



**EMPLOYEES' STATE INSURANCE CORPORATION**  
(Ministry of Labour & Employment, Govt. of India)  
REGIONAL OFFICE, ODISHA  
PANCHADEEP BHAWAN : JANPATH : UNIT-IX : BHUBANESWAR-751022.  
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E-mail : [rd-orissa@esic.nic.in](mailto:rd-orissa@esic.nic.in)  
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**TENDER DOCUMENT**  
**FOR**  
**HOUSE KEEPING SERVICES**

## TENDER DOCUMENT

### FOR PROVIDING HOUSEKEEPING SERVICES

Sealed tenders are invited from reputed agencies for providing quality housekeeping and conservancy services in the offices of ESIC – Regional Office, Bhubaneswar.

Name of the site : Regional Office, Bhubaneswar and its 23 Branch Offices as detailed at Schedule – A

I. Staff required : House Keeping Staff : 29  
Cook : 01  
MTS : 01

1. The Interested bidders may submit the tender online at <https://esictenders.eproc.in/in> in a single bid system in the prescribed proforma. Tenders are to be submitted in online mode only through the e-procurement portal. Hard copy of the Technical Bid and the Financial Bid should be submitted separated supporting documents shall also be required to be submitted physically/manually along with EMD at E.S.I. Corporation, Regional Office, Janpath, Unit-IX, Bhubaneswar.

2. **Tender consists of the following documents –**

- I. Tender Notice including eligibility criteria,
- II. Instructions to Tenderer,
- III. General Conditions of Contract,
- IV. Scope of Work,
- V. Declaration (Annexure 'C'),
- VI. Technical Bids,
- VII. Financial Bids,

3. The tender documents can be downloaded from [www.esicorissa.nic.in](http://www.esicorissa.nic.in) and [esictenders.eproc.in](http://esictenders.eproc.in) from **06.03.2019 to 29.03.2019** till **12:00 Noon**.

4. **The document should be submitted by eligible bidders in the document downloaded from the website along with Earnest Money Deposit in the form of Demand Draft/ Bankers' Cheque /Pay Order in favour of ESIC Fund Account No. 1 drawn at Bhubaneswar , in a separate envelope marked EMD for House Keeping Services.**

5. The Tender may be dropped in the Tender Box captioned **“Tender for providing Housekeeping services”** placed at room of Asst. Director (Gen), ESIC,RO, Bhubaneswar at above address before the stipulated date and time.

6. The Technical Bids shall be opened at **4.00 PM** on **29.03.2019** at Regional Office, Bhubaneswar, in the presence of such Tenderers or their authorized representatives who may wish to remain present. Date & Time of opening of Financial Bid will be intimated to successful Agencies by phone / mail / sms as provided by them.

|   |                                 |
|---|---------------------------------|
| Period during which E-Tenders may be submitted online | <b>06.03.2019 to 29.03.2019</b> |
| Last Date & Time of submission of E-Tender            | <b>29.03.2019 at 12:00 NOON</b> |
| Date & Time of Opening of E-Tender                    | <b>29.03.2019 at 04:00PM</b>    |

## **ELIGIBILITY CRITERIA**

1. The Agency should have minimum 5 years of experience in similar nature of work in Govt./PSU.
2. It should have average annual turnover of Rs. 50 lakh - (Rupees 50 lakhs only ) and should be a profit making concern during the last three years.
3. The Agency should have its liasion Office/Branch at Bhubaneswar/Cuttack and its Head/Registered office at any location within the state of Odisha.
4. It should have valid labour license as well as other statutory certificates/license applicable in this case.
5. Copies of the following documents should be attached.
  - (a) Audited Balance Sheets and Profit and Loss A/c of last three F.Y i.e. 2015-16, 2016-17 & 2017-18.
  - (b) Income Tax return of last three years. ie. FY 2015-16, 2016-17, 2017-18.
  - (c) Service Tax registration certificate and up to date compliance.
  - (d) Legislation Certificate under companies Act/Partnership Act.
  - (e) Registration Certificate under ESI Act, EPF Act & Shop & Establishment Act.
  - (f) Copy of PAN Card.
  - (g) Registration under Contract Labour (R & A) Act, 1970.
  - (h) Copies of the payment challan of ESIC and EPFO for the month of December-2018.
6. Certificate from the Client/Employer in support of satisfactory completion of the said work in the Govt. or PSUs, etc. during last 3 years ie. From 2015-16, 2016-17 and 2017-2018.
7. Solvency certificate of Rs. 90 lakh from Revenue Department.

## **INSTRUCTIONS TO TENDERERS**

1. The Agency is required to submit two separate Bids i.e. - Technical and Financial, as per prescribed proforma. The two Bids should be submitted in two separate sealed envelopes superscribed "Technical Bid for House Keeping Services in ESIC" and "Financial Bid for House Keeping Services in ESIC". Both sealed envelopes should be put in a third sealed envelope superscribed "Tender for House Keeping Services in ESIC"; together with EMD, in the form of Pay order/DD and another DD/Pay order towards the Cost of Form.
2. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs. 1,04,231/- (Rupees one lakh four thousand two hundred thirty one ).It should be valid for a period of 3 months from the last date for submission of the Tender. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. EMD amount is adjustable towards the Performance Security in case of successful Tenderer. No interest is payable on the EMD.
3. 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.

4. The shall quote for all works failing which the bid shall be considered as non-responsive.
5. which is incomplete in any form will be rejected outright. Conditional Tenders will also be rejected outright.
6. Online Bids must be submitted before 2.00 PM on or before **29.03.2019** and relevant supporting documents should reach this office within the time notified in the Tender Notice. In the event of the said date of opening of the tender being declared a closed holiday for Govt. Office, the date of receipt and opening of the tenders(s) will be the next working day at the same time & place. Tenders submitted by hand delivery, should be dropped in the Tender Box kept at this office within the due time stipulated in the schedule to tender. Late tenders will be summarily rejected.
7. The Technical Bid shall be opened at **3.00 P.M.** On **29.03.2019** at Regional Office Bhubaneswar in the presence of the authorized representatives of the Tenderers, who wish to remain present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity. Financial Bid will be opened in case of tenderer whose technical bid is acceptable and, the subsequent opening date will be intimated to successful Technical Bidders by mail/phone/SMS as provided by them.
8. The should quote manpower charges in financial Bid strictly in accordance with the minimum wages as decided by the Central Govt. In case both Central and State Govt. have fixed the minimum rates of wages, the rates of wages whichever is higher will be applicable. If the rates quoted falls below the minimum wages the Tenderers shall be disqualified.
9. No Tenderers will be allowed to withdraw after submission of the tenders otherwise the EMD submitted by the tendering firm would stand forfeited.
10. In case the successful declines the offer of Contract, for whatsoever reason(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 will have to deposit a Performance Security Deposit at the rate of **5%** of the annual value of the contract by way of Demand Draft drawn in favour of ESIC Fund A/c No.1 Payable at Bhubaneswar.
13. The successful will have to deposit the Performance Security Deposit and commence the work within 10 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.
14. Each page of the Tender document should be page numbered, signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.
15. The competent authority of ESIC reserves the right to withdraw/relax any of the terms and conditions mentioned above. In such a situation the Bidder shall be given sufficient time to take the changes into account. The competent authority of ESIC reserves the right to select a competent / suitable service

16. Provider by considering the qualification, experience in providing similar services in reputed Govt./Corporate institutions, and mere quoting of certain rates will not confer any right on the part of Tenderers for automatic selection.
17. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason(s) thereof.
18. For finalization of contract, the Bidder whose rates, i.e. given in the Financial Bid, are the lowest in comparison to other Bidder will be considered as the L1. ESIC reserves the right to accept the tender on detailed analysis of all the Tenders on the basis of experience/expertise & the quality of work in Housekeeping in existing /previous similar assignments in various Central/State Govt. bodies or corporate offices.
19. Amendment(s), if any, to the tender documents shall be sent to all purchasers of the tender documents or will be uploaded on the website. Sufficient time shall be given for taking the amendment(s) into account.
20. For finalization of tender/contract, the technically qualified whose grand total rates as given in the Financial Bid, is the lowest in comparison to other may be considered as the Lowest Tenderer. However, merely being the lowest automatically does not bestow the right of being selected and award of contract.
21. In addition to the above any points found omitted in the latter stage the same may be included while scrutinizingly the technical bid visa-vis financial bid and the same will be all so included while awarding work order.

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

- 1) The billing cycle would be calendar month and the agency should submit the complete bill of a particular month in the 1<sup>st</sup> week of the following month. However, the Agency must make payment to its workers thorough ECS/RTGS mode before submission of its bill and this payment is not linked to the clearing of bill in ESIC office. The Bill is to be submitted with the following documents/endorsement on the bill :-
  - a. The wages of workers for last month credited to their Bank Account and their detail of payment along with bank Account No. may be acknowledge by the agency .No cash payment is permissible & such payments are to be treated at par with non -payment of wages.
  - b. ESI/EPF/Service Tax/ other statutory dues as applicable rates enforce from time to time for the month (previous month) has been deposited (Copy of challan / payment particulars to be enclosed).
  - c. Undertaking that all statutory Labour Laws including Minimum Wages Act is being complied with and the service charges has not less than the TDS amount.

Before passing the bill it has to be ensured that all the statutory liabilities are being correctly discharged by the Agency.

2. 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. At the time of housekeeping/cleaning work, the workmen should be in proper

uniform and wear identity cards. The Contractor shall provide shoes, marks & gloves as basic needs to protect the health from the very nature of duties to be performed by its employees.

3. The Contractor should enclose the appropriate documentary proof to show the Health and safety measures for the employees.
4. The Contractor must employ adult and trained labour only. Employment of child labour will lead to termination of the contract. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
5. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; State Shops and Establishments Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard. The Contract shall initially be valid for a period of two years and may be extended further for a period of one year (sixth month at a time maximum upto two times) subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the contract. The Contract may be terminated by either side with mutual consent by giving one month notice, in writing.
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. **GST /TDS will be deducted as per rules.**
8. The Contractor must provide standard liveries to its housekeeping staff.
9. The Contractor shall:
  - a. Ensure Pest / animal and Rodent free environment in the premises of ESIC.
  - b. Provide toiletries, liquid soap dispensers, toiletries, etc. in all wash rooms, and garbage bags, etc. in all work station, wash rooms and pantries.
  - c. Ensure that their supervisors are equipped with mobile phones.
  - d. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

#### **Payment Procedure:**

Payment will be made in the 2nd week of the succeeding month upon submission of the bill in triplicate. The payment to the contractor will be linked to payment to his staff deployed at RO & BO's of ESIC, Bhubaneswar, who must be paid by 7<sup>th</sup> of the following month. Copies of Attendance Registers should be counter signed by the BMs/cashiers in respect of BO, and by the Care Taker in case of Regional Office.

#### **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 @ 1.25% of total cost of work or supply for every worker delay or part

thereof subject maximum 5% of the cost of . The decision of ESIC shall be final and binding 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 maintain specified no. of manpower and also have a pool of standby housekeeping staff/ supervisor. In case any housekeeping staff/supervisor absents from the duty, the reliever of equal status shall be provided by the Contractor from the existing pool of housekeeping staff. If the required numbers of workers are less than the minimum required worker , a penalty @ Rs.500/- per worker per day may be deducted from the bill, if work is hampered.

c. If asked by the ESIC, contractor should provide additional manpower at the same terms and conditions as agreed in the agreement entered into.

### **Risk Clause**

1. 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.
  2. ESIC reserves the right to terminate 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.
- 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 inquiry, then the Contractor shall compensate/indemnify the loss to ESIC.
  - Licenses if any required for Housekeeping services at the site will be procured by the Contractor as per extant rules in this regard.

### **Scope of Work and services for each of the premises:**

1. The locations of the offices are given in Schedule-A
2. Details and scope of work are enclosed at Schedule-B
3. Equipment to be used and Number of Manpower to be deployed at each premise for housekeeping job at Schedule-C.
4. List of material/tools needed for execution of job is attached in schedule-D
5. The numbers of manpower equipments materials etc. given in Annexure-A, B, C & D are the minimum, the contractor shall provide sufficient resources, to meet the contractual obligations and to the satisfaction of ESIC.

## **Important Instruction for parties regarding Online Payment**

All bidders/contractors are required to procure Class-IIIB 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>.

Further they should add the below mentioned sites under Internet Explorer → Tools → Internet Options → Security → Trusted Sites → of Internet Explorer:

<https://esictenders.eproc.in>.

<https://www.tpsl-india.in>.

<https://www4.ipg-online.com>

Also, interested parties need to select "Use TLS 1.1 and Use TLS 1.2 JJ under Internet Explorer → Tools → Internet Options → Advanced Tab → Security.

**The parties need to submit processing Fee Charges of Rs. 2495/- (Rupees Two thousand four**

**hundred ninety five only)** (Non- Refundable) in favour of M/s. C-1 India Pvt. Ltd., payable at New Delhi

via Online payment Mode such as Debit Card, Credit Card or Net Banking for submitting the EOI.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>



**TECHNICAL BID**

**For House Keeping Services in ESIC,RO/BO, Odhisha.**

|   |  |
|---|--|
| 1. Name of Tendering Agency/Firm                        |  |
|   |  |
| 2. Status of the Firm (Proprietorship/Partnership, etc) |  |
|   |  |
| 3. Name of Owner/Partners/Directors                     |  |
|   |  |
| 4.Full particulars of office:                           |  |
| (A) Address   |  |
|   |  |
|   |  |
| (B) Telephone/Mobile No:                                |  |
| (C) FAX No:   |  |
| (D) E-mail address                                      |  |
| 5.Full Particulars of the bankers of the company        |  |
| (A) Name of Bank  |  |
| (B) Address of the Bank                                 |  |
| (C) IFS Code  |  |
| 6. Registration details:                                |  |
| (A) PAN/GIR NO:   |  |
| (B) GST Registration No:                                |  |
| (C) E.P.F. Registration No.                             |  |
| (D) E.S.I. Registration No.                             |  |
| (E) Contract Labour (Abolition & Regulation) ACT 1970   |  |
| (F) Shop & Establishment Act:                           |  |
| 7. Details of Earnest Money Deposit:                    |  |
| (A) Amount (RS.)  |  |
| (B) DD No And Date                                      |  |
| (C) Drawn on Bank                                       |  |
| (D) Valid upto  |  |
| 8. Documents to be attached                             |  |

|  |
|--|
| a. Audited Balance Sheets and Profit and Loss A/c of Financial Year 2015-16, 2016-17 & 2017-18.                              |
| b. Income Tax Return submitted for 2015-16, 2016-17 & 2017-18.   |
| c. registration certificate and up to date compliance.   |
| d. Registration Certificate under ESI, EPF, Labour and any other legislation applicable to the firm and upto date compliance |
| e. Copy of PAN Card  |
| f. Registration under Contract Labour (R & A) Act, 1970.   |
| g. Registration under Private Security Agency Act, if any.   |
| h. EMD Draft/Bankers Cheque.   |
| I. Experience Certificate.   |

Date: \_\_\_\_\_ Signature \_\_\_\_\_ of \_\_\_\_\_ Owner/Managing  
Partner/Director

Place: \_\_\_\_\_ Name: \_\_\_\_\_  
Company Seal

**Details of the existing Contracts/Previous experience during the last 3 years ending 31.12.2018.**

|   | Name and Ad-<br>dress of the Or-<br>ganization | Nature of<br>work carried<br>out | Value of<br>Contract<br>(Rs.) | Period of<br>Contract |    | Annual turnover<br>for the last 3<br>years |  | Remarks, if any. |
|---|--|----------------------------------|-------------------------------|-----------------------|----|--|--|------------------|
|   |  |                                  |                               | From                  | To |  |  |                  |
| A |  |                                  |                               |                       |    | 2015-16                                    |  |                  |
| B |  |                                  |                               |                       |    | 2016-17                                    |  |                  |
| C |  |                                  |                               |                       |    | 2017-18                                    |  |                  |

**Note – Documents in support of experience/status as made out in the above table to be enclosed.**

## **DECLARATION**

1. I, \_\_\_\_\_ Son/Daughter of Shri \_\_\_\_\_ Proprietor/ partner/Director Authorized Signatory of \_\_\_\_\_ am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. I/We hereby certify that none of my relatives are employed in the ESIC, RO, BBSR.
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of owner/Managing Partner/Director

Date:

Full Name:

Place:

Company Seal:

**N.B: Bidders to ensure that all –**

- (1) All pages have been signed and stamped by the authorized persons.**
- (2) Pages have been numbered.**
- (3) Documents are legible.**

**FINANCIAL BID**

For House Keeping Services in ESIC, RO/BO, Odisha.

NAME OF TENDERER: \_\_\_\_\_

**Total cost of the housekeeping service at Regional Office per month. (In Rs.)**

| <b>For Regional Office</b>                 |                                   |            |            |              |              |                           |                        |
|--|-----------------------------------|------------|------------|--------------|--------------|---------------------------|------------------------|
| <i>ZONE<br/>(Refer<br/>Schedule<br/>C)</i> | <i>Minimum<br/>wages/<br/>day</i> | <b>EPF</b> | <b>ESI</b> | <b>Bonus</b> | <b>Total</b> | <b>No. of<br/>persons</b> | <b>Grand<br/>Total</b> |
| <b>B</b>                                   | 612.00                            | 80.47      | 29.47      | 50.97        | 772.51       | 1<br>(skilled)            | 772.51                 |
|  | 522.00                            | 68.64      | 24.79      | 43.48        | 658.91       | 1<br>(semi<br>skilled)    | 658.91                 |
|  | 462.00                            | 60.75      | 21.94      | 38.48        | 583.17       | 1<br>unskilled            | 583.17                 |
| <b>For Branch Offices</b>                  |                                   |            |            |              |              |                           |                        |
| <i>ZONE<br/>(Refer<br/>Schedule<br/>C)</i> | <i>Minimum<br/>wages/<br/>day</i> | <b>EPF</b> | <b>ESI</b> | <b>Bonus</b> | <b>Total</b> | <b>No. of<br/>persons</b> | <b>Grand<br/>Total</b> |
| <b>B</b>                                   | 462.00                            | 60.75      | 21.94      | 38.48        | 583.17       | 1<br>(unskilled)          | 583.17                 |
| <b>C</b>                                   | 370.00                            | 48.65      | 17.57      | 30.82        | 467.04       | 1<br>(unskilled)          | 467.04                 |
| Service charges<br>(Amount in words) ----- |                                   |            |            |              |              |                           |                        |
| GST  |                                   |            |            |              |              |                           |                        |
| TOTAL<br>(Amount in words) -----           |                                   |            |            |              |              |                           |                        |
| Other details, if any                      |                                   |            |            |              |              |                           |                        |

**NOTE - :**

**\*Minimum wages per day is the rate as notified by the Labour & Employment department, Govt of India for house cleaning staff, in force as on date. Minimum wages, EPF, ESI and statutory levies will be revised as per norms/notifications. Financial bid will be evaluated on basis of monthly rates only.**

Signature of Authorized Person

Date:

Full Name:

Place:

Company's seal:

## SCHEDULE-A

Tender for House Keeping Services at ESIC – RO/BO – Odisha.

| No | R.O./B.O.             | Address & Contact details   |
|----|-----------------------|---|
| 1  | Regional Office, BBSR | E.S.I. Corporation, Panchdeep Bhawan, Janpath, Unit-9, Bhubaneswar-22   |
| 2  | Angul                 | House of Sri. B.B. Biswal, At/Po-Banarpal, Dist-Angul   |
| 3  | Balasore              | H.O. Dr. S.S. Acharya (First Floor), At-Ranipatna, (Ranipatna Chhak) Near Vetenary Office, Balasore-1               |
| 4  | Barbil                | At-Kalinga Nagar, Plot No-A/22, Po-Matkambeda, Barbil-758028.   |
| 5  | Bargarh               | House of Smt. Mamata Satpathy, Satpathy Villa, Khajur Tikra, Ward No.10, PO/Dist-Bargarh.                           |
| 6  | Berhampur             | ESIC Complex, Po-Charbatia, Choudwar, Dist-Cuttack  |
| 7  | Bhubaneswar           | Plot No-A/22, Saheed Nagar, Bhubaneswar-751007  |
| 8  | Bolangir              | H.O. Sri. Aartatran Babu, Brajbhumi, NH—224, Sudhapada, Bolangir.   |
| 9  | Choudwar/TPM Area     | ESIC Complex, Po-Charbatia, Choudwar, Dist-Cuttack  |
| 10 | Dhanmandal            | House of Sri. B.Jena, Chandikhol Chhak, PO-Sunguda, Dhanmandal, Dist-Jajpur.  |
| 11 | Dhenkanal             | House of Sri. B.K. Pattnaik, At-Meena Bazar, Jagannath Road, PO/Dist-Dhenkanal-27.                                  |
| 12 | Hirakud               | At/Po-Hirakuda-16, Dist-Sambalpur   |
| 13 | Jagatpur              | Besides Tahsil Office, Jagatpur, Dist-Cuttack-754021  |
| 14 | Jharsuguda            | Branch Manager, Branch Office, E.S.I. Corporation, Industrial Estate, Bombay Chhaka, Dist-Jharsuguda.               |
| 15 | Jajpur Road           | H/o-Smt. Sipra Sahoo, At-Near Indira Gandhi Women's College, Dala Sankhachila Road, Jajpur Road, Dist-Jajpur-755019 |
| 16 | Jeypore               | House of T.C. Patra, Shanti Nivas, Sunari Street (By-pass Road), Near Panchanan Temple, Jeypore-764001.             |
| 17 | J.K. Pur              | At/Po-J.K. Pur, Dist-Rayagada   |
| 18 | Khurda                | H/O- Sri Krupasindhu Sahoo, Near Bus Stand, Behind Syndicate Bank, At-Madhusudan Nagar, PO-Pallahat, Dist-Khurda    |
| 19 | Paradeep              | At-Atharabanki, Qrs. No-BB-11, Paradeep Port Trust, Dist-Jagatsinghpur  |
| 20 | Pithapur, Cuttack     | Branch Manager, Branch Office, E.S.I. Corporation, H.O. Sri N. Banerjee, At-Pithapur, Po/Dist-Cuttack.              |
| 21 | Puri                  | Sikshyasri Lane, Atharanala, Puri-752002  |
| 22 | Rajgangpur            | At/Po-Rajgangpur, Dist-Sundergarh   |
| 23 | Rourkela              | Rourkela-4, Dist-Sundergarh   |
| 24 | Vedvyas               | H.No-107, (1 <sup>st</sup> Floor) H/O-Sunny Chhabra, At-Brahmani Tarang, PO-Vedvyas, Rourkela                       |

## Schedule – B

### Tender for House Keeping Services at ESIC – RO/BO- ODISHA

#### (I) Scope of Work

The ESIC facilities are located at 24 locations vize Regional Office, Odisha, BBSR and 23 Branch Offices as per Schedule-A. The specified area for services at present includes the premises specified at Schedule-A. The scope of work would broadly encompass cleaning/maintaining the areas so that the area is always clean, presentable and hygienic. The area broadly includes the areas as mentioned in Schedule – A.

#### (II) Cleaning Services

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire office area. Pre-designed managers/supervisors of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed is neat and cleanly advised uniform approved by the ESIC. ESIC will monitor the entire work and staff deployed by the selected tenderers.

#### (a) Daily Services

Housekeeping/cleaning services should be done on all working days i.e. normally from Monday to Friday, so that the areas covered under the contract remain spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:00 A.M.

**The contractor will also clean & provide house keeping Services during weekly off days and holidays at TOR/Camp Accommodation rooms located in Regional Office, Bhubaneswar.**

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, Canteen, 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 Additional Commissioner and Regional Director/SMO and Dy. Director's/Asst. Director's rooms, all Branches on a daily basis at regular intervals, in consultation with Care Taker/Branch Manager
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 sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipments, nameplates, plant boxes, doormats etc.
9. Placing garbage bags in all garbage bins to avoid stains & stinks and clear them on daily basis.
10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception security rooms, training halls, committee rooms, computer labs etc.
12. Cleaning of lawns, empty spaces, cycle shades, entry gate and other attached spaces / structures in & around the Regional Office building.
13. Maintenance & watering of lawns and flower vases / pots within the precinct of Regional Office compound / area.

**(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.

For the purpose the contractor will advise ESIC on the suitable size, specification of the bins to be placed 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.

**(ii-b) Monthly Services: -**

The deep cleaning of the entire area will be done by the Contractor once in a month (preferably on Saturdays in case of Regional Office- building) as under: -

1. Dusting of entire area including windows/windowpanes/doors/ledges, etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings, and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/cleaning agents.
5. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
6. The Tenderer will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official/in charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
7. The Contractor will work in the specified area mentioned in the scope of work.
8. The Contractor will provide the duty register to ESIC as required.

**(ii) Pest & 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 chemical 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 due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
4. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC.

**(iv) 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.



**Schedule-C**

**Tender for House Keeping Services at ESIC – RO/BO – Odisha.**

| Sl.No        | Place                 | Persons to be Engaged | Branch Office Category | Zone as per Labour Department |
|--------------|-----------------------|-----------------------|------------------------|-------------------------------|
|              |                       | Part Time             |                        |                               |
| 1            | Regional Office, BBSR | 6*                    | Not a Branch Office    | B                             |
| 2            | Angul                 | 1                     | Big                    | C                             |
| 3            | Balasore              | 1                     | Small                  | C                             |
| 4            | Barbil                | 1                     | Small                  | C                             |
| 5            | Bargarh               | 1                     | Small                  | C                             |
| 6            | Berhampur             | 1                     | Small                  | C                             |
| 7            | Bhubaneswar           | 1                     | Big                    | B                             |
| 8            | Bolangir              | 1                     | Small                  | C                             |
| 9            | Choudwar/TPM Area     | 1                     | Big                    | B                             |
| 10           | Dhanmandal            | 1                     | Small                  | C                             |
| 11           | Dhenkanal             | 1                     | Small                  | C                             |
| 12           | Hirakud               | 1                     | Small                  | C                             |
| 13           | Jagatpur              | 1                     | Big                    | B                             |
| 14           | Jajpur Road           | 1                     | Small                  | C                             |
| 15           | Jeypore               | 1                     | Small                  | C                             |
| 16           | Jharsuguda            | 1                     | Big                    | C                             |
| 17           | J.K. Pur              | 1                     | Small                  | C                             |
| 18           | Khurda                | 1                     | Small                  | C                             |
| 19           | Paradeep              | 1                     | Small                  | C                             |
| 20           | Pithapur              | 1                     | Small                  | C                             |
| 21           | Puri                  | 1                     | Small                  | B                             |
| 22           | Rajgangpur            | 1                     | Small                  | C                             |
| 23           | Vedvyas               | 1                     | Small                  | B                             |
| 24           | Rourkela              | 1                     | Big                    | B                             |
| <b>Total</b> |                       | <b>29</b>             |                        |                               |

**CONTRACT AGREEMENT FORMAT**

This CONTRACT (hereinafter called the “Contract”) is made on this \_\_\_\_\_ day of the month of \_\_\_\_\_ 2016 between Regional Office, Employees’ State Insurance Corporation, Panchdeep Bhawan, Janpath, Unit-9, Bhubaneswar-751022, on the one hand (hereinafter called the Employer) and on the other hand .....( herein after called the contractor).

**Whereas**

a. the Employer has accepted the offer of the Contractor to provide certain services for Annual Service Contract for providing House Keeping services in the Regional Office, Employees’ State Insurance Corporation, Panchdeep Bhawan, Janpath, Unit-9, Bhubaneswar-751022 and its various Branch Offices situated in Bhubaneswar for the period of

b. the contractor, having represented to the employer that they have the required professional skills, personnel and technical resources, have agreed to provide the services on the terms and conditions set forth in this Contract Agreement.

**Now therefore the parties hereby agree as follows:**

1.0 The following documents attached hereto shall be deemed to form an integral part of this contract :

- 1. Notice Inviting Tender & Terms and Conditions
- 2. Technical Bid , Format I and II
- 3. General Conditions of Contract
- 4. Annexure – ‘A’, ‘B’ & ‘C’
- 5. Financial Bid

2.0 The mutual rights and obligations of the Employer and the Contractor shall be as set forth in the contract; in particular:

- a. The Contractor shall carry out the services in accordance with the provisions of the contract; and
- b. The employer shall make payments to the contractor in accordance with the provisions of the contract.

In witness whereof, the parties hereto have caused this contract to be signed in their respective names as of the day and year first above written.

(CONTRACTOR)

(EMPLOYER)

**Witness (1)**

(2

Additonal Commissioner and Regional Director  
Regional Office, Employees’ State Insurance Corporation,  
Panchdeep Bhawan, Janpath, Unit-9,  
Bhubaneswar-751022.