



**EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL
&
OCCUPATIONAL DISEASE CENTRE (EASTERN ZONE)
Diamond Harbour Road, Joka, Kolkata – 700 104, Fax: 033 2467 2795**

No.:H.41.A.52/13/Tender/Misc/02/Part-II/Conserv. Dated: _____

Sub: Invitation to tender for supply of Conservancy services on contract and instructions to the tenderer.

(NOTE: The envelope containing the tender as well as subsequent communications should be addressed and delivered to 'The Medical Superintendent', ESIC Hospital & O.D.C. (E.Z), Diamond Harbour Road, P.O.: Joka, Kolkata, 700 104, West Bengal. All communications must be addressed to the officer named above by title only and not by name.)

To: _____

Sir(s),

Sealed tenders are invited for SUPPLY of "**Conservancy Services on contract**" as per categories / specifications and/or quantities detailed in the **Schedules / Specifications** attached.

The "**Tender Documents**" comprising the *General Terms and Conditions of Contract (Annexure I)* and the *Special Terms and Conditions of Contract (Annexure II)* which will govern any contract made, the *Tender Application Form (Annexure III)* and the *Proforma for quoting rates (Annexure-IV)* are enclosed herewith. If you are in a position to quote for the contract in accordance with the requirements stated in the attached schedule as per the terms and conditions stated, please submit your quotation to this office.

The tender document may be obtained from the office of the Medical Superintendent in person by the bonafide applicant or his authorised representative by applying in their letter head at a cost of Rs.100.00 (Rupees One Hundred Only).

The "tender documents" can also be downloaded from the web site (www.esic.nic.in) and in such case the same may be signed and submitted as per the procedures mentioned hereinafter along with the fee(s) for the "tender documents" @ Rs 100.00 (Rupees One Hundred Only).

All the payment may be made by **Demand Draft**; drawn **in favour of ESI Fund A/c No. 1, ESIC Hospital & ODC (E.Z), payable at Kolkata; Cheques will not be accepted.**

Tenderers are requested that, before quoting their rates or sending tender, the tender forms may please be read out thoroughly (line by line) so as to have a clear knowledge of the requirement contained therein, otherwise purchaser will not be held responsible for any error / oversight of his own and the penalties shall be levied for not complying with the requirements stated herein or supply of the required item/services.



The form is a Standard Form of Tender. Certain clause / clauses may not be applicable in some cases. So, Tenderers are requested to ignore such clause / clauses, which are not applicable in the instant case.

The Tender forms containing the Terms and Conditions (**Annexure – I & II**), the Tender Application Form (**Annexure III**) and the Schedule of contract / specifications of items/proforma for quoting rates (**Annexure-IV**) **should be returned in original, intact, after filling up the same and duly signing in full with stamp, on each page.** If any item in the schedule is not being tendered for, the corresponding space against the item should be defaced by such words as '**not quoting**'.

In the event of the space on the Schedule of contract / specifications of items/proforma being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, bearing the Tender Number and be duly signed and stamped by the tenderer. In such cases, reference to the additional pages must be made in the Tender Form. If any modification of the schedule is considered necessary, you should communicate the same by means of separate letter sent along with the Tender.

Cost of each Tender Document with one schedule	100.00
Cost of each Tender Document downloaded from Web site	100.00
Period for supply of Blank Tender Forms and related documents at the Hospital on all Working Days (Except Saturdays, Sundays and Holidays)	27.08.09 to 16.09.09 10:30 a.m. to 2:00 pm
Due Date & Time of submission of completed Tender Document in the Tender Box kept in the Office of ESIC Hospital.	16.09.09 10:30 a.m. to 2:00 pm.
Date & Time of Opening of Tender	16.09.09 2.30 pm.
Bid Security / Earnest Money to be deposited	Rs. 1,00,000.00 (Rupees One lac Only)

Medical Superintendent, ESIC Hospital & ODC (E.Z), Joka, does not pledge himself to accept the lowest or any tender and reserves the right of accepting or rejecting the whole or any part of the tender without assigning any reason there of and you shall supply the same / execute the work at the rate quoted by you.

Acceptance by the purchaser shall be communicated in due course. You are requested that the instructions contained in the said communication should be acted upon immediately / as asked for.

Enclosures:

- Annexure – I (General Tender Terms & Conditions)
- Annexure – II (Special Tender Terms & Conditions)
- Annexure – III (Tender Application Form)
- Annexure – IV (Proforma for quoting rates).

Yours faithfully,

MEDICAL SUPERINTENDENT

**Annexure-I**

**EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL
&
OCCUPATIONAL DISEASE CENTRE (EASTERN ZONE)
Diamond Harbour Road, Joka, Kolkata – 700 104, Fax: 033 2467 2795**

GENERAL TERMS AND CONDITIONS FOR TENDER

Cost of each Tender Document with one schedule	100.00
Cost of each Tender Document downloaded from Web site	100.00
Period for supply of Blank Tender Forms and related documents at the Hospital on all Working Days (Except Saturdays, Sundays and Holidays)	27.08.09 to 16.09.09 10:30 a.m. to 2:00 pm
Due Date & Time of submission of completed Tender Document in the Tender Box kept in the Office of ESIC Hospital.	16.09.09 10:30 a.m. to 2:00 pm.
Date & Time of Opening of Tender	16.09.09 2.30 pm.
Earnest Money to be deposited	Rs. 1,00,000.00 (Rupees One lac Only)

INSTRUCTIONS

1. PREPARATION OF TENDER:

- a. The Tender form containing the Terms and Conditions (General and Special) and the Schedule should be returned in original after filling up the form and duly signing in full on each page with stamp, whether you are quoting for any item or not. If any item in the schedule is not being tendered for, the corresponding space against the item should be defaced by writing '**not quoting**'.
- b. In the event of the space on the schedule form being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, bear the Tender Number and be duly signed and stamped by you. In such cases, reference to the additional pages must be made in the Tender Form.
- c. If any modification of the schedule is considered necessary, you should communicate the same by means of separate letter sent with the Tender.
- d. The Tenderer shall give full assistance and information as may be required in connection with the contract to the Medical Superintendent or any other officer nominated by him to inspect the premises of the tenderer at all reasonable times.

2. SIGNING OF TENDER:

- a) The tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the tender are not duly & fully filled in. Particular attention may be given to the dates of delivery, places of delivery and also to the particulars referred to in the conditions of contract so as to comply with them.
- b) Individuals signing tender or other documents connected with the contract must specify:
 - i) Whether signing as a 'Sole Proprietor' of the firm or his Attorney?
 - ii) Whether signing as a 'Registered Active Partner' of the firm or his Attorney?
 - iii) Whether signing for the firm 'Per Procreation'?

In the case of companies and firms registered under the Indian Partnership Act, the capacity in which signing e.g. Secretary, Manager, and Partner etc. or their attorney and produce copy of documents, empowering him to do so, if called upon to do so.

NOTE: In case of unregistered firms, all the members or all Attorneys duly authorised by all of them or the Manager of the firm should sign the tender and subsequent documents.

3. DELIVERY OF TENDER:

The original copy of tender (Annexure – I to annexure - IV), duly completed and signed on each page, should be submitted, enclosed in a double cover. The outer as well as the inner covers should be sealed and addressed to the Medical Superintendent. At the top of the inner and outer cover, the following words should be written in block letters. "**Tender for Conservancy Services on Contract - 2009**".



The right to ignore / reject any tender, which fails to comply with the above instructions, is reserved. All outstation tenders should be sent by Registered Post. Only one tender should be included in one cover.

4. LATEST HOUR FOR RECEIPT OF THE TENDER:

Your tender must reach this office not later than the date and time notified in the Tender Notice stated in the schedule of tender. Any tender received after that shall be rejected. In the event of the stipulated date of opening of the tender being declared a closed holiday for Govt. offices, the date of opening of the tender(s) will be the next working day.

5. PERIOD FOR WHICH THE OFFER WILL REMAIN OPEN:

All tenders should remain valid for acceptance for a **period of twelve months** from the date of opening of the tender or for such period as stated in Special Terms & Conditions.

- i) The contract / tender, if awarded, shall be valid **initially for one year from the date of award of Contract** subject to continuous satisfactory performance and on failure on this aspect by the contractor, the Competent Authority will reserve the right to terminate the contract. The period of the contract can be extended for further period at the discretion of the Competent Authority, to a maximum of one year, on terms and conditions of the hospital, while accepting the tender.
- ii) Quotations qualified by such vague and indefinite expressions such as 'subject to immediate acceptance'; 'subject to prior sale' etc. will not be considered.

6. OPENING OF TENDER:

The tender shall be opened on the date and time mentioned here in the document. All tenderers and/or their representatives, if they desire, may be present at the opening of the tender at the date and time as specified in the schedule.

7. PRICES:

- i) Prices quoted must be meaningful and measurable in the context.
- ii) The prices quoted must be per unit shown in the schedule inclusive of all packaging and delivery charges wherever applicable. Refunds on account of returnable package (if any) are to be separately specified. Price & Fund must be clearly shown in figures and words in Indian Currency.
- iii) Tenderers should clearly specify whether prices quoted are inclusive of Sales Tax/ VAT / duties / statutory charges or such charges as extra. Where no specific mention is made to Sales tax / VAT/ or other duties, prices quoted shall be deemed to be inclusive of such taxes / charges.

8. DELIVERY TERMS

- a) The delivery of the stores / execution of work / providing the services etc. are required within a period as specified and as the place mentioned therein.
- b) The tenderer shall deliver the stores/ execute the work at the destination / space defined to the consignee / authority in good order (of which the Medical Superintendent, ESIC Hospital & ODC (EZ), Joka, Kolkata shall be the sole judge) within the limits of the time as deemed reasonable and specify in such quantities/qualities as may be ordered by him from time to time.
- c) Time for and date of delivery: The essence of contract: - The time for and the date of delivery of the stores / date of execution of work as stipulated in the schedule shall be deemed to be the essence of contract and delivery / execution must be completed not later than the date(s) specified.

The Medical Superintendent may allow additional time under special circumstances such as strikes, lockouts, fire accidents, riots etc.

9. SAMPLES

Wherever applicable / asked, the firms shall have to submit samples of item(s) for verification / inspection, approval, etc., if required and the firm shall have to comply with such conditions. It is, therefore, in the own interest of the firm(s) concerned to get their proofs / samples, etc verified / inspected before effecting supply at their own cost. Samples supplied should not be less than the quantity necessary for the test given in the specifications (if any) or in the schedule to tender. Each sample should have a card affixed to the sample which should bear the following information:

- i. Your Name and address



- ii. Tender Number
- iii. Date of opening of tender
- iv. Item no. against which tendered
- v. Any other relevant description deemed fit.

Samples shall not be returned normally (until specifically asked for within one month of opening of tender in case of implants and instruments only) and shall be the property of the ESIC.

10. OTHER TERMS

- A. **Responsibility for executing Contract:** The contractor is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified in the acceptance of tender.
- B. The contractor shall not sublet transfer or assign the contract to any part thereof without the written permission of the Medical Superintendent. In the event of the contractor contravening this condition, Medical Superintendent be entitled to place the contract elsewhere on the contractors account at his risk and the contractor shall be liable for any loss or damage, which the Medical Superintendent, ESIC Hospital & ODC (EZ), Joka, may sustain in consequence or arising out of such replacing of the contract.
- C. **Earnest Money:** The tenderer shall have to deposit an earnest money with their tender, failing which the tender is liable to be rejected. The earnest money is to be paid by **Demand Draft drawn in favour of ESI Fund A/c No. 1, ESI Hospital & ODC (E.Z), payable at Kolkata. NO CHEQUES WILL BE ACCEPTED.** In the event of the withdrawal / revocation of tenders before the date specified for acceptance, the earnest money shall stands forfeited. In the event of acceptance of the tender the earnest money may be adjusted towards the amount of security required to be deposited by the contractor in terms of Clause mentioned below, the earnest money will however, be returned without interest to the tenderer whose tender is not accepted.
- D. **Security Deposit:** On acceptance of the tender, within the period specified by the Medical Superintendent, the contractor shall deposit as security, **a sum equivalent to approximately 5% of the annual value** of the contract. The hospital authority shall be entitled to forfeit the Security Deposit or any part thereof without prejudice to any other remedies provided in the contract or available under the law. The security shall be in the form of **Demand Drafts payable at Kolkata in favour of ESI Fund A/c. No. 1.**
 - a) *If the contractor fails in fulfilling above-mentioned terms and conditions, such failure will constitute a breach of the contract and the Medical Superintendent shall be entitled to make other arrangements at the risk and expense of the contractor.*
 - b) *On due performance and completion of the contract in all respects, the Security Deposit will be returned to the contractor without any interest on presentation of an absolute 'No Demand Certificate' in the prescribed form and upon return in good condition of any specifications, samples or other property belonging to the purchaser, which may have been issued to the contractor.*
- E. **Recovery of sums due:** Whenever any claim for the payment of a sum of money arises out of or under this contract against the contractor the purchaser shall be entitled to recover of such sum by appropriating, in part or whole the security/earnest money deposited by the contractor, when the balance or the total sum to be recoverable, as the case may be shall be deducted from any sum then due or which at any time thereafter may become due to recoverable under this or any other contract with the purchaser. Should this sum not be sufficient to cover the full amount recoverable, the contractor shall pay to the purchaser on demand the remaining balance due.
- F. **Insolvency and breach of contract:** The Medical Superintendent may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-
 - i) *If the contractor being at individual or if firm, any partner in the contractor's firm, shall at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any*



insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or

- ii) *If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver of Manager on behalf of the debenture holder shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or Manager.*
- iii) *If the contract commits any breach of this contract not herein specifically proved for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the purchaser and provided also that the contractor shall be liable to pay the purchaser for any extra expenditure, he is thereby put to but shall not be entitled to any gain on repurchased.*
- G. **Arbitration:** In the event of any question, dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is specially provided for by these on the special conditions, the same shall be referred to the sole arbitration as appointed by the Medical Superintendent. It will be no objection that the arbitrator is a Govt. servant, that he had to deal with the matter to which the contract relates for that in the course of his duties as a Govt. servant he had expressed views on all or any of the arbitration dispute or difference. The award of the arbitrator shall be final and binding on the parties to the contract, it is a term of this contract: -

1. *If the arbitrator be Medical superintendent, ESIC Hospital & ODC (E. Z), Joka.*
 - *In the event of his being transferred to vacating his office by resignation or otherwise, it shall be lawful for his successor in office either to proceed with the reference himself or to appoint another person as arbitrator, OR*
 - *In the event of his becoming unable to act for any reason, it shall be lawful for Medical Superintendent, ESIC Hospital & ODC (E. Z), Joka, to appoint another person as arbitrator.*
2. *If the arbitrator be a person appointed by the Medical Superintendent.*

In the event of his denying neglecting or refusing to act being unable to act, for any reason, it shall be lawful for the Medical Superintendent either to proceed with the reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator. It is further a term of this contract that no person other than the Director General, ESI Corporation or the person appointed by him should act as arbitrator and that if for any reason that is not possible, the matter is not to be referred to arbitrator at all. Upon every and such reference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator.

Subject as aforesaid the Arbitration Act, 1940 and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitrator proceedings under this clause. Work under the contractor shall, if reasonable possible continue during the arbitration proceeding and no payment due to payable by the purchaser shall be withheld on account of proceedings: -

The venue of arbitration shall be at Kolkata.

In the clause, the expression 'The Director General', ESI Scheme means, the Medical Superintendent, ESI Scheme for the time being and includes if there be no Medical Superintendent the officer who is for the time being the administrative head of the ESI Corporation, whether in addition or otherwise.

For the purpose of the contract including arbitration proceedings there under, the Medical Superintendent, ESIC Hospital & ODC (E.Z), Joka, shall be entitled to exercise all the rights and powers of the purchaser.



- H. **Document:** The tenderer should have a valid **Trade licence / PAN / TAN / other statutory document as applicable** and produce attested copies of such certificates along with the tender papers.
- I. **Right to accept / reject:** The hospital authority reserves the right to **reject** any or all tender without assigning any reason whatsoever. Also, the hospital authority reserves the right to **award** any or part or full contract to any successful agency at its discretion and this will be binding on the tenderer.
- J. **Assistance to contractor:** The contractor shall not be entitled to assistance either, in the procurement of raw materials required for the fulfilment of the contract or in the securing of transport facilities.
- K. The tenderer should have a permanent place of business in Kolkata and the complete Postal Address, Telephone / Mobile / Fax / E-mail address, etc. should be provided, while submitting the completed tender form.
- L. The rates once accepted by the hospital shall remain unaltered throughout the period of contract, including any extended period.
- M. In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, the hospital authority reserves the right to award the contract to the next higher tenderer or outside agency and the difference of price will be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the tenderer.
- N. The form is a Standard Form of Tender. Certain clause /clauses may not be applicable in some cases. So, Tenderers are requested to ignore such clause /clauses, which are not applicable in the instant cases.
- O. Medical Superintendent, ESIC Hospital & ODC (E.Z), Joka, does not pledge himself to accept the lowest or any tender and reserve to himself the right of accepting the whole or any part of the tender or portion of the quantity offered and you shall supply the same / execute the work at the rate quoted by you. You are at liberty to tender for the whole or any part.
- P. The tenderer shall quote the rates in respect of jobs / services described above in various paras and shall fill "**Annexure – III & IV**" append herewith.
- Q. **Failure and Termination:** If the contractor fails to delivery the stores or any instalments thereof within the period prescribed for such delivery in the contract or any time liquidation the contract before the expiry of such period, the Director (Medical)/Medical Superintendent may without prejudice to his right to recover damages for breach of the contract, be entitled at his option.
- I. To recover from the contractor as agreed liquidated damages, and not by way of penalty a sum equivalent to 2% of the price of any stores which the contractor has failed to deliver within the period fixed for delivery for the schedule for each month or part of the month during which the delivery of such stores may be in arrears, where delivery thereof is accepted after expiry of the aforesaid period, or
 - II. To purchase elsewhere, without notice to the contractor, on his account and at the risk of the contractor, the stores not delivered or stores of similar description (where stores exactly complying with the particulars are not in the opinion of the Director (Medical)/Medical Superintendent, ESIC Hospital & ODC (E.Z), Joka, readily procurable such opinion being final). Without cancelling the delivery in respect of the consignments not yet due for delivery, or
 - III. To cancel the contract or a portion thereof, and if so decided to purchase or authorise to purchase of stores not so delivered or other of a similar description (where stores exactly complying with the particulars are not, in the opinion of the Director (Medical) / Medical Superintendent readily procurable, such opinion being final) at the risk and cost of the contractor.
- IV. The contract may be terminated by either party after giving written notice of not less than one month.**

MEDICAL SUPERINTENDENT

**Annexure-II**

EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL
&
OCCUPATIONAL DISEASE CENTRE (EASTERN ZONE)
Diamond Harbour Road, Joka, Kolkata – 700 104, Fax: 033 2467 2795
No.:412.A.52/13/Tender/Misc/02/ Conservancy.

SPECIAL TERMS AND CONDITIONS FOR CONSERVANCY SERVICES ON CONTRACT
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Period for supply of Blank Tender Forms and related documents at the Hospital on all Working Days (Except Saturdays, Sundays and Holidays)	27.08.09 to 16.09.09 10:30 a.m. to 2:00 pm
Due Date & Time of submission of completed Tender Document in the Tender Box kept in the Office of ESIC Hospital.	16.09.09 10:30 a.m. to 2:00 pm.
Date & Time of Opening of Tender	16.09.09 2.30 pm.
Earnest Money to be deposited	Rs. 1,00,000.00 (Rupees One lac Only)

The following special terms and conditions shall apply for undertaking Conservancy services on contract in ESIC Hospital & O.D.C. (E.Z), Joka.

- 1.0. The General Terms & Conditions for supply of materials or manpower services to the ESIC Hospital & O.D.C. (EZ), Joka including Law of Contract and Law of Agency will be applicable.
- 2.0. The tenderer should have a permanent place of business in Kolkata and the complete Postal Address, telephone / Mobile / Fax / E-mail address should be mentioned, etc. while submitting the completed tender form.
- 3.0. The bidder should have satisfactory **experience of not less than 3(three) years as Conservancy services provider** in organisations with at least 50 conservancy personnel engaged by them, and **must submit valid certificate in this regard**, along with the tender.
- 4.0. The agency will be responsible for complying with payment of minimum wages and other benefits including prescribed number of duty hours / leave / holidays, etc. to its employees deployed in the hospital, as per Labour Laws in force from time to time. The agency will be responsible to comply with all labour legislations including social security, service tax wherever applicable and such other statutory orders by Government / Municipality which may be in force from time to time.
- 5.0. The successful bidder / tenderer shall obtain a valid licence under the Contract Labour (R & A) Act, 1970 and rules framed there under and shall continue to hold it till completion of the contract. Similarly, the contractor shall also register the establishment with the concerned Registering Office as per the said rules. The contractor should also maintain all necessary records as required by Competent Authority. The contractor should be registered with E.P.F., E.S.I., and Service Tax authorities and shall possess valid Registration Numbers.
- 6.0. The agency will be responsible for ensuring compliance of relevant laws relating engagement of manpower. The Agency should give a statement that the personnel deployed by it have clean antecedents.
- 7.0. The contractor will be required to provide Identity Card / badges / Uniform, etc. to personnel deployed by him in this hospital at his own cost including their maintenance.

**UNIFORM CODE**

01	Male	Shirt	Pant
		Gray	Black
02	Female	Sky Blue Saree and Blouse	

- 8.0. The agency while submitting their tender form shall enclose certified copies of experience, trade licence essential for carrying out the activities under reference and any such other documents specified in other papers hitherto. Incomplete tender form in any respect will be summarily rejected by the hospital.

Details of work area

Sl. No.	Place of Duty	Timings
1	Casualty Block	24 Hours
2.	OPD Block	7.30 a.m. to 5.00 p.m.
3.	Administrative Block	7.30 a.m. to 5.00 p.m.
4.	Pathology Lab & Physiotherapy Departments	24 Hours On Sunday 8.30 a.m. to 4.30 p.m.
5.	X-Ray and USG Department	24 Hours On Sunday 8.30 a.m. to 4.30 p.m.
6.	Wards (Six) (2 nd to 8 th floor)	24 Hours
7.	Operation Theatres	24 Hours
8.	Labour Room (2 nd Floor)	24 Hours
9.	Conference Hall, etc. (9 th Floor)	As & when required
10.	Hospital Campus	7.30 a.m. to 3.30 p.m.
11.	Diet Kitchen and Canteen	7.30 a.m. to 1.30 p.m.
12.	C.S.S.D	8.30 a.m. to 5 p.m
13.	Ground Floor	8.30 a.m. to 5 p.m
14.	Other functional areas as required	from to time
15.	Supervisor	7 a.m. to 3.00 p.m. & 1.00 p.m. to 9.00 p.m.

ONLY FEMALE CONSERVANCY STAFF IS TO BE PROVIDED IN FEMALE WARD / LABOUR WARD/LABOUR ROOM & CASUALTY

- 9.0. The contractor will be responsible for such conduct of the persons engaged by him in the hospital, which will be conducive for maintaining the harmonious atmosphere in the hospital and will be responsible for any act of commission & omission of such persons. The contractor shall provide conservancy staff / supervisor that should be smart, healthy and having good character, antecedents and conduct. If any employee engaged by the contractor for conservancy services is found to be indulging drinking alcohol or narcotics or found in a state of inebriation in the hospital premises strict action as deemed fit shall be taken by the competent authority.
- 10.0. The contract, if awarded, will be **initially for one year from the date of award of Contract** subject to continuous satisfactory performance and on failure on this aspect by the contractor, the Competent Authority will reserve the right to terminate the contract. The period of the contract can be extended for further period at the discretion of the Competent Authority, on terms and conditions of the hospital, while accepting the tender. The contract shall be liable to be terminated on giving one month's notice by either side. During that period both the parties shall continue to discharge their duties and obligations as per the contract.
- 11.0. The rates once offered and accepted by the Competent Authority, shall not be altered during the entire contract period including extended period, if any.



- 12.0. The Contractor shall prepare monthly bills with a cycle of 24th of the previous month to 23rd of the current month by 26th of the current month and were to make payment to workers on the last working day of the month. The billing cycle would be from 24th of the previous month to 23rd of the next month so as to enable this office to clear the bills to effect payment of wages to the employees deployed by the Agency.
- 13.0. The contractor shall produce the monthly challans for deduction and deposit of ESI and EPF contribution in respect of all workers and furnish copies of periodical returns as and when they are submitted or due to the various Government Departments. Challans and returns should be prepared specific to this hospital to clearly indicate that the responsibility has been discharged.
- 14.0. The payment shall be made by cheque and the agency shall get their workers' accounts opened in the Banks.
- 15.0. The successful agency shall have to enter into an agreement with the hospital and the cost incurred in this connection, will be borne by the contractor.
- 16.0. Any theft, breakage or loss to hospital caused by contractor's personnel shall be borne by the contractor.
- 17.0. The contractor will not allow his employees to participate in any trade union activities or agitation in the premises of the hospital.
- 18.0. The conservancy personnel shall be smart, physically fit, obedient and hard working. If any conservative staff found not to be working at the desired level of satisfaction, such personnel shall be replaced by the contractor on the advice of the competent authority within a period of one day and that shall be final and binding on the contractor.
- 19.0. The agency will be required to provide all materials required in sufficient quantity viz. Cleaning Powder, Acid, Soap Powder, Disinfectants, Room Freshener, Naphthalene Balls, Liquid Soap, Deodorants, Brushes, Buckets, Mugs, Swappers, Long Handle Broom, Tissue Papers, Vacuum Cleaner, Blower, Broomstick, etc., which are essential for maintaining high grade of sanitary condition and such consumable materials will be of standardised quality like **BIS**, where available. These items shall be used only after they are inspected by a designated official in respect of the prescribed quality described above. The contractor shall provide names /brands of materials to be used for the cleanliness & upkeep of Office. The contractor shall also provide quality of materials as mentioned in each item.

Sl. No.	Name of items	Brand	Quantity required	Remarks
1.	Belcha	Good Quality	2 Pc	For yearly consumption
2.	Kodal	Good Quality	3 Pc	
3.	Kala Brush	Good Quality	3 Pc	
4.	Hand Belcha(Plastic)	Good Quality	20 Pc	
5.	Rubber Brush -3'	Good Quality	4 Pc	
6.	Dusting Brush -3'	Good Quality	5 Pc	
7.	Pipe	Good Quality	100 '	
8.	Bucket - Big	Good Quality	10 Pc	
9.	Bucket – Small	Good Quality	10 Pc	
10	Kasta	Good Quality	2 Pc	
11.	Hand Duster	Good Quality	10 Pc	
12.	Swab Duster	Good Quality	10 Pc	
13.	Clip	Good Quality	10 Pc	



14.	Cleaning Powder	Vim	50 KG	For monthly consumption
15.	Acid	Harpic	40 Liters	
16.	Soap Powder	Surf	30 KG	
17.	Disinfection	Lyzol	100 Litters	
18.	Room Freshener	Park Avenue	5 Nos.	
19.	Naphthalene Balls	Bengal Chemical	10KG	
20.	Liquid Soap	Lifebuoy	30 Litters(1 Lt pack)	
21.	Soap (Cake)	Lifebuoy	As required	
22.	Tissue Paper Roll	H.L	100 Roll	
23.	Jute With Stick	Good Quality	50 KG	
24.	Broom Stick	Good Quality	15 KG	
25.	Broom Stick (Jharu)	Good Quality	18 Nos.	
26.	Full Jharu	Good Quality	18 Nos.	
27.	Mop	Good Quality	5 Nos.	
28.	Bliching Powder	Good Quality	30 KG	
29.	Mutric Acid	Good Quality	20 Liters	
30.	Carbolic Acid	Good Quality	20 Bottles	
31.	Phynil	Good Quality	300 Liters	
32.	Jhull Brush	Good Quality	10 pcs	

20.0. The agency shall have to supply following number of Non Chlorinated Polythene Bags for collecting municipal solid wastes from inside hospital functional areas. Before collecting wastes in bags these must be pre-treated with 50 grams of Bleaching Powder along with desired quantity of water. The collected waste bags shall be put at the protected Garbage Vat provided in the Hospital Complex.

- o **Size of the Polythene Bags** (Non-chlorinated variety): 24”x30” (approx.)
- o **Number of Bags required:** 50 per day* (at present).

* The number of bags may vary from time to time as per requirement.

21.0 The agency shall remain responsible for disposal of municipal wastes collected from hospital premises including whole of the campus to the designated dumping area specified by the municipal / panchayat authority. Garbage shall also be collected daily from the residential quarters.

22.0 The Contractor shall provide a list of the inventory he is bringing in the ESIC premises and shall also be responsible for their safety & security. However, a room shall be provided to keep his material safe under lock and key.

23.0 The agency will be required to provide uniform and protective covers as prescribed by the hospital for the persons engaged by him for working in this hospital. Washing & maintenance of these materials including the expenses incurred towards these uniforms and protective covers will be borne by the agency. The agency is to provide (a) One set of Gum Boot of Duck Back Brand, (b) One pair Rubber Hand Gloves, (c) Face Mask and (d) Chest guard to each conservancy personnel.

24.0 The contractor shall deploy only such worker as are physically and mentally fit and a certificate to that effect should be enclosed with the Bio-data of the worker. The Contractor shall provide a list of workers with their ESI & EPF Registration Numbers.

25.0 The contractor will be responsible for such conduct of the persons engaged by him in the hospital, which will be conducive for maintaining the harmonious



- atmosphere in the hospital and will be responsible for any undesired act & omission of such persons.
- 26.0 The agency while submitting their tender form shall enclose certified Photostat copies of experience, trade licence essential for carrying out the activities under reference and any such other documents specified in other papers hereto. Tender form incomplete in any respect and not supported with Earnest Money and such requisite documents, will be summarily rejected by the hospital.
- 27.0 The tender application form and related documents along with the Earnest Money is to be submitted in a sealed cover as specified in Annexure –I (General Terms and Conditions) of the tender document and it shall be dropped in the Tender Box kept for the purpose in the Office of the Medical Superintendent at the date and time specified in this document.
- 28.0 The contractor shall grant one day leave to his workers every month in addition to holiday / closed holiday for the purpose.
- 29.0 The Contractor shall provide a Supervisor who will be available during the working hours of the Office and shall be responsible for all the activities of their workers and he should be competent to deal with the subject. A person with Diploma in Hygiene and Sanitation should be engaged for that purpose.
- 30.0 The Competent Authority reserves the right to reject any or all tenders without assigning any reason whatsoever.
- 31.0 The contractor shall provide only those workers whose antecedents have been verified by police and be made responsible for their act in the premises of ESIC.
- 32.0 The contractor shall quote Monthly rates in rupees per Sq.Mt. taking into account all the aspects of cleanliness and including manpower, deployed and materials, machines, equipment to be used deployed for this purpose.
- 33.0 The Contractor shall ensure payment of Minimum Wages as per the State Government Rule & Orders on the subject.
- 34.0 Details of work to be undertaken by the conservancy agency:
- 34.1.1 Wards:**
- 34.1.1.1 Weekly removal of cobwebs and washing of the wards with soap solution & disinfectants etc. and as & when required.
- 34.1.1.2 Daily sweeping and mopping of the wards with standard disinfectant/deodorant solution in each shift and as & when required.
- 34.1.1.3 Daily cleaning of bathrooms, toilets, including scrubbing of walls, wash basin, etc. with standard disinfectant in each shift and as & when required. Providing of deodorants/ naphthalene balls in the toilets daily.
- 34.1.1.4 Cleaning and washing of basins and toilets, besides routine cleaning.
- 34.1.1.5 Daily and periodical washing of soiled linen in the ward before sending to laundry as applicable.
- 34.1.1.6 Daily cleaning and scrubbing of bed-pans, urinals, buckets, dustbins, chamber pots, bedside lockers and other articles of ward and as & when required.
- 34.1.2 Operation theatres & labour room :**
- 34.1.2.1 Daily washing of walls and floors
- 34.1.2.2 Daily cleaning and carbolisation with acid of walls, trolleys & other flat tops.
- 34.1.2.3 Mopping of floors after each use.
- 34.1.2.4 Weekly washing with Soap and Water followed by disinfectant and removal of cobwebs.
- 34.1.3 Casualty (emergency) and minor O.T. block:**



34.1.3.1 Cleaning of the Block at least three times daily and as & when required.

34.1.3.2 Weekly cleaning with soap and water.

34.1.4 O.P.D. Block :

34.1.4.1 Sweeping and mopping of the O.P.D. areas twice daily with disinfectant solution (like Lysol, cresol, etc.), i.e. (1) between 8.00 a.m. and 9.00 a.m. and (2) between 1.00 p.m. and 2.00 p.m., on all working days from Monday to Friday. On Saturday, Second sweeping will be between 12.00 Noon to 1.00 P.

34.1.4.2 Additional cleaning as & when necessary, in any area of OPD.

34.1.4.3 Weekly thorough washing with soap and water followed by mopping with disinfectant solution.

34.1.5 Pathology and Radiology departments:

34.1.5.1 Sweeping and mopping of the areas twice daily with disinfectant solution (like Lysol, cresol, etc.), i.e. (1) between 8.00 a.m. and 9.00 a.m. and (2) between 1.00 p.m. and 2.00 p.m., on all working days from Monday to Friday. On Saturday, Second sweeping will be between 12.00 Noon to 1.00 P.M.

34.1.5.2 Additional cleaning as & when necessary.

34.1.5.3 Weekly thorough washing with soap and water followed by mopping with disinfectant solution.

34.1.6 Other areas

34.1.6.1 Daily sweeping, mopping and cleaning of Administrative Office, Doctors' Rest Rooms, Hospital Stores, Pathology, Radiology, CSSD, and Physiotherapy.

34.1.6.2 Daily cleaning / scrubbing of Bathrooms, Toilets, Wash Basins followed by cleaning with chlorinated disinfectant and Lab Utensils, etc. of the areas mentioned at E (i) above.

34.1.6.3 Spraying of room fresheners in all the Air Conditioned rooms.

34.1.6.4 Providing deodorants/air-fresheners (like Naphthalene balls etc.) in the toilets and urinals.

34.1.6.5 Weekly washing with soap solution of Pathology and Casualty and CSSD.

34.1.6.6 Daily sweeping and cleaning of areas in and around kitchen / canteen with soap solution.

34.1.6.7 Daily cleaning and removal / collection of garbage of hospital campus including, during specified timings, and proper disposal of the same as per the direction of the Hospital Authority.

34.1.7 Miscellaneous works:

34.1.7.1 Conservancy Personnel attached to the wards are to help patients by giving and removing bedpan, urinal, buckets, etc., and to accompany patients to the toilet, when needed.

34.1.7.2 Collection of urine / stool samples, etc. and carrying to the Hospital Laboratory.

34.1.7.3 Disposal of amputated limbs, surgical wastes, plaster, dead foetus, placenta, etc. from the Operation Theatre, Labour Room, Dressing Room, Wards, Casualty (Emergency) and other areas as and when required.

34.1.7.4 Packing and carrying the dead body from the ward and other areas to mortuary and handing over the same to the family members / claimants as per the direction of the directed by the Hospital Authority.

34.1.7.5 Daily washing and cleaning of Office vehicles, and ambulance.



- 34.1.7.6 Daily cleaning of doors, windows, glass panes, furniture, railing, veranda, seating slab / benches and other areas of hospital premises.
- 34.1.7.7 Daily cleaning of tables, chairs, racks, almirah and other furniture in administrative blocks and other functional areas of the hospital.
- 34.1.7.8 Any other assignment given at the time of emergency.
- 34.1.8 In addition to the work schedule specified hereinbefore, the tenderer shall have to execute the following jobs as under:
 - 34.2 Common staircases of all residential building to be cleaned daily with broomstick and washed weekly.
 - 34.3 Surface drainage, surrounding the hospital building and residential quarters, is to be kept cleaned & clog free at all times.
 - 34.4 Entire campus, including the open Vats, is to be kept garbage free (To be cleaned at least once a day).
 - 34.5 Kitchen and domestic waste to be collected daily.
 - 34.6 All municipal solid wastes so collected is to be disposed outside hospital premises by agency through its own arrangement.
 - 34.7 All unused area of hospital building is to be washed & cleaned once a week. In the event of one or more such hitherto unused floors are utilised in future, the number of persons or the services required, will be intimated by the hospital and the payment will be decided on pro-rata basis for similar services, as may be accepted by the hospital, while initially offering the contract.

MEDICAL SUPERINTENDENT

**TENDER APPLICATION FORM**

1	Name of the firm:-	
2	a	Full Postal Address:-
	b	Cell Phone No.
	c	Telephone No:-
	d	Fax No.
3	Date of Establishment of Firm:-	
4	If your Firm Registered under:-	
	a	The Indian Factories Act:-
	b	Any other Act, if not, who are the owners (Please give full address):-
5	Name and Address of your Bankers stating the name in which the Account stands:-	
6	Whether insured against fire, theft, burglary etc. If so, please state the amount and name of company with policy no:-	
7	Total number of Employees:-	
8	Are you in the list of approved contractors of any other organisations / institutions, if any give details (Append extra page if necessary):-	
9	Give details of any Government contracts executed during the last twelve months (Append extra page if necessary):-	
10	Any other information which you consider necessary to furnish:	

UNDERTAKING:

- I, the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
- The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest quoted for any other institution/ hospital in India.
- The earnest money of Rs. _____ to be deposited by me has been enclosed herewith vide Demand Draft no. _____, Dt. _____, drawn on bank _____, Branch _____.
- I/We give the rights to Medical superintendent to forfeit the earnest money deposited by me/us if any delay occur on my/agent's part or failed to supply the article within the appointed time or the items of desired quality.
- There is no vigilance/CBI case or court case pending against the firm.
- I hereby undertake to supply the items as per directions given in the tender document / supply order within stipulated period.
- I shall be vacating any space that may be provided to me by the hospital authority to carry out the job or otherwise, before I put up the last bill of the contract period for payment.

Date:-
Place:-

Signature of the tenderer:-
Full Name:-
Designation:-

(Office seal of the tenderer)



ANNEXURE-IV

Particulars of Area

- | | |
|---|------------------|
| 1) Area of Hospital Building (Covered Area) | = 22,597 Sq.Mtr. |
| 2) Area of Stair case for all staff Quarters
(From Gr.Floor to Roof Level) | = 2,010 Sq.Mtr. |
| 3) Plinth Protection with Drain, Car park, Scooter,
& Cycle Stand | = 6,170 Sq.Mtr. |
| 4) Others Surface Drain within Hospital Campus | = 1,050 Sq.Mtr. |

(Payment will be made on Actual work done basis)

PLEASE QUOTE YOUR RATE

The contractor shall quote monthly rates in rupees per Sq.Mt. taking into account all the aspects of cleanliness and including manpower, materials, machines, equipment etc., to be used / deployed for this purpose

List of documents enclosed:

- 1.
- 2.
- 3.
- 4.

Date:
Place:

Signature & Seal of the Tenderer

Full Name of the Tenderer: