

1. EMRI Green Health Services (Organization name changed recently from GVK EMRI to EMRI Green Health Services), a pioneer in Emergency Management Services in India and a not - for - profit professional organization operating in the Public Private Partnership (PPP) mode (here in after referred as EMRI GHS), located at Goa Medical college, Bambolim, Goa-403201 invites bids from various bidders operating in India for procurement.
2. The list and detailed specifications of the material to be purchased along with formats for furnishing the information required from bidders participating in tender are as per ANNEXURE s attached.

This tender consists of two Parts:

PART 1) Security Service

Annexure A: Pre-qualification

Annexure B: Price bid format

Annexure C: Term & conditions

Annexure D: Duties & Responsibilities

PART 2) Housekeeping Service

Annexure P: Pre-qualification

Annexure Q: Price bid format

Annexure R: Term & conditions

Annexure S: Duties & Responsibilities

Annexure X: Declaration Certificate

Annexure Y: Bidder Information

Annexure Z: Anti-Collusion Certificate

Annexure Z1: Checklist for Bidder

Note: Annexure X, Y Z, Z1 are common for both

PART 1) Security Service

PART 2) Housekeeping Services

3. The tender document with all the details is available in the website of EMRI GHS (www.emri.in) and can also be purchased in hard copy on payment of Rs.1000 (Rupees One thousand only) by way of a Demand Draft drawn in favour of “EMRI GHS , Goa ” from Mr. Ninad Naik (9545456802)-Department of Supply Chain Management, EMRI GHS -Goa .
Bidders who download the document from website have to submit the Demand draft at the time of tender submission.
4. Any bidder who is interested to supply in accordance with the requirements stated in the attached ANNEXURES should carefully read the tender document before filling, signing and returning the same to this office. You must also furnish at the time of tender submission all the Information and documents as called for in tender, failing which your tender is liable to be rejected.
5. Important dates and deadlines for the tender are as below:
 - a. Price of Bidding document (Non refundable) : Rs.1000.00
 - b. Date of commencement of sale of bidding document : 20-01-2024
 - c. Pre-bid conference at EMRI GHS , Bambolim, Goa : 23-01-2024at 10:30am
 - d. Last date and time(IST) for submission of bidding document : 31-01-2024 by 10:30am
 - e. Date of time (IST) for opening of tender document : 31-01-2024 at 10:30am
 - f. Address for communication, receipt and venue of the bid opening:
EMRI Green Health Services
(Department of Supply Chain Management)
1st Floor , Old Library Block , Goa Medical College , Bambolim ,Goa -403201

6. The completed bids must be received at the office of EMRI GHS , Goa , India, on or before time and date given above. It will be the sole responsibility of the bidder to ensure that their bid is received at the address specified above on or before the specified date & time mentioned.
7. Before quoting the rates, every bidder is expected to inspect the site of the proposed work and to have satisfied himself as to the nature of all works. A bidder shall be deemed to have full knowledge of the works that he is bidding for in all aspects whether he inspects them or not before submitting the Offer.
8. Bids will be opened in the presence of Bidders/authorized representative(s) who choose to attend the bid opening on the specified date and time at the office of EMRI GHS at the address given above.
9. In the event of the last date specified for receiving and opening the bids being declared as a closed holiday for EMRI GHS 's office, the last date for submission of bids and opening of bids will be the following working day at the same venue and time.
10. Bids will be evaluated separately for entire service .
11. The bid documents are non transferable.

Head, National Supply Chain Management
For and on behalf of
EMRI GHS ,

Tender Guidelines

1. DEFINITIONS:
 - a. PO – Purchase Order
 - b. EMD – Earnest Money Deposit
 - c. DD – Demand Draft
 - d. PBG –Performance Bank Guarantee
 - e. Purchaser – EMRI GHS
 - f. Bidder – Successful Bidder (s), to whom, the tender service is allocated to
 - g. EMRI GHS – Emergency Management and Research Institute Green Health Services
2. The prices quoted for supply in tender shall remain open for acceptance 12 months from the date of bid opening and amount will be in Indian Rupees.
3. Bid Evaluation-Contract will be awarded to Lowest price evaluated bidder meeting all the Tender terms and conditions.
4. EMD AMOUNT: Bidder should submit 1% of Amount on the quoted value in the tender document price bid(One year total amount including GST)
e.g Per month per security cost is Rs.20000 , Total Number of Security is 9nos
then Total Qty(9nos) *Month per year (12) *Salary per month per security (20000) = Rs.21,60,000/-
Total amount .
So 1% EMD amount = Rs.21,60,000*1% = Rs.21,600/-
Similarly EMD can be calculated for Housekeeping service

Each tender form should be accompanied by EMD amount, as applicable in the form of Demand Draft in favor of EMRI GHS -GOA. EMD will be adjusted against PBG for L1. For L2, EMD would be returned after due acknowledgement (from L1) of the confirmation of PO and Service schedules. For L3 onwards, the EMD will be sent back, in a stipulated time of 30 working days.

5. Performance Bank Guarantee: Selected L1 bidder has to furnish a PBG for 2% of value of order as per EMRI GHS standard PBG format within 20 working days of tender closing date. The PBG shall be valid for one year. Failure of selected bidder to furnish PBG with in stipulated time will automatically result in forfeiture of EMD without any further notice.

PART 1) Security Services

ANNEXURE A : PRE – QUALIFICATION CRITERIA

- 1) Similar experience of having successfully completed the services for minimum two years at Government organization/corporate offices/semi government organization. Attach certification of Incorporation to justify the establishment of firm.
- 2) The Offering firms/agencies are required to enclosed attested photocopies of following document, failing to which their bids may be summarily/over-rightly rejected and will not be considered any further:
 - i. Copy of Company Registration certificate.
 - ii. Copy of PAN card
 - iii. Copy of Employee provident fund (EPF) & Employee state Insurance certificates (ESI)
 - iv. Copy of Income tax return filed for last two Financial years
 - v. Copy of GST
 - vi. Police Clearance certificate of company owner (latest dated)
 - vii. List of Clients or Satisfaction letter from the Clients or purchase order copy
 - viii. PASARA certification will be optional & can be treated for competitive assessment

ANNEXURE B : PRICE BID FORMAT

s.no	Description	Qty	Total cost	REMARKS
1	24 X7 security service at EMRI GHS Goa Bambolim office/ ECC Locations Including the Reliever duties, weekly off , Paid holidays, PF, ESIC, etc as per the labor laws		(A)	
	Security Guard (Office location) 24 x 7 security service	4 Persons		
	Security Guard (*For ECC's location at Goa we may depute for 12hrs or for 24hrs)	6 Persons		
2	GST %		(B)	
GRAND TOTAL (A+B)				
Note: Should consider all in Single Zone (Zone B)				

Requirements:

S.no	Location	Requirements
1	ECC Panjim	2
2	ECC Keri	1
3	ECC Velgeum	1
4	ECC Thane	1
5	EMRI GHS , Bambolim office	4
6	ECC Ribander	1
	Total	10

Note: The count of Security Guard may increase / decrease as per the future requirement of EMRI GHS ,
Goa

ANNEXURE-C : TERMS & CONDITIONS

1. The contractor shall not sub contract to any other party without our prior permission and any breach of this condition shall result in forfeiture of Performance Bank Guaranty and contract will be terminated without notice.
2. The Security Services contractor shall be responsible for providing Security services round the clock for 24 hours and for all days of the week at the office of EMRI GHS GOA or for ECC's & any other location as per EMRI GHS instructions.
3. The Security services contractor will be required to make their own arrangement for the stay of security personnel outside the campus at their own cost.
(Wherever applicable so)
4. The Security services contractor shall be responsible for the buildings properties, goods, office premises stores & stock vehicles and all the assets, at GOA EMRI GOA premises.
5. Successful Bidder shall be responsible for loss or damage to goods, assets and property of the GOA EMRI GOA at the open space arising out of theft, pilferage, larceny, mischief, looting, robbing etc. Even in case of lodging any complaint with police department the EMRI GHS ,GOA will not be concerned with the result of investigation done by the police & losses or damage occurs without assigning any reasons management straight way deduct the amount of loss/damages from the amount payable by the unit to the contractor. In the other words EMRI GHS GOA will be entitled to deduct the amount of such loss or damages caused to the EMRI GHS GOA from their bills or deposit. If any irregularities observed contract will be liable to be terminated.
6. The EMRI GHS GOA shall not be liable for
7. Any damages, compensation or loss in respect of or in consequence of any accidents or injury to any security personnel or other persons employed by the Contractor.
8. The Contractor shall at all times indemnify the EMRI GHS GOA against all claims for compensation under the provisions of any law.
9. The EMRI GHS GOA shall be entitled to deduct any amount due from the Contractor, from all the money paid or payable by way of compensation as above.
10. If in the course of execution of the Contract by the Contractor any minor or major damage is caused by the Contractor or his employees to persons and property of the EMRI GHS GOA, any claims arising there from shall be recovered, settled and dealt with directly by the EMRI GHS GOA and the Contractor shall render all assistance and co-operation to the EMRI GHS GOA, if any inquiry is held thereon.
11. Contractor shall be liable for any loss, theft, damage, harm, injury to the EMRI GHS GOA property, whether movable or immovable of the EMRI GHS GOA and/or the employees of the EMRI GHS GOA for non-fulfillment of any of its obligations. The EMRI GHS GOA shall be entitled to deduct the same from the monthly consideration(s) whether payable at present or in future, which may include any deductions for claims by the Contractor's personnel or any third party.
12. The Contractor is to ensure that the workers engaged by him and deputed to carry out the work in the premises of the EMRI GHS GOA are sufficiently experienced. For this purpose, the Contractor shall carry out regular visits to ensure that the staff deputed by him in the EMRI GHS GOA's premises carries out their duties as is required by the EMRI GHS GOA. Guards / security personnel provided by the Contractor shall at all time, remain employees of the Contractor and shall never claim any benefits that may normally be available to the employees of the EMRI GHS GOA and the EMRI GHS GOA shall, in no way, whether in law or at

equity, be responsible or liable for their wages, salaries, bonus, gratuity and other allowances and/or any statutory benefits, interests and/or rights..

13. The contractor is liable to pay salary, wages, Provident Fund, Insurance & Safety norms ESI Contributions and other statutory dues in respect of their own staff. In accordance with the rules in force or that may be enforced by the authorities in if time, course including the wages as per minimum wages Act. The Contractor will be responsible for observing Provident Fund Regulations. ESI Regulations Insurance & Safety Norms and all other Labor Laws in respect of their own staff and the EMRI GHS GOA will not be responsible in any manner for the staff provided by the contractor. For the purpose of this agreement, the Contractor will be deemed to be an independent agency and in case the EMRI GHS GOA required meeting any liability in respect of the staff provided by the Contractor, the Contractor shall keep the EMRI GHS GOA indemnified against any such liability. In case any one of the staff of the contractors is injured in the course of employment, the contractor will be liable to pay compensation thereof. As per the provision of P.F. the contractor will maintain eligibility register of P.F. and he will produce the same every month to the Concerned Officer of EMRI GHS GOA.
14. The contractor shall be solely responsible for all and any liability which may arise in respect of its staffs due to any legislation whatsoever and the same shall be exclusively borne by the contractor and the unit shall not be responsible for payment of compensation or other payment that is required to be made by the contractor to its staff. The contractor shall obtain the registration licenses under labor/Law Contract Labor Act and Rules of Safety & Taxes duties.
15. As per the P.F. Rules. The contractor has to give P.F. Contribution in start for all staff and evidence to be provided as & when asked .
16. The Contractor will maintain all registers required under provision of various labors, industrial and other Laws, submitting regularly returns to the concerned authorities and copy must be marked to Personnel Dept. The contractor will keep all records pertaining to the contract at EMRI GHS GOA and contractors to produce the above registers, returns etc. at the time of Inspection of various authorize and also as and when demanded by the Personnel Dept.
17. The contractor shall maintain a register of attendance of all staff as may be prescribed by the EMRI GHS GOA this should contain full details of deployment and indicate record during the day
18. The contractor shall be responsible for payment of all/any Central Government/State Government taxes. He has to produce evidence that he has cleared all/any Governments dues. In case, the contractor fail to produce necessary documentary evidence regarding payment of Government dues the amount shall be deduced from the bill.
19. The contractor shall make payment to their personnel's appointed by the agency as per minimum wages Acts.
20. In case EMRI GHS GOA objects in writing to deployment of any individual at its premises the contractor shall forthwith replace him. The procedure of deployment as stated, in the foregoing clauses will also be made applicable in case of such replaced personnel. Prior approval of Concerned Officer of EMRI GHS GOA has to be obtained while employing/terminating duties of any staff personals by the contractor.
21. All the staffs provided by contractor will work in close cooperation and liaison with our concerned officer or with such officers as may from time to time be designated by the EMRI GHS GOA in this behalf and the security supervisor shall periodically report all important incidents of the EMRI GHS GOA and in case of any incident involving loss or damage to the property of the EMRI GHS GOA the same shall forth with be reported to the concerned officer of the EMRI GHS GOA

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22. In case of any incident pertaining to the period for which service of contractor where engaged and whenever. The contractor or their staff is called as witnesses in any proceedings, the contractor shall arrange to attend the court or the office at which the proceedings are being held and otherwise render all assistances to the Unit in respect of such incidents.
 23. The Successful contractor has to strictly follow safety norms.
 24. The Contractor shall be responsible for any misbehavior of their own staffs and shall be terminated from the duty immediately.
 25. All staffs should know to write & read; smart enough to manage his/her job with responsibility.
 26. The Contractor shall ensure that all staffs provided by it, while on duty will maintain perfect discipline and behavior and shall neither cause any damage to the property of the EMRI GHS GOA in Liquidation and the said premises nor commit or permit any pilferage thereof.

27. REMOVAL OF THE AGENCY FROM THE CONTRACT:

The Concerned Officer of EMRI GHS GOA may recommend the removal of the Agency from the service, where:

- a) Such contractor was found to be involved in any corrupt practice in conducting its business
- b) All Staffs employed by contractor are frequently found to be involved in the commission of thefts or pilferages of the property of the EMRI GHS GOA
- c) In the opinion of the Concerned Officer of EMRI GHS GOA it would not be safe to engage such agency for security services to the EMRI GHS GOA Companies.
- d) Agency has been declared insolvent or bankrupt.
- e) It is found that the declaration(s) made by the contractor at the time of submitting Offer was not correct.
- f) It is found that the Agency is no longer in a position to provide the services for which it was hired.
- g) During the period of the Contract the EMRI GHS GOA shall have the right to terminate this agreement by giving 30 days' notice in writing to the Contractor and the Contractor shall not be entitled to any compensation whatsoever arising out of the termination. The decision of the EMRI GHS GOA shall be final and binding on the Contractor and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered from Security Deposit or pending bill or by raising a separate claim.
- h) In the event of unsatisfactory service despite being formally warned, the EMRI GHS GOA reserves the right to terminate the contract at any time with one day notice. In this case EMRI GHS GOA will pay the dues as on that date less recoveries as applicable.
- i) The concerned Officer of EMRI GHS GOA shall, in the event of breach of any of the terms and conditions of this agreement or if the services provided by the EMRI GHS GOA is generally considered to be unsatisfactory by the concerned Officer of EMRI GHS GOA or for any other reason considered by concerned Officer of EMRI GHS GOA sufficient to terminate this agreement, may terminate the agreement by giving one month's notice in writing.

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28. On the expiry of the term of contract or its early termination, as the case may be, the Agency and the Staffs deployed by it shall vacate the said premises without in any way causing or damaging the said premises and the property lying therein.
29. All levies, duties, outgoings including any penalties that may be levied by any competent /appropriate authorities or in relation to or arising out contract, shall be borne by the Contractor and the EMRI GHS GOA shall not be called upon to pay any of them. In the event the EMRI GHS GOA is so called upon to pay any money , the Contractor shall reimburse the same to the EMRI GHS GOA and/or the EMRI GHS GOA may deduct the same from any dues/outstanding payable to the Contractor, whether in present or in future
30. The EMRI GHS GOA shall also be entitled to deduct from the outstanding of the Contractor any money which may be payable in respect of security personnel and as Principal Employer, may deposit the same with the authorities concerned.
31. In case of any difference or disputes arising hereunder whether during the currency of agreement or afterwards the matter will be referred to a committee appointed by the State Head , EMRI GHS GOA& subject to Goa Jurisdiction. The proceeding shall be held at Goa.
32. The Contractor shall employ and provide security personnel 24X7 comprising only male in shifts.
33. The Contractor shall ensure that:
- The Contractor or representative of the Contractor shall make a surprise visit once in a week during nights/holidays at the time fixed by the EMRI GHS GOA or as per mutual call basis and report his findings to the EMRI GHS GOA in writing. Any recommendations by the EMRI GHS GOA shall be followed, but the same shall not exclude the liability of the Contractor.
 - The name, address, qualifications, experience, background check and other particulars along with the most recent photograph of the guards / security personnel is to be submitted to the EMRI GHS GOA prior to any of the guards / security personnel being deployed and concurrence of the EMRI GHS GOA taken before their deployment or in such case scenario valid Aadhar card/Pan Card/ Driving License copy can be consider as proof of identity.
 - The security personnel on duty shall in all events carry a whistle, a torch with brightillumination and a heavy stick / baton (Wherever applicable)
 - The guards / security personnel shall wear uniforms and insignias / badges of the security agency.
 - Extra personnel are provided when requested by the EMRI GHS GOA during strike / lockout, unrest or any special case scenario etc.
 - The Contractor shall provide and replace security guard if the EMRI GHS GOA is not satisfied with the performance / behaviors of particular security personnel.
 - Neither the Contractor nor any of the guards / security personnel shall interfere with the working of the EMRI GHS GOA and shall follow the procedure / office decorum of the EMRI GHS GOA and keep to the prescribed area.

34.Period of Contract:

The Contract period shall be for a period of one year starting from the date of Purchase Order / Work Order. The performance will be periodically reviewed by the EMRI GHS authorities.

It is EMRI GHS , Goa sole responsibility to extend further rate contract with same rate & terms- conditions based on entire history of satisfactory services .

35.Payment terms:

- a. Payments will be made within 10-15 days from the date of submission of Original Invoice bills.
 - b. Contractor is required to submit the proof of payment, Challans and returns of ESI & PF, proof of salary disbursement, to enable release of monthly payment cheque by the EMRI GHS GOA.
 - c. **Liability of EMRI GHS :** As the payment against the supplies under this agreement will be made by EMRI GHS GOA on behalf of and upon release of funds from respective State Government, It is expressly understood and agreed by, between the BIDDER and the EMRI GHS GOA that the EMRI GHS GOA is entering into this Agreement solely on behalf of respective State Government. In particular, it is expressly understood and agreed that the though respective State Governments / Government of India are not a party to this Agreement and have no liabilities, obligations or rights hereunder, any delay in the release of bidderpayments, for the supplies made under this tender, solely depend on timely receipt of funds for the same from the respective state governments. The BIDDER expressly agrees, acknowledges and understands that the EMRI GHS GOA is not responsible for any delays in the release of funds from respective state governments for what so ever reason it may be and shall not hold EMRI GHS GOA responsible for delayed payments and EMRI GHS GOA shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the contract. Accordingly, the BIDDER hereby, expressly waives releases and foregoes any and all actions or claims, including cross claims, impleader claims or counter claims against the EMRI GHS GOA arising out of this Agreement and not to sue EMRI GHS GOA for any reason, as to any manner, claim, cause of action or thing whatsoever arising of or under this Agreement. However, EMRI GHS GOA will persuade with respective State Government to enable the timely payment to respective Bidder .
36. **Dispute Redressal Committee:** All disputes can be addressed by amicable settlement by committee constituted by State Head EMRI GHS , GOA.
 37. The jurisdiction of any dispute will be at EMRI GHS Bambolim , GOA office.
 38. **Governing Law:** The Contract entered into between the EMRI GHS GOA and the Bidder shall be governed by and interpreted in accordance with the Laws of India.
 39. The Security Guards should be physically fit & strong, mentally alert and preferably in the age group of 21-45 years.
 40. All security guards should wear clean uniforms, shoes, belts, caps, and badges regularly supplied by the agency. The Agency should also provide them lathis, rain coats/ Umbrella ,and torch lights, etc
 41. The Security Guards will have to maintain exemplary discipline and be polite always and work for the welfare of the Institute and should follow the campus rules.
 42. The security guards are expected to know fire fighting and employ in case the situation demands .Also will be added to necessary medical & any other kind of training session which is regulated by EMRI GHS or by Govt. of India / Goa.

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43. Materials or things should be allowed to move out of the campus only with proper gatepass issued or endorsed by the Officer on Special Duty (Documentation) / concerned department HOD of this Institute, counter signed by the Sergeant. A register must be maintained for the materials movement.
 44. Security guards are strictly forbidden to take part in any labour union activities inside the campus.
 45. Security guards or others deployed by the agency should strictly avoid consumption of liquor or smoking while they are on duty. The Institute will be within its powers to bar entry to any such personnel of the agency found within the campus having consumed liquor irrespective of whether he is in sober state or otherwise or found smoking during duty , immediate Rs.500/- as penalty will be applicable.
 46. The Security Guards should not be changed at least for a minimum period of 3 months without our consent.
 47. Adequate provision for replacement and Reliever.
 48. APPROVALS AND LICENSES :-

The Security Agency covenant that it has a valid registration from Security Guard Board along with exemption certificate from the Ministry of Labour, Government of Maharashtra, Mumbai. In addition to this, The responsibility to comply with the provisions of various labour laws shall be that of the Security Agency. The Security Agency further covenant that the Security Agency is having the registrations / approvals under the following Acts and agree to submit to the Company the attested copies of proof of Registration certificates within a period of one month from the date of execution of this agreement.

- 1.Registration under the Goa, Shops and Establishment Act, 1948.
- 2.Registration Code under the Employees Provident Fund Act.
Ministry of Labour, Government of India.
- 3.Police clearance certificate of bidders firm owner (latest dated of 6-9 months)

The Security Agency shall specifically ensure the compliance of various Laws / Acts, including but not limited to the above and their re-enactments / amendments / modifications now and thereafter imposed by the Appropriate Government Authorities. The Security Agency shall keep the Company indemnified against all losses, damages or liability arising out of or imposed in pursuance of any local laws / central laws.

ANNEXURE-D

SECURITY SERVICES: DUTIES AND RESPONSIBILITIES

- 1) Reporting of security staff need to be done at the front office of EMRI GHS GOA daily or as per said ECC's location
- 2) The Contractor has to provide and be responsible for Security Services to EMRI GHS GOA.
(Daily briefing to staff before shift beings and on Job training to security staff)
- 3) The Contractor shall ensure that at all hour of the day and night, throughout the year, the property of the Company whether movable or immovable is safe and free from any loss, harm or damage.
- 4) Security Guards provided will be responsible for stoppage of tress passing, unauthorized entry to work place at EMRI GHS GOA.
- 5) The Contractor shall ensure that all employees of the EMRI GHS GOA working at the premises are safeguarded and no harm, loss and damage is caused either to the employees or to the property within the EMRI GHS GOA.
- 6) Security staff is to keep a strict check on visitors visiting the EMRI GHS GOA and to direct the visitors to the relevant area within the office premises, after the visitors have obtained prior permission.
- 7) Regulating, checking and recording of incoming and outgoing material as per Challans and gate passes.(wherever applicable)
- 8) Physical search of Employees whenever instructed by the EMRI GHS GOA.
- 9) Issue of keys to the personnel as authorized by the EMRI GHS GOA.
- 10) Keeping proper watch on all employees and persons in the EMRI GHS GOA.
- 11) Firefighting in the event of a fire and immediately reporting of the same to the EMRI GHS GOA's Administration Officer and Fire Brigade without any delay.
- 12) Any other relevant/related services requested from time to time.
Security staff should maintain record for vehicles, Visitors, material inward & outward and office staff.
- 13) Maintain Gate Pass (Material Out ward , inward & Visitor's gate pass) wherever applicable
- 14) Maintain Door access control operation.
- 15) Check for the Associate & Visitor ID cards
- 16) All personal electronic items (Items not provided by the EMRI GHS GOA) like Laptops, USB's, data Cards etc should not be allowed inside the office premises or as per instruction by EMRI GHS , Goa.
- 17) Control on all visitors entry & exit with the necessary register.
- 18) Control & check on movement of all casual & contract employees.
- 19) Control on material movement both inward & outward.
- 20) To keep all the keys of all vacant rooms
- 21) To open the rooms only at the instructions of the concerned authorized person who is in charge of security or campus or any senior Official and to make entry of all such openings in a register.
- 22) To safeguard the materials in the stores.
- 23) To ensure all lights/ AC's are switch off after office hour.
- 24) To open the stores only with a specific approval of the authorized persons, in the absence of the store keeper or on holidays, to lock the stores again with proper lock/seal.
- 25) Not to allow persons to sleep in the building- either in reception, dining hall or in any of the rooms or as per instruction from EMRI GHS authority.

- 26) To ensure that all items brought in by the bidders are duly entered in the records.
- 27) All items brought by the bidders are mustered and Delivery Challans are stamped accordingly.
- 28) All items taken out of the office premises are only against the gate pass issued by the Security and are accounted for.(Wherever applicable , specifically for regular material indent Store Person is authorized however cross checking of delivery challan can be cross verified as per case to case to basis)
- 29) All documents inward & outward will be documented separately with necessary stamp or as instructed by EMRI GHS , Goa

Signature of the Tenderer

Name in Block Letters

Address in full

Phone No

PART B) Housekeeping Services

ANNEXURE P : PRE – QUALIFICATION CRITERIA

- 1) Similar experience of having successfully completed the services for minimum two years at Government organization/corporate offices/semi government organization. Attach certification of Incorporation to justify the establishment of firm.
- 2) The Offering firms/agencies are required to enclosed attested photocopies of following document, failing to which their bids may be summarily/over-rightly rejected and will notbe considered any further:
 - a) Copy of company Registration certificate.
 - b) Copy of PAN card
 - c) Copy of Employee provident fund (EPF)& Employee state Insurance certificates(ESI)
 - d) Copy of Income tax return filed for last two Financial years
 - e) Copy of GST
 - f) Police clearance certificate of company owner (latest dated)
 - g) List of Clients or Satisfaction letter from the Clients or purchase order copy

ANNEXURE Q : PRICE BID FORMAT

s.no	Description		Total cost	REMARKS
1	24 X7 Housekeeping service at EMRI GHS Goa Bambolim office Locations Including the Reliever duties , weekly off , Paid `holidays ,PF , ESIC , ...etc as per the laborlaws		(A)	
	Housekeeping Staff (Office location) 24 x 7 housekeeping Service	6 Persons		
2	GST %		(B)	
GRAND TOTAL (A+B)				

Note:

- a) Should consider all in Single Zone (Zone B)
- b) Cleaning material will be in bidder scope & will be at an actual
- c) Expected shift arrangement
 - 1) Two employee in General shift (8.30am to 5pm)
 - 2) Three employee in Shift (7am -3pm, 3pm to 11pm, 11pm to 7am) , one reliver who works in general shift for three days & three days for reliving shift

Requirements:

S.no	Location	Requirements
1	EMRI GHS , Bambolim office	6
	Total	6

Note: The count of housekeeping Service person may be increase / decrease as per the requirement of EMRI GHS , Goa

ANNEXURE-R : TERMS & CONDITIONS

49. The contractor shall not sub contract to any other party without our prior permission and any breach of this condition shall result in forfeiture of Performance Bank Guaranty and contract will be terminated without notice.
50. The Housekeeping Services contractor shall be responsible for providing Housekeeping services round the clock for 24 hours and for all days of the week at the office of EMRI GHS GOA or as any special case scenario followed by EMRI GHS instructions.
51. The Housekeeping services contractor will be required to make their own arrangement for the stay of Housekeeping personnel outside the campus at their own cost. (Wherever applicable so)
52. The EMRI GHS GOA shall not be liable for any damages, compensation or loss in respect of or in consequence of any accidents or injury to any Housekeeping personnel or other persons employed by the Contractor.
53. The Contractor shall at all times indemnify the EMRI GHS GOA against all claims for compensation under the provisions of any law.
54. The EMRI GHS GOA shall be entitled to deduct any amount due from the Contractor, from all the money paid or payable by way of compensation as above.
55. If in the course of execution of the Contract by the Contractor any minor or major damage is caused by the Contractor or his employees to persons and property of the EMRI GHS GOA, any claims arising there from shall be recovered, settled and dealt with directly by the EMRI GHS GOA and the Contractor shall render all assistance and co-operation to the EMRI GHS GOA, if any inquiry is held thereon.
56. Contractor shall be liable for any loss, theft, damage, harm, injury to the EMRI GHS GOA property, whether movable or immovable of the EMRI GHS GOA and/or the employees of the EMRI GHS GOA for non-fulfillment of any of its obligations. The EMRI GHS GOA shall be entitled to deduct the same from the monthly consideration(s) whether payable at present or in future, which may include any deductions for claims by the Contractor's personnel or any third party.
57. The Contractor is to ensure that the workers engaged by him and deputed to carry out the work in the premises of the EMRI GHS GOA are sufficiently experienced. For this purpose, the Contractor shall carry out regular visits to ensure that the staff deputed by him in the EMRI GHS GOA's premises carries out their duties as is required by the EMRI GHS GOA. Housekeeping personnel provided by the Contractor shall at all time, remain employees of the Contractor and shall never claim any benefits that may normally be available to the employees of the EMRI GHS GOA and the EMRI GHS GOA shall, in no way, whether in law or at equity, be responsible or liable for their wages, salaries, bonus, gratuity and other allowances and/or any statutory benefits, interests and/or rights..
58. The contractor is liable to pay salary, wages, Provident Fund, Insurance & Safety norms ESI Contributions and other statutory dues in respect of their own staff. In accordance with the rules in force or that may be enforced by the authorities in if time, course including the wages as per minimum wages Act. The Contractor will be responsible for observing Provident Fund Regulations. ESI Regulations Insurance & Safety Norms and all other Labor Laws in respect of their own staff and the EMRI GHS GOA will not be responsible in any manner for the staff provided by the contractor. For the purpose of this agreement, the Contractor will be deemed to be an independent agency and in case the EMRI GHS GOA required meeting any liability in respect of the staff provided by the Contractor, the Contractor shall keep the EMRI GHS GOA indemnified against any such liability. In case any one of the staff of the contractors is injured in the course of

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- employment, the contractor will be liable to pay compensation thereof. As per the provision of P.F. the contractor will maintain eligibility register of P.F. and he will produce the same every month to the Concerned Officer of EMRI GHS GOA.
59. The contractor shall be solely responsible for all and any liability which may arise in respect of its staffs due to any legislation whatsoever and the same shall be exclusively borne by the contractor and the unit shall not be responsible for payment of compensation or other payment that is required to be made by the contractor to its staff. The contractor shall obtain the registration licenses under labor/Law Contract Labor Act and Rules of Safety & Taxes duties.
 60. As per the P.F. Rules. The contractor has to give P.F. Contribution in start for all staff and evidence to be provided as & when asked or deduction as per salary based provision.
 61. The Contractor will maintain all registers required under provision of various labors, industrial and other Laws, submitting regularly returns to the concerned authorities and copy must be marked to CS Dept. The contractor will keep all records pertaining to the contract at EMRI GHS GOA and contractors to produce the above registers, returns etc. at the time of Inspection of various authorize and also as and when demanded by the CS Dept.
 62. The contractor shall maintain a register of attendance of all staff as may be prescribed by the EMRI GHS GOA this should contain full details of deployment and indicate record during the day
 63. The contractor shall be responsible for payment of all/any Central Government/State Government taxes. He has to produce evidence that he has cleared all/any Governments dues. In case, the contractor fail to produce necessary documentary evidence regarding payment of Government dues the amount shall be deduced from the bill.
 64. The contractor shall make payment to their personnel's appointed by the agency as per minimum wages Acts.
 65. In case EMRI GHS GOA objects in writing to deployment of any individual at its premises the contractor shall forthwith replace him. The procedure of deployment as stated, in the foregoing clauses will also be made applicable in case of such replaced personnel. Prior approval of Concerned Officer of EMRI GHS GOA has to be obtained while employing/terminating duties of any staff personals by the contractor.
 66. All the staffs provided by contractor will work in close cooperation and liaison with our concerned officer or with such officers as may from time to time be designated by the EMRI GHS GOA in this behalf and the Housekeeping supervisor shall periodically report all important incidents of the EMRI GHS GOA and in case of any incident involving loss or damage to the property of the EMRI GHS GOA the same shall forth with be reported to the concerned officer of the EMRI GHS GOA
 67. In case of any incident pertaining to the period for which service of contractor where engaged and whenever. The contractor or their staff is called as witnesses in any proceedings, the contractor shall arrange to attend the court or the office at which the proceedings are being held and otherwise render all assistances to the Unit in respect of such incidents.
 68. The Successful contractor has to strictly follow safety norms.
 69. The Contractor shall be responsible for any misbehavior of their own staffs and shall be terminated form the duty immediately.
 70. All staffs should know to write & read; smart enough to manage his/her job with responsibility.
 71. The Contractor shall ensure that all staffs provided by it, while on duty will maintain perfect discipline and behavior and shall neither cause any damage to the property of the EMRI GHS GOA in Liquidation and the said premises nor commit or permit any pilferage thereof.

72. REMOVAL OF THE AGENCY FROM THE CONTRACT:

The Concerned Officer of EMRI GHS GOA may recommend the removal of the Agency from the service, where:

- a) Such contractor was found to be involved in any corrupt practice in conducting its business
- b) All Staffs employed by contractor are frequently found to be involved in the commission of thefts or pilferages of the property of the EMRI GHS GOA
- c) In the opinion of the Concerned Officer of EMRI GHS GOA it would not be safe to engage such agency for Housekeeping services to the EMRI GHS GOA Companies.
- d) Agency has been declared insolvent or bankrupt.
- e) It is found that the declaration(s) made by the contractor at the time of submitting Offer was not correct.
- f) It is found that the Agency is no longer in a position to provide the services for which it was hired.
- g) During the period of the Contract the EMRI GHS GOA shall have the right to terminate this agreement by giving 30 days' notice in writing to the Contractor and the Contractor shall not be entitled to any compensation whatsoever arising out of the termination. The decision of the EMRI GHS GOA shall be final and binding on the Contractor and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered from Housekeeping Deposit or pending bill or by raising a separate claim.
- h) In the event of unsatisfactory service despite being formally warned, the EMRI GHS GOA reserves the right to terminate the contract at any time with one day notice. In this case EMRI GHS GOA will pay the dues as on that date less recoveries as applicable.
- i) The concerned Officer of EMRI GHS GOA shall, in the event of breach of any of the terms and conditions of this agreement or if the services provided by the EMRI GHS GOA is generally considered to be unsatisfactory by the concerned Officer of EMRI GHS GOA or for any other reason considered by concerned Officer of EMRI GHS GOA sufficient to terminate this agreement, may terminate the agreement by giving one month's notice in writing.

73. On the expiry of the term of contract or its early termination, as the case may be, the Agency and the Staffs deployed by it shall vacate the said premises without in any way causing or damaging the said premises and the property lying therein.

74. All levies, duties, outgoings including any penalties that may be levied by any competent /appropriate authorities or in relation to or arising out contract, shall be borne by the Contractor and the EMRI GHS GOA shall not be called upon to pay any of them. In the event the EMRI GHS GOA is so called upon to pay any monies, the

Contractor shall reimburse the same to the EMRI GHS GOA and/or the EMRI GHS GOA may deduct the same from any dues/outstanding payable to the Contractor, whether in present or in future

75. The EMRI GHS GOA shall also be entitled to deduct from the outstanding of the Contractor any money which may be payable in respect of Housekeeping personnel and as Principal Employer, may deposit the same with the authorities concerned.

76. In case of any difference or disputes arising hereunder whether during the currency

of agreement or afterwards the matter will be referred to a committee appointed by the State Head , EMRI GHS GOA & subject to Goa Jurisdiction. The proceeding shall be held at Goa.

77. The Contractor shall employ and provide Housekeeping personnel 24X7 comprising only male in shifts.
78. The Contractor shall ensure that:
- h. The Contractor or representative of the Contractor shall make a surprise visit once in a week during nights/holidays at the time fixed by the EMRI GHS GOA or as per mutual call basis and report his findings to the EMRI GHS GOA in writing. Any recommendations by the EMRI GHS GOA shall be followed, but the same shall not exclude the liability of the Contractor.
 - i. The name, address, qualifications, experience, background check and other particulars along with the most recent photograph of the Housekeeping personnel is to be submitted to the EMRI GHS GOA prior to any of the guards / Housekeeping personnel being deployed and concurrence of the EMRI GHS GOA taken before their deployment or in such case scenario valid Aadhar card/Pan Card/ Driving License copy can be consider as proof of identity.
 - j. The Housekeeping personnel shall wear uniforms and insignias / badges of the Housekeeping agency.
 - k. Extra personnel are provided when requested by the EMRI GHS GOA during strike / lockout, unrest or any special case scenario etc.
 - l. The Contractor shall provide and replace Housekeeping guard if the EMRI GHS GOA is not satisfied with the performance / behaviors of particular Housekeeping personnel.
 - m. Neither the Contractor nor any of the Housekeeping personnel shall interfere with the working of the EMRI GHS GOA and shall follow the procedure / office decorum of the EMRI GHS GOA and keep to the prescribed area.

79. Period of Contract:

The Contract period shall be for a period of one year starting from the date of Purchase Order / Work Order. The performance will be periodically reviewed by the EMRI GHS authorities.

Its EMRI GHS , Goa sole responsibility to extend further rate contract with same rate & terms- conditions based on entire history of satisfactory services .

80. Payment terms:

- d. Payments will be made within 10-15 days from the date of submission of Original Invoice bills.
- e. Contractor is required to submit the proof of payment, Challans and returns of ESI & PF, proof of salary disbursement, to enable release of monthly payment cheque by the EMRI GHS GOA.
- f. **Liability of EMRI GHS :** As the payment against the supplies under this agreement will be made by EMRI GHS GOA on behalf of and upon release of funds from respective State Government, It is expressly understood and agreed by, between the BIDDER and the EMRI GHS GOA that the EMRI GHS GOA is entering into this Agreement solely on behalf of respective State Government. In particular, it is expressly understood and agreed that the though respective State Governments / Government of India are not a party to this Agreement and have no liabilities, obligations or rights hereunder, any delay in the release of bidder payments, for the supplies made under this tender, solely depend on timely receipt of funds for the same from the respective state governments. The BIDDER

expressly agrees, acknowledges and understands that the EMRI GHS GOA is not responsible for any delays in the release of funds from respective state governments for what so ever reason it may be and shall not hold EMRI GHS GOA responsible for delayed payments and EMRI GHS GOA shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the contract. Accordingly, the BIDDER hereby, expressly waives releases and foregoes any and all actions or claims, including cross claims, impleader claims or counter claims against the EMRI GHS GOA arising out of this Agreement and not to sue EMRI GHS GOA for any reason, as to any manner, claim, cause of action or thing whatsoever arising of or under this Agreement. However, EMRI GHS GOA will persuade with respective State Government to enable the timely payment to respective Bidder .

81. **Dispute Redressal Committee:** All disputes can be addressed by amicable settlement by committee constituted by State Head EMRI GHS , GOA.
82. The jurisdiction of any dispute will be at EMRI GHS Bambolim , GOA office.
83. **Governing Law:** The Contract entered into between the EMRI GHS GOA and the Bidder shall be governed by and interpreted in accordance with the Laws of India.
84. The Housekeeping personal's should be physically fit & strong, mentally alert and preferably in the age group of 21-45 years.
85. All Housekeeping personal's should wear clean uniforms regularly supplied by the agency. The Agency should also provide them rain coats/ Umbrella etc
86. The Housekeeping personal's will have to maintain exemplary discipline and be polite always and work for the welfare of the Institute and should follow the campus rules.
87. The Housekeeping personal's are expected to know fire fighting and employ in case the situation demands .Also will be added to necessary medical & any other kind of training session which is regulated by EMRI GHS or by Govt. of India / Goa.
88. Materials or things should be allowed to move out of the campus only with proper gatepass issued or endorsed by the Officer on Special Duty (Documentation) / concerned department HOD of this Institute, counter signed by the Sergeant. A register must be maintained for the materials movement.(Wherever applicable)
89. Housekeeping personal's are strictly forbidden to take part in any labour union activities inside the campus.
90. Housekeeping personal's or others deployed by the agency should strictly avoid consumption of liquor or smoking while they are on duty. The Institute will be within its powers to bar entry to any such personnel of the agency found within the campus having consumed liquor irrespective of whether he is in sober state or otherwise or found smoking during duty , immediate Rs.500/- as penalty will be applicable.
91. The Housekeeping personal's should not be changed at least for a minimum period of 3 months without our consent.
92. Adequate provision for replacement and Reliever.
93. **APPROVALS AND LICENSES :-**
The Housekeeping Agency covenant that it has a valid registration from Housekeeping Board along with exemption certificate from the Ministry of Labour, Government of Maharashtra, Mumbai. In addition to this, The responsibility to comply with the provisions of various labour laws shall be that of the Housekeeping Agency. The Housekeeping Agency further covenant that the Housekeeping Agency is having the registrations / approvals under the following Acts and agree to submit to the

Company the attested copies of proof of Registration certificates within a period of one month from the date of execution of this agreement.

4. Registration under the Goa, Shops and Establishment Act, 1948.
5. Registration Code under the Employees Provident Fund Act. Ministry of Labour, Government of India.
6. Police clearance certificate of bidders firm owner (latest dated of 6-9 months)

The Housekeeping Agency shall specifically ensure the compliance of various Laws / Acts, including but not limited to the above and their re-enactments / amendments / modifications now and thereafter imposed by the Appropriate Government Authorities. The Housekeeping Agency shall keep the Company indemnified against all losses, damages or liability arising out of or imposed in pursuance of any local laws / central laws.

ANNEXURE-S

Housekeeping Services : DUTIES AND RESPONSIBILITIES

- 1) Reporting of housekeeping staff need to be done at the front office of EMRI GHS GOA on daily .basis
- 2) The Contractor has to provide and be responsible for Housekeeping Services to EMRI GHS GOA office.
- 3) All the staff to be well groomed and should maintain hygienic condition at given all time
- 4) Housekeeping service include below as major working on daily basis :
 - a) daily sweeping, cleaning floor
 - b) daily two times toilet cleaning (Male & Female Toilet)
 - c) daily clearing of dustbin at office
 - d) daily cleaning & clearing of working desk of all employees
 - e) daily cleaning & clearing canteen area for breakfast , lunch & occasionally for dinner
 - f) weekly cleaning of glass walls
 - g) weekly cleaning of office major walls / photographs etc.
 - h) Monthly clearing at garden area
 - i) Serving food to Higher Authority Management as & when required
 - j) Serving food & other necessary hospitality for official Guest , Government official & other VIP's wherever applicable
 - k) Helping hand to store related activities (shifting of material , keeping material on place) whenever applicable
- 5) Keeping proper cleaning & pleasant hospitality for all employees and persons in the EMRI GHS GOA.
- 6) Firefighting in the event of a fire and immediately reporting of the same to the EMRI GHS GOA's Administration Officer and Fire Brigade without any delay.
- 7) Any other relevant/related services requested from time to time.
- 8) House keeping staff should maintain record for daily/weekly/monthly cleaning & housekeeping service
Attendance register should be maintained separately apart from daily attendance entry at security gate .

Signature of the Tenderer

Name in Block Letters

Address in full

Phone No

ANNEXURE -X :
Declaration Certificate

Date:

To
Head – Supply Chain Management
EMRI GHS , Goa

Subject: Tender No: EMRI GHS /GOA/02/SCM/2023-24

Dated: 20.01.2024

Dear Sir,

We here by certify and declare that we have read and understood all the terms and conditions of the subject tender and all the terms and conditions are acceptable to us.

We further confirm that we accept to make supply and provision of Security and or Housekeeping service as per terms and conditions of EMRI GHS and there are not deviations from the Terms and conditions asked for by EMRI GHS, Goa.

Thanking you,
Yours Sincerely,

(Authorized Signatory)
Name and Designation with company seal

ANNEXURE- Y

Anti-Collusion Certificate

I/ We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, I / we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

I / We hereby certify and confirm that in the preparation and submission of our Proposal, I / we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

I / We further confirm that we have not proposed nor will proposal any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

Dated thisDay of, 2024

.....
(Name of the Bidder)

.....
(Signature of the Bidder / Authorized Person)

.....

ANNEXURE Z: Bidder Information Form

Bidder Information Form		
Sr.no	Particulars	Details
1	Firm Name & Address:	
2	Telephone/Mobile No.(s) of the firm:	
3	24 Hours contact No:	
4	Name & Address of Managing Director/Proprietor:	
	Contact No.(s):	
5	Name of the Supervisor/Field officer:	
	Contact No.(s):	
6	Mobile No.(s) of other operations persons:	
7	PAN card No:	
8	GST Registration No:	
9	Bank Details:	
	A/c No:	
	Branch:	
	location:	
	IFSC code:	
	Name of the account holder:	

Signature of bidder

Annexure Z1 : Checklist for Bidder

COVER -A , Prequalification		Compliance
1	Tender fees (as applicable)	
2	Check list as per –ANNEXURE Z1	
3	Declaration format as per ANNEXURE-X	
4	Earnest Money Deposit (EMD) (as applicable)	
5	IT returns and financial statements for last two financial years.	
6	Copy of registration of Firm	
7	GST registration and clearance certificate.	
8	Copy of PAN/TAN/TIN.	
9	Customer feedback/ satisfactory certificates with Purchase order copies	
10	Authorization letter for signing documents if applicable	
11	Signed and Stamped tender document on all pages.	
12	Anti-Collusion certificate as per ANNEXURE-Y	
13	Bidder Information form as per ANNEXURE-Z	
COVER -B, Financial Evaluation		
1	Financial bid as per ANNEXURE-B/Q	