



ESIC
Chinta Se Mukti

कर्मचारी राज्य बीमा निगम अस्पताल,
EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL
PARIPPALLY, KERALA -691574

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REVISED TENDER NOTICE FOR HOUSE KEEPING SERVICES

Sealed tenders in the prescribed form are invited from Registered / Reputed firms under two bid systems (Technical Bid & Financial Bid) for Annual Service Contract for HOUSE KEEPING services of ESIC Hospital, Parippally. The eligibility criteria, details of work and terms & conditions are given at annexure 1 to VIII.

The TED may be obtained from the office of the Medical Superintendent in person by the bonafide applicant or his authorised representative by applying in their letter head at a cost of **Rs.1000.00 (Rupees One thousand only)**. The "TED " can also be downloaded from the website www.esic.nic.in and in such case the same may be signed and submitted as per the procedures mentioned hereinafter alongwith the fee (s) for the "TED" @ **Rs 1000.00 (Rupees One thousand only)**, to be submitted alongwith the Technical Bid. **It should not be enclosed in the envelope containing the price Bid.** All the payment may be made by Demand Draft; drawn in favour of ESIC Fund A/C No 1, payable at Parippally, Kollam. **Cheques will not be accepted.**

Eligibility Criteria

1. The agency should have *experience* for providing service of *House Keeping* in reputed organization preferably a hospital of 100 beds for at least three years. Attach list of clients along with satisfactory performance certificate from 3 clients.
2. Agency must have minimum staff strength of 250 security/cleaning personnel in their rolls daily.
3. Agency must have an annual turnover should not be less than Fifty lakhs per year during immediate three preceding years.
4. The Agency should furnish attested copies of following documents:
 - a) Registration Certificate under
 - (i) Contract Labour (R&A) Act, 1970 / Trade license
 - (ii) ESI/EPF/Income-Tax/Service Tax Registration Certificates.
 - b) Income Tax/ Clearance Certificate for last three years/ copy of Tax return.
 - c) Minimum wages payment certificate from Labour Enforcement Office.
 - d) Balance Sheet for last three years.
 - e) Earnest Money Deposit in the form of **Demand Draft of Rs.85,000/-** (Rupees Eighty five Thousand Only) drawn in favour of ESI Fund A/c No. 1 Payable at **Parippally**

Medical Superintendent
ESIC Hospital Parippally Kollam

TENDER SCHEDULE

1.	Application fee	Rs 1000/-
2.	Last date submission of duly filled in tender form	15 Jan 2015 upto 1 PM
3.	Date of opening of tender (Technical Bid)	15 Jan 2015 at 2 PM
4.	Earnest Money Deposit	Rs 85,000/-
5.	Security Deposit	5% of awarded amount as decided by competent authority after award of contract.

Medical Superintendent, ESIC Medical College Hospital, Parippally does not pledge himself to accept the lowest or any tender and reserves the right to accept or reject the whole or any part of tender without assigning any reason thereof. Canvassing in any form by the tenderer or his representative with any of the officials of ESIC Hospital shall render the tender liable to be rejected.

1.	Application fee	Submitted	YES/NO
2.	Earnest Money Deposit by Demand Draft in manner as stated in Heading submission of Bid under para instruction to tender	Submitted	YES/NO
3.	Whether duly signed on each page of tender form	Submitted	YES/NO
4.	Whether valid registration under ESI Act/EPF Act & state/PAN has been submitted in technical bid.	Submitted	YES/NO
5.	Financial bid quoted in original sheet as per Annexure -VI has been submitted in separate sealed envelope.	Submitted	YES/NO

Enclosure :-

- | | | |
|----|------------|--|
| 1. | Annexure 1 | - Tender schedule and check list. |
| 2. | “ II | - Machine to be used. |
| 3. | “ III | - Terms and conditions. |
| 4. | “ IV | - Under taking |
| 5. | “ V | - Duties & Responsibilities. |
| 6. | “ VI | - Financial Bid. |
| 7. | “ VII | - Rejection clauses |
| 8. | “ VIII | - Technical Bid (Shall contain EMD in the form of DD, payable at Parippally and all other documents. |

MEDICAL SUPERINTENDENT

Annexure -II

MACHINES TO BE USED

The contractor should have following machines & equipments at ESI Corporation, Medical College Parippally. Use of manpower for operations where suitable equipment is identified shall not be permitted:-

Sr. No	Description	Quantity required
1.	Scrubbing machine	2
2.	Auto Scrubber	1
3.	WET/Dry Vaccum Cleaner	2
4.	Wringer Trolley	4
5.	Caddy Bucket	4
6.	Single Disc Floor Scrubber	15

TERMS AND CONDITIONS FOR PROVIDING HOUSE KEEPER SERVICES

1. The contract will be valid initially for a period of 1 year and may be extended for another period of 2 years, one year at a time, at the sole discretion of the Medical Superintendent, on consideration of various factors related thereto including performance of the contractor and staff so deployed.
2. The contract can be terminated at any stage by the Medical Superintendent if the services were not found satisfactory. However if contractor terminates/breaches the contract in between the contract agreement period, in that case whole security money will be forfeited.
3. The house keeping work shall include all work related to sweeping, cleaning, dusting of floor, window tables, removal of gattas, cob webs, segregation, transportation, storage of Bio-medical wastes and other waste material etc. in the said premises. The work of pest control/rodent control will be undertaken by the House keeping agency.
4. The premises include the covered area of the building and outside the building within the boundary of the Hospital and residential colony.
5. The contractor shall be responsible for the compliance of all Labour Laws including Minimum wages Law such as duration of working hours, over time and leaves etc.
6. The contractor shall be solely responsible for the payment of Wages and other admissible allowance to the workers engaged by them.
7. The contractor shall ensure the payment of Minimum Wages as per the Central Government rules & orders on the subject.
8. The contractor shall specifically ensure compliances of ESI and EPF Rules and Regulations, and other statutory obligations as applicable to the workers engaged by them. The contractor will have to furnish the details of compliance made by him in respect of workers deployed separately and periodically in this hospital.
9. The contractor shall have registration with the relevant Government Departments which inter alia include registration with ESIC and EPFO, Income Tax, service Tax as per the provision of the relevant Acts.
10. The housekeeping staff should be conversant with the lay out of the building, fire safety system alongwith telephone Nos of nearest Police Station, Fire Station, Hospital Estate Officer, etc.
11. The contractor shall provide the uniforms to the housekeeping Staff, I-Card bearing name and photo of the workers and also be responsible for proper maintenance and upkeep of the uniforms. The workers engaged in the work of sweeping would be provided with hand gloves and masks by the contractor himself.

12. The contractor shall provide the I-Cards to the house keeping Staff clearly mentioning the name of the contractor, deputed station and his personal details. And it will be mandatory to the Staff to keep their I cards always with them during the working hours.
13. Any house Keeping Staff coming without uniform and ID card on duty will be fined Rs 100/- for each day of default. Care Taker/Matron or any other officer authorised by MS will impose the fine and the same will be deducted from bills.
14. The contractor shall provide all the necessary cleaning material , machines, and equipments for cleaning, dusting , etc, to their workers including the vacuum cleaners , brooms , brushes etc for keeping the hygiene and sanitation of the building.
15. The contractor shall provide the cleanliness material vis-a-vis finit, phenyl, acid, liquid soap phenolphthalein balls , cakes and other soap/detergent that are required for afore said work daily cost of material will be reimbursed from ESIC fund on actual cost basic subject to verification of stock. The stock register should be maintained by supervisor and should tally with actual material check by ESIC offices.
16. The contractor shall provide only those workers whose antecedents have been verified by the police and shall also be responsible for their acts in the premises of the ESIC. Failing to provide police verification certificate within 10 days of appointment will invite penalty Rs 1000/- per day.
17. The contractor shall also be responsible for clearing drains, roofs, sewages, holes, gutters etc.
18. The contractor shall prepare a time schedule for the cleanliness of toilets and bathrooms etc, as per ISO certified norms with the approval of the competent authority of the ESIC and will display the names of the workers and supervisor who will be responsible for the cleanliness of the toilets and bathrooms etc.
19. ISI mark/Branded materials may be used for the cleanliness and upkeep of the office.
20. The contractor shall deposit security money equal to 5% of the amount of the annual contract values as security deposit through demand draft /pay order in favour of “ESIC fund A/C No, 1 payable at Parippally within 07 days from the award of contract. Same shall be refunded within 60 days after the termination of the contract, without accrual of interest thereon.
21. The billing cycle would be calendar month and the wages of workers should be credited to their Bank Account No. on or before 7th of each month. However , this payment of wages is not linked to payment of the bill by ESIC. The detail of payment along with bank account No is to be uploaded by the agency on the website, if there is not website of the agency, it is to be sent by Mail to the appropriate authority for uploading on the website. No cash payment is permissible & such payments are to be treated at par with non-payment of wages. There must be no deviation whatsoever in this regard.
22. The payments shall be made by ECS by the agency to the workers deployed in this Hospital. The agency shall get their workers account opened in the banks within 15 days from the appointment of the worker. The contractor shall submit a copy of ECS transfer to this hospital.

23. The contractor shall maintain such others records as may be prescribed by ESIC from time to time.
24. The contractor shall produce the monthly challans for deduction and deposit of ESI and EPF contribution in respect of all workers and furnish copies of periodical returns (monthly, annually) as and when they are submitted or due to the various government departments, whichever is earlier.
25. The contractor shall be responsible for the registration under contract and Labour (abolition) act in respect of employees/workers engaged by them within 21 days of his/her employment.
26. The ESIC shall have a right to ask for the replacement of a worker who is not found suitable for the work or adjudged undesirable worker by the corporation.
27. The contractor at all times must indemnify ESIC against all claims, damages or compensation under all the statutory laws and rules prevailing there under from time to time & also for any loss due to improper handling of movable /immovable properties or use of improper material/equipments for cleaning etc.
28. The cleaning staff should properly handover/takeover the keys of rooms of the building to/from security post. The housekeeping staff shall also ensure that all the electrical equipments/instruments /lights and fans must be switched off after cleaning the office or part of the office to minimize the wastage of resources.
29. Any loss caused to the life & property due to negligence or dereliction of duty of the engaged staff is to be indemnified by the contractor upto the entire satisfaction of the concerned office.
30. The staff engaged by the contractor should be professionally qualified & trained for their job.
31. The contractor shall provide a list of the workers with their ESI and EPF registration numbers.
32. The contractor shall handover a list of the inventory he is bringing in the ESIC premises and shall also be responsible for their safety and security. However, a room shall be provided to keep his material safe under lock and key.
33. The contractor shall also provide the services of Fogging and Pestilential on last date of every quarter and exercise will be done in the presence of Care Taker and in his Rs 10000/- will be imposed and same will be deducted from the bill
34. The contractor shall also provide a Supervisor who will be available during the working hours of office and shall be responsible for all the activities of their workers and he should be competent to deal with the subject.
35. The Managers, Supervisors & working staff should be professionally qualified and must be trained. This work force should be on the pay roll of the Agency. The number of captive manpower must be at least four times the number of estimated work force required.

36. The contractor must ensure that his/her supervisor is equipped with mobile phone.
37. The contractor will arrange for a garbage disposal trolley , bins and other material required for segregation and disposal of waste in a professional manner without violating the econ norms prescribed by the concerned authority. Improper management will invite a penalty as per the decision of the competent authority.
38. The contractor will arrange adequate number of large bins , at main collection centres for collection of general waste of the hospital and also arrange of lifting and disposal of waste from the hospital on daily basis failing which a penalty of Rs 1000/- each day of default will be imposed.
39. The contractor shall arrange spraying of room fresher In MS, DMS , JD, DD , AD and all the VIP rooms daily at regular basis.
40. The contractor must paste toilets checklist at back side of toilet doors and the supervising staff will check this record daily.
41. The contractor will arrange manpower for special VIP visits at no extra cost.
42. The contractor shall grant one day leave per week to its workers in addition to the National holidays.
43. The contractor shall provide a bio-data of all the persons engaged by it for working in the ESIC premises.
44. The contractor shall deploy only such workers as are physically and mentally fit and a certificate to that effect should be enclosed with the bio-data of the workers. If the certificates not provided , a sum of Rs 100/- per day will be fined.
45. The contractor must employ adult & skilled staff having good antecedents. The contractor shall be fully responsible for the conduct of their staff.
46. Premature withdrawal of the tender by the tenderer shall forfeit the earnest money.
47. In case of pecuniary loss suffered by the hospital on account of negligence attributable to the Agency/Contractor, the hospital will have the right to forfeit the Security deposit and in case the security deposit falls short to match the pecuniary loss being insufficient, such balance will be recovered from the payments due to the contractor/Agency.
48. Tenders incomplete in any respect are liable to be rejected without assigning any reason.
49. There is no obligation on the part of ESIC to inform the unsuccessful tenderer of the result of tender process.
50. All disputes arising out of or in connection with the contract shall settled by the sole arbitration of the Medical Superintendent or person authorised by him on this behalf.

51. The successful party will be required to enter into a written agreement with the Medical Superintendent on the terms and conditions as may be fixed by the Medical Superintendent.

52. The contractor shall be liable to make the payment to the workers so deployed on or before 7th of every month and from own pocket and no circumstances their payment should be delayed or withheld i.e on the ground of non payment/settlement of bills by the ESIC. Failing which a penalty of Rs 1000/- per day will be imposed and deducted from the claimed bill.

53. The Medical Superintendent has the right of accepting/rejecting any or all tenders without specifying any reason (s) thereof. NON COMPLIANCE TO ANY OF THE TERMS AND CONDITIONS MENTIONED ON PRE PAGE SHALL TANTAMOUNT TO BREACH OF CONTRACT AND LAIBLE FOR TERMINATION OF THE CONTRACT.

Penalty clause :-

1. Proportionate deduction on not providing contracted no of manpower/machine.
2. Not performing the work as per terms and conditions.
3. Any damages occurred to ESIC on negligence on part of contractor.

INSPECTION

A monitoring committee will be formed by Medical Superintendent/Joint Director to supervise the work & to check the quality of product used by the contractor. The contractor will be answerable to the committee has to obtain a work satisfactory certificate from committee every month.

Annexure -IV

UNDERTAKING

I/We _____ have carefully gone through and understood the contents of the tender form and I/we undertake to abide myself/ourselves by the terms and conditions set forth.

Date : _____

Signature

Place: _____

NAME _____
(Of authorised signatory of the Agency/firm
and also affix seal of the Agency/Firm)

Note :

Undertaking must be signed by the party, failing which tender will not be considered.

**QUALIFICATION , DUTIES AND RESPONSIBILITIES OF THE
HOUSE KEEPING STAFF**

(A) Qualification :- Preferably Middle Pass.

(B) Duties and responsibilities :-

1. The place of duty shall include the Hospital premises, its residential complex/annexes, if any of the ESIC locations Parippally depending upon the exigencies.
2. To maintain ' Round the clock' House Keeping services and not to leave the place of duty under any circumstances until and unless properly relieved. The house keeping staff may have to take night duty in the hospital as per the requirement on turn basis.
3. Cleaning , Sweeping , Moping of all the Hospital areas thrice in each shift and moping with disinfectant lotion well before the start of working hours.
4. Washing of wards with soap solution once in a day/during night Wet moping, dusting/washing of washable tables and washable walls, windows wall hung lights.
5. Maintenance of bathrooms and toilets , scrubbing of walls :-
 - (i) Washing of washbasin with Vim and once in a Shift.
 - (ii) Washing with lotion twice in each shift.
 - (iii) Removing of cobwebs from the wards/toilets on day to day basis.
6. Giving and removing of bedpans urinals to patients as required and also preparing for operation and diagnostic procedures. Cleaning , scrubbing of urinals and bedpans , buckets dustbins , chamber pots with vim/detergent daily.
7. Measuring of Urine , stool samples and emptying of urine and stool pans whenever required.
8. Collecting urine, stool samples and emptying of urine and stool pans whenever required.
9. Emptying of chamber posts, dustbins and collection of garbage from the wards and carrying the same to the garbage house once in each shifts.
10. Disposal of amputated limbs as per Bio-Medical waste management rules.

Annexure VI

SCHEDULE 'A' OF RATES – HOUSE KEEPING AND CLEANING SERVICES

SI No	Particulars	Rate per person per month -30 days (in Rupees)	
1.	Wages (Basic +DA)		
2.	EPF @ 13.6% of Basic +DA		
3.	ESI @ 4.75% of Col (I)		
4.	Bonus @ 8.33% (subject to ceiling of Rs 3500/- I.e Rs 292/- per month)		
5.	Services charges (% of SI No 1)		
6.	Sub Total (1+2+3+4+5)		
7.	Service Tax @ 12.36% of Col (6)		
8.	Total no of cleaning staff required to 41 approximately (including supervisor) however may be increased/decreased on requirement basis.		
9..	Machine/Equipment charge in P.M in Rupees.		

1. We confirm that the rates quoted are not less than the minimum wages prescribed by the Central Government/State Govt.
2. ESIC will follow the minimum wages as prescribed by central Govt/State Govt which ever is higher.

Date :

Signature of the Tenderer

Name & Address of Tenderer with Office Stamp.

Annexure -VII

**REJECTION CLAUSE LIST FOR HOUSE KEEPING TENDER AT ESIC MEDICAL
COLLEGE HOSPITAL PARIPPALLY**

In following condition/cases, tender will be rejected. Tenderer should keep these clauses in mind while submitting the tender form:-

1. If technical bid is not accompanied with Check list and EMD.
2. If tender form downloaded from website and DD amounting to Rs 1000/- (in favour of ESI fund A/C No 1 payable at parippally not accompanied with the technical bid.
3. If the tender received by means other than -By hand, drop in tender box or by registered post.
4. If non -furnishing or incomplete information is supplied by the tenderer.
5. If the check list is not supported by the documentary proofs.
6. If the tender is received after the prefixed day and time of acceptance.
7. If any vague term or expression is used by the tenderer in Technical and Financial Bid.
8. If the agency has less than 3 years experience of providing House Keeping services with house keeping staff strength not less than 20.
9. If affidavit (declaring that the company or firm is not black listed) not accompanied with the Technical Bid.
10. If the undertaking by the tenderer regarding binding of all terms and conditions of the tender form (Annexure III) is not signed by the tenderer.
11. If all the pages of the tender form is not signed by the tenderer.
12. If technical Bid is not accompanied with 3 years audited-Statement of Account (P & L) Account, Balance Sheet etc).
13. If technical bid is not accompanied with three years annual income tax return of F.Y (2010-11), 2011-12 & 2012-13).
14. The financial bid & technical bid must be kept in separate sealed envelope.

ANNEXURE -VIII

1. TECHNICAL BID

a. TECHNICAL BID in one separate envelope, sealed , super scribed with the wordings “ TECHNICAL BID”.

b. The original copy of tender (Annexure -1 to annexure -VIII), duly completed and signed, stamped and serially numbered on each page, should be submitted/returned back, enclosed alongwith the “ TECHNICAL BID”.

1. Covering letter indicating list of enclosure.

2. EMD in accordance with instruction above.

3. Copy of income tax clearance certificate, latest PAN/TAN/VAT and ECS details.

4. Users list.

5. Declaration/undertaking as per proforma enclosed.

6. List of equipments and machines to be used as per TED.

7. Only Tecno -commercial bid will be opened first and shall be referred for the technical evaluation. The price bid of only those tenderers whose technical bid are found acceptable by the competent authority will be opened for further action.

d. The Earnest Money Deposit (EMD) should submitted in separate envelope super scribe with the wordings “ EMD”.

e. Prices/Costs of the items should not be indicated anywhere in the Technical Bid. This should be followed meticulously failing which the tender is liable to be cancelled.

f. The average annual financial turnover during the last three financial years (2010-11, 2011-12, 2012-13) should be at least 30% of the value of total items quoted. Copies of balance sheet signed by CA to be submitted.