

EMRI Green Health Services

**DMS Campus, Anna Salai, Teynampet,
Chennai – 600 006.
T +91 044 2888 8060
www.emri.in**

**Invitation of Bids for providing House Keeping services
along with Housekeeping Materials and support service
for the period of One year.**

Name of work: Providing House Keeping service along with
Housekeeping Materials and Support
Service for EMRI GHS office, Chennai

Owner:

EMRI Green Health Services
DMS Campus, Anna Salai, Teynampet, Chennai – 600 006.
T +91 044 2888 8060



OFFER NOTIFICATION:

DETAILS ABOUT OFFER:	
Department Name	EMRI Green Health Services. Chennai
Tender Reference no.	TNHSP/EMRIGHS/TN/SCM/01/2023-24 dated 23.02.2024
Name of work	Providing of House Keeping Service at EMRI GHS office, Teynampet, Chennai.
Period for services	1 year
Offering type	Open
offer currency type	Indian Rupees
Joint Venture	Not applicable
AMOUNT DETAILS:	
Tender Document Fees:	Rs.1000.00
Tender Document Fees payable to	EMRI Green Health Services. Chennai
EMD	2,00,000 rupees (Two lakhs Only)
OFFER DETAILS:	
Sale of Tender Document	From 23.02.2024 by 10 am onwards
Last date for sale of Tender Document	11.03.2024 up to 10.00 am
Pre-Bid meeting	26.02.2024 at 02.00 pm
Last date & time for submission for tender	11.03.2024 up to 11.00 am
Time & date for Opening of tender	11.03.2024 by 11.30 am
Place of Opening of tender	EMRI GHS, Tamil Nadu
Remarks	Submission of Offer fee & EMD and other supporting documents should be sent in original through R.P.A.D / Speed post / Hand delivery / Courier, so as to reach the office of Offer inviting Authority EMRI GHS, DMS Campus, Anna Salai, Teynampet, Chennai – 600 006 by date mentioned above.
OTHER DETAILS:	
Officer inviting Offers:	Mr. P Vetrivel
Offer opening authority	Management EMRI GHS, Tamil Nadu
Address:	EMRI GHS, DMS Campus, Anna Salai, Teynampet, Chennai – 600 006.
Contact Details	044 – 2888 8068



PART A (NOTICE INVITING OFFER)

Client : EMRI Green Health Services
DMS Campus, Anna Salai, Teynampet, Chennai – 600 006.

Office : EMRI Green Health Services
DMS Campus, Anna Salai, Teynampet, Chennai- 600 006.

1. EMRI GHS (EMRI Green Health Services) is a pioneer in Emergency Management Services in India. As a not - for - profit professional organization operating in the Public Private Partnership (PPP) mode, EMRI GHS is the only professional Emergency Service Provider in India today. EMRI GHS handles medical, police and fire emergencies through the "1-0-8 Emergency service".
2. EMRI GHS invites sealed bid for providing of House Keeping Service along with Housekeeping material and support staff at EMRI GHS office, Tamil Nadu, Chennai.

3. PRE – QUALIFICATION CRITERIA:

Pre – Qualification will be based on meeting all the minimum criteria for pre-qualification

Turnover:

- (a) Average Annual Financial Turnover during the last three financial year's i.e. 2020-2021, 2021-2022 & 2022-23 should be at least 20 Crores yearly for these services. Audited balance sheet has to be submitted.
- (b) Experience: Similar experience of having successfully completed the services for minimum three years at Government organization/corporate Offices semi government organization having deployed in the relevant service in any of the health care sector. Attach certification of Incorporation to justify the establishment of firm.
- (c) The Bidder should provide or submit clients Certificate duly signed by authorized person conforming the following:
 1. That they have not abandoned any work of Union Government / State Government / PSU's etc. during the last 5 years or that they have not been blacklisted, debarred, declared non-performer or expelled by Union Government / State Government / PSU's etc. during the last 5 years.
- (d) The applicant should provide information regarding litigation / Arbitration cases for the last three years. The participating bidder like Sole Proprietor/ Partnership firm/ Company...etc. shall submit only one proposal for this tender. If a bidder submits or participates in more than one proposal, such proposals shall be disqualified

1. 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 is **Rs.1000/- (Rupees One thousand only)** (non-refundable) by way of a Demand Draft drawn in favour of “EMRI GHS” payable at Chennai from the office of EMRI GHS, Chennai During working hours. Bidders who download the document from website have to submit the Demand draft at the time of tender submission. The same should be sent in original through R.P.A.D./speed post/Hand delivery / Courier so as to reach the office of Offer inviting Authority EMRI GHS, Teynampet, Chennai.
2. EMD amount: Two lakhs rupees in form of Demand Draft in favor of EMRI GHS, payable at Chennai, Tamil Nadu.
3. EMD Payment should be made in favor of “EMRI Green Health Services” Tamil Nadu.
4. Payment made toward Tender Fee will not be refunded.
5. Non-payment of the Tender Fee will make the tenderer liable for disqualifications.
6. Performance Guaranty: Successful L1 bidder has to furnish a PBG for 3% of annual contract value as per EMRI GHS TAMIL NADU standard PBG format within 15 working days from the date of intimation. The PBG shall be valid for one year. Failure to furnish PBG within stipulated time by the selected bidder will automatically result in forfeiture of EMD without further notice. However, if the service provider fails to execute the order or fails to perform the services as per contract, in addition to other penal actions, the Bank Guarantee shall be en-cashed & the amount shall be forfeited.
7. The E.M.D. / Security Deposit shall be liable to be forfeited in the following circumstances when the,
 - (a) Tender is rejected due to failure to supply the requisite documents in proper format or giving any misleading statement or submission of false affidavit or fabricated documents.
 - (b) Party fails to sign the agreement for entering into contract in case the offer is accepted, due to any reason whatsoever.
 - (c) Party fails to execute the order / R.C. placed by EMRI GHS within the stipulated time line.
 - (d) Party fails to replace/correct the supplied material declared to be wrong / different from specification and R.C. holder / successful bidder have to refund the cost of such goods.

Force Majeure: If at any time during the validity of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by reasons of War, Hostility, Acts of Public Enemy, Civil Commotion(s), Sabotage, Fire(s), Flood(s), Explosion(s), Epidemic, Quarantine Restrictions, Acts of State or Acts of God, hereinafter referred to as eventualities, then the Contract period will get extended for the period of Force Majeure, provided Notice of the happenings of any such eventualities is given, supported by a certificate of appropriate authority or Chamber of Commerce by either party to the other within



15 days from the date of occurrence thereof. Neither party shall by reason of such eventualities be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance. Work under this contract shall resume as soon as practicable after such eventualities have come to an end or ceased to exist and the decision of the Company as to whether the work has to be resumed shall be final and conclusive. Should one or both parties be prevented from fulfilling their contractual obligations by state of Force Majeure lasting continuously for a period of at least three months, the parties shall consult each other regarding further continuation of the Contract.

- 8 Penalty Clause: The contractor has to supply 100% manpower on all working days in each categories as per the list given else Rs 1000/- per day will be levied as penalty if the contractor has supplied 90% of attendance in any of the category. If the attendance goes below less than 90% for continues 30 days, the PBG will be forfeited and the contract may be terminated.
- 9 EMRI GHS reserves the right to accept or reject any/all offer without assigning any reason.
- 10 The bid with a complete set of the Tender documents shall be enclosed in a sealed cover super scribed with name of work and addressed to **EMRI Green Health Services**, Late / delayed post/ bids shall not be opened and considered.
- 11 Validity of bids will be for one year from the date of finalizing the tender. The Contract period shall be for a period of One year from the date of Purchase Order /Work Order can be extended one more year subject to performance satisfactory with the Committee approval.”
- 12 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 all the relevant documents, samples, site, etc. whether he inspects them or not before submitting the Tender.
- 13 Submission of bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specification of the work or services to be done and of local conditions and other factors bearing on the providing House Keeping Services.
- 14 Persons offering are informed that no erasures or alterations by them in the text of the document sent herewith shall be allowed and any such erasures or alterations shall be disregarded. If there is any error in writing, no overwriting should be done, the wrong word or figure should be struck out and the correct one written above or neat it in unambiguous way. Each correction should be initialed.
- 15 Bid should be put in Two covers. The first cover will have pre-qualification documents, EMD & technical data (envelope A) and second cover will have price offer with duly signed by bidder in each pages should be sealed and super scribed with Tender Number and last date (envelope B). Both covers (envelope A & B) will be sealed inside the outer cover which will bear only address of the EMRI GHS stating name of the work.
- 16 The contractor will have to mention their rates and GST & agency charge separately in the bid for necessary consideration. The rates quoted should be per month.



- 17 Once the bid is accepted, the bidder will have to execute an agreement bond entering into contract such successful bidder will take over the entire staffs' arrangements within 15 days from the date of intimation to the effect of accepting of the offer.
- 18 Client reserve the right to reject any or all bids without giving any reasons, and to waive any deviations which do not constitute a material modification in the Offers received. They also reserve the right to accept any Offer and not only the lowest without giving any reasons. No more than one Offer shall be submitted by a House Keeping service provider or by a firm of House Keeping service provider. No two or more concerns in which an individual is interested as a proprietor and/or partner shall Offer for the execution of the same works. If they do, all such Offers shall be liable to be rejected. A bidder shall submit the bid which satisfies each and every condition laid down in this notice and Tender documents, failing which, the bid shall be liable to be rejected.

In addition to the above, the bid shall also be liable to be rejected outright, if:

- (a) The Bidder proposes any alteration in the work specified or in the time allowed for carrying out the work or any condition or correction made in any terms and conditions.
 - (b) Any of the page or pages of the Offer is/are removed or replaced.
 - (c) All corrections, additions or pasted slips are not initialed by the Bidder.
- 19 EMRI GHS reserves the right to renegotiate with the L-1 vendor price in case it is found that L1 prices are not reasonable and higher than either previous prices or not as per prevalent market prices.
- 20 The bidding 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:
- a. Copy of PAN Card.
 - b. Audited Financial Statements for last three years
 - c. Tender fee receipt
 - d. EMD as specified
 - e. Copy of Income Tax Return filed for last three financial years.
 - f. Copy of Employees Provident Fund (EPF) & Employees State Insurance (ESI) Certificates.
 - g. Copy of Labor License / contract labour license.
 - h. GST Registration Certificate
 - i. ISO Certificate 9001:2015, ISO Certificate 27001:2013, ISO Certificate 45001:2018
 - j. Copy of MSME Certificate to be submitted
 - k. Last three years satisfactory service report to be submitted.

For and on behalf of the Contractor

Date _____

Signature _____



PART - B TERMS & CONDITIONS

Any workmen that you utilize to provide the services above, at our premises, will need to be covered under all statutory requirements such as ESI, PF like also they will have to

- a) Maintain the records as required by the Contract Labor Act.
- b) Maintain an attendance register in our premises to mark their attendance with in and Out time to duty.
- c) If required, the number of Housekeeping personnel can be increased or decreased under mutual agreement
- d) The housekeeping personnel will have to maintain proper discipline and maintain the decorum of our office.
- e) Successful bidder will hold the liability for any loss or damage that caused to either to your personnel or our personnel or property for the reason of lapse in **Service's provider**. Such liability has to be compensated on mutually agreed terms.
- f) Successful bidder is liable to provide the copy of statutory returns to our office for our records.
- g) Successful bidder is requested to acknowledge your acceptance by signing on the additional copy of this and returning back to us for our records.
- h) The Duty Timing for the House keeping personnel can be changed by us as per our office requirement.
- i) Any workmen provide the above services at our facility should abide by the rules and regulations applicable inside our Office premises. It will also be your responsibility to maintain discipline when inside our Office premises.
- j) MSME Certificate to be submitted by L1 bidder after finalization
- k) Mandatorily employees back ground verification to be done

Payment terms:

- a. Payments will be made within 30 days from the date submission of original bills duly certified by the concerned Department.
- b. Contractor is to pay the salaries of housekeeping staff on or before 10th of every month. Salaries to the staff are to be paid by the Contractor in conformation with the extant contract labor rules, in presence of the Company representative.

Scope of work:

To Provide contract labour services on 24 x 7 basis to our office.

The number of labour forces deployed for this is Seventy two members (72)

The labour forces will work in a Nine-hour duty with one supervisor in day duty.

The identity of each contract labour should be given to us.

The scope of work for the contract labour services is detailed as per the annexure attached.

The contract labour forces employed should be qualified to a minimum of School Leaving so as to read, write and to maintain registers.

Successful bidder will have to provide uniform to the personnel deployed.

This contract can be withdrawn anytime by either of the parties by serving a notice period 30 days.



TERMINATION:

EMRI GHS'S reserves Right to Terminate the tender without any Cause.
 EMRI GHS shall have the right to terminate this Agreement upon thirty (30) days written notice to Supplier.

Quoting format:

Commercial Evaluation:

Bidder request to quote following preceding format only (Cost Per Head / Per Month)

	House keeper	Box Boy	Office Boy	Supervisor	Data Entry	Plumber cum Electrician
Basic						
DA						
Other allowance						
Gross Salary						
PF-Employee						
ESI - Employee						
Take home Salary						
PF -Employer						
ESI – Employer						
Bonus 8.33%						
Sub Total						
Reliever Cost						
Service Charges						
GST						
Total cost per head						
Count of Manpower required	49	9	8	1	4	1
Grand Total						
Material & Consumables		NA	NA	NA	NA	NA
Total Billing						



- The cost for the above services is Rs _____ per month inclusive of all taxes throughout the contractual period. However, any addition or reduction of Housekeeping personnel will be paid according to the rates mentioned above.
- This cost includes GST and supply of all cleaning materials (as detailed in the scope of work) required for Housekeeping so as to maintain clean and hygiene throughout the premises
- TDS will be deducted as applicable needs to provide PAN Card.
- Successful bidder will be raising an invoice for effecting the payment in the first week of successive month and the same will be paid within ten working days from the date of receipt and clearance.
- Bills will be raised depending on the actual after adjusting the additional and absence of Housekeeping personnel if any during the month
- Successful bidder bills should accompany the proof for ESI, PF and other statutory payments for the previous month.
- It has been informed that Tamil Nadu Minimum wages act under Shop & Establishment act is applicable (Zone A).



SCHEDULE I ASSIGNMENT INSTRUCTIONS

SCHEDULE OF SERVICES

Working Hours & Scope of Work for the Housekeeping Personnel

- The Duty Timing for the House keeping personnel will be in three shifts and it is mentioned below
- Three late logins per month would be considered as a loss of pay.
- Uniform on all days are mandatory
- Day Shift will be manned by a House Keeping Supervisor
- Office boys will maintain the cleanliness in admin bay, first floor, second floor & Call center. (Cleaning the desks, computers, chairs & water bottles)
- All office assistance work will come under the scope of Contract labour
- Store boys will work in the stores and admin bay also.
- Housekeeping will maintain cleanliness in the entire premises
- Cleaning of drain holes should be cleaned as when required by the house keeping
- Cleaning materials for Housekeeping like Harpic (Toilet Cleaner), Lizol (Floor Cleaner), Nero foam (Bath Room Cleaner), Yellow Cloth, Checked Cloth, MOP, Godrej Air Packet (Lemon), Urinal Screen (Lemon), Garbage Cover (EL), Air Freshner (British Yellow), Toilet brush, Air Freshner Refill Tin (Lemon), Hand wash, Dish Wash, Floor Brush, Floor Wiber, M Fold Tissue Paper, Glass Cleaner, Garbage Cover, ALA, Scratch Bright, Toilet Brush, Winnow (Moram), Soft Broom, Hard Broom, Floor Mat, Bucket 25 Ltr, Mug and other materials should be provided in sufficient quantity so as to maintain proper cleaning and hygiene to the agreed area during your inspection. Required Brand: Taskie / British
- In case of any absenteeism successful bidder are supposed to provide alternative personnel for the same
- Your personnel should not continue to be in duty for more than twelve hours without concern person approval, if organization required in holidays workers need to work without any hesitation, if failed the organization will take the necessary action.
- The members should not go out on personal note on office hours
- Rating would be given on monthly basis for behavior of individuals, disciplinary actions would be recommended for bad behaviors to your concern
- Roaster will be done on a monthly basis, individuals should follow strictly
- The House keeping personnel should not involve into any activities which our organization feel to be unethical
- Any other activities identified other then the above will be added to this scope on mutual agreement
- Working Hours should be considered has 9 Hours (8 Hours + 1 Hour Break).
- Cost should be considered for 8 hours only.

Work Timings:

Manpower Categories		Chennai Head Office	ECC for 12 Centres	DRC Pudukkottai	Total Man Power
Supervisor	Gents	1		-	1
	Ladies	-		-	-
Store Boy's	Gents	9		-	9
	Ladies	-		-	-
Office Boy's	Gents	5		-	5
	Ladies	3		-	3
House Keeping	Gents	4	12	1	17
	Ladies	6	24	2	32
Plumber / Electrician	Gents	1		-	1
	Ladies	-		-	-
Data Entry	Gents or Ladies	4		-	4
Total		33	36	3	72

The area of the cleaning is given below:

S.no	Place	Total Sq.ft
Head Office		
1	Ground Floor	9239
	First Floor	10762
	Second floor	5429
Emergency Care Centre		
1	ECC Acharapakkam	1200
2	ECC Padiyanallur	600
3	ECC Injambakkam	2400
4	ECC Mahaballipuram	1500
5	ECC Veppur	1350
6	ECC Santhevellur	2000
7	ECC Kodumbalur	950
8	ECC Madurai	2000
9	ECC Madhanur	900
10	ECC Shoolagiri	620
11	ECC Gummidipondi	1818
12	ECC Magudanchavadi	835
13	DRC Pudukkottai	5000



Annexure - I

Agreement between the EMRI GHS and The Agency for providing Housekeeping services to the EMRI Green Health Services

This agreement made at Tamilnadu on this.....day of,2024 between the Concerned Officer of EMRI Green Health Services (EMRI GHS), Chennai, having its office at DMS Campus, Anna Salai, Teynampet, Chennai – 600 006, here-in-after referred to as Concerned Officer of EMRI GHS, which expression shall unless repugnant to the contest or meaning thereof being deemed to be and include its successor) of the first part and M/s. a concern / firm / company for providing housekeeping services at EMRI GHS office, Chennai, Tamil Nadu having its registered office at (Here-in-after referred to as Concerned Agency which expression shall unless repugnant to the contest or meaning thereof being deemed to be and include its successor and assigns) of the Second Part.

Whereas the Concerned Officer of EMRI GHS desires to employ Housekeeping services so as to provide the desire services to M/s..... Company in Liquidation located at....., herein after referred to as the "said premises" covered area.

And Whereas the Agency, who is experienced in providing services to Institutional Units and other establishments and to provide such services, has offered to provide the services as mentioned above under the terms and conditions of offer documents to the Concerned Officer of EMRI GHS has agreed to avail the said services being provided by the Agency.

Signature
Concerned Officer of EMRI GHS

Signature of the
Owner/Representative
Housekeeping Agency

Seal of the EMRI GHS

Seal of the Agency

1. Witness

2. Witness



ANNEXURE II

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 – III

Declaration

I, _____ Prop./partner/Director of M/s

Hereby declare that the information given in this form is true and correct to the best of my knowledge & belief.

I/we agree to the tender Inviting Authority forfeiting the Earnest Money Deposit and/or Performance Security Deposit and blacklisting us for a period of one years, if any information furnished by us proved to be false at the time of inspection and non – compliance with terms and conditions of the contract

I offer to supply the items mentioned in the schedule (enclosed in price bid) at the rates quoted therein. I agree to hold this offer for two year after finalization of rate contract.

Dated: Signature _____

Name of tenderer _____

Address _____



ANNEXURE-IV

Performance Security Bank Guarantee

Tender Number

PERFORMANCE GUARANTEE No:

We have been informed that **(insert: name of Supplier)** has entered into Contract No. **(Insert:**

reference no of the contract) dated With you, for the supply of **(insert: Description of goods).**

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we **(insert: name of bank)** hereby irrevocably undertake to pay

you ant sum or sums not exceeding in total an amount of **(insert: amount in figures)**

(.....) **(insert: amount in words)** upon receipt by us of your first demand in writing

accompanied by a written statement stating that the supplier is in breach of its obligation(s)

under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire no later than the Day of, 2..... , **and any demand for payment under it must be received by us at this office on or before that date.

** The guarantor agrees to extension of this guarantee for a further period in response to the purchaser’s written request for such extension, such request to be presented to the Guarantor

before the expiry of the guarantee.

..... **(Insert: Bank’s Name and Address of Issuing Branch or Office)**

beneficiary: **(Insert: name and Address of Purchaser)**

Date:



ANNEXURE-V

Supplier Information form (SIF)

1. Name of Organization: _____

2. Permanent Account Number (PAN): _____

(Pls. enclose Copy)

3. Registered Address: _____

4. Correspondence Address: _____

5. Deal in kind of Services/Products: _____

6. Sales Tax Registration-CST & VAT: _____

7. GST Tax Registration: _____

8. Bank A/C Details

Name of Bank: _____

Bank A/C No: _____ (Current/Saving)

Branch & Add: _____

IFSC code: _____

MICR code: _____



9. Contact Details

Contact Person: _____
Telephone No : _____
Mobile No : _____
E-Mail ID : _____

10. Name of sister concern or any _____

Interdependent Entity (If Any) _____

(Signature of Authorized Person) Date:

[Name _____ : Designation _____]