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(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



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Office Memorandum

Subject: Procurement of Integrated Facility Management Services (FMS) and related services – reg.

In order to streamline procurement processes, improve administrative efficiency, and ensure integrated service delivery across ESIC institutions, the Competent Authority has decided that all outsourced manpower services, including Data Entry Operators, Housekeeping Staff, Nursing Orderlies, Horticulture Staff, Staff Nurses, and other similar manpower requirements, shall be consolidated with Annual Repair and Maintenance (Civil & Electrical) services. Accordingly, Integrated Facility Management Services (IFMS) shall be procured under a unified contractual arrangement.

In view of the above, the following modalities shall be adhered to:

1. All manpower services such as Data Entry Operators, Housekeeping Staff, Nursing Orderlies, Horticulture Staff, Staff Nurses, and other similar outsourced manpower requirements shall be clubbed together with Annual Repair and Maintenance (Civil & Electrical) services, Pest control and procured through an Integrated Facility Management Services (FMS) Agency.
2. CAMC/AMC of specialized MEP equipment, medical equipment etc. and Security Services shall be procured separately. It shall not form part of the Integrated FMS contract.
3. The Competent Authority shall nominate a Nodal Branch for the procurement, management, and execution of the Integrated FMS contract.
4. All user branches shall submit their requirements, along with the estimated/budgeted cost, to the Nodal Branch after obtaining the approval of the Competent Authority and concurrence/vetting from the local Finance Branch. In respect of Annual Repair and Maintenance (Civil & Electrical) services, the extant guidelines shall be followed before submitting the proposal to the Nodal Branch for preparation of a unified tender document.
5. The Nodal Branch shall consolidate all approved requirements and initiate the tendering process for procurement of Integrated Facility Management Services (FMS).
6. The tender document shall be structured in a manner that ensures participation of agencies possessing proven experience in managing integrated facility management services (Annual Repair & Maintenance and Manpower Services) in hospitals, healthcare institutions, government organizations, or similar establishments.
7. The tender conditions shall incorporate appropriate performance monitoring mechanisms, penalty provisions for service deficiencies, and adequate safeguards to ensure uninterrupted delivery of services in ESIC institutions.
8. The preferences/relaxations/exemptions to any class or category of the firms shall be given as per Govt. of India instructions (amended from time to time) as admissible as per rules (if any)
9. While undertaking the procurement process, all relevant guidelines and instructions issued by Headquarters Office and amended time to time, the provisions contained in the Manual for Procurements, the General Financial Rules (GFR), and the

instructions/guidelines issued by the Central Vigilance Commission (CVC) shall be strictly adhered to.

10. The Integrated FMS Agency shall deploy adequately qualified, trained, and experienced personnel for all specialized services. Technical personnel engaged for electrical, civil, HVAC, plumbing, and other technical services shall possess valid qualifications, licences, and certifications as prescribed under the applicable laws and regulations.
11. The Integrated FMS Agency shall be solely responsible for compliance with all applicable labour laws and statutory requirements, including but not limited to payment of the Minimum wages (notified by the CLC, Govt of India (amended from time to time)), EPF contributions, ESI contributions, bonus, leave entitlements, insurance coverage, and any other obligations prescribed under the applicable laws, rules, and regulations.
12. The user/concerned branch shall be responsible for the following:
 - a. Ensuring that the manpower deployed meets the qualifications prescribed in the tender conditions;
 - b. Undertaking day-to-day monitoring of the performance of the deployed manpower and the services rendered;
 - c. Processing and certifying bills for onward submission to the Nodal Branch.
13. Necessary action shall be initiated for floating and finalizing the tender for engagement of the Integrated Facility Management Services (FMS) Agency in accordance with the above directions. The new FMS arrangement shall be made operational within four months from the date of issuance of this Office Memorandum. Until such time, the existing contracts shall continue to remain in force to ensure uninterrupted delivery of services. Upon successful award and operationalization of the FMS contract, the existing contracts shall be terminated in accordance with the respective contractual provisions and applicable guidelines.

All Regional Offices, Sub-Regional Offices, Medical Colleges, and Hospitals are requested to take necessary action accordingly and ensure compliance with the above guidelines.

This issues with the approval of the Competent Authority.

Yours Sincerely,

(Atul Kumar Gursaraiya)
Deputy Director (General)

Copy to: -

1. PPS to Director General / Financial Commissioner/ Chief Vigilance Officer for information.
2. PPS to all Insurance Commissioners of Hqrs. Office / I.C.-NTA
3. All Zonal Insurance Commissioners/ Medical Commissioners.
4. All the Regional Directors/ Dir. (I/c)/ Jt. Dir. (I/c)/ DD(I/c) of ROs/ SROs.
5. Dir. (Med.) Delhi/ NOIDA/ K.K. Nagar.
6. Medical Superintendents of ESI Hospitals/ ESIC Model Hospitals/ Dean of Medical Education Institutions.
7. Jt. Director (Fin.) / Dy. Director (Fin.)/ Asstt. Director (Fin.) of all Regions/ Sub Regions/ Hospitals/ Medical Educational Institutions/ Directorate.
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