

**DIRECTORATE (MEDICAL) DELHI**  
**E.S.I. SCHEME: DISPENSARY COMPLEX,**  
**TILAK VIHAR, NEW DELHI – 18**

**TENDER NOTICE 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 Central Government / State Government/Public or Private Sector Companies / Undertakings, Autonomous Bodies for providing House Keeping and Facility Management services in the 32 ESI Dispensaries Delhi/ New Delhi & Directorate (Medical) Delhi premises including Central Stores & Directorate Family(Welfare) on contract basis for a period of two 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 General Branch of DMD office on all working days except Saturday, Closed/ Public Holidays between **11 AM to 1.00 PM w.e.f. 2.3.2011 to 15.3.2011**. The tender document can also be downloaded from the website [www.esic.nic.in](http://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 the **“ESI Fund Account No. 1”**.

Sealed Tenders duly filled up along with **Earnest Money of Rs. 6,00,000/-** in the form of Demand Draft/ Banker’s Cheque/Pay Order issued by any Nationalized Bank/Commercial Bank should be dropped in a Tender Box kept in the Chamber of the Director (Administration), Block-B from **10.00 A.M. to 01.00 P.M. on 16.3.2011**. Technical bids of the Tender shall be opened on **16.03.2011 at 3.00 PM** in the Conference Room, Block-A in the presence of the Tenderers or their authorized representative(s) who may wish to be present. In case 16.03.2011 is declared a public holiday, tenders will be received and opened as per above schedule on next working day.

The Director (Medical) Delhi reserves the right to accept or reject any/all tenders without assigning any reason whatsoever.

**DIRECTOR ( ADMN)**

**CHECK LIST OF THE DOCUMENTS ATTACHED WITH THE TENDER DOUCMENT**

**TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES**

S.No.	Details	Yes/ No	Page Nos.
1)	<b>Earnest Money Deposit</b>		
2)	<b>Annual turnover</b>		
	2007-08		
	2008-09		
	2009-10		
3)	<b>Audited Balance Sheet</b>		
	2007-08		
	2008-09		
	2009-10		
4)	<b>Income &amp; Expenditure Statement</b>		
	2007-08		
	2008-09		
	2009-10		
5)	<b>Profit &amp; Loss A/c</b>		
	2007-08		
	2008-09		
	2009-10		
	<b>Audit Report</b>		
	2007-08		
	2008-09		
	2009-10		
6)	Technical Bid Format Page No. 1 & 2 duly filled along with annexures, self attested photograph pasted & other enclosures		
7)	Valid Labour license and licence for providing Pest Control, (as applicable)		
8)	Financial Bid duly filled & sealed in a separate cover		
9)	Copy of PAN Card		
10)	Experience Documents		
11)	EPF Registration		
12)	ESI Registration		
13)	Service Tax Certificate		
14)	Office Address in Delhi & NCR		
15)	ISO Certificate		

Signature of the Tenderer with seal

**COST OF FORM: RS. 1,000/-**

**DIRECTORATE (MEDICAL) DELHI**  
**E.S.I. SCHEME: DISPENSARY COMPLEX,**  
**TILAK VIHAR, NEW DELHI – 18**

**S.NO. OF TENDER** : \_\_\_\_\_

Name of the party in whose favour  
the Tender form has been issued : \_\_\_\_\_

(SEAL OF THE OFFICER)

.....  
F.No. 111-D/34/18/HK/2010-Gen.

Dated: -

Subject: - **Tender for House Keeping and Facility Management of 32 ESI Dispensaries , Delhi/ New Delhi & Directorate (Medical) Delhi including Central Stores & Directorate Family(Welfare).**

1. Sealed tenders are invited for providing **Housekeeping and Facility Management Services** in the following ESI Dispensaries & Directorate (Medical) Delhi

S.NO	NAME OF DISPENSARY	Covered Area in sqms. (approx.)	Plot Area in acre	Remarks
1.	AZADPUR	279	0.1	Dispensary
2.	FACTORY ROAD	771	0.14	Disp & Res. Qtrs.
3.	INDERLOK	413	0.1	Dispensary
4.	I-BLOCK	192	-	Disp in Flats
5.	JANGPURA	413	0.11	Dispensary
6.	JAHANGIRPURI	241	-	Disp in Flats
7.	JWALAPURI	185	0.56	Disp & Res. Qtrs.
8.	KALKAJI	476	0.17	Dispensary
9.	MADIPUR	777	0.35	Dispensary
10.	MAYUR VIHAR	396	-	Disp in Rented accommodation
11.	MANGOLPURI	588	2.5	Disp & Res. Qtrs.
12.	MORIGATE	458	-	Disp & Res. Qtrs.
13.	MAYAPURI-I	438	0.06	Dispensary
14.	MAYAPURI-II	612	0.1	Dispensary
15.	MEHRUALI	235	-	Disp in Rented accommodation
16.	NAND NAGRI	1039	2.0	Disp & Res. Qtrs.
17.	NARELA	319	-	Disp in Rented accommodation

18.	N.I.A.	664	1.14	Disp & Res. Qtrs.
19.	NAJAFGARH	260	-	Disp in Rented accommodation
20.	OKHLA MODI MILL	1431	0.25	Dispensary
21.	OKHLA PH-I	307	-	Flats
22.	PAHARGANJ	285	0.06	Dispensary
23.	PAPPANKALA (Dwarka)	791		Dispensary
24.	RAGHUBIR NAGAR	561	0.65	Disp & Res. Qtrs.
25.	ROHINI SEC-V	620	0.8	Dispensary
26.	SEELAMPUR	354	0.09	Dispensary
27.	SHASTRI NAGAR	-		Dispensary
28.	SABZI MANDI	239	-	Disp & Res. Qtrs.
29.	TIGRI	386	0.11	Dispensary
30.	V.K. NAGAR	145	-	Disp in Rented accommodation
31.	WAZIRPUR	532	0.22	Dispensary
32.	TILAK VIHAR DISPENSARY, D(M)D, CENTRAL STORE, DIR F(W).	6200	2.0	Disp & Res. Qtrs.

2. Eligible agencies may visit / inspect the site on any working day to collect all information that will be necessary for preparing the Tender and entering into a Contract for the services to be rendered between 10.00a.m. to 12.30 p.m. and 3.00 to 4.30 p.m. by contacting the following officials.

ESI Dispensaries- IMO Incharge

D(M)D Office- ESI Dispensary Complex, Tilak Vihar – Care Taker

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)
- IX. Performance Guarantee Format

4. A set of tender documents can be purchased from General Branch, Block-B, DMD Office between 10.00 a.m. to 4.00 p.m. on any working day between **2.3.2011** to **15.3.2011** on payment of a non refundable cost of Rs. 1000/- in the form of a Demand Draft/Banker's Cheque payable to "**ESIC Fund Account No. 1**".
5. Sealed Tenders duly filled up along with **Earnest Money of Rs. 6,00,000/-** in the form of Demand Draft/ Banker's Cheque/Pay Order issued by any Nationalized Bank/Commercial Bank should be dropped in a Tender Box kept in the Chamber of the Director (Administration), Block-B, DMD office from **11.00 A.M. to 01.00 P.M. on 16.3.2011**. Technical bids of the Tender shall be opened on **16.3.2011 at 3.00 PM** in the Conference Room, Block-A in the presence of the Tenderers or their authorized representative(s) who may wish to be present. In case 16.03.2011 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 the Chamber of the Director (Administration), Block-B, DMD office at above address by the stipulated date and time.
7. Details of the Tender Document can be seen at website [www.esic.nic.in](http://www.esic.nic.in).
8. **The Technical Bids shall be opened at 3.00 PM on 16.3.2011 in the Conference Room, Block 'A' D(MD) office 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 in writing within two working days about the date of the opening of financial bids.
10. Tenders received after the closing date and time shall not be considered.

## **ELIGIBILITY CRITERIA**

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### **A. Eligibility Criteria:**

1. The Tenderer must have an average annual turnover of Rs.3,00,00,000/-(Rupees three crores only) and should be profit making during the last three years. Copies of the following documents should be submitted alongwith the Technical Bid.
  - (a) Audited Balance Sheet of last three financial years i.e. 2007-08, 2008-09, 2009-10.
  - (b) Audited Income and Expenditure statement of last three financial years i.e. 2007-08, 2008-09, 2009-10.
  - (c) Audited Profit and Loss Account of last three financial years i.e. 2007-08, 2008-09, 2009-10.
  - (d) Audit report of last three financial years i.e. 2007-08, 2008-09, 2009-10.
  - (e) Service Tax certificate.
  - (f) Registration Certificate of Firm/Agency/Organization.
  - (g) PAN No.
2. The Tenderer should have the 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. 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 labour license & license for providing pest control, hospital waste management services as applicable.
5. The Tenderer should possess valid ISO – 9001 certification for Housekeeping Services. Copy of certificate has to be attached with the Technical Bid.
6. The Tenderer should have minimum three years experience in providing house -keeping services and have successfully completed:
  - a) One similar work of value equal to 1.5 crores
  - b) Two similar works of value equal to 0.75 crores
  - c) Three similar works of value equal to 0.50 crores in the last three years.

Tenderer to submit satisfactory completion certificates from the Client/Employer in support of their contention failing which the information is liable to be treated as invalid.

## II. INSTRUCTIONS TO TENDERERS

1. The Tenderers are required to submit two separate Bids i.e. Technical and Financial, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed **“Technical Bid for House Keeping and Facility Management Services in DMD”** and **“Financial Bid for House Keeping & Facility Management services in DMD”**. Both sealed envelopes should be put in a third sealed envelope superscribed **“Tender for House Keeping Services in DMD”**.
2. The declaration in the prescribed proforma (Annexure A) enclosed should be submitted along with the Tender document.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs. 6.00 lakhs (Rupees Six lakhs only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of ESIC Fund A/c-1, New Delhi”. 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 tenderer shall quote for all works 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. The closing date and time for receipt of tenders will be 3.00 P.M. on 16.03.2011.
9. The Technical Bid shall be opened at 3.00 PM on 16.03.2011. in Conference Room Block ‘A’ DMD office 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 Tenderer whose Technical tenders are accepted will be informed in writing about the date and time for opening the Financial Bids.
10. 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.
11. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
12. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
13. The successful tenderer will have to deposit a performance Security Deposit of Rs. 20,00,000/- (Rupees twenty lakhs only) by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of Director(Medical)Delhi ESI Scheme, New Delhi, valid for 60 days beyond the expiry of period of three years 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.
14. 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.
15. Each page of the Tender document should be serially numbered, signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.

16. The competent authority of ESIC 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.
17. The competent authority of DMD reserves the right to withdraw/reject/Cancel all or any tender in whole without assigning any reason thereof.
18. For finalization of contract, the Tenderer whose rates, i.e., Grand total of A+B as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer.



## 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.
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 and skilled 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 DMD 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. DMD will not own any responsibility in this regard.

The Contract shall initially be valid for a period of two years and may be extended upto two years subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the contract period of three years contract. DMD, however, reserves the right to terminate the contract by serving one months notice, in writing. The Contract may be terminated with mutual consent by giving one month notice.

6. In case of gross breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by DMD besides annulment of the contract.
7. The Contractor must provide standard liveries as per list enclosed at Annexure 'C' to its housekeeping staff /supervisors/managers. The staff shall be in proper uniform. as approved by DMD and with their identity properly displayed
8. DMD will depute a person in each of the premises to ensure that the office rooms, committee rooms' dispensary rooms etc. are open at designated hours for cleaning / housekeeping work.
9. **The Contractor shall:**
  - a. Ensure Pest/ Animal and Rodent free environment in the premises of ESIC.
  - b. Provide tissue boxes and hand towels in Officers wash rooms.
  - c. Provide toiletries, liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, etc. in all designated wash rooms, and garbage bins/bags, etc. in all wash rooms and pantries.
  - d. Ensure that their managers / 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 Bio-Medical Waste management services when and were applicable including all equipment, disposables containers, trolleys 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.

**Scope of work and services for each of the premises:**

- 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 minimum. The contractor shall provide resources, to meet the contractual obligations.

**Variations**

The D(M)D or his designated officer 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 prorata for additional areas for equipments, toiletries etc.

**Payment Procedure:**

Payment will be made in the first week of 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 DMD along with attendance sheet in respect of the persons deployed.

**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 authorized staff of DMD and if no action is taken within FOUR hour, liquidated damages @ Rs.500/- per complaint shall be imposed. The decision of DMD or his designated officer shall be final, in this regard.

## **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 DMD.
- b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure 'c' 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. If the required numbers of workers/ supervisor/ manager are less than the minimum required as per Annexure 'c', a penalty @ Rs. 500/- per worker per day will be deducted from the bill.

## **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.

DMD 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 DMD from the Contractor Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the DMD.
- 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 DMD and shall not knowingly lend to any person or company any of the effects or assets of the DMD under its control.
- In the event of loss/damage of equipments etc. at the premises of the DMD due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to DMD..
- The Contractor or its representative/s shall meet DMD 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 DMD's premises and shall
- Indemnify DMD 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 DMD. 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 DMD's representatives and must be approved by them.
- Training on behavior aspects and ethics must be done regularly. DMD's way of working should be communicated to all 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 DMD shall assist.

### **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 D(M)D whose decision shall be final and binding on both the parties.

**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 managers/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 ESIC, DMD Office. Officials of DMD 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 7.30 A.M. in respect of dispensaries & 8.30 A.M. in case of DMD Office. 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, cobwebs, 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. 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.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting 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.

**(b) Waste Disposal Management:**

The contractor will ensure collection, 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 nearest 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 off at least twice a day. The contractor will also arrange for the garbage bags, 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:

- a) Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
- b) 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 stains on walls, cleaning of roofs, porches etc.
- c) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- d) Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- e) Washing of outside area.
- f) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- g) The Tenderer will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / Incharge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- h) The Contractor will work in the specified area mentioned in the scope of work.
- i) The Contractor will provide the duty roster to ESIC as required.

**(d) Pest and Rodent Control Services**

1. The Contractor shall take effective measures for Rodent and Disinfection Services including 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 D(M)D.

### **(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 at site on the computer provided to the Contractor and reported to Caretaker, ESIC. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

#### **3. Housekeeping Services Complaint 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.

## **ADDITIONAL SCOPE AND PARTICULAR CONDITIONS**

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 room everyday 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**

- 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

#### **(b) CLEANING OF DISCHARGE OF PATIENT 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 THE 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.



### **3. 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.

### **4. 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.

### **5. 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.

### **6. 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 Dispensaries.

## CLEANING SCHEDULE

<b>CAFETERIA</b>				
i.	Removal of Garbage	Twice in a day & as per requirement.	Black Garbage bag	Room Boy
2.	Brushing	Thrice in a day	Flat mop and Feather Brush	Room Boy
3.	Dusting	Thrice in a day	Z colour duster	Room Boy
4.	Mopping	Thrice in a day	-	Room Boy
<b>PATHOLOGY LAB</b>				
1.	Removal of Garbage	Thrice in a day	As per the BMW guidelines	Room Boy
2.	Dusting/Brushing	Twice in a day	Y Colour Duster	Room Boy
3.	Moping with Wizard	After every three hrs. as and when required	Wizard	Room Boy
4.	Moping with sodium Hypochlorite	As and when required	1% Sodium Hypochlorite	Room Boy
<b>DIAGNOSTIC AREA</b>				
1.	Removal of Garbage	Twice in a day	As per BMW guidelines	Room Boy
2.	Dusting	Twice in a day	Z colour Duster	Room Boy
3.	Brushing	Twice in a day	Z colour duster	Room Boy
4.	Mopping with Wizard	After every 3 hrs as and when required	Wizard	Room Boy
5.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy

Dilution of Wizard in all areas = 40 ml in 1 litre of water

### Method for Cleaning of spillage of Blood/Body fluids

Use gumboots & disposable gloves.

Cover area with 1% Sodium Hypochlorite

Leave for 20 minutes.

Collect residue with disposable paper. Wipe and discard in bag.

Wash surface with detergent and dry.

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 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 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 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, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

**Resources Requirement**

<b>S.No.</b>	<b>Description</b>	<b>Nos. required</b>
1	SCRUBBING MACHINE (TASKI)	As per requirement
2	AUTO SCUBBER MACHINE (TASKI)	-do-
3	WET/ DRY VACCUM CLEANER (TASKI)	-do-
4	Trolley	As per required minimum one at each unit
5	WRINGER TROLLEY	-do-
6	BUCKET	-do-
7	SINAGES	As per requirement

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

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

S.NO	NAME OF DISPENSARY/ Unit	House-Keeping Manager	House-Keeping Supervisor	Trained House-keeping Staff
1	AZADPUR	-	1	4
2	FACTORY ROAD	-	1	9
3	INDERLOK	-	1	6
4	I-BLOCK	-	1	4
5	JANGPURA	-	1	6
6	JAHANGIRPURI	-	1	4
7	JWALAPURI	-	1	6
8	KALKAJI	-	1	6
9	MADIPUR	-	1	6
10	MAYUR VIHAR	-	1	6
11	MANGOLPURI	-	1	9
12	MORIGATE	-	1	4
13	MAYAPURI-I	-	1	4
14	MAYAPURI-II	-	1	6
15	MEHRUALI	-	1	4
16	NAND NAGRI	-	1	6
17	NARELA	-	1	4
18	N.I.A.	-	1	9
19	NAJAFGARH	-	1	4
20	OKHLA MODI MILL	-	1	9
21	OKHLA PH-I	-	1	4
22	PAHARGANJ	-	1	4
23	PAPPANKALA (Dwarka)	-	1	9
24	RAGHUBIR NAGAR	-	1	6
25	ROHINI SEC-V	-	1	6
26	SEELAMPUR	-	1	4
27	SHASTRI NAGAR	-	1	6
28	SABZI MANDI	-	1	4
29	TIGRI	-	1	6
31	V.K. NAGAR	-	1	4
32	WAZIRPUR	-	1	6
33	DMD, TILAK VIHAR, CENTRAL STORE, QUARTERS.	1	2	25
	Total	1	34	200

**List of cleaning Materials & Aids**

S. No.	Items	Qty. for units (upto 6 H.K. Staff)	Qty. for units (above 6 H.K. Staff)	Qty. for DMD Office
	DUST CONTROL REFILL	2	2	5
	KENT MOP REFILL	15	20	100
	DETERGENT	5kg.	7kg.	20kg.
	VIM	10kg.	15kg.	25kg.
	MULTICLEANER	2ltrs.	3ltrs.	10ltrs.
	ROOM SPRAY (PREMIUM)	2bottles	3bottles	10bottles
	AUTO SPRAY	4nos.	6nos.	15nos.
	ODONIL	10	15	30
	U. CUBES	10	15	30
	N. BALLS	1kg.	1kg.	3 Kg
	BRASSO	½ Ltr.	½ ltr.	1ltr.
	Sodium Hypochlorite	As per requirement	As per requirement	As per requirement
	CLEANZO/ PHYNYL	30ltrs.	40ltrs.	100ltrs.
	R1 (Bathroom cleaner)	2ltrs.	3ltrs.	5 ltrs.
	R2 (Glass cleaner/Colin)	2ltrs.	2ltrs.	10 ltrs.
	R4 (Furniture cleaner)	2ltrs.	2ltrs.	5 ltrs.
	R6 (Toilet cleaner)	5ltrs.	5ltrs.	20ltrs.
	VACCUM PUMP	1nos.	1nos.	2 nos.
	SOAP DISPENSER	5nos.	7nos.	15nos.
	D-7 (Stainless steel polish)	½ ltr.	½ ltr.	2 ltrs.
	DETTOL ANTI SEPTIC	10ltrs.	10ltrs.	30ltrs.

**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. Records shall be maintained which shall be opened to inspection by designated officer during working hours.**

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

**TECHNICAL TENDER**

**For House Keeping and Facility Management services in ESIC.**

1.	Name of Tendering Company / Firm/ Selected Tenderers	
2.	Name of Owner/ Partners/ Directors/	
3.	Full Particulars of Office	
(a)	Address	
	Telephone No.	
	Fax No.	
	E-Mail Address	
4.	<b>Full Particulars of the Bankers of Company/ Firm/ Selected Tenderers, With full Address/ Tel. No.</b>	
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	EPF Registration No.	
D	E.S.I. Registration No.	
6.	Details of Earnest Money Deposit	
(A)	Amount (RS.)	
(B)	D.D./P.O. No. and Date	
(C)	Drawn on Bank	
(D)	Valid Upto	

The above format may be used to provide requisite details.

- 7
- i. Audited Balance Sheet for last three financial years i.e. 2007-08, 2008-09 & 2009-10.
  - ii. Audited Income / Expenditure Statement for last three financial years i.e. 2007-08, 2008-09 & 2009-10.
  - iii. Audited Profit & Loss Account Statement for last three financial years i.e. 2007-08, 2008-09 & 2009-10.
  - iv. Audited Report Statement for last three financial years i.e. 2007-08, 2008-09 & 2009-10.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :



**Technical Tender Page:2**

**Details of staff**

<b>Name, ESI No., P.F. No..</b>	<b>Qualification</b>	<b>Employee Code</b>	<b>Designation</b>	<b>Experience in house-keeping</b>	<b>Training</b>	<b>Health Check</b>

The above format may be used to provide employee details.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal :

**Details of the existing contracts**

	Name and Address of the organization, Name, Designation, and contact telephone / fax number of the Officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				From dd/mm/yy	To dd/mm/yy
A					
B					
C					
	Additional information, if any				

The above format may be used to provide requisite details. Satisfactory completion report may be attached.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

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.**

**FINANCIAL TENDER FOR D(M)D OFFICE AND ESI DISPENSARY**

**For House Keeping and Facility Management services in ESIC.**

I. Name of Tenderer: \_\_\_\_\_

S. NO.		Rate Per Month* (Rs.)	Total Nos.	Amount
A	<b>MANPOWER CHARGES</b>			
i	Supervisors			
ii	Trained Housekeeping staff (male/female)			
	<b>Total of A (Rs.)</b>			
B.	<b>MACHINES, EQUIPMENT AND CONSUMABLES CHARGES</b> <b>Amount Per Month</b>			
1.	Charges for machines and equipments, 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')			
2.	Charges inclusive of material, equipments and manpower for providing pest & Rodent control services (including anti-termite treatment) (refer Annexure 'B', Para '(d) "Pest and Rodent control services"')			
	<b>Total of B (Rs.)</b>			
	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 actuals 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 Tenderers will be considered as the lowest Tenderer.

Signature of authorized person

Date:

Full Name:

Place:

Company's Seal :