/ supervisor. In case any housekeeping staff/supervisor absents from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the required number of workers / supervisor are less than the minimum required as per Annexure 'C', a penalty @ Rs.500/- per worker per day will be deducted from the bill besides costs incurred for alternate arrangement.

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 house keeping 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 equipments, etc.

ESIC will provide space for a store room to the Contractor in the premises. The store keeper/supervisor deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by ESIC staff during working hours.

8. The Contractor shall:

- a. Ensure Pest / animal and Rodent free environment in the premises of ESIC.
- b. Provide tissue boxes and hand towels in Officers rooms.
- c. Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. In wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers, etc. in all designated wash rooms, and garbage bins/bags, etc. in all work station, wash rooms and pantries.
- d. Ensure that their supervisors are equipped with mobile phones.
- e. Arrange for a garbage disposal vehicle, bins, and other material required for segregation and disposal of waste in a professional manner.
- f. Plan, manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposal bags, bins, van, etc. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

### **GENERAL CONDITIONS OF CONTRACT (GCC)**

1. The persons deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.
2. The Contractor should ensure the Health and safety measures of the employees. ESIC may also conduct health check up of the staff deployed at regular intervals.
3. The Contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas for housekeeping purposes.
4. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
5. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; A.P. Shops and Estt. Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard.

The Contract shall initially be valid for a period of two years and may be extended further for a period of ONE year subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the initial period of three years contract. ESIC, however, reserves the right to terminate the contract by serving one months notice, in writing. The Contract may be terminated with mutual consent by giving one month notice.

6. In case of breach of any terms and conditions attached to the contract, the Performance security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.
7. The Contractor must provide standard liveries as per list enclosed at Annexure 'C' to its housekeeping staff /supervisors. The staff shall be in proper uniform as approved by ESIC and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of ESIC.

ESIC will provide space for setting up a control room of the Contractor in the premises. The control room will have seating arrangements for the Supervisor and will be equipped with a

18. For finalization of contract, the Tenderer whose rates, i.e., Grand total of A+B as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer.

7. Tender incomplete in any form will be rejected outright. Conditional Tenders will also be rejected outright.
8. The closing date and time for receipt of tenders will be 3.00 P.M. on **8/11/2011**.
9. The Technical Bid shall be opened at 4.00 PM on 8/11/2011 in Regional Office, ESI Corporation, Hyderabad in the presence of the authorized representatives of the Tenderer, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
10. 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.
11. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
12. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
13. The successful Tenderer will have to deposit a Performance Security Deposit of 10% of total value of contract by way of a DD/Banker cheque drawn in favour of "ESI Fund Account No. I" payable at Hyderabad
14. The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.
15. Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.
16. The competent authority of ESIC reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the Tenderer shall be given sufficient time to take the changes into account.
17. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

6. The Tenderer should have minimum three years experience in doing similar nature of work and have successfully completed:
  - a) One similar work of value equal to 20 Lakhs OR
  - b) Two similar works of value equal to 25 Lakhs OR
  - c) Three similar works of value equal to 30 Lakhs in the last three years

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

7. The tenders should be a Registered Contractor having a Valid License under the contract Labour Act and furnish the proof of his experience of providing sanitation / House-Keeping Service in Govt/ Private organization/PSUs or any other similar organization of repute including experience of mechanized mops for cleaning vitrified tiles flooring and wooden walls, wooden floors, Electrical Boards and Panels, Spiderman Gondola for external Glass cleaning of building having glass and ACP Panel sheath.

## II. INSTRUCTIONS TO TENDERERS

1. The Tenderers are required to submit two separate Bids i.e. - Technical and Financial, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed "Technical Bid for House Keeping Services in ESIC" and "Financial Bid for House Keeping and facility Management Services in ESIC". Both sealed envelopes should be put in a third sealed envelope superscribed "**Tender for House Keeping Services in ESIC**".
2. The declaration in the prescribed proforma (Annexure A) enclosed should be submitted along with the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.25,000 (Rupees Twenty Five Thousand only) in the form of Demand Draft/Pay Order from a nationalized bank drawn in favour of "**ESIC Fund A/c. No.1**" payable at Hyderabad. It should remain valid for a period of 6 months from the last date for submission of the Tender. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. It shall be refunded to the successful Tenderer on 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 days from the date of opening.
6. The Tenderer shall quote for all works failing which the bid shall be considered non-responsive.

## **ELIGIBILITY CRITERIA**

### **A. Eligibility Criteria:**

1. The Tenderer must have an average annual turnover of Rs.1,50,00,000/- (Rupees one Crore and fifty lakhs) 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., 2008-09, 2009-2010, 2010-2011.
  - (b) Audited Income and Expenditure statement of last three years i.e. 2008-09, 2009-2010, 2010-2011
  - (c) Audited Profit and Loss Account of last three years i.e. 2008-09, 2009-2010, 2010-2011
  - (d) Audit report of last three years 2008-09, 2009-2010, 2010-2011
  - (e) Service Tax certificate
  - (f) Registration Certificate
  - (g) PAN No.

Prospective tenderers are requested to send their queries, if any, and their comments on the contents of Annexure 'C' of the tender documents to Regional Director (General) Regional Office, ESIC, Hyd) latest one week before the date of opening.

Amendment, if any, to the tender documents shall be sent to all purchasers of the tender documents. Sufficient time shall be given for taking the amendment into account.

2. The Tenderer should have the Registered / Branch Office in Hyderabad/Secunderabad.
3. The Tenderer should have sufficient employees as detailed in Annexure 'C' on its rolls or rolls of its associates, specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details (technical bid page 2) etc. should be attached with the technical Bid. Document in support of ESI, EPF deductions, should be attached with the Technical Bid. Details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.
4. The Tenderer/Sub Contractor/Associate should have a valid labour license and license for providing Pest control, as applicable.
5. The Tenderer should possess valid ISO – 9001 certification for Housekeeping Services. Copy of certificate has to be attached with the Technical Bid.

7. The Technical Bids shall be opened at 4.00 PM on 4/11/2011 in the presence of such tenderers or their authorized representatives who may wish to be present.
8. The Tenderers whose technical bids are accepted will be informed about the date of the opening of financial bids.
9. Tenders received after the closing date and time shall not be considered.

**REGIONAL DIRECTOR**



क्षेत्रीय कार्यालय :: आंध्र प्रदेश  
REGIONAL OFFICE: :ANDHRA PRADESH  
कर्मचारी राज्य बीमा निगम  
EMPLOYEES' STATE INSURANCE CORPORATION  
5-9-23, हिल फोर्ट रोड, हैदराबाद - 500 063  
5-9-23, HILL FORT ROAD, HYDERABAD-500 063  
ISO 9001:2008 (QMS) CERTIFIED OFFICE  
Ph. Nos.040-23232356 TO 59 TAX No.23235048  
Website: [www.esic.nic.in](http://www.esic.nic.in) : [www.apesic.nic.in](http://www.apesic.nic.in)

### **TENDER NOTICE**

1. Sealed tenders are invited from reputed, registered and licensed agencies who can take on the work for House-keeping for a period of two year which can be extended on the basis of performance and mutual agreement by another year.
2. The Agency should have experience for providing House-Keeping services in reputed centrally air-conditioned organizations of not less than 4000 Sq. Mts. preferably in Govt./Public Sector/ Private Sector for at least three years.
3. The total area of space to be maintained is approx.3470 Sq. Mts and Open space situated at above address. The eligible agencies may visit /inspect the site on any working day and collect all information that will be necessary for preparing the tender and entering into a contract for the services to be rendered between 10 AM to 12.30 PM and 3 PM to 5 PM (Monday to Friday) by contacting Sh. M.A.A. Baig, Asst. Director.
4. A set of tender documents can be purchased from this office from 10 AM to 4 PM on any working day up to **4/11/2011** on payment of a non-refundable cost of Rs.500/- in the form of a Demand Draft/Bankers cheque payable to "ESI Fund Account No.1" at Hyderabad. Tender document can also be downloaded from website 'www.apesic.nic.in' and fee can be enclosed by a separate DD along with EMD.
5. Tender documents consists of the following:-
  - i. Tender notice including eligibility criteria.
  - ii. Instruction to Tenderers
  - iii. General condition of contract
  - iv. Scope of Work (Annexure B)
  - v. Resource requirement (Annexure C)
  - vi. Tender Application
  - vii. Technical Tender
  - viii. Financial tender
  - ix. Declaration
6. Sealed Tenders with separate Technical and Financial bids filled in the specified proforma written in Bold "**Tender for Housekeeping services**" and addressed to the Regional Director, ESIC Corporation, 5-9-23, Hill Fort Road, Adarshnagar – Hydeabad – 500 063 should reach latest by 3 PM on **8/11/2011**.