



## **E-TENDER FOR** **HOUSE-KEEPING SERVICES**

**NAME OF WORK:- E-TENDER FOR HOUSE-KEEPING WORKS OF SRO, BOMMASANDRA**  
**FOR THE PERIOD OF ONE YEAR.**

Date of commencement of online e-Tender	<b>26/03/2018</b>
Last Date & Time of submission	<b>02/05/2018 (Up to 5:00 PM)</b>
Date & Time of opening	<b>04/05/2018 (On 11:00 AM)</b>
EMD Amount	<b>Rs. 1,00,000.00 (One lakh only)</b>

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## **NOTICE INVITING TENDER**

E-Tenders in two bid system through 'e" procurement solution are invited from housekeeping agencies for housekeeping work on contractual basis in SRO, Bommasandra (BTM) and Branch Office, HAL, Adugodi & Branch Office, Bommasandra of Bangalore for a period of one year. Tender documents are available on line from **26/03/2018** at <https://esictenders.eproc.in>.

Bidders have to deposit the Earnest Money Deposit (EMD) of Rs. 100000 /- (one lakh only) in the form of Demand Draft drawn in favour of "ESI Fund A/c No.1" payable at Bengaluru.

The interested tenderers should upload duly filled tender form and their bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & financial bids - all duly signed on the website <https://esictenders.eproc.in> latest by 02/05//2018 till 5.00 PM. The technical bids will be opened online on 04/05/2018 at 11.00 AM.

Tender documents are also available for viewing on the websites of Employees' State Insurance Corporation i.e. [www.esic.nic.in](http://www.esic.nic.in).

**DEPUTY DIRECTOR**

## **Important Instructions for Bidders regarding Online Payment**

All bidders/contractors are required to procure Class-III B Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the ETenders.

Bidders should get Registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer · Tools · Internet Options · Security · Trusted Sites · Sites of Internet Explorer :

<https://esictenders.eproc.in>

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

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

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer · Tools · Internet Options · Advanced Tab · Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as

Debit Card, Credit Card or NetBanking for participating in the Tender.

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

## **Terms and Conditions of Tender**

- A. **Estimated Tender Value:-**Rs. 28 lakhs (approx) (Twenty Eight Lakhs only) for one year.
- B. **Period of Contract:-**The Contract shall initially be for a period of one year and may be extended further for a period of one year subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the first year of contract except change in minimum wages as per the notification of Government of India and corresponding changes in ESI, PF contribution and bonus. ESIC, however, reserves the right to terminate the contract by serving one months notice, in writing. The Contract may be terminated with mutual consent by giving two months notice.
- C. **Earnest Money:** Rs. 100000 /- (one Lakh only) to be deposited, in form of DD/ Bankers Cheque favoring "**ESI FUND A/C No. 1**" payable at Bengaluru The EMD to be dropped in the E-TENDER Box captioned "E-TENDER for providing Housekeeping service" **placed at Deputy Director**, in original before last date and time of uploading of bids. EMD, if dropped in any box other than the specific TENDER box will not be considered for selection.
- D. **Last date of submission: Last** Date of uploading of Tender is 02/05/2018 up to 5:00pm
- E. **Date of opening of Tenders: Technical bid will be opened on 04-05-2018 at 11.00 AM.** The tender shall be opened in presence of the bidder who chooses to be Present during opening of bids. If the date of opening of bid is declared a holiday, bid will be opened on next working day at 11.00A.M.
- F. **Pre Bid Meeting:** A pre bid meeting shall be held on 10.04.2018 at 11:00 a.m at SRO, BOMMASANDRA to clarify issues connected with the tender. Prospective bidders are invited to attend.

Eligible agencies may visit/inspect the site on any working day to collect information that will be necessary for preparing the E-TENDER and entering into a Contract for the services to be rendered between 10:00 a.m. To 1.00 p.m. by contacting the Deputy Director (by prior appointment only).

**G. ELIGIBILITY\_CRITERIA:**

1. The bidder should have completed the following work in the last 3years:
  - (i) One similar work of value not less than Rs. 50 lakhs per annum. Or
  - (ii) Two similar work each of value not less than Rs. 25 lakhs per annum. Or
  - (iii) Three similar work each of value not less than Rs.18 lakhs per annum.
2. The bidder must be registered with GST, ESIC & EPFO, Contract Labour Act.
3. The bidder must have a PAN number.

4. Firms should have a registered office or branch office in Bengaluru and possess experience of at least 5 years of executing housekeeping work in a hospital/Institution/PSU/Govt department.
5. Average Annual turnover of the Agency during each of three financial years (2014-15, 2015-16, 2016-17) should be minimum Rs. 50 Lakhs.
6. The bidder firm should not have been indicted for any criminal, fraudulent or anti-competition activity and not been blacklisted by any Govt. departments.

#### **H. DOCUMENTS TO BE UPLOADED:**

Bidder firms which fulfill the above eligibility conditions may upload the technical bid & financial bid along with the scanned copy of following documents **failing which their bids will be rejected.**

- Copy of Audited Accounts Statement of annual turnover for five financial years (2012-13, 2013-14, 2014-15, 2015-16, 2016-17).
- Registration / Incorporation Certificate of firm.
- Scanned copy of EMD
- Proof of registration with GST, ESIC, EPFO, Contract Labour Act.
- Copies of work order as per eligibility conditions number 1 and 4 above.
- Copy of PAN No.
- Declaration as per format at Annexure C

**Note :** Only Agencies except for Govt. companies / PSUs, etc. having Valid Registration under ESI, EPF & other statutory law required for providing House Keeping Services shall apply. The Govt. Companies / PSUs must ensure that all the workers engaged by them must get benefits under ESI/EPF scheme & fulfill all other statutory requirements for this job.

## **OTHER TERMS AND CONDITIONS**

### **Evaluation of technical and financial bid**

1. The Tenderers are required to upload two separate Bids i.e. - Technical and Financial, as per proforma available online.
2. Each page of attached document should be signed and stamped by bidder or its authorized representative of Tenderer.
3. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.
4. The financial bid of the bidders, whose technical bid is found to be responsive as per the eligibility and other tender conditions, will be opened in the presence of the bidders, who choose to attend the opening of financial bid.
5. Lowest financial bid will be evaluated based on overall lowest rate quoted by the bidder.
6. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. It shall be refunded to the successful Tenderer on receipt of performance security deposit. No interest is payable on the EMD.
7. The bid shall be valid for 180 days from the date of opening.
8. Tender incomplete or Conditional in any form will be rejected outright.
9. In case the successful tenderer declines the offer of Contract, for whatsoever reason(s), their EMD will be forfeited.
10. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.

### **Performance Security Deposit**

The successful tenderer will have to deposit a Performance Security Deposit of 10% of total tender value by way of Demand Draft from a scheduled commercial bank drawn in favour of "Addl. Commissioner, ESIC, SRO, Bommasandra" which will be returned to him upon completion of the contract.

The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.

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

1. The tenderer would be wholly responsible for the job to be performed.
2. The tender would be without material and only for deployment of housekeeping staff. The staff deployed by the tenderer should be properly trained.
3. To ensure the Health and safety measures of the employees.
4. Employment of child labour will lead to the termination of the contract. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
5. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961 or any modification thereof or any other law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard.
6. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.
7. The staff shall be in proper uniform as approved by ESIC and with their identity properly displayed.
8. The Contractor shall provide the name and mobile number of the responsible person for day to day work.

### **Payment Procedure:**

The contractor shall submit bill in triplicate by the 7<sup>th</sup> day of each month for the executed up to end of previous month in a prescribed format as approved by ESIC. Bill must be raised based on the rate quoted in tender. However, the payment of salary to workers should not be linked to the release of payment to contractor from ESIC.

The bill must be supported with the following documents:-

- a. Attendance sheets along with salary certificates, wages sheets of all the workers and staffs deployed, certified copy of ESI, PF challan along with details of deduction of each employees and GST challan.

After submission of monthly bill complete in all respect by the contractor. ESIC shall check the bill with the help of contractor & certify for payment. All the bills shall be paid on monthly basis. All the statutory responsibilities lies with the contractor and ESIC is not responsible for any statutory non compliance as per labour law.



**Liquidated damages:**

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by ESIC and if no action is taken within reasonable time, liquidated damages @ Rs.1000/- per complaint can be imposed. The decision of Addl. Commissioner, SRO, Bommasandra, shall be final, in this regard.

**MANPOWER:**

The contractor shall provide the following on contractual basis for a period of one year as per specification given below:

1	<b>Name of Work</b>	E-TENDER for House-Keeping work for the period of one year.	
2	<b>Period of Work</b>	One Year.	
3	<b>House Keeping Staff</b>	Providing House Keeping Staff at (1) BTM Layout, SRO premises-(6 persons),	(4 female, 2 male)
		(2) HAL- Branch Office (1 Person)	(1 female only)
		(3) Adugodu – Branch Office (1 Person)	(1 male only)
		(4) Bommasandra Branch Office ) – (1 Person)	(1 male only)
4	<b>Estimated Cost (Approximate)</b>	Rs 28 lakhs ( Rs. Twenty Eight lakhs Only )	

- (i) The Contractor shall pay Minimum Wages as per Central Government, EPF contribution, ESI contribution, statutory bonus, uniform allowance to the contract employees engaged at ESIC premises. Contractor shall employ adult and skilled / trained labour only.
- (ii) Contractor shall ensure timely payment of all statutory dues like ESI, EPF and GST etc. and ensure compensation as per payment of Wages Act, Minimum Wages Act etc. Payment of wages to the workers shall be made only through bank transactions
- (iii) The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor must also ensure that they are of decent character, sound health / free from contagious diseases and possess general abilities to carry out the required works.
- (iv) The Contractor shall provide photo-identity cards and uniforms to the workers and it should be ensured that all the workers bear proper uniform and displays identity card throughout the working hours. The uniform shall be as approved by ESIC.

- (v) The ESIC reserves the right to bar any worker, employed by the Contractor, for carrying out the works, if there happens to be any complaint of misconduct / misbehavior on the part of the manpower deployed by the Contractor. Such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to ESIC.

The Contractor should ensure to maintain required no. of manpower and also arrange a pool of reserve housekeeping staff. In case any housekeeping staff absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff on the same day.

**Note:- The number of manpower required is likely to increase or decrease depending upon the actual requirement.**

**Materials, Tools, tackles & equipments for the cleaning material (Soaps, Powders/ Naphthalene balls) will be provided by this office.**

### **Risk Clause**

The tenderer shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement.

ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other contractor at the cost, risk and responsibilities of Contractor and excess expenditure incurred during the notice period on account of this will be recovered by ESIC from the Contractor's Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the ESIC and shall not knowingly lend to any person or company any of the effects or assets of the ESIC under its control.
- In the event of loss/damage of equipments etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, then the Contractor shall compensate the loss to ESIC.
- The Contractor will also maintain a suggestion book for comments on the services rendered by it.
  - The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or its employees or staff etc.

- The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of the ESIC. However, they may use the services of associates for providing the services in which case the Contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities in case of failure of the Associate.
- Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

### **Dispute Settlement**

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and Negotiations, if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Addl. Commissioner, SRO, Bommasandra, whose decision shall be final and binding on both the parties.

### **Termination clause**

During the period of agreement if it is found that the agency is not providing proper services or charging by fraudulent manner or otherwise, the performance security deposit, deposited with ESIC shall be forfeited in favour of ESIC. Agreement may be terminated after giving 30 days notice. In such situations, tender can be allotted to second lowest bidder.

## **SCOPE OF WORK**

### **Cleaning Services**

The aim and objective is to provide a high level of a cleanliness, hygiene and presentable look to the entire office premises including outside walls, parking area of SRO and Branch Offices. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC.

#### **Daily Services**

Housekeeping/ cleaning services should be done daily at regular intervals, so that the areas covered under the contract remain spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9.00 A.M. Contractor will arrange additional manpower for special VIP visits if any at no extra cost. The services includes

1. Cleaning, dusting and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract.
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, office rooms, cabins, parking area, meeting rooms, security office and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected waste at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
5. Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
6. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

7. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
8. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
9. Check and remove hairs, dust, dirt or any such object from anywhere in area under the contract.

#### **Weekly Services:**

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

1. Dusting of entire area including windows / windowpanes/ doors / ledges,etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Tenderer will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / Incharge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The Contractor will work in the specified area mentioned in the scope of work.
9. The Contractor will provide the duty register to ESIC as required.
10. Cleaning of the roof to be done in such a way that there is no water logging/breeding ground for mosquitoes.

#### **Housekeeping Monitoring and Control**

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

#### **Toilets Checklist**

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.

## **Management / Housekeeping Service Requirements/ Complaints Report**

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, ESIC. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

## **Housekeeping Services Complaint Register**

This register is to be completed on the basis of information received by the Care Taker/Staff from ESIC through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from ESIC, etc. and necessary action is to be taken.

## **Cleaning of Officer's Rooms**

- Every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

## **Glass Windows and Doors**

- The Contractor shall have his staff to clean glass with appropriate soap solution on weekly basis.
- Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

**TECHNICAL BID FORM- (Sample)- To be filled online only)**

**HOUSE KEEPING SERVICES IN ESI**

1	NAME OF TENDERING COMPANY / FIRM	
2	NAME OF OWNER / PARTNERS/ DIRECTORS	
3	ADDRESS OF OFFICE/OFFICES FULL PARTICULARS OF OFFICE	
4.	ADDRESS WITH TELEPHONE NO., FAX NO. & E-MAIL ADDRESS	
5.	REGISTRATION DETAILS :	
	(A) GST NO.	
	(B) EPF REGISTRATION NO.	
	(C) ESI REGISTRATION NO.	
	(D) PAN NUMBER	
6	BANK DETAILS	
	NAME & ADDRESS OF BANK	
	ACCOUNTS NO.	
	IFSC CODE	

DETAILS FINANCIAL STATEMENT, PROFIT AND LOSS STATEMENT DURING LAST THREE YEARS.

S.No.	FINANCIAL YEAR	INCOME (RS.)	EXPENDITURE(R S.)	NET PROFIT / LOSS
1	2014-15			
2	2015-16			
3	2016-17			

DETAILS OF HOUSE KEEPING WORK ORDER AS PER ELIGIBILITY CRITERIA IN FOLLOWING PROFORMA:-

S.NO.	NAME & ADDRESS OF THE ORGANIZATION	VALUE OF CONTRACT	DURATION OF CONTRACT	
			FROM	TO

SIGNATURE OF OWNER/MANAGING PARTNER/DIRECTOR

DATE:

NAME:

PLACE:

SEAL:

- **Govt. Company's /PSUs will submit a declaration that all workers employed by them will have ESI/EPF No. & will fulfill all statutory requirement required for this job.**



FINANCIAL BID FORM (Sample)- To be filled online only)

**HOUSE KEEPING SERVICES IN SRO, BOMMASANDRA**

Name of Tenderer along with address ,E-Mail & Telephone No.:

\_\_\_\_\_

**A.FINANCIAL BID FOR MANPOWER**

—

S. No.	Description	No. of Manpower required	Description of Wages & allowances	Rate per person per	Monthly amount (Total amount)
1.	House-keeping  (a)House keeping Staff (unskilled-Urban Area )	09	1. Minimum Wage as per Central Govt.		
			2. Leave wages as per Rules		
			3. PF @ 13.15%		
			4. ESIC @ 4.75%		
			5. Statutory Bonus		
			6. Service Charges		
			<b>Total</b>		

**Note:- GST on service applicable will be reimbursed on actual basis.**

Note:

1. Payment shall be made for the actual man days of employment. Attendance will be verified by Caretaker/authorized official by Addl. Commissioner, SRO, Bommasandra,
2. In case of absence of any of the above mentioned workers without providing suitable replacement, an amount of Rs.500 per day shall be recovered as liquidated damages per person per day of absence. However, penalty can be waived off by Addl. Commissioner, SRO, Bommasandra, in case of natural calamities or situations beyond the control.
3. All the above workers must be qualified & experienced in their relevant field & capable to perform their duties.
4. Wages should not be less than the prescribed minimum wages by the Central Govt.
5. Uniform, Identity Cards, Name Plates have to be provided to each and every Staff. Bio-Data of each staff should be maintained and whenever asked for will have to be shown/provided immediately.
6. **Increase in minimum wages of workers will be paid extra accordingly as per Minimum wages Act & corresponding ESI/PF contribution.**

**Annexure C**  
**DECLARATION**

Shri

\_\_\_\_\_  
Proprietor/Partner/Director/ Authorized Signatory of \_\_\_\_\_ am competent to sign this declaration and execute this tender document;

- a. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
- b. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am /are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
- c. I have apprised myself fully about the job to be done during the currency of period of agreement and also acknowledge to bear the consequences of non performance or deficiencies in services on my part.
- d. Company/firm has done in past satisfactory/disciplined work and not blacklisted in past by any client.

Signature of Owner/Managing Partner/Director

Date:

Full Name:

Place:

Company's Seal:

**N.B.: Scanned copy of the above declaration, duly signed and sealed, should be uploaded with Technical Bid.**

**Check list of documents (scanned copies)**

<b>Sl. No.</b>	<b>Document</b>	<b>Yes/No</b>
1.	Tender document signed and stamped	
2.	Audited accounts statement (2012-13, 2013-14, 2014-15, 2015-16, 2016-17)	
3.	Registration/Incorporation certificate	
4.	E.M.D.	
5.	GST registration	
6.	ESIC Registration	
7.	EPFO Registration	
8.	PAN Number	
9.	Declaration as per annexure C	
10.	Work order copies	