



कर्मचारी भविष्य निधि संगठन  
EMPLOYEES' PROVIDENT FUND ORGANISATION

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
(MINISTRY OF LABOUR AND EMPLOYMENT, GOVERNMENT OF INDIA)  
क्षेत्रीय कार्यालय/REGIONAL OFFICE

भविष्य निधि भवन, भारतीय रिजर्व बैंक के पास, आयकर सर्कल, आश्रम रोड, अहमदाबाद-380014.  
Bhavishya Nidhi Bhawan, Nr. R.B.I., Income-Tax Circle, Ashram Road, Ahmedabad-380014.  
टेलीफोन/TELEPHONE - (079) 27543770 \* फेक्स/FAX - (079) 27542301  
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NO.GJ/PFC/AHD/ADM.IV/CT/14

Date: 19/04/2018

### हाऊसकीपिंग सेवाओं के लिए निविदा आमंत्रण सूचना

#### **NOTICE INVITING TENDER FOR PROVIDING HOUSE-KEEPING SERVICES**

कर्मचारी भविष्य निधि संगठन (भारत के श्रम और रोजगार मंत्रालय के अधीन एक सांविधिक निकाय) क्षेत्रीय कार्यालय, अहमदाबाद उपरोक्त पते से कार्य कर रहा है, अच्छी तरह से प्रशिक्षित और अनुभवी हाऊसकीपिंग स्टाफ प्रदान करने के लिए प्रतिष्ठित और अनुभवी एजेंसियों से मुहरबंद निविदाएं आमंत्रित करता है। इच्छुक एजेंसियों को तकनीकी बोली और वित्तीय बोली अलग से प्रस्तुत करना आवश्यक है। मुहरबंद लिफाफा-1 के अंदर "तकनीकी बोली" तथा मुहरबंद लिफाफा-2 के अंदर "वित्तीय बोली" को एक तीसरे मुहरबंद लिफाफे जिसके ऊपर "हाऊसकीपिंग कार्य के लिए निविदा" लिखा हो, में रखना चाहिये तथा इसे उपरोक्त वर्णित कार्यालय पते पर स्थित कार्यालय परिसर के भूतल पर स्थापित मुहरबंद बाक्स में दिनांक 11/05/2018 तक या उससे पहले अपराह्न 12 बजे तक डाल देना चाहिए। तकनीकी बोली उसी दिन सायं 4.00 बजे समिति के सदस्यों द्वारा संबंधित बोलीदाताओं की उपस्थिति में खोली जाएगी, यदि कोई मौजूद हो। पात्र बोलीदाताओं की वित्तीय बोलियाँ केवल विचार के लिए खोली जायेगी।

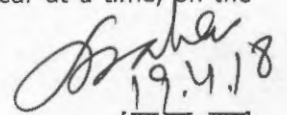
The Employees' Provident Fund Organization (a statutory body under the Ministry of Labour and Employment Government of India) Regional Office, Ahmedabad functioning from the above address invites sealed tenders from reputed and experienced agencies for providing well trained and experienced Housekeeping Staff. The interested agencies are required to submit technical bid and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in third sealed cover superscribed "TENDER FOR HOUSEKEEPING WORK" and should be dropped in the seal box installed in the office premises at Ground Floor at the above mentioned office address on or before 11/05/2018 up to 12.00 AM. The Technical Bid will be opened on the same day at 4.00 pm by the committee members in presence of the respective bidders, if any present. The financial bids of the eligible bidders will ONLY be opened for consideration.

पात्रता मानदंड, काम का दायरा, नियम और शर्तों वाले निविदा दस्तावेज उपर्युक्त कार्यालय के पते से 10:30 पूर्वाह्न से 5:00 बजे अपराह्न के दौरान किसी भी कार्यदिवस पर प्राप्त किया जा सकता है या ईपीएफओ की वेबसाइट [www.epfindia.gov.in](http://www.epfindia.gov.in) से डाउनलोड किया जा सकता है। यह कार्यालय कोई भी कारण बताए बिना निविदा को अस्वीकार या रद्द करने का अधिकार रखता है और सक्षम प्राधिकारी का निर्णय अंतिम होगा।

The tender documents containing eligibility criterion, scope of work, terms and conditions can be obtained during any working day between 10.30AM to 5.00PM from above mentioned office address or can be downloaded from EPFO website [www.epfindia.gov.in](http://www.epfindia.gov.in). This office reserves the right to reject or cancel the tender without assigning any reasons thereof and the decision of the competent authority shall be final.

संविदा अनुबंध की तारीख से एक वर्ष की अवधि के लिए अनुबंध शुरू किया जाएगा। हालांकि, सेवाओं को संतोषजनक पाया जाता है, वही नियम और शर्तों पर, एक समय में अधिकतम एक वर्ष के लिए, अधिकतम 2 वर्ष की अवधि के लिए इसे आगे बढ़ाया जा सकता है।

The Contract will be initially for a period of one year from the date of awarding the contract. However, the same can be extended further, for a maximum period of 02 years, one year at a time, on the same terms and conditions, in case services are found satisfactory.

  
19.4.18

[एस.एस. साहा]  
(S.S. SAHA)

सहायक भ. नि. आयुक्त (प्रशासन-IV)  
ASSISTANT P F COMMISSIONER (ADM-IV)  
क्षेत्रीय कार्यालय, अहमदाबाद  
REGIONAL OFFICE, AHMEDABAD

## **GENERAL INSTRUCTIONS:-**

- All the tenders shall be prepared and submitted in accordance with these instructions.
- Tenders received after, the due date and time will be summarily rejected. Incomplete and conditional tenders shall not be accepted.
- Tenders shall be submitted in the prescribed form. No tender will be considered which is not as per the form and does not bear the Tenderer's signature and seal at the bottom of the page of the schedule on which the rates are entered.
- Interested Parties may submit their wax-sealed tenders after inspection of the premises. The inspection of the premises can be made between 10.00AM to 5.00PM on all working days (Monday to Friday) from the date of issue of this notification till 09/05/2018. The tender shall be submitted in a sealed envelope superscribed "TENDER FOR HOUSEKEEPING WORK". The sealed Tender shall reach this office together with Earnest Money Deposit Rs.10,000/-[Rupees: Ten thousand only] by means of Demand Draft drawn in favour of "The Regional P. F. Commissioner" payable at Ahmedabad. The EMD(Demand Draft) of unsuccessful bidder will be returned without any interest.
- Nil Service Charges will treated as unresponsive and will not be considered as per Government of India, Ministry of Finance, Departments of Expenditure, P P Division Letter No. 29(1)/2014-PPD dated 28/01/2014 (If a Firm Quotes NIL CHARGES/Consideration, The bid shall be treated as unresponsive and will not be considered)
- Tender received after the closing date and time or without EMD will be summarily rejected.
- This office reserves the right to reject or cancel the tender without assigning any reasons thereof and the decision of the competent authority shall be final. No communication about the rejected Tenders will be sent.
- This office will not have any responsibility for delay, loss or non-receipt of applications sent by the post.

**Signature of Tenderer with Company Seal**

## **ELIGIBILITY CONDITIONS**

- The Agency should have minimum experience of 3 (three) in providing housekeeping services in any reputed/Government Offices/Public Sector offices etc. Self attested copies of agreement/work order of such clients shall be provided as documentary evidence in support of the same.
- The Agency should be covered under the EPF/ESIC Act and shall extend the benefits of PF and ESIC and also shall comply with the other statutory regulations, Service Tax and Labour Laws. The Agency should also be registered under Shops & Establishments Act. Copy of the registration papers alongwith code numbers allotted to the Agency shall be provided.
- The Agency should provide the compliance under the EPF & MP Act & ESIC Act by providing last 6 months challans. Monthly challan of ESIC/PF-ECR shall be provided.
- The Tenderer should ensure that they have rendered satisfactory performance during the last 3 years and the order/orders placed subsequently should not have been cancelled or closed by any department in the last 3 years due to unsatisfactory performance and such persons whose orders/contractors have been closed or cancelled need not apply. Any suppression of material facts or discrepancy in this respect will lead to disqualification of the tender/cancellation of work order.
- The Agency/Company shall have GST No., Permanent Account No. (PAN) and Professional Tax (P.T.). Documentary evidence for the same shall be provided.
- The vendors should have not been blacklisted by any organization/Govt. Department. An affidavit/undertaking in this respect is required to be given the tenderer.
- Any suggestion given by any agency should not be considered and will not be replied. In this regard no correspondence should be made.
- All attested documents should be attached serially as per format enclosed with covering letter of the establishment.
- The statutory deduction towards TDS and any other dues will be deducted as per rule.

## **TENDER TO GET INFORMED HIMSELF FULLY.**

- The tenderer shall be deemed to have carefully examined the terms and conditions before tendering the work.

**Signature of Tenderer with Company Seal**

**SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR.**

**OFFICE AREA**

1. Daily sweeping and wet mopping of the entire area including the lobby in all floors/lift/ground floor lobby/Official-Staff car cum vehicle parking area/steps/staircase/surrounding area of office premises etc.
2. Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephone, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily.
3. The doors, windows, partitions including the particle board, glass and aluminum channels, cabinets in the entire office, pantry and canteen should be cleaned daily. PVC floors should be cleaned twice a day.
4. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like Phenyl/ Harpic/Vim/Surf etc., thrice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
5. Internal and external cleaning of window panes, doors and fans, Cleaning of venetian blinds, ceiling, walls, AC duct, grills and beams should be cleaned twice a day
6. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
7. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
8. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit/area prescribed for the same.
9. Shifting of furniture and other equipment and files whenever required.
10. Artificial plants, door mats and carpets are to be cleaned daily. All name boards, brass boards, wall panels paintings etc., should be wiped off dirt at regular intervals.
11. Care should be taken that the gadgets are not tampered with during the cleaning operation.
12. General maintenance and up keep of the entire office premises
13. The agency shall be responsible for the proper sweeping, moping and cleaning of the work place and should keep the office, office rooms, toilets etc neat and tidy. Any breach of these conditions will result in the immediate termination of the contract.

**OPEN AREA**

1. Sweeping the open area a twice a day
2. Spraying & cleaning of the open area and boundary walls with the water once in a week.

**WEEKLY SERVICES**

1. Removal of cobwebs in the corridors and lavatories as well as from roofs/chhajjas.
2. Removal of dust accumulated on the walls, windows panes and ventilators in the toilets
3. Thorough washing, rubbing and cleaning of corridors.



**TERMS & CONDITIONS**

**The Agency will be considered for award of contract only if they agree to abide by the following terms & conditions:-**

1. The Agency should engage persons who are physically fit and have good moral character and must be above the age of 21 years and below the age of 40 years.
2. The personnel deployed should be well experienced and trained adequately. They should be behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably English also. They should maintain discipline and office decorum
3. The personnel employed should work on all days, except Sundays and National Holidays. The working hours will be from 07.00 AM to 04.00 PM daily. A skeletal staff would be required beyond 04.00PM on all working days to cater for emergency service.
4. The personnel should attend to the work punctually and complete the cleaning work of the entire office premises before 9.00 AM on all working days. The personnel will perform all the duties assigned to the Agency and as specified by the Department from time to time.
5. All day to day work shall be supervised by Supervisor nominated by the Agency. The Supervisor should visit the site physically and supervise the daily work both morning and afternoon and report the compliance of the work to the caretaker. He should carry out the instruction of the caretaker.
6. The Staff engaged by the Agency shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the Department. The Supervisor has to ensure correct performance of the said sanitation services. In order to exercise effective control & supervision over the staff of the Agency deployed, the Supervisor will move in the areas of responsibility.
7. The Agency shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.
8. In case of emergency and residual situations the agency has to make the personnel available to cater for emergency services and urgent works entrusted by this office as and when need arise.
9. If the agency does not deploy the required number of housekeeping personnel for two consecutive days, a penalty of Rs.500/- will be levied apart from the deduction of salary for absence.
10. It will be the responsibility of Agency to provide the details of manpower deployed by him in the Department such as Name of the Personnel, PF Account Number, UAN Number, deduction of PF/ESIC contribution etc.
11. The EPFO shall have no connection with the persons engaged by the Agency and such persons shall not be on the rolls of EPFO at any point of time.
12. The Agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.
13. All cleaning material such as broom, mug bucket. Brush, Supri, Acid, Phenyl, chemical, soap, detergent, naphthalene, perfume ball, duster, map, scrubber etc shall be provided by the agency and shall be stored at the place provided by EPFO under lock and key. Any loss damages to the item stored by the agency at the premises will be borne by the agency and for which no claim can be made to the organization.
14. The work done must be checked on daily basis and any complaints must be attended immediately.

15. All the housekeeping staff deputed at our site for cleaning work at no time shall claim to be EPFO employees. The successful bidder shall discharge all Government liabilities such as PF, ESIC, Minimum wages Act, Labour Act in respect of the person deputed at our site and it is his responsibility to abide with the same.
16. The Agency should pay to their personnel a minimum wages at the prevailing rate as fixed under Minimum Wages Act prescribed by the Chief Labour Commissioner, any breach of this condition will render the contract with the Agency liable for immediate termination without any prior notice and the same would be dealt with accordingly.
17. ESI and PF per head at the prevailing rate should be paid by the agency every month as per the existing rules and copies of paid up challans or documents concerned should be submitted.
18. The Agency should adhere to all the relevant statutory enactments dealing with the Employment of Labour. All existing statutory regulations of both State and Central Government should be adhered to by the agency, especially payment of minimum wages to the employees, as prescribed by the Central Government. Any failure to comply with any of the regulations will be liable for termination of the contract in addition to the action proposed to be initiated by the statutory bodies.
19. The Agency is responsible for payment of minimum monthly salary to the personnel, as applicable to them.
20. The Agency should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the housekeeping agency will be in the employment of the house keeping agency only and not of EPFO Department.
21. Engagement of the agency does not in any way confer any right to the agency or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government Office.
22. The Department will not involve in any dispute between the Agency and Workers of the Agency.
23. Payments to the housekeeping contractor will be through account payee cheques/account transfer to the designated account only on monthly basis. Tax shall be deducted at source as per the prevailing Income Tax from the monthly bills.
24. The Agency shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party.
25. In case of damage or loss of materials, furniture fixtures etc belonging to EPFO on account of any act/negligence of the workmen deputed at our site, the responsibility shall be of the agency and have to bear cost of such damage.
26. In case the services are not found satisfactory, the contract may be terminated by the EPFO at any time during the contract period without any prior notice and without assigning any reasons whatsoever.
27. The Agency shall strictly comply with the terms and conditions of the agreement which will be executed with the successful bidder. Failure by the agency to comply with the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.

28. The Agency will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the Department. While raising the bill, the deployment particulars of the personnel engaged during each month should be shown.
29. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement, extant arbitration/conciliation proceeding, failing which the dispute will be subject to Ahmedabad jurisdiction only.
30. All liabilities arising out of accident or death while on duty shall be borne by the Agency.
31. The Department shall not be responsible for providing residential accommodation to any of the personnel of the Agency.
32. The Department shall not be under any obligation for providing employment to any of the worker of the Agency after the expiry of the contract. The Department does not recognize any employee employer relationship with any of the workers of the Agency.
33. Sweeping of the Area specified i.e. the office building and the surrounding area of building, collection of waste materials and disposal of the same shall be done on daily basis as per instructions of the concerned authority from time to time.
34. Cleaning of the floor area with wet floor dusters and detergent, disinfectants etc once in the morning before opening of the office and thereafter every 2 hours specifically in the Area of Corridors, stairs, reception etc spray of flit etc in the room for keeping the same free from flies etc.
35. Cleaning and washing of toilets and urinals, dusting, deodorants, detergent and disinfectant once in the morning and again in the afternoon after recess hours or as may be specified by the competent authority.
36. Cleaning of carpets, durries on every Saturday.
37. Sweeping and cleaning of open areas, corridors, passages etc. inside and outside of the office building within the office campus.
38. Regular dusting/cleaning of furniture (Table/Chairs) and equipments, cabinets, almirah and doors and windows in the office.
39. Provisions of placing sufficient quantity of naphthalene balls/cakes and odonil cakes in the urinals. The agency will ensure that the toiletries mentioned above are always available near each washbasin in the building.
40. The chocking of sanitary installations eg. Traps, bottle traps, gully traps etc is to be cleared within 24 hours of noticing the complaints.
41. All complaints of leakage in the GI & CI pipes etc are also to be attended within 24 hours.
42. Dusting and cleaning of fans, electrical, window panes with glass cleaning chemicals/agents and cleaning of partition paneling etc weekly once. i.e. on Saturday.

43. Polishing of brass name plates and number plates and cleaning of all other boards from time to time.
44. Removal of all cobwebs in all rooms on Saturdays.
45. All the workmen of the agency shall be free from infectious diseases.
46. The Department will not involve in any dispute between the Agency and workers of the agency.
47. The Agency shall submit the bill for every month by first day of the following month alongwith documents such as Challans towards remittance of ESIC/PF and allied dues with ECR statement pertaining to the previous month, Attendance Sheet, Certificate about the correct payment made to the housekeeping staff employed alongwith Salary Statement. Without submission of the details and documents, no payment will be made to the agency. No interim bills will be entertained.
48. The applicable Taxes would be deducted at source.



**TECHNICAL BID**

Name of the Agency/Company:

Work: Providing Housekeeping Services at Regional Office, Ahmedabad

Sr. No.	Particulars	To be filled in by the tenderer
1.	Name of the Agency	
2.	Address with Phone No. & e-mail ID	
	(A) Registered Office	
	(B) Branch, if any (Local Address)	
3.	Name of the Owner/Manager with Designation, Address & Telephone/Mobile No./E-mail	
4.	Shops & Establishments Registration No.	
5.	Labour License No. (Attach copy)	
6.	EPFO Registration No. (Attach copy)	
7.	ESIC Registration No. (Attach copy)	
8.	Service Tax Registration No. (Attach copy)	
9.	Income Tax PAN No. (Attach copy)	
10.	Income Tax TAN No. (Attach copy)	
11.	Details of experience (Attach copy)	
12.	Details of agencies for which presently rendering Housekeeping Services (Attach copy)	
13.	No.& Date of DD of Rs.10,000/- towards Earnest Money Deposit	
14.	Services Charges	
15.	Other Charges (if any)	
16.	Bank Account Details	
17.	Any other details	

**DECLARATION**

I have carefully read and understood all the terms and condition of the tender and undertake to abide to them.

2. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecutions under appropriate law.

3. I undertake to pay minimum basic pay declared by the Government of India time to time. I also undertake to pay statutory dues as per prevailing law.

Date:

Place:

Signature of the Proprietor)  
WITH OFFICE SEAL

## FINANCIAL BID

Name of the Agency/Company:

Work: Providing Housekeeping Services at RO, Ahmedabad

Sr.No.	Minimum wages per person	Rate per person per day	Employer's share of EPF contribution with admin.charges as applicable ( % ) of EPF wages	Employer's share of ESI contribution as applicable ( % )	Total Amount Per Person
A	B	C	D	E	F(C+D+E)
	Total Cost per person per month				
	Agency Service Charge ( ____ % of Total Cost )				
	Service Tax/GST as applicable				
	Cost of Housekeeping Materials per Month				
	<b>TOTAL BID AMOUNT PER MONTH</b>				

## DECLARATION

I/we hereby certify that the information furnished above is true and correct to the best of my/our knowledge and I/we have read and understood the terms & condition contained in the Tender Document. I/we understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of the Bidder)  
Name and address with Seal

**Note:** The rate person per day may be quoted in the prices schedule as per the minimum wages as specified by the Government of India.

**LIST OF DOCUMENTS/CHECK LIST**

<b>Sr. No</b>	<b>Name of Documents</b>	<b>Copy enclosed/ Please tick...</b>	<b>Page No.</b>
<b>1.</b>	Forwarding letter of the establishment/agency		
<b>2.</b>	Name, Address & Contact No. of the owner		
<b>3.</b>	EMD Rs.10,000/-/DD No.		
<b>4.</b>	EPF Registration No.		
<b>5.</b>	ESIC Registration No.		
<b>6.</b>	Service Tax Registration No.		
<b>7.</b>	PAN No.		
<b>8.</b>	Shop Act Registration Certificate No.		
<b>9.</b>	Labour License Certificate No.		
<b>10.</b>	GST Registration No.		
<b>11.</b>	Profession Tax Registration No.		
<b>12.</b>	Experience Certificate(s)		
<b>13.</b>	Professional Tax No.		
<b>14.</b>	PF Challans		
<b>15.</b>	ESIC Challans		
<b>16.</b>	Undertaking copy		
<b>17.</b>	Last three years IT returns		
<b>18.</b>	If any other documents		
<b>19.</b>			
<b>20.</b>			
<b>21.</b>			

**Signature of tenderer with Company Seal**