NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES

Sealed quotations are invited from registered reputed Housekeeping agencies having three years experience of providing Housekeeping and Facility Management services in hospitals with bed strength of 250 or above run by the Central Government / State Government/Public or Private Sector Companies / Undertakings, Autonomous Bodies for providing round-the-clock Housekeeping and Facility Management services in the ESI Hospital Basaidarapur on contract basis for a period of one year under two bid system.

Prescribed Tender documents containing Terms and Conditions can be obtained in person on submission of written request along with a Demand Draft of Rs. 1000/- (non-refundable) in favour of “ESIC Fund Account No. 1” from the Caretaker Cell of the hospital on all working days except Saturday, Closed/ Public Holidays between 11 AM to 1.00 PM w.e.f.02.02.2015. The tender document can also be downloaded from the hospital website www.esipgimsrbasai.org or www.esic.nic.in which should be accompanied by the requisite Tender cost of Rs. 1000/- in the form of demand draft/pay order payable at New Delhi in favour of “ESI Fund Account No. 1”.

Sealed Tenders duly filled up along with Earnest Money of Rs. 7.0 lakh (Rupees seven Lakh only) in the form of Demand Draft/ Banker’s Cheque/Pay Order issued by any Nationalized Bank should be dropped in a Tender Box kept in the Chamber of the Director (Administration), Room No. 56 from 11.00 A.M. to 01.00 P.M. from 02.02.2015. Technical bids of the Tender shall be opened on 04.03.2015 at 2.30 PM in the Committee Room, Administrative Block in the presence of the Tenderers or their authorized representative(s) who may wish to be present. In case 04.03.2015 is declared a public holiday, tenders shall be received and opened as per above schedule on next working day.

The Medical Superintendent, ESI Hospital, Basaidarapur reserves the right to accept or reject any/all tenders without assigning any reason whatsoever.

Dy. DIRECTOR ( ADMN)
FOR MEDICAL SUPERINTENDENT

Signature of the Tenderer with seal
## TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Details</th>
<th>Yes/ No</th>
<th>Page Nos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Earnest Money Deposit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Annual turnover (financial year)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2010-11</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2011-12</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2012-13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Audited Balance Sheet (Financial year)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2010-11</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2011-12</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2012-13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Profit &amp; Loss A/c (financial year)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2010-11</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2011-12</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2012-13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Audit Report (financial year)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2010-11</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2011-12</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2012-13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Technical Bid Format Page No. 1 &amp; 2 duly filled along with annexures, self attested photograph pasted &amp; other enclosures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>a. Valid Labour license under the Contract Labour (R&amp;A) Act.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Licence for providing Pest Control, Hospital Waste Management Services (as applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Financial Bid duly filled &amp; sealed in a separate cover</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Copy of PAN Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Experience certificates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>EPF Registration certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>ESI Registration certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Service Tax Certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Office Address in Delhi &amp; NCR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>ISO Certificate for house keeping services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>DVAT certificate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of the Tenderer with seal
Subject: Tender for House Keeping and Facility Management of ESI Hospital, Basaidarapur.

1. Sealed tenders are invited for providing Housekeeping and Facility Management Services in the following buildings of ESI Hospital Basaidarapur Ring Road, New Delhi-15 comprised of New Building Admn. & Ward Block, OT Block, OPD Building Block, Casualty Block, Academic Block, Hospital Store, Faculty Block, Dental Block, CT MRI Block etc.

2. Eligible agencies may visit / inspect the site on any working day between 10.00 a.m. to 12.30 p.m. to collect all information that will be necessary for preparing the Tender and entering into a Contract for the services to be rendered by contacting the Care Takers (Phone No. 011-25970749) of the Hospital

3. Tender documents consist of the following:-

   I. Tender Notice including eligibility criteria
   II. Instructions to Tenderers
   III. General Conditions of Contract
   IV. Scope of Work (Annexure ‘B’)
   V. Additional scope & Particular Conditions for Hospital
   VI. Resource requirement. (Annexure C)
   VII. Technical Tender
   VIII. Financial Tender
   IX. Declaration (Annexure A)
   X. Performance Guarantee Format

4. A set of tender documents can be purchased from Care Taker Cell, Room No. 73, Administrative Block of this hospital between 10.00 a.m. to 1.00 p.m. on any working day up to 03.03.2015 on payment of a non refundable cost of Rs. 1000/- in the form of a Demand Draft/Banker’s Cheque payable to “ESI C Fund Account No. 1”.

Signature of the Tenderer with seal
5. Sealed Tenders duly filled up along with **Earnest Money of Rs. 7.0 lakh** in the form of Demand Draft/ Banker's Cheque/Pay Order issued by any Nationalized Bank should be dropped in a Tender Box kept in the Chamber of the Director (Administration), Room No. 56 from **11.00 A.M. to 01.00 P.M. from 02.02.2015**. Technical bids of the Tender shall be opened on **04.03.2015 at 2.30 PM** in the Committee Room, Administrative Block in the presence of the Tenderers or their authorized representative(s) who may wish to be present. In case **04.03.2015** is declared a public holiday, tenders shall be received and opened as per above schedule on next working day.

6. The Tender may be dropped in the Tender Box captioned “Tender for providing Housekeeping and Facility Management services” placed in Room no. 56, Administrative Block, at above address by the stipulated date and time.

7. Details of the Tender Document can be seen at website [www.esipgimsrbasai.org](http://www.esipgimsrbasai.org) & [www.esic.nic.in](http://www.esic.nic.in)

8. **The Technical Bids shall be opened at 2.30 PM on 04.03.2015 in the Committee Room in the presence of such tenderers or their authorized representatives who may wish to be present.**

9. The Tenderers whose Technical Bids are accepted will be informed about the date of the opening of financial bids.

Signature of the Tenderer with seal
ELIGIBILITY CRITERIA

A. Eligibility Criteria:

1. The Tenderer must have an average annual turnover of Rs. 5 Crores/- (Rupees five Crore) and should be profit making during the last three years. Copies of the following valid documents should be submitted alongwith the Technical Bid.

   (a) Audited Balance Sheet of last three years i.e. 2010-11, 2011-12, and 2012-13.
   (b) Audited Profit and Loss Account of last three years i.e. 2010-11, 2011-12, and 2012-13.
   (c) Audit report of last three years i.e. 2010-11, 2011-12, and 2012-13.
   (d) Service Tax certificate.
   (e) Registration Certificate
   (f) PAN No.
   (g) ESI Regn. Certificate, EPF Registration Cert., DVAT certificate,
   (h) Valid Labour License for providing Housekeeping Services under the Contract Labour (R & A) Act 1970.

2. The Tenderer should have its Registered / Branch Office in Delhi / NCR.

3. The Tenderer should have sufficient employees as detailed in Annexure ‘C’ on its rolls or rolls of its associates, specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details (technical bid page 2) etc. should be attached with the technical Bid. Documents in support of ESI, EPF deductions, should be attached with the Technical Bid.

4. The Tenderer/Sub Contractor/Associate should have a valid labour license for providing house keeping services under the Contract Labour (R & A) Act 1970 and license for providing Pest control.

5. The Tenderer should possess valid ISO certification for Housekeeping Services. Copy of certificate should be attached with the Technical Bid.

6. The Tenderer should have minimum three years experience of providing housekeeping services in 250 or more bed hospitals during the last five years as on 30.09.2014.

7. The tenderer must have successfully completed either of the following:

   a) One similar work of value equal to 2.5 crores
   b) Two similar works of value equal to 1.2 crores
   c) Three similar works of value equal to 0.8 crores

   Tenderer must submit copies of Satisfactory Performance Certificates from the Client/ Employer in support of experience and value of work, failing which the tender is liable to be treated as invalid.

Signature of the Tenderer with seal
II. INSTRUCTIONS TO TENDERERS

1. The Tenderers are required to submit two separate Bids i.e. - Technical Bid and Financial Bid, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed “Technical Bid for Housekeeping & Facility Management Services in Hospital” and “Financial Bid for Housekeeping and Facility Management Services in ESI Hospital, Basaidarapur, Ring Road, New Delhi”. Both sealed envelopes should be put in a third sealed envelope superscribed “Tender for Housekeeping & Facility Management Services in ESI Hospital, Basaidarapur, Ring Road, New Delhi”.

2. The declaration in the prescribed Performa (Annexure A) enclosed should be submitted alongwith the Technical Bid.

3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs. 7.0 lakhs (Rupees seven lakh only) in the form of Demand Draft/Pay Order from a Nationalised/ Scheduled bank drawn in favour of ESIC Fund Account No. 1. It should remain valid for a period of 6 months from the last date for submission of the Tender. In the absence of EMD, the tender shall be rejected summarily. 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.

4. All entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory.

5. The bid shall be valid for 180 days from the date of opening.

6. The tenderers shall quote for all works failing which the bid shall be considered non-responsive.

7. Tender incomplete in any form will be rejected outrightly. Conditional Tenders will also be rejected out rightly.

8. The Technical Bid shall be opened on 04.03.2015 at 2.30 PM on in the Committee Room, ESI Hospital, Basaidarapur in the presence of the authorized representatives of the tenderers, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the Tenderers whose Technical bids are found responsive will be informed about the date and time for opening the Financial Bids.

9. No Tenderer will be allowed to withdraw after submission of the tenders otherwise the EMD submitted by the tenderer would stand forfeited.

10. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD shall be forfeited.

11. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.

Signature of the Tenderer with seal
12. The successful tenderer will have to deposit a Performance Security Deposit of Rs.21,00,000/- (Rupees Twenty one lakhs only) by way of Fixed Deposit Receipt (FDR) from a scheduled/Nationalized bank in favour of **ESI C Fund Account No. 1** valid for 60 days beyond the expiry of contract period and further renewable, if required. Alternatively the Performance Security Deposit may be in the form of an unconditional Bank Guarantee from a scheduled bank/Nationalized Bank in the format approved by ESI Hospital Basaidarapur, New Delhi-110015.

13. 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.

14. Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down in the Tender document.

15. The Competent Authority reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the tenderer shall be given sufficient time to take the changes into account.

16. The Competent Authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

17. For finalization of contract, the qualified tenderer, after technical evaluation, whose rates, i.e., **Grand total of A+B** as given in the Financial Bid, are the lowest in comparison to the technically responsive tenderers, will be considered as the Lowest Tenderer.

Signature of the Tenderer with seal
**GENERAL CONDITIONS OF CONTRACT (GCC)**

1. The persons deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.

2. The Contractor should ensure the Health and safety measures of the employees. Hospital Administration may also conduct health check up of the staff deployed at regular intervals.

3. The Contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas for housekeeping purposes.

4. The Contractor must employ adult trained labour only. **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 Hospital Administration 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; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. The hospital will not own any responsibility in this regard.

6. The Contract shall initially be valid for a period of one year and may be further extended on mutual consent subject to satisfactory performance, on the same terms and conditions. **The rate of service charge quoted by the bidder except statutory liabilities shall remain unchanged during the period of contract.** ESI Hospital, Basaidarapur, Ring Road, New Delhi, however reserves the right to terminate the contract by serving one months notice, in writing.

7. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit or part thereof of the Contractor will be liable to be forfeited by ESI Hospital besides annulment of the contract.

8. The Contractor must provide standard liveries as per list enclosed at Annexure ‘C’ to its housekeeping staff /supervisors. The staff shall be in proper uniform as approved by Medical Supdt. and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of Medical Supdt.

9. The Hospital will provide space for setting up a control room of the Contractor in its premises. The control room will have seating arrangements for the Supervisors. The contractor will arrange all other items, viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc. which shall be open for inspection for authorized persons.

Signature of the Tenderer with seal
10. The housekeeping staff will first report to the authorized person of housekeeping staff in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc. In wards the housekeeping staff will be supervised by the Nursing Staff under the supervisors of housekeeping agency.

11. The Contractor shall:

   a. Ensure Pest / animal and Rodent free environment in the premises of hospital.

   b. Provide tissue boxes in Officers Rooms/ HOD Rooms/Teaching Faculty Rooms

   c. Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, C-Fold Towel dispensers, etc. in all designated wash rooms, and garbage bins/bags, etc. in all work station, wash rooms and pantries.

   d. Ensure that its supervisors are equipped with mobile phones.

   e. Arrange for a garbage disposal vehicle, bins, and other material required for segregation and disposal of waste in a professional manner.

   f. Provide Hospital Waste Management Services when applicable including all equipments, disposable containers, trolleys, bags etc. complete in all respects.

   g. Plan; manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposal bags, bins, van, etc. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

12. Scope of work and services:

   a. Details of the scope of work are enclosed at Annexure “B”.

   b. Details of Equipments to be used, Number of Manpower and liveries to be used at each of the premises for housekeeping job are given at Annexure “C”

   c. The numbers given in Annexure ‘C’ are the initial requirement which may be increased/decreased as per requirement. The contractor shall provide resources, to meet the contractual obligations.
13. Variations

The Medical Superintendent, ESI Hospital may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorate for additional areas for equipment's, toiletries etc. The decision of the Medical Superintendent shall be final in this regard.

14. Payment Procedure:

Payment will be made in the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by the Medical Superintendent along with computer generated attendance sheet in respect of the persons deployed alongwith proof of payment.

15. Manpower

a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to the hospital administration.

b. The Contractor should ensure to maintain adequate number of manpower as per Annexure ‘C’ and also arrange a pool of stand by housekeeping staff/ supervisor. In case any housekeeping staff/supervisor absents from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the required numbers of workers / supervisor are less than the minimum required as per Annexure ‘C’, a penalty @ Rs.500/- per worker per day will be deducted from the bill.

16. Materials

Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, not harmful to humans and property should be used.

Risk Clause

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

The Hospital 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 selected tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by hospital administration from the Contractor Security Deposit or pending bills or by raising a separate claim.

Signature of the Tenderer with seal
All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the Hospital Administration. 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 ESI Hospital and shall not knowingly/unknowingly lend to any person or company any of the effects or assets of the hospital under its control. In the event of loss/damage of equipments etc. at the premises of the hospital due to negligence/carelessness of Contractor staff, if established after joint enquiry then the Contractor shall compensate the loss to the hospital. The Contractor or its representative/s shall meet the hospitals representative/s regularly to take feedback regarding the Housekeeping services. 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 hospital premises and shall indemnify the hospital 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 Medical Supdt. However, he 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 Sub Contractor/Associate. Measure of success will be based on the feedback from External Customers (direct and through TCEQ), Clinicians and staff which will be recorded and action report needs to be submitted every month by the Contractor. Appointment of Supervisors will be done in consultation with hospital administration and must be approved by the Medical Supdt. Training on behavioral aspects and ethics must be done regularly. The hospital functioning, way of working should be explained to all the contract staff. Training report of the same must be submitted once in a month. Licenses, if any, required for Housekeeping services at the site will be procured by the Contractor. The hospital will render necessary assistance for the said purpose.

17. **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 DG, ESIC, whose decision shall be final and binding on both the parties.
**List of cleaning Materials/ consumables & Aids at ESI Hospital, Basaidarapur, New Delhi**

The Minimum requirement of consumable to be used every month

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of Item</th>
<th>Quantity Per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Acid (HCL)</td>
<td>50 Litres</td>
</tr>
<tr>
<td>2</td>
<td>Platform/floor Brush</td>
<td>12 Nos</td>
</tr>
<tr>
<td>3</td>
<td>Jala Brush (Long Handle)</td>
<td>20 Nos</td>
</tr>
<tr>
<td>4</td>
<td>Toilet Brush (hockey Type)</td>
<td>20 Nos</td>
</tr>
<tr>
<td>5</td>
<td>Cleanzo</td>
<td>250 Litres</td>
</tr>
<tr>
<td>6</td>
<td>Detergent (Fena)</td>
<td>100 Kg</td>
</tr>
<tr>
<td>7</td>
<td>Duster white (21&quot;X21&quot;)</td>
<td>240 Nos</td>
</tr>
<tr>
<td>8</td>
<td>Mopping cloth/floor duster (36&quot; x 32&quot;)</td>
<td>250 Pcs.</td>
</tr>
<tr>
<td>9</td>
<td>Finit (HP)</td>
<td>20 Litres</td>
</tr>
<tr>
<td>10</td>
<td>Harpic (500 ML)</td>
<td>60 Nos</td>
</tr>
<tr>
<td>11</td>
<td>Lifebuoy Soap Cake</td>
<td>200 Nos</td>
</tr>
<tr>
<td>12</td>
<td>Toilet Paper (Medium Size)</td>
<td>100 Nos</td>
</tr>
<tr>
<td>13</td>
<td>Naphthalene/Phenyl Tablets</td>
<td>20 Kg</td>
</tr>
<tr>
<td>14</td>
<td>Narial Jharoo</td>
<td>70Nos</td>
</tr>
<tr>
<td>15</td>
<td>Phool Jharoo</td>
<td>100 Nos</td>
</tr>
<tr>
<td>16</td>
<td>Odonil</td>
<td>20 Nos</td>
</tr>
<tr>
<td>17</td>
<td>Phenyle</td>
<td>150 Lts.</td>
</tr>
<tr>
<td>18</td>
<td>Urinal Cubles</td>
<td>30 Packets</td>
</tr>
<tr>
<td>19</td>
<td>Vim</td>
<td>50 Kg</td>
</tr>
<tr>
<td>20</td>
<td>Wiper Long Handle</td>
<td>30 Nos</td>
</tr>
<tr>
<td>21</td>
<td>Coleen (Glass Cleaning liquid 500 ML)</td>
<td>10 Nos</td>
</tr>
<tr>
<td>22</td>
<td>Colour coded bags</td>
<td>200 Kg</td>
</tr>
</tbody>
</table>

These items in sufficient quantities shall have to be supplied and used, to the satisfaction of the Hospital Authorities. The quantity and capacity of each type of machine should be adequate as per site and techno-functional requirements.

Note: All machines should be compact in size to occupy little space and should not cause any hindrance in movement of patients and working of staff in the hospital.

Note : Above materials for Mechanized Cleaning & Housekeeping to be used, should be comply as per relevant BIS codes and should be of renowned make.

Note : Only licensed/certified personnel shall be deployed wherever required.

Note : Total requirement of consumables shall be procured and stored for use at the beginning of each month and certificate to this effect to be take from the Care Taker Incharge or Designated officer. Recovery shall be made in the subsequent bill for any short consumables mobilized.

Note : All the staff wear uniforms and badges identifying their category and name in English and Local Language.

Signature of the Tenderer with seal
Note: The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issue to the staff daily as required. Computerized records shall be maintained which shall be opened to inspection by hospital staff during working hours. Authorized person shall check the inventory at any time from the stock register.

Covered trolleys, Dustbins, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Contractor as required.

The list of consumables mentioned above are illustrative and is subject to change.
TECHNICAL TENDER

For Housekeeping and Facility Management services in ESI Hospital.

Page: 1

1. NAME OF TENDERING COMPANY / FIRM / SELECTED TENDERERS

2. NAME OF OWNER / PARTNERS/ DIRECTORS

3. FULL PARTICULARS OF OFFICE
   (A) ADDRESS
   (B) TELEPHONE NO.
   (C) FAX NO.
   (D) E-MAIL ADDRESS

4. FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM / SELECTED TENDERERS, WITH FULL ADDRESS/ TEL. NO.
   (A) NAME OF THE BANK
   (B) ADDRESS OF THE BANK
   (C) TELEPHONE NO.
   (D) FAX NO.
   (E) E-MAIL ADDRESS

5. REGISTRATION DETAILS:
   (A) PAN / GIR NO.
   (B) SERVICE TAX REGISTRATION NO.
   (C) E.P.F. REGISTRATION NO.
   (D) E.S.I. REGISTRATION NO.

6. DETAILS OF EARNEST MONEY DEPOSIT
   (A) AMOUNT (RS.)

Signature of the Tenderer with seal
The above format may be used to provide requisite details.


Signature of Owner/Managing Partner/Director

Date:  
Name:  
Place:  
Seal:  

Signature of the Tenderer with seal
## Details of staff

<table>
<thead>
<tr>
<th>Name, ESI No., P.F. No.</th>
<th>Qualification</th>
<th>Employee Code</th>
<th>Designation</th>
<th>Experience in house-keeping</th>
<th>Training</th>
<th>Health Check</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The above format may be used to provide employee details.

Signature of Owner/Managing Partner/Director

Date: ___________________________  Name: ___________________________

Place: ___________________________  Seal: ___________________________

Signature of the Tenderer with seal
## Details of the existing contracts

<table>
<thead>
<tr>
<th>Name and Address of the organization, Name, Designation, and contact contract telephone / fax including number of the Officer concerned</th>
<th>Details of Contract</th>
<th>Value (Rs.)</th>
<th>Duration of Contract From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td></td>
<td></td>
<td>dd/mm/yy</td>
<td>dd/mm/yy</td>
</tr>
<tr>
<td>B</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional information, if any

The above format may be used to provide requisite details.

**Signature of Owner/Managing Partner/Director**

Date: Name:  
Place: Seal:

**Signature of the Tenderer with seal**
DECLARATION

1. I, __________________________________Son / Daughter of
Shri________________________________________Proprietor/Partner/Director/ Authorized
Signatory of ______________________________________ am competent to sign this declaration
and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and hereby
convey my acceptance of the same.

3. 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.

Signature of authorized person

Date: Full Name:

Place: Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the
company, should be enclosed with Technical tender.

Signature of the Tenderer with seal
ANNEXURE - B

SCOPE OF WORK

Cleaning Services

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated supervisors of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the hospital administration and the official of the hospital will monitor the entire work and staff deployed by the selected tenderers.

(a) Daily Services

Housekeeping/ cleaning services should be done daily from Monday to Saturday 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 8.30 A.M. Contractor will arrange manpower for special VIP visits at no extra cost.

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.)

2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, 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 refuse 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.

7. 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

Signature of the Tenderer with seal
fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs etc.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the hospital administration

(b) Waste Disposal Management:

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the storage site bin outside the hospital premises.

The Contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection / disposal work. The garbage will have to be disposed off at least twice a day. The contractor will also arrange for the garbage bags for household waste, infected waste, sharps and plastics and also prepare a flowchart indicating the method of collection / disposal, etc.

(c) 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 standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet machine.
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 hospital administration for weekly cleaning so that concerned official of hospital / 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 hospital administration as required.
(d) **Pest and Rodent Control Services**

1. The Contractor shall take effective measures for Rodent and Pest control including termite treatment and fogging etc. in the area under contract.

2. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. MSDS report of these chemicals should also be attached.

3. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.

4. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of the hospital administration.

(e) **Housekeeping Monitoring and Control**

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

1. **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.

2. **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 on the computer provided to the Contractor and reported to Caretaker of the hospital. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. **Housekeeping Services Complaint Register**

   This register is to be completed on the basis of information received by the Housekeeping Manager from the Hospital Administration through the inspection of the site, material on site, attendance sheet of the staff, weekly report, letters, verbal complaints from the staff, etc. and necessary action is to be taken.
ADDITIONAL SCOPE AND PARTICULAR CONDITIONS FOR HOSPITALS

In case of any differences, these Particular Conditions of Contract supersede the General Conditions of Contract. The services shall be provided round the clock on all days including holidays.

The services include:

(i) Cleaning of the whole premises including toilets and open areas.
(ii) Wet mopping of covered areas.
(iii) Cleaning of window panes and door panels.
(iv) Cleaning and dusting of furniture and fittings.
(v) Any other work within the scope of the specialized services.
(vi) Vacuum cleaning of all carpets and upholstered furniture.

1. **PATIENTS ROOM**: The Contractor shall be responsible for routine cleaning of the patient rooms/wards everyday in the morning and evening. The Contractor shall also maintain cleanliness in the patient rooms/wards throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

(b) **THE ROUTINE CLEANING WILL INCLUDE**

Dusting of the furniture in the room including bed, chair, table TV, fridge etc. Sweeping and mopping the entire room with a disinfectant solution.
Cleaning of Toilet and bathroom with a bathroom cleaning solution

(c) **CLEANING OF DISCHARGE OF AN INPATIENT WILL INCLUDE**

Wiping of the furniture and fixtures in the room with a soap solution.
Sweeping and mopping the entire room with a disinfectant solution.
Cleaning of toilet and bathroom with a disinfectant/bathroom cleaning solution. Reporting any maintenance required in the room.

2. **CLEANING OF PATIENT COMMON AREAS**

Dusting the walls, furniture and fixtures in the corridor and lobby. Sweeping and mopping the floor with a disinfectant.
Cleaning public toilets with soap solution and keeping them odour free using deodorizer cubes/Odonil.
Cleaning doors and windows with soap solutions.
Cleaning consulting room, dressing room, laboratory and other similar areas.
The cleaning pattern will be same as cleaning patient rooms.

Signature of the Tenderer with seal
3. **OPERATION THEATRE**

All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed when it is full.
Operation theatre walls shall be thoroughly cleaned using a specialize soap/disinfectant solution before and after every operation.
Floor shall be washed thoroughly mopped with a specialized soap/disinfectant solution. The entire operation theatre floor area shall be scrubbed once a day.
Toilets/bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.
The common areas, doctor's lounge, nurses' lounge, Change rooms, waiting lounge and inside operation theatre shall be swept and mopped in the morning and at regular intervals to keep them clean.
The floor scrubbing will be done in the night or as and when asked for according to the scheduled operations and movements in that area.

4. **CLEANING OF OFFICES/CONSULTANT ROOMS**

The Contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
The offices shall be dry dusted and swept after the closing hours.
Vacuum cleaning shall be done on carpets and upholstery.
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.

5. **CLEANING OF LABORATORY and OTHER CRITICAL AREAS**

All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bag shall be changed when it is full.
Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
The floor shall be thoroughly mopped with a specialized soap solution.
The entire laboratory area shall be scrubbed at least twice in a week.
Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

6. **GLASS WINDOWS and DOORS**

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

Signature of the Tenderer with seal
7. **GARBAGE DISPOSAL**

The Contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the Hospital.

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste (management and Handling Rules of India, 1998 and any amendments or other regulations, in this regard.
2. A detailed Hospital Waste Management Plan shall be prepared and got approved from hospital administration before start of work.
3. All infected, chemical, Radiation, Cytotoxic Health care Waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that it at no stage gets mixed with general waste. Unscientific burning shall not be permitted. Different coloured bags/containers namely white, green, red, yellow, blue, black and transparent puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pretreated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full and then placed in a bigger bag/container for transporting.
6. Covered Trolleys should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection, storage, and transportation of the waste up to the bio medical waste storage site until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

Signature of the Tenderer with seal
RESOURCES REQUIRED

Yellow Bag
Red Bag
Blue Bag
Black Bag
Puncture Proof of Sharp Containers.

METHOD AND PROCEDURE

Anatomical waste will be collected in yellow bag and will be given to Centralized Waste Management Contractor.
Soiled waste (Solid Waste) – will be segregated and collected in red bag and will be given to Centralized Waste Management Contractor
Plastic Waste will be collected in Blue Bag and will be disinfected chemically and then shredded.
Sharps will be collected in puncture proof container and will be given to Centralized Waste Management Contractor.
Microbiology Waste will be autoclaved.
Liquid Waste will be disinfected with hypochlorite solution before disposal. Expired Medicines will be sent to pharmacy for return.
General Waste will be collected in Black Bag and will be disposed as normal waste.

The following shall be followed:-

i) Segregation will be done at source.
ii) Bins will have Bio-hazardous sign on them.
iii) Housekeeping personnel will wear Gloves and Masks before collecting the garbage.
iv) Bags will be secured when they are 3/4 th full and will be clearly labeled with the date, time and respective floor.
v) While handling the bag it must be held at the closed top and away from the body.
vi) If a bag is found broken or not completely sealed then it should be double bagged into a second bag.
vii) Garbage will be transported in designated trolley to the storage area.
viii) Cleared daily at designated time.
ix) Access to waste storage area is limited to authorized persons.
x) Waste storage area must be inspected every week for spills and contained deterioration and the inspection must be documented.
xii) Before the collection by the outside vendor the garbage bag has to be weighed and the details like date, time floor, weight, will be entered in the garbage register by the housekeeping boy in the presence of security.
xii) If for any reason, it becomes necessary to store the waste beyond such period, the authorized person must take permission from the authorities and take measure to ensure that the waste doesn't adversely affect human health and environment.

Bio-Medical Waste Management and Handling Rules, 1998 amended in 2000 shall and subsequent amendments, if any shall be adhered to.

Signature of the Tenderer with seal
1. The Contractor should have following machines and equipments at the hospital premises. Use of manpower for operations where suitable equipment is identified shall not be permitted for weekly/deep cleaning.

**ESI Hospital, Basaidarapur, New Delhi**

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Description</th>
<th>Nos. required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SCRUBBING MACHINE (TASKI)</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>AUTO SCUBBER MACHINE (TASKI)</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>HIGH PRESSURE JET (TASKI)</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>WRINGER TROLLEY</td>
<td>8</td>
</tr>
<tr>
<td>5</td>
<td>CADDY BUCKET</td>
<td>16</td>
</tr>
<tr>
<td>6</td>
<td>WET/DRY VACUUM CLEANER (TASKI)</td>
<td>1</td>
</tr>
</tbody>
</table>

The above said machines & equipments are subject to change as per requirement.

**Number of Manpower to be deployed at the site is as follows**

**ESI Hospital, Basaidarapur, New Delhi**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Manpower Description</th>
<th>No. of staff required</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Housekeeping Supervisor</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Trained Housekeeping Staff</td>
<td>120</td>
</tr>
</tbody>
</table>

As the old ward block of the hospital is to be shifted to the new ward block, the requirement of housekeeping manpower/material would be decreased accordingly.

**Note:** The above said House keeping staff are subject to change as per requirement.
ESI HOSPITAL, BASAI DARAPUR, NEW DELHI

Financial Bid for Providing Housekeeping and Facility Management services

I. Name of Tenderer: ______________________________

<table>
<thead>
<tr>
<th>S. NO.</th>
<th>MANPOWER CHARGES (please give break up separately)</th>
<th>Rate Per Month / per person in *(Rs.)</th>
<th>Total Nos.</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 1</td>
<td>Supervisors</td>
<td></td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>A 2</td>
<td>Trained Housekeeping staff (male/female)</td>
<td></td>
<td>120</td>
<td></td>
</tr>
</tbody>
</table>

Total of A (Rs.)

B. MACHINES, EQUIPMENT AND CONSUMABLES CHARGES

<table>
<thead>
<tr>
<th>Amount Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Charges for machines and equipments</td>
</tr>
<tr>
<td>2. Toiletries and dispensers, cleaning material and aids, garbage disposal vehicle, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure “C”)</td>
</tr>
<tr>
<td>3. Charges inclusive of material, equipments &amp; manpower for providing Pest And Rodent Control Services(including anti-termite treatment) refer Annexure B, page no. 21 Para (d) “Pest and Rodent control services “</td>
</tr>
</tbody>
</table>

Total of B (Rs.)

Total of A + B (Rs.)

* The above rates are inclusive of all taxes, levies including ESI contribution, EPF etc. but excluding only service tax which shall be reimbursed on actual basis on production of documentary evidence. Please note that, for finalization of contract, the Tenderer whose Grand total of A+B above is the lowest in comparison to other technically responsive tenderers will be considered as the lowest Tenderer.

Date: __________________________

Full Name: ______________________

Place: __________________________

Company’s Seal: __________________________

Signature of authorized person __________________________