



क० रा० बी० नि० अस्पताल,साहिबाबाद, गाजियाबाद, उत्तर प्रदेश

**ESIC Hospital Sahibabad , Ghaziabad-201005**

श्रम व रोजगार मंत्रालय , भारत सरकार

Ministry of Labor & Employment, Govt. of India

Phone No-0120-2630096 E-mail:- [ms-sahibabad.up@esic.in](mailto:ms-sahibabad.up@esic.in)

Website: [www.esic.nic.in](http://www.esic.nic.in)

File NO: ESICH/SBD/212/Estate/Housekeeping/2017

Date:09/01/2018

**E-TENDER NOTICE FOR PROVIDING MECHANIZED HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES TO ESIC HOSPITAL SAHIBABAD, GHAZIABAD, UP**

e-tenders in two bid system through 'E' procurement solution are invited from related ISO certified housekeeping agencies having three years experience of providing mechanized housekeeping and facility management services in hospital with bed strength of 100 or above run by the central Government/State Government/Public or Private Sector companies or undertaking/ Autonomous bodies for providing round the clock mechanized housekeeping and facility management services in the 100 bedded ESIC Hospital, Sahibabad, Ghaziabad, UP premises on contractual basis for a period of One year under two bid system which can be extended further for a period of one year subject to satisfactory performance , on the same rate , terms and conditions. (For details please visit our website [www.esic.nic.in](http://www.esic.nic.in))

Detailed Tender Documents are available on line from 09.01.2018 (<https://esic.eproc.in>). Bidders have to submit the Earnest Money Deposit (EMD) of Rs. 4.00 lakh in the form of Demand Draft /pay order drawn in favor of "ESI Fund A/c No.1" payable at Ghaziabad to be dropped in the Tender box kept in Room No. 80, Admin block ESIC Hospital, Sahibabad, Ghaziabad, UP on or before 31.01.2018 up to 01.00 pm.

The interested tenderers should upload duly signed tender form and their bids along with scanned copies of all the relevant certificates, documents etc. in support of their technical & price bids on the <https://esic.eproc.in>, latest by 31.01.2018 up to 01.00 pm. The technical bids will be opened online on 31.01.2018 at 02.30 pm. Tender document is also available for viewing on the website of Employees' State Insurance Corporation i.e. [www.esic.nic.in](http://www.esic.nic.in).

**Medical Superintendent**

## **Schedule of e- tender notice:**

<b>Date of issue/ publishing of Bid Document:</b>	<b>09.01.2018</b>
<b>Last date &amp; Time for receipt of tenders:</b>	31.01.2018 up to 01.00 pm
<b>Physical Submission of EMD:</b>	31.01.2018 up to 01.00 pm
<b>Date &amp; Time for opening of Technical Bids:</b>	31.01.2018 at 02.30 pm
<b>Date &amp; Time for opening of Financial Bids:</b> (For technically qualified bidders)	Scheduled will be intimated later on by department
<b>Estimated Cost – 2,00,000,00/- INR</b>	
<b>Place of opening the Tenders-</b>	Administrative Block, ESIC Hospital, Sahibabad, Ghazizbad,UP-201005
<b>Bid Validity period:</b>	<b>180 days</b>



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File NO: ESICH/SBD/212/Estate/Housekeeping/2017

Date: 09/01/2018

**E-TENDER NOTICE FOR PROVIDING FULLY MECHANIZED HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES AT ESIC HOSPITAL, SAHIBABAD, GHAZIABAD, UP CAMPUS.**

1. E- tenders are invited for Mechanized Housekeeping Services at ESIC Hospital, Sahibabad, Ghaziabad, UP Campus.

Name of Work	Area of Complex	Earnest Money Deposit
Mechanized Cleaning & House Keeping at ESIC Hospital, Sahibabad, Ghaziabad, UP Campus.	-Hospital Floor Area- 11,500 Sq. m. (Approx.) -Hospital Open Area (including Roads and Parks area)-15,700 Sq. Meter (Approx.) -Residential Colony Sweeping Area -7,000 Sq. m. (Approx.)	Rs. 4,00,000/- (Rupees Four lakh only)

2. Eligible agencies may visit the site on any working day between 10.00 AM to 02.00 PM and on Saturday from 10.00 AM to 12.00 PM by contacting the Estate Branch of ESIC Hospital, Sahibabad, Ghaziabad, UP

3. Tender documents consist of the following:-

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4. Details of the Tender Document can be seen at ESIC's website [www.esic.nic.in](http://www.esic.nic.in)
5. The Technical Bids shall be opened Online at 02.30 PM on 31. 01. 2018 in the presence of such tenderers or their authorized representatives who may wish to be present.
6. E-Tenders received after the closing date and time shall not be considered.

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

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

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

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

<https://esictenders.eproc.in>

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

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

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

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or Net Banking for participating in the Tender.

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

## **I. ELIGIBILITY CRITERIA**

1. Three(3) years experience of providing mechanized housekeeping and facility management Services in hospital with bed strength of 100 or more run by the central Government/State Government/public or Private Sector companies/undertaking, Autonomous bodies for providing round –the – clock mechanized housekeeping and facility management services.
2. The Tenderer must have an average annual turnover of Rs.5,00,000,00/- (Rupees Five crore only) and should be profit making during the last three years. Copies of the following documents should be submitted along with the Technical Bid.
  - a) Audited Balance Sheet of last three years i.e. 2014-15, 2015-16 and 2016-17.  
Audited Income and Expenditure statement of last three years i.e. 2014-15, 2015-16 and 2016-17.
  - b) Audited Profit and Loss Account of last three years i.e. 2014-15, 2015-16 and 2016-17.
  - c) Audit report of last three years i.e. 2014-15, 2015-16 and 2016-17.
  - d) Service Tax Certificate
  - e) Registration Certificate
  - f) PAN No.
  - g) The tenderer should have the Registered/Branch Office in Delhi/NCR/UP.
  - h) Registered, Reputed Housekeeping agency which has latest ISO certification preferably registered with DPCC/UPPCB.
  - i) Copy of the latest ISO certificate
3. The Tenderer should have sufficient employees as detailed in the Annexure 'C' on its rolls specifically trained for housekeeping work as on date. Full list of the employees, viz., name, age, employee code, bank account details, Aadhar no, designation, experience in the field of housekeeping, PF, ESI details (technical bid page 2) etc. should be attached with the technical Bid. Document in support of ESI, EPF deductions should be attached with the Technical Bid. Details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.
4. The Tenderer should have a valid labor license and license for providing Pest Control, Hospital Bio-Medical Waste Management Services as applicable.
5. The Tenderer should possess valid latest ISO-9001 certification for Housekeeping Services. Copy of certificate has to be attached with the Technical Bid.
6. The Tenderer should have minimum 3 years' experience certificate to be enclosed in doing similar nature of work and have successfully completed-
  - a) One similar work of value equal to 1.6 crore or more
  - b) Two similar works of value equal to 1 crore or more
  - c) Three similar works of value equal to 80 Lakh or more in the last five years.
7. Tenderer to submit satisfactory completion certificate from the Client/Employer in support of the above failing which the information is liable to be treated as invalid.

## II. **INSTRUCTION TO TENDERERS**

1. The tenderers are required to submit online two separate Bids i.e. – Technical and Financial, as per prescribed proforma.
2. The declaration in the prescribed proforma (Annexure C) enclosed should be submitted online along with the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.4,00,000/- (Rupees Four lakh only) In the form of Demand Draft/Pay Order from a nationalized/the commercial bank drawn in favor of "**ESI Fund A/c No.1**" payable at Ghaziabad. 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 successful Tenderer on the 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 (One Hundred Eighty) days from the date of opening.
6. The tenderers shall quote for all work failing which the bid shall be considered non responsive.
7. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
8. No Tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.
9. In case the successful Tenderer declines the offer of Contract, for whatsoever reasons(s), his EMD will be forfeited.
10. A formal contract shall be entered into with the successful tenderer. In that contract, the successful tenderer shall be defined as Contractor. For purses incidental to the agreement will be same as the contractor.
11. The successful tenderer will have to deposit a Performance Security Deposit of Rs.10,00,000/- (Rupees Ten Lakh only) by way of Fixed Deposit Receipt (FDR) from a scheduled commercial bank and hypothecated in favour of "**E.S.I. FUND.A/c No.1**" Valid for 60 days beyond the expiry of period of One year contract and further renewable, if required. Alternatively the Performance Security Deposit may be in the form of an unconditional Bank Guarantee from a scheduled bank in the format approved by ESIC of same account an validity as mentioned above commercial.
12. 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.
13. All pages of tender documents uploaded should be numbered and signed by authorized signatory of participating firm with seal in acceptance of the terms & conditions laid down by as per tender.
14. The competent authority reserves the right to withdraw/relax any of the terms and conditions laid down in this tender. In such a situation the tenderer shall be given sufficient time to take the changes into account.
15. The competent authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof. Entire tender may also be cancelled by competent authority without assigning as reason thereof.
16. The firm/ Agency/Organization will ensure the required representation of SCs(15%) / STs(7.5%)/OBC (27%) candidate including PWD / Ex-serviceman as per Govt. of India guidelines
17. For finalization of contract, the Tenderer whose rates, i.e. Grand total of A+B+C as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer.
18. Competent authority reserves the right to award the tender to any party irrespectively the lowest bidder.
19. Agency will have to submit an undertaking/declaration to the effect that the agency is not blacklisted/debarred by any government organization/PSU intimation during the last 03 years. As per (Annexure "C")

Signature of tenderer with seal

### III. 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/equipment.
2. Only Mechanized cleaning may be done as far as possible with proper equipment using prescribed cleaning material of high standard. It may be noted that leaning, sweeping, dusting, etc. must be of a very high standard failing which it would be deemed that the Agency has failed to perform as per the agreement and penalty including cancellation of contract & forfeiture of security may be resorted to in that case.
3. The Contractor should ensure the Health and safety measures of the employees. Medically unfit employee shall not be deployed at all.
4. The Contractor will be responsible for supply/installation/refilling/maintenance of all such items/equipment used for housekeeping purposes.
5. The Contractor must employ adult and skilled labor only. Employment of child labor 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.
6. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workman Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops and Establishment Act, or any modification thereof or any other law relating thereto and rules made there under from time to time. ESIC will not own any responsibility in this regard. **The contract shall initially be valid for period of One year and may be extended further for a period of One year subject to satisfactory performance, on the same Rate, Terms and Conditions.** The rates quoted by the bidder shall remain unchanged during the initial period of One year contract. The Contract may be terminated by either party with mutual consent by giving one month notice by either party.
7. Bonus will not be paid to worker by ESIC Hospital, Sahibabad, Ghaziabad, UP.
8. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides the annulment of the contract.
9. **Force Majeure:**  
The Contractor must provide standard Uniform as prescribed by ESIC for the duty assigned to housekeeping staff/supervisors/managers. The staff shall be in proper uniform their identity and name plate properly displayed. Samples of liveries will have to be submitted by the Contractor for approval of ESIC.
10. ESIC will provide space for setting up a control room of the Contractor in the premises. The contractor will arrange for all required items, viz, time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping staff will first report to the Manager/supervisor in the control room and subsequently deployed for duty after having been checked for uniforms, upkeep, issue of material and equipment, etc.
11. ESIC will provide space for a store room to the Contractor in the premises. The storekeeper/supervisor deployed by the contractor will store all their liveries, materials, equipment in the store room and maintain a computerized record of the stores and attendant. Both control rooms and stores shall be opened to inspection by ESIC staff during working hours.

12. Housekeeping contractor's supervisor shall insure the proper cleaning shift wise, it shall be ensured that all spaces are kept clean 24\*7.
13. Despite the lever of cleanliness, the following schedule of cleanliness should be strictly follows:-
  - a. Toilets – every hours
  - b. Corridors in Admin block- twice during working hours.
14. The Contractor shall:
  - a. Ensure the Pest/Animal and Rodent free environment in the premises.
  - b. Provide tissues boxes and hand towels in Officers rooms.
  - c. Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers etc. in all designed wash rooms and garbage bins/bags, etc. in all work station wash rooms and pantries.
  - d. Ensure that their manager/supervisor is equipped with mobile phones.
  - e. Arrange for garbage disposed 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 equipment, disposables containers, trolleys etc. complete in all respects as per DPCC/UPPCB Norms.
  - g. Planes 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 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.
  - h. Contractor shall depute a supervisor for attending complaints round the clock through intercom/telephone and he will maintain one complain register in the given format and ensure that complaint is resolved as per the term of contract.

Signature of tenderer with seal



**IV. SCOPE OF WORK AND SERVICES OF THE PREMISES**

- a. Details of scope of work are enclosed at the Annexure "A"
- b. Details of Equipment to be used, Number of Manpower and liveries to be used at each of the premises for housekeeping job are given at the Annexure "B"
- c. The numbers given in the Annexure "B" are the minimum. The contractor shall provide resources, to meet the contractual obligations.

**V. Variations**

The ESIC official in-charge 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 prorated for additional areas for equipment, toiletries and other material.

**VI. Payment Procedure**

Payment will be made in the first week of the succeeding month upon submission of the bill in the triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC along with computer generated attendance sheet in respect of the persons deployed. The Payment must be made to Housekeeping Employees through Bank transaction i.e. ECS only. Bank statement of previous month showing transaction through ECS should be attached with the bill. The agency shall submit the bill complete in all respect by 21<sup>st</sup> of each month. The agency must make payment to their workers through bank (ECS) transactions only on or before seventh of each month and this payment is not linked to the payment by ESIC current bill.

**VII. Liquidated damages**

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by ESIC and if no action is taken within ONE hour liquidated damages @ Rs.500/- (Rupees Five Hundred Only) per complaint shall be imposed. The decision of ESIC shall be final, in this regard.

**VIII. Manpower**

1. 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 ESIC.
2. The Contractor should ensure to maintain adequate number of manpower as per Annexure "B" and also arrange a pool of stand by housekeeping staff/supervisor. In case any housekeeping staff/supervisor absences 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/manager are less than the minimum required as per Annexure "B" a penalty @ Rs.500/- (Rupees Five Hundred Only) per worker per day will be deducted from the bill. Any Manpower should not depute in double or triple shift.

**IX. 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, no harmful to humans and property should be used.

**X. Risk Clause**

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of failure of the existing arrangement. ESIC reserve the right for termination of the contract at any time by giving one month Written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by ESIC from the Contractor Security Deposit or pending bill or by raising a separate claim.

- a. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- b. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the ESIC and shall not knowingly lend to any person or company any of the effects or assets of the ESIC under its control.
- c. In the event of loss/damage of equipment etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC.
- d. The Contractor or its representative/s shall meet ESIC 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.
- e. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- f. The Contractor shall not assign or sublet this Agreement or any part thereof to any third part without the approval of the ESIC. 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.
- g. In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities of the Sub Contractor/Associate.
- h. 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.
- i. Appointment of Supervisors will be done in consultation with ESIC's representatives and must be approved by them.
- j. Training on behavior aspects and ethics must be done regularly. ESIC's ways of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- k. Licenses if any required for Housekeeping services at the site will be procured by the Contractor. The ESIC shall assist

**XI. 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 ESIC Hospital, Sahibabad, Ghaziabad, UP, whose decision shall be final and binding on both the parties as per provision of arbitration and reconciliation Act 1996. Further disputes are subject to settlement at courts hearing jurisdiction at UP only.

**I. Scope of work:**

1). **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 managers / supervisors of the contractor will supervise the awarded work. The Agency has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC. Competent authority of hospital will monitor the entire work and staff deployed by the Agency.

(a) **Daily services**

Housekeeping / cleaning services should be done daily from Monday to Sunday at regular intervals, so that the areas covered under the contract remain spick 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. Agency will arrange additional manpower as per requirements for special occasions VIP visits at no extra cost.

- i. 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.
- ii. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office and other areas as covered in the contract.
- iii. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collecting refuse at designated site on daily basis.
- iv. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes / Venetian blinds.
- v. Spraying Room Fresheners in all rooms on a daily basis at regular intervals.
- vi. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- vii. Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily checkups in the morning, afternoons and on call basis during daytime (24 x 7).
- viii. Toilets/Urinals should be cleaned every hours and check list in r/o the same should be attached at the door of every toilet.
- ix. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipment, nameplates, plant boxes, doormats etc.
- x. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- xi. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
- xii. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs, etc.
- xiii. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the ESIC officials in charge.
- xiv. Dedicated manpower for washroom cleaning on each floor round the clock.
- xv. The agency has to provide 4 nos. of water men during the summer season for filling up water in Desert Coolers.

(b) **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 ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents / 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 ESIC for weekly cleaning so that ESIC's concerned official/ in-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The contractor will work in the specified area mentioned in the scope of work.
9. The contractor will provide the duty register to ESIC as required.

2). **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 Biodegradable and non-Biodegradable garbage as per norms. Finally, the Agency will arrange to suitably transport and dispose garbage from the earmarked area to the nearest municipal corporation bin outside each 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 of at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection / disposal, etc.

3). **Bio-medical Waste Management Protocol**

The Agency will be responsible for collection, sorting, segregation, packaging, loading, transportation of BMW to designated place in hospital for the further collection and disposal by authorized persons.

4). **Termite, Pest and Rodent Control Services**

- a. The Contractor shall take effective measures for Termite/Rodent/Pests and Disinfection Services including fogging etc. in the area under contract.
- b. The contractor shall use chemicals that are harmless to humans and machines and are WHO specifications. Further, the chemicals should not leave any spot in the treated area; MSDS report of these chemicals should also be attached.
- c. The contractor will be responsible for any damage to human / machinery/ property of the hospital by any chemicals used by him. Any such damage caused due to rodent and disinfection services in the areas covered under contract shall be made good by the contractor.
- d. The contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC.

5). **Fogging Services-**

There should be fogging at appropriate interval to check breeding of mosquitoes/flies other vectors.

6). **Housekeeping Monitoring and Control-**

For better management and smooth services the following monitoring mechanism will be adopted by the contractor.

a. **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 at every two hours.

b. **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 suggestion, complaints related to services or staff deployed by the contractor will be registered on the computer provided to the contractor and will be reported to caretaker of the hospital. The contractor will take immediate action to resolve the same failing which the penalty clause will be invoked.

7). **Housekeeping Services Complaints Register**

This register is to be completed on the basis of information received by the housekeeping Manager from ESIC through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter / fax / email, verbal complaints from ESIC, etc. and necessary action is to be taken thereon. The agency is required to report the complaint status to the ESIC authorities as weekly basis.

## II. Additional scope & particular condition for Hospital

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 moping 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.

### 2. Patients Room/wards

The contractor shall be responsible for routine cleaning of the patient room ward every day in the morning and evening. The contractor shall also maintain cleanliness in the patient rooms/ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

#### a. The Routine Cleaning will include

- i. Dusting of the furniture in the room including bed, chair, table TV, fridge & patient side rack etc.
- ii. Sweeping and mopping the entire room with disinfectant solution.
- iii. Cleaning of Toilet and bathroom with a bathroom cleaning solution.(24 x 7)

#### b. Cleaning of Discharge of an inpatient will include

- i. Wiping of the furniture and fixtures in the room with a soap solution.
- ii. Sweeping and mopping the entire room with a disinfectant solution.
- iii. Cleaning of Toilet and bathroom with a disinfectant/bathroom cleaning solution.
- iv. Reporting any maintenance required in the room.

### 3. Cleaning the Patient Common Area

- i. Dusting the walls, furniture and fixtures in the corridor and lobby.
- ii. Sweeping and mopping the floor with a disinfectant
- iii. Cleaning public toilet with soap solution and keeping them odor free using deodorizer cubes / odonils.
- iv. Cleaning doors and windows with soap solution.
- v. Cleaning consulting room, dressing room, laboratory and other similar areas.
- vi. The cleaning pattern will be same as cleaning patient rooms.

### 4. Operation Theater

- i. All the dustbins washed and lined with color-coded bags in the morning. The trash bags shall be changed when it is full.
- ii. Operation Theater walls shall be thoroughly cleaned using specialized soap / disinfectant solution before and after every operation.
- iii. Floor, shall be washed thoroughly mopped with a specialized soap / disinfectant solution. The entire operation theater floor area shall be scrubbed once a day.
- iv. Toilets / bathrooms will be cleaned with soap solution and kept odor free using deodorizer cubes.

- v. The common areas, doctor's lounge, nurses' lounge, change rooms, waiting lounge and inside operation theater shall be swept and mopped in the morning and at regular intervals to keep them clean.
- vi. The mechanized floor scrubbing will be done in the night or as and when asked for according to the scheduled operation and movements in that area.

**4. Cleaning of Offices/Consultant Rooms**

- i. The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- ii. The offices shall be dry dusted and swept after the closing hours.
- iii. Vacuum cleaning shall be done on carpet and upholstery.
- iv. The worktables shall be cleaned with soap solution in the morning.
- v. The office shall be mopped with soap solution and disinfectant in the morning.
- vi. Office staff rest rooms / toilets shall be cleaned using soap solution disinfectant and kept odor free using deodorizer.

**5. Cleaning of Laboratory & Other Critical Areas**

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

**6. Glass Windows & Doors**

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

**7. Garbage Disposal**

The contractor shall collect garbage in specified color coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the hospital.

**8. Residential Colony**

Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, Paths, clearing open drain and disposal of garbage etc. as directed by the ESIC official in-charge.



### III. CLEANING SCHEDULE

#### A. VERY HIGH RISK AREA

##### 1. OT AREA & LABOUR ROOM

Sl. No.	Activity	Frequency	Agents Used	Responsibility
1	Garbage removal	After every case	As per the BMW guidelines	Room Boy
2	Feather brushing	After every case	Feather brush	Room Boy
3	1 <sup>st</sup> Mopping	Before start 1 <sup>st</sup> patient and after every case	Wizard	Room Boy
4	2 <sup>nd</sup> Mopping	Before start 1 <sup>st</sup> patient and every case	1% Sodium Hype Chlorite	Room Boy
5	Garbage removal from the OT corridor	-----	As per BMW guidelines	Room Boy
6	Brushing in the OT Corridor	In continuation	Flat Mop	Room Boy
7	Dusting of doors and windows in OT corridor	After every 1 hour	X Colour Duster	Room Boy
8	Mopping with wizard in OT Corridor	After every 1 hour	Wizard	Room Boy
9	Mopping with sodium Hypochlorite in OT Corridor	After every 1 hour	1% Sodium Hypochlorite	Room Boy

##### 2. ICU, CCU, ICCU, NICU, PICU

1	Removal of Garbage	5.00 a.m., 2.30 p.m., 7.30 p.m.	As per the BMW guidelines	Room Boy
2	Brushing	Thrice a day 9.00 a.m., 3.00 p.m., 9.00 p.m.	Feather Brush	Room Boy
3	Dusting	After every 1 hour	X colour Duster	Room Boy
4	Mopping with wizard	After every 1 hour	Wizard	Room Boy
5	Mopping with sodium Hypochlorite	After every 1 hour	1% sodium Hypochlorite	Room Boy
6	Washroom Cleaning with Wizard	Cleaning after every half an hour	Wizard	Room Boy
7	Washroom Cleaning with sodium Hypochlorite	-do-	-do-	Room Boy

#### B - HIGH RISK AREA

I	Removal of Garbage	5.00 a.m., 2.30 p.m. and 7.30 p.m.	As per the BMW guidelines	Room Boy
II	Brushing	Thrice a day 9.00 a.m., 3.00 p.m., 9.00 p.m.	Feather Brush	Room Boy
III	Dusting	After every 2 hours as and when required	Wizard	Room Boy
IV	Mopping with wizard	After every 2 hours as and when required	Wizard	Room Boy
V	Mopping with sodium	After every hour as and	1% sodium	Room Boy

	Hypochlorite	when required	Hypochlorite	
VI	Washroom cleaning with wizard	Cleaning after every half an hour	Wizard	Room Boy
<b>C- MODERATE RISK AREA (IPD ROOMS / WARDS)</b>				
I	Removal of Garbage	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	As per the BMW guidelines	Room Boy
II	Brushing	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	Feather Brush	Room Boy
III	Dusting	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	Z Colour Duster	Room Boy
IV	Mopping with wizard	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	Wizard	Room Boy
V	Mopping with sodium Hypochlorite	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	1% Sodium Hypochlorite	Room Boy
VI	Washroom	24 x7 (round the clock)	Wizard and 1% Sodium Hypochlorite	Room Boy
	Brushing in the corridor in the moderate	In continuation	Flat Mop	Room Boy
	Dusting in the corridor area	Twice in a day it starts from 7.00 am, onwards	Z colour duster	Room Boy
	Mopping with wizard	In continuation	Wizard	Room Boy
	Mopping with sodium Hypochlorite	After every 8 hours	1% Sodium Hypochlorite	Room Boy
	After 7.30 pm housekeeping services will be provided on call, if there is request from the attendant, patient and from Nursing			Room Boy

**D- OTHER MILD RISK AREAS**

<b>1. CAFETERIA</b>				
1	Removal Of Garbage	Twice in a day 2.30 pm and 7.30 pm.	Black Garbage Bag	Room Boy
2	Brushing	Thrice in a day 8.00 am, 12.00 pm, 6.00 pm as and when required	Flat Mop and feather brush	Room Boy
3	Dusting	Thrice in a day 8.00 am, 12.00 pm, 6.00 pm as and when required	Z colour duster	Room Boy
4	Mopping with wizard	After every three hours and after every meal as and when required	Wizard	Room Boy
<b>2. PATHOLOGY LAB</b>				
1	Removal Of Garbage	Thrice in a day 5.00 am, 2.30 pm, 7.30 pm as and when required	As per BMW guidelines	Room Boy
2	Dusting / Brushing	Twice in a day 8.00 am and 5.00 pm as and when required	Y Colour Duster	Room Boy
3	Mopping with wizard	After every three hours as and when required	Wizard	Room Boy
4	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
<b>3. DIAGNOSTIC AREA</b>				
1	Removal of Garbage	Twice in a day 2.30 pm and 7.30 pm as and when required	As per BMW guidelines	Room Boy
2	Dusting	Twice in a day 8.0 am and 5.00 pm as and when required	Z Colour Duster	Room Boy
3	Brushing	Twice in a day 8.00 pm and 5.00 pm as and when required	Z Colour Duster	Room Boy
4	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy
5	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy

<b>4. PUBLIC AREA WASHROOM</b>				
1	Cleaning with wizard	Cleaning will be done after half an hour and boy will be stationed there	Wizard	Room Boy
2	Washroom cleaning with sodium hypochlorite	24 x7	1% Sodium Hypochlorite	Room Boy
<b>5. CORRIDOR</b>				
1	Mopping with dry mop	In continuation	Flat Mop	Room Boy
2	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy
3	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
<b>6. LOBBY</b>				
1	Dusting	In continuation	Z Colour	Room Boy
2	Brushing with dry Mop	In continuation	Flat Mop	Room Boy
3	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy
4	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
<b>7. OPD AREA</b>				
1	Removal of Garbage	Twice in a day 2.30 pm, and 7.30 pm, as and when required	As per the BMW guidelines	Room Boy
2	Brushing	Twice in a day 7.30 pm, and 8.00 pm, as and when required	Feather Brush	Room Boy
3	Dusting	Twice in a day 7.30 pm, and 8.00 pm, as and when required	Z Colour Duster	Room Boy
4	Mopping with Wizard	Twice in a day 7.30 pm, and 8.00 pm, as and when required	Wizard	Room Boy
5	Mopping with sodium hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy

<b>8. PHARMACY</b>				
1	Removal of Garbage	Thrice in a day 5.00 am, and 2.30 pm and 7.30 pm as and when required	As per the BMWM guidelines	Room Boy
2	Brushing	Twice in a day 8.00 am, and 8.00 pm, as and when required	Feather Brush	Room Boy
3	Dusting	Twice in a day 8.00 am, and 8.00 pm, as and when required	Z Colour Duster	Room Boy
4	Mopping with Wizard	After every 3 hours as and when required	Wizard	Room Boy
5	Mopping with sodium hypochlorite	After every 8 hours as and when required	Sodium Hypochlorite	Room Boy
<b>9. PROCEDURE / TREATMENT ROOM</b>				
1	Removal of Garbage	Thrice in a day 7.00 am, and 2.30 pm and 8.00 pm as and when required	As per the BMWM guidelines	Room Boy
2	Brushing	Thrice in a day 7.00 am, and 2.30 pm, 8.00 pm as and when required	Feather Brush	Room Boy
3	Dusting	Twice in a day 8.00 am, and 8.00 pm, as and when required	Z Colour Duster	Room Boy
4	Mopping with Wizard	After every 3 hours as and when required	Wizard	Room Boy
5	Mopping with sodium hypochlorite	After every 6 hours as and when required	Sodium Hypochlorite	Room Boy
<b>10. MORTUARY</b>				
1	Brushing	In the month in presence of security as and when required	Feather Brush	Room Boy
2	Mopping with Wizard	In the morning in presence of security as and when required	Wizard	Room Boy
3	Mopping with sodium hypochlorite	After every 6 hours as and when required	1% Sodium Hypochlorite	Room Boy
<b>E. MINIMAL RISK AREA</b>				
<b>ADMINISTRATION RECORD ROOM / STORAGE ROOM ENGINEERING OFFICE</b>				
1	Brushing	Once in a day it starts from 7.30 am as and when required	Feather Brush	Room Boy
2	Mopping with Wizard	Once in a day it starts from 7.30 am as and when required	Wizard	Room Boy

**Dilution of wizzard in all areas = 40 ml in 1 liter of water**

**Cleaning of spillage of Blood / Body fluids**

1. Use disposable gloves.
2. Cover area with 1% sodium Hypochlorite
3. Leave for 20 minutes
4. Collect residue with disposable paper. Wipe and discard in the bag.
5. Wash surface with detergent and dry.
6. All waste, gloves, wipe, discard, seal and dispose as clinical waste.

**Mops cleaning – Detergent wash and dry.**

**Buckets – Detergent wash and dry.**

**(If contaminated 1% Sodium Hypochlorite overnight rinse and dry)**

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Biomedical 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 ESIC 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 colored 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 fourth full and then placed in a bigger bag / container for transporting.
6. Cover 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 and storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

## **DISPOSAL OF BIO-MEDICAL WASTE**

### **DEFINITIONS**

#### **Categories of waste:-**

- i. Anatomical waste – Tissues, organ, body parts.
- ii. Soiled waste (Solid waste) – blood and body fluids, stained dressings, swabs, cotton etc. solid plaster casts.
- iii. Plastic Waste – IV sets and tubing, gloves, catheters, vacutainers and syringes (without needles), urine bags, blood bags.
- iv. Microbiology waste – lab cultures.
- v. Sharps – Syringes with needles, burnt needles, sty lets, scalpels, lancets, blades, broken ampoules.
- vi. Liquid waste – waste from the laboratory and washing, cleaning and disinfection.
- vii. Expired Medicines.
- viii. General waste – paper, cardboard, unbroken glass bottles.

#### **RESOURCES REQUIRED- To be provided to OT/Lab/Wards & Casualty**

- i. Yellow Bag
- ii. Red Bag
- iii. Blue Bag
- iv. Black Bag
- v. Puncture Proof sharp containers.

### **METHOD AND PROCEDURE**

- i. Anatomical waste will be collected in yellow bag and will be given to centralized waste management contractor.
- ii. Soiled waste (Solid waste) – will be segregated and collected in red bags and will be given to centralized waste management contractor.
- iii. Plastic waste will be collected in blue bags and will be autoclaved chemically disinfected and then shredded.
- iv. Sharps will be collected in puncture proof container and will be given to centralized waste management contractor.
- v. Microbiology waste will be autoclaved.
- vi. Liquid waste will be disinfected with hypochlorite solution before disposal.
- vii. Expired Medicines will be sent to pharmacy for return.
- viii. General waste will be collected in black bag and will be disposed as normal waste.

**The following shall be followed:-**

- a. Segregation will be done at source.
- b. Bins will have bio-hazardous sign on them.
- c. Housekeeping personnel will wear gloves and masks before collecting the garbage.
- d. Bags will be secured when they are 3/4<sup>th</sup> full and will be clearly labeled with the date, time and respective floor.
- e. While handling the bag it must be held at the closed top and away from the body.
- f. If a bag is found broken or not completely sealed then it should be double bagged into a second bag.
- g. Garbage will be transported in designated trolley to the storage area & cleared daily at designated time.
- h. Access to waste storage area is limited to authorized persons.
- i. Waste storage area must be inspected every week for spills and contained deterioration and the inspection must be documented.
- j. Before the collection by the outside vendor the garbage bags 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,
- k. 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.

**Biomedical Waste Management and Handling Rules, 1998 amended in 2000 shall and subsequent amendments, if any be adhered to.**

**Body Packing Services:-**

The consumables shall be provided by ESIC, the Contractor shall carry out the body packing services as directed by ESIC Official.



## TECHNICAL BID

### For House Keeping and Facility Management Services in ESIC

Technical Bid **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)	Email 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)	Email 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.	
(E)	Registration Certificate of Firm	
(F)	ISO Certificate	
(G)	Registration Certificate of DPCC/UPPCB	
(H)	Copy of Labour License	
(I)	Registration of Delhi/UP Labour welfare board .	
(J)	Registration of contract labour act as per requirement .	
6	Details of Earnest Money Deposit	
(A)	Amount (Rs.)	
(B)	D.D./P.O. No. and Date	
(C)	Drawn on Bank	
(D)	Valid up to	

The above format may be used to provide requisite details.

Signature of owner / The Managing Partner / Director

- i. Audited Balance Sheet for 2014-15, 2015-16 and 2016-17
- ii. Audited Income / Expenditure Statement for 2014-15, 2015-16 and 2016-17
- iii. Audited Profit and Loss Account Statement for 2014-15, 2015-16 and 2016-17
- iv. Audited Report Statement for 2014-15, 2015-16 and 2016-17

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**Details of Staff**

Name, ESI No., P.F. No.	Qualification	Employee Code	Designation	Experience in House- Keeping	Training	Health Check

The above format may be used to provide employee details.

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**Details of the existing contracts**

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				<b>From</b>	<b>To</b>
				DD/MM/YY	DD/MM/YY
A					
B					
C					
	Additional information, if any				

The above format may be used to provide requisite details.

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**RESOURCES REQUIREMENT**

The Contractor should have following machines and equipment at the ESIC premises. Use of manpower for operations where suitable equipment is identified shall not be permitted for the weekly/deep cleaning:-

B-1.

<b>Sl. No.</b>	<b>Description</b>	<b>Nos. Required</b>
1.	SCRUBBING MACHINE (TASKI)	2
2.	AUTO SCRUBBER MACHINE (TASKI)	2
3.	WET/DRY/VACCUM CLEANER (TASKI)	1
4.	HIGH PRESSURE JET (TASKI)	1
5.	WRINGER TROLLEY	4

**B-2- Number of manpower to be deployed (Presently as under but it may vary depending upon the functionality of the Hospital )**

<b>Sl. No.</b>	<b>Manpower Description</b>	<b>No. of staff required</b>
1.	Housekeeping Manager	1
2.	Housekeeping Supervisor	2
3.	Trained Housekeeping Staff	37

**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 documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
  
4. It is certified that the agency has not been blacklisted/debarred by any ESIC/Govt. Institution/ PSU in the last 03 Years.

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.**

**FINANCIAL BID FORM**

**HOUSE KEEPING SERVICES AT ESIC HOSPITAL, SAHIBABAD, GHAZIABAD, UP**

Name of Tenderer along with address, Email & telephone no.

**A. Financial Bid for Manpower**

S.No.	Description	No. of Manpower required	Description of Wages & allowances	Rate per person per month	Monthly amount (Total amount X Manpower)
	House keeping				
	Manager (SKILLED)	1	1- Minimum Wages		
			2. PF		
			3. ESIC		
			4. Dress allowance		
			Total Amount		
	Supervisors (SEMI SKILLED)	2	1- Minimum Wages		
			2. PF		
			3. ESIC		
			4. Dress allowance		
			Total Amount		
	Housekeeping Staff(male/female) (UNSKILLED)	37	1- Minimum Wages		
			2. PF		
			3. ESIC		
			4. Dress allowance		
			Total Amount		
<b>Total</b>					

**Note : ESIC and PF at the prevalent rate**

**B - Financial Bid for cost of All Cleaning Materials**

S.No.	Description	Monthly Amount
	Cost of all cleaning Material (As per Annexure-D)	Total of Annexure D

Sig. of tenderer with seal

**List of Cleaning Materials & Aids**

<b>X) Monthly (Approx)</b>						
S.No	Material name	Brand	Unit /Size	Quantity	Rate per unit	Amount
1	Hard Broom Rod(Bid)	As per Sample	pcs	25		
2	Parking Broom	As per Sample	pcs	25		
3	Napthalene Ball	As per Sample	pkt	30		
4	Air Freshner Jumbo Pack	As per Sample	pcs	50		
5	Air Neutilizer (300ml)	Air wik	pcs	25		
6	Duster Floor Big size	As per Sample	Pcs	50		
7	Duster (Check) Big	As per Sample	pcs	50		
8	duster (Check) Small	As per Sample	pcs	100		
9	Duster (Yellow) big	As per Sample	pcs	50		
10	Duster (yellow) small	As per Sample	pcs	50		
11	soft broom	As per Sample	pcs	25		
12	hard broom	As per Sample	pcs	25		
13	Liq. Soap (10ltr. Can)	Fem	can	15		
14	Acid	As per Sample	can	25		
15	Garbage Bag(Big 30*40	As per Sample	KG	100		
16	Garbage Bag( Small 20*20)	As per Sample	KG	200		
17	Detergent Bar 250GM	Vim	PCS	30		
18	Liquid soap Pump 500ML	As per sample	pcs	50		
19	Liquid soap cake 250 gm	Dettol	pcs	50		
20	hand gloves	As per Sample	pair	500		
21	Dust pan	National	pcs	20		
22	Mosquito Spray (500ml)	Black Hit	pcs	25		
23	mosquito repellent liquid (30-45 day refill )	mortein	pcs	100		
24	Detergent Soap 250g	Rin	pcs	20		
25	Scurbber Big	Scotch Brite	pcs	50		
26	Washing powder 1 kg	nirma	pkt	25		
27	M- Flod Towel	Daffodile	Pkt	25		
28	Toilet Roll (75 Mtr.)	Daffodile	pcs	50		
29	Urinal Cube (400Gms)	A one	Pkt	100		
30	wiper Heaey duty	National	Set	15		
31	White Phenyle 5 ltr. Can	Thrissula	Can	25		
32	R-2 (5 ltr Can )	Taski	Can	10		
33	R-3 (5 ltr Can )	Taski	can	10		
34	R-4 (5 ltr Can )	Taski	can	10		
35	D-7 (5 ltr Can )	Taski	can	10		
36	R-5 (5 ltr Can )	Taski	can	10		
37	R-6 (5 ltr Can )	Taski	can	10		
38	Old dhoti	As per Sample	pcs	200		



39	Glass Cleaner (500ml.)	Coline	Bottles	30		
40	Wet Mops	As per Sample	pcs	10		
41	wet mops (round) for Bath room	As per Sample	pcs	15		
42	Pest control and rodents control treatment with material & equipment	As per DPCC guideline	Twice Monthly	1		
43	Black polythene(Bio Medical Waste)	As per DPCC guideline	Big Medium Small	1000 2000 15000		
44	Red Polythene(Bio Medical Waste)	As per DPCC guideline	Big Medium	300 1000		
45	Blue Polythene (Bio Medical Waste)	As per DPCC guideline	Big Medium	600 1200		
46	Yellow Polythene( bio medical waste )	As per DPCC guideline	Big Medium	200 300		
47	Plastic Box for Needle (Transparent puncture proof	As per DPCC guideline	pcs	300		
<b>Total</b>						

### Y) Requirement of half yearly

1	Dust Bin (Big size)	60ltrs	Pcs	20		
2	Bed side Caddy basket	5lts	pcs	200		
3	Bio medical waste dust Bin 3 in 1(Black , red , Blue)	As per DPCC guideline	Pcs	30		
4	Multi purpose trolley, (Red, Yellow. Blue)	550Ltrs	Pcs	1		
<b>Total</b>						

(Rate of Material shall be inclusive of Vat, other Taxes, duties service Charges, Transportation Etc.)

If any other extra material is required, which are not in the list, their payment will be made on the basis of prevailing market rate which is decided by the competent authority of the Hospital. Bill for these should be submitted with the monthly bill subject to requirement and physical verification by the Hospital management

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**C. Financial Bid for Rent of Mechanized Equipments for housekeeping per month**

<b>S.No.</b>	<b>Description</b>			<b>Monthly Amount (Rs.)</b>
	<b>Rent for mechanized equipments (As per Annexure B-I)</b>			<b>Total of B-I of Annexure B at page no. 30</b>
		Description	Nos. required	Per month rent
	1.	SCRUBBING MACHINE (TASKI)	2	
	2.	AUTO SCRUBBER MACHINE (TASKI)	2	
	3.	WET/DRY/VACCUM CLEANER (TASKI)	1	
	4.	HIGH PRESSURE JET (TASKI)	1	
	5.	WRINGER TROLLEY	4	
				<b>Total rent per month</b>

**Note: The Service Tax/GST in r/o service provided to the ESIC Hospital, Sahibabad, Ghaziabad, UP shall be paid by the agency, which will be reimbursed on actual basis on production of documentary evidence / challan.**

Signature of owner / The Managing Partner / Director

Date:

Name:

Place:

Seal:

**Lowest bid will be decided on total cost for one year of housekeeping services with consumables as per given formula:**

1-  $12 \text{ month} \times \text{Total amount of A*} + (12 \text{ Month} \times \text{total amount of C*})$   
{For page no. 32 and 35 of financial bid}

2-  $(12 \text{ month} \times \text{total amount of X*}) + (2 \times \text{Total amount of Y*})$   
{For page no. 34 and 34 of financial bid}

Total of one year cost =  $(1+2) + \text{Service Charge Amount}$

Note: Service charge will be applicable on service provided i.e. Total Bill % (Percentage)

A\*= Financial Bid of Manpower

C\*= Financial Bid for Rent of Mechanized equipment for housekeeping per month

X\*= List of Cleaning Materials & Aids (Monthly Approx.)

Y\*= Requirement of half yearly