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**Employees' State Insurance Corporation**  
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**Model Hospital and Occupational Disease Centre**  
Ukankuxjj bUnkj **Nanda Nagar, Indore - 452011**  
nij Hkk" k / Tele - **0731-2554411** QDI / Fax-**0731-2559080**  
E-Mail: **ms-indore@esic.nic.in / www.esic.nic.in**

## TENDER NOTICE

1. Sealed Two Bid tenders are invited for housekeeping services in ESIC, Model Hospital and ODC Center, Nanda Nagar, Indore.

S.No.	Area of the above mentioned Hospital.	Descriptions (approx.)
1.	Hospital Building Area (G +2 Floor)	29000 sq. metres
2.	Compound outside Hospital	10000 sq. metres
3.	Gardens	3129 sq. metres
4.	Toilets	91
5.	Urinals	31
6.	Wash Basins	71

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 10.00 a.m. to 12.30 p.m. and 3.00 p.m. to 3.30 p.m. by contacting Mr. Govind Lal Shah, Care taker.

3. Tender documents consist of the following:-

- Tender Notice including eligibility criteria.
- Instructions to Tenderers .
- General Conditions of Contract.
- Scope of Work (Annexure 'B').
- Additional scope & Particular Conditions for Hospital.
- Resource requirement. (Annexure C).
- Technical Tender.
- Financial Tender.
- Declaration (Annexure A)

4. A set of tender documents can be purchased from **ESIC Model Hospital & ODC Nanda Nagar Indore**, 10.00 a.m. to 3.30 p.m. on any working day **upto 01/09/2011 and on 02/09/2011 upto 1:00P.M** on payment of a non refundable cost of **Rs. 500/- (Five Hundred Rupees only)** in the form of a Demand Draft / Banker's Cheque payable at Indore in favour of **ESIC Model Hospital A/c No. 1**. Tender details / tender document may also be downloaded from ESIC's website: **www.esic.nic.in**. In that case a demand draft/pay order may be enclosed along with tender documents submitted to this office **failing which the tender document will be summarily rejected**.

5. Sealed Tenders with separate Technical and Financial bids filled in the specified proforma and addressed to the Medical Superintendent, ESIC Model Hospital and ODC, Nanda Nagar, Indore, should reach latest by **1.00 P.M. on 02/09/2011**.

6. The Tender is to be **dropped** in the Tender Box captioned "**Tender for providing Housekeeping services**" placed at office of Deputy Medical Superintendent of the Hospital at above address by the stipulated date and time. Tender, if dropped in any box other than the specific tender box will not be considered for selection.

7. The Technical Bids shall be opened at 3:00 PM on 02/09/2011 in Conference Hall of the Hospital, Ground Floor, ESIC Model Hospital, Indore in the presence of such tenderers or their authorized representatives who may wish to be present.
8. The Tenderers whose Technical Bids are accepted will be informed about the date of the opening of financial bids.
9. Tenders received after the closing date and time shall not be considered.

## **ELIGIBILITY CRITERIA**

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

1. The Tenderer must have an average annual turnover of Rs.1,00,00,000/- (Rupee One crores) 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. 2007-08, 2008-09, and 2009-10.
  - b) Audited Income and Expenditure statement of last three years i.e 2007-08, 2008-09, and 2009-10.
  - c) Audited Profit and Loss Account of last three years i.e. 2007-08, 2008-09, and 2009-10.
  - d) Audit report of last three years i.e. . 2007-08, 2008-09, and 2009-10.
  - e) Service Tax certificate.
  - f) Registration Certificate.
  - g) PAN No.
2. The Tenderer should have the Registered / Branch Office in **Indore.**
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/Sub Contractor/Associate should have a valid labour license and 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 doing similar nature of work and have successfully completed.

Tenderer to submit satisfactory completion certificates from the Client/Employer in support 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 Services in ESIC**" and "**Financial Bid for House Keeping and Facility Management Services in ESIC**". Both sealed envelopes should be put in a third sealed envelope superscribed "**Tender for House Keeping Services in ESIC**".
2. The declaration in the prescribed proforma (Annexure A) enclosed should be submitted along with the Technical Bid.

3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty thousand only) in the form of Demand Draft/Pay Order from a nationalized bank drawn in favour of **ESIC Model Hospital A/c No. 1**. Payable at Indore. It should remain valid for a period of 6 months from the issue date of the Tender. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. It shall be refunded to the successful Tenderer on receipt of performance security deposit. No interest is payable on the EMD.
4. All entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory.
5. The bid shall be valid for 180 days from the date of opening.
6. The tenderers shall quote for all works failing which the bid shall be considered non-responsive.
7. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
8. The closing date and time for receipt of tenders will be 1.00 P.M. on 02/09/2011
9. The Technical Bid shall be opened at 3:00 PM on 02/09/2011 in Conference Hall of ESIC, Model Hospital and ODC, Nandanagar, Indore 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 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.2,00,000/- (Rupees Two Lakhs only) by way of Fixed Deposit Receipt (FDR) from a nationalized bank and hypothecated **ESIC Model Hospital A/c No. 1**. Payable at Indore, 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 20 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 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 ESIC reserves the right to reject all or any tender in whole, or in part, 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. ESIC may also conduct health check up of the staff deployed at regular intervals.
3. **The Contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas for housekeeping purposes.**
4. The Contractor must employ adult 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 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 Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard.

The Contract shall initially be valid for a period of three years and may be extended further for a period of three years subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the initial period of three years contract. ESIC, 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 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 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 ESIC and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of ESIC.

ESIC will provide space for setting up a control room of the Contractor in the premises. The contractor will arrange for all other items, viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc. The house keeping staff will first report to the Manager / supervisor in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.

ESIC will provide space for a store room to the Contractor the premises. The store keeper / supervisor deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by ESIC staff during working hours.

9. The Contractor shall:
  - a) Ensure Pest / Animal and Rodent free environment in the premises of ESIC Model Hospital.
  - b) Provide tissue 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 designated wash rooms, and garbage bins/bags, etc. in all work station, 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 Hospital Waste management Services when 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) **Liquidated damages:** 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.

#### **Payment Procedure:**

Payment will be made in the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC along with computer generated attendance sheet in respect of the persons deployed.

**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/- per complaint shall be imposed. The decision of ESIC official incharge 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 ESIC.
- 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 from an existing pool of housekeeping staff. 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 :-**

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.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- 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.
- In the event of loss/damage of equipments 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.
- 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.
- 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.
- The Contractor shall not assign or sublet this Agreement or any part thereof to any third party 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.
- 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/staff/monitoring committee 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 ESIC's representatives and must be approved by them.
- Training on behavior aspects and ethics must be done regularly. ESIC'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 ESIC 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 M.S, ESIC Model Hospital, Indore 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 M.S of ESIC, Model Hospital, Indore, officials of ESIC Hospital will monitor the entire work and staff deployed by the selected tenderers.

#### **a) Daily Services :-**

Housekeeping/ cleaning services should be done daily from **Monday to Saturday (OPD & ADMINISTRATIVE BLOCK)** while **Monday to Sunday (Various Wards & Operation Theater & Casualty etc.)** at regular intervals, so that the areas covered under the contract remain, spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M. **Contractor will arrange manpower for special VIP visits at no extra cost.**

#### **Monday To Saturday (OPD & ADMINISTRATIVE BLOCK)**

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, various wards & OPD's, office rooms, cabins, cubicles, OT, Casualty etc.)
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, opd's, wards, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
5. Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.

11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, halls, committee rooms, computer labs etc.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the ESIC official In charge.
13. Up keeping, watering daily to all Indoor and outdoor trees and plants in the existing garden, cutting and trimming of trees jungles cleaning, as and when required.

### **Monday to Sunday (Various Wards & Operation Theater & Casualty etc.)**

1. PATIENTS ROOM : The Contractor shall be responsible for routine cleaning of the patient room ward 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 AN INPATIENT WILL INCLUDE

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

### 2. CLEANING 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. OPERATION THEATRE

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

### 4. CLEANING OF OFFICES/CONSULTANT ROOMS

- The Contractor shall remove trash from office dustbins and change the trash liner every



evening before closing hours.

- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

5. CLEANING OF LABORATORY and OTHER CRITICAL AREAS

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

6. GLASS WINDOWS and DOORS

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

7. GARBAGE DISPOSAL

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

CLEANING SCHEDULE

VERY HIGH RISK AREA

S.No.	Activity	Frequency	Agents used	Responsibility
<b>1. OT AREA LABOUR ROOM</b>				
1.	Garbage removal	After every case	As per the BMW guideline	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	Wizard	Room boy
4.	2 <sup>nd</sup> Mopping	Before start 1 <sup>st</sup> patient and after every case	1% Sodium Hypo	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 hr.	X colour Duster	Room Boy
8.	Mopping with Wizard in OT	After every 1 hr.	Wizard	Room Boy

9.	Mopping with Sodium Hypochlorite in OT	After every 4 hrs.	1% Sodium Hypochlorite	Room Boy
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## 2. ICU and NICU

1.	Removal of Garbage	5.00 a.m., 2.30 p.m and 7.30 p.m.	As per the BMW guideline	Room Boy
2.	Brushing	Thrice in a day 9.00 a.m., 3.00 p.m., 9.00 p.m.	Feather Brush	Room Boy
3.	Dusting	After every 1 hr.	X colour duster	Room Boy
4.	Mopping with wizard	After every 1 hr.	Wizard	Room Boy
5.	Mopping with Sodium Hypochlorite	After every 4 hrs. as and when required	1% Sodium Hypochlorite	Room Boy
6.	Washroom cleaning with	Cleaning after every half an hr.	Wizard	Room Boy
7.	Washroom cleaning with	Cleaning after every 4 hr. as and when	1% Sodium Hypochlorite	Room Boy

## 3. HIGH RISK AREA

### EMERGENCY

I	Removal of Garbage	5.00am, 2,.30pm	As per the Bww	Room Boy
II	Brushing	Thrice in a da 9.00am,3.00pm,9.00pm	Feather Brush	Room Boy
III	Dusting	After every 2hrs As and when required	Wizard	Room Boy
IV	Mopping with wizard	After every 2hrs As and when required	Wizard	Room Boy
V	Mopping with sodium Hypochlorite	After every hrs As and When required	1% Sodium Hypochlorite	Room Boy
VI	Washroom cleaning with	Cleaning after every half anther	Wizard	Room Boy

## 4. MODERATE RISK AREA

### IPD ROOMS/WARDS

I	Removal of Garbage	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	As per the BMW	Room Boy
II.	Brushing	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	Feather Bruch	Room Boy
III.	Dusting	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	Z Colour Duster	Room Boy
IV.	Mopping with Wizard	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	Wizard	Room Boy
V.	Mopping with Sodium Hypochlorite	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	1% sodium Hypochlorite	Room Boy
VI	Washroom	Four times in a day 1 <sup>st</sup> start from 7.30 a.m.	Wizard and 1% Sodium	Room Boy
	Brushing in the corridor in	In continuation	Flat Mop	Room Boy
	Dusting in the corridor area	Twice in a day it starts from 7.00 a.m.	Z colour	Room Boy

	Mopping with Wizard	In continuation	Wizard	Room Boy
	Mopping with Sodium Hypochlorite	After every 8 hrs.	1% Sodium Hypochlorite	Room Boy
	After 7.30 p.m. in the evening Housekeeping services will be provided on call. If there is request from the Attendant, patient and from Nursing			
<b>5- KITCHEN.</b>				
i.	Removal of Garbage	Twice in a day 2.30 p.m. and .730 p.m.	Black Garbage	Room Boy
2.	Brushing	Thrice in a day 8.00 a.m, 12.00 p.m. and 6.00 p.m.	Flat mop and Feather	Room Boy
3.	Dusting	Thrice in a day 8.00 a.m, 12.00 p.m. and 6.00 p.m.	Z colour duster	Room Boy
4.	Mopping with Wizard	After every three hrs. and after every meal as and	Wizard	Room Boy
<b>6 – PATHOLOGY LAB</b>				
1.	Removal of Garbage	Thrice in a day 5.00 a.m, 2.30 p.m. and 7.30	As per the BMW	Room Boy
2.	Dusting/Brushing	Twice in a day 8.00 a.m. and 5.00 p.m. as and	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	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy
<b>7 – DIAGNOSTIC AREA</b>				
1.	Removal of Garbage	Twice in a day 2.30 p.m. and 7.30 p.m. as and	As per BMW guidelines	Room Boy
2.	Dusting	Twice in a day 8.00 a.m. and 5.00 p.m. as and	Z colour Duster	Room Boy
3.	Brushing	Twice in a day 8.00 a.m. and 5.00 p.m. as and	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
<b>8 – PUBLIC AREA WASHROOM</b>				
1.	Cleaning with Wizard	Cleaning will be done after half an hr. and boy	Wizard	Room Boy
2.	Washroom Cleaning with Sodium	Cleaning will be done after every 8 hr. as and	1% Sodium Hypochlorite	Room Boy
<b>9 – CORRIDOR</b>				
1.	Mopping with dry mop	In continuation	Flat Mop	Room Boy
2.	Mopping with Wizard	After every 3 hrs. as an when required	Wizard	Room Boy
3.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1 Sodium Hypochlorite	Room Boy

10 – LOBBY				
1.	Dusting	In continuation	Z Colour duster	Room Boy
2.	Brushing with Dry Mop	In continuation	Flat .....	Room Boy
3.	Mopping with Wizard	After every 3 hrs. as and when required	Wizard	Room Boy
4.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy
11 – OPD AREA				
1.	Removal of Garbage	Twice in a day 2.30 p.m. and 7.30 p.m. as and	As per the BMW	Room Boy
2.	Brushing	Twice in a day 7.30 a.m. and 8.00 p.m. as and	Feather Brush	Room Boy
3.	Dusting	Twice in a day 7.30 a.m and 8.00 p.m. as and	Z Colour Duster	Room Boy
4.	Mopping with Wizard	Twice in a day 7.30 a.m. and 8.00 p.m. as and	Wizard	Room Boy
5.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy
6.	Mopping in the			
12 – PHARMACY				
1.	Removal of Garbage	Thrice in a day 5.00 a.m., 2.30 p.m. and 7.30 p.m.	As per the BMW	Room Boy
2.	Brushing	Twice in a day 8.00 a.m. and 8.00 p.m. as and	Feather Brush	Room Boy
3.	Dusting	Twice in a day 8.00 a.m and 8.00 p.m. as and when required.	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	Sodium Hypochlorite	Room Boy
13 – PROCEDURE/TREATMENT ROOM				
1.	Removal Garbage	Thrice in a day starts from 7.00 a.m, 2.30 p.m and 8.00 p.m. as and when required	As per the BMW guidelines	Room Boy
2.	Brushing	Thrice in a day starts from 7.00 a.m., 2.30 p.m. and 8.00 p.m. as and when required	Feather Brush	Room Boy
3.	Dusting	Twice in a day 8.00 a.m. and 8.00 p.m. as and when required	Y colour dusters	Room Boy
4.	Mopping with Wizard	After every 3 hrs. as and when required	Wizard	Room Boy
5.	Mopping with Sodium Hypochlorite	After every 6 hrs. as and when required	1% Sodium Hypochlorite	Room Boy

Dilution of Wizard in all areas = 40 ml in 1 litre 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 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 Bio-Medical Waste (management and Handling Rules of India, 1998 and any amendments or other regulations, in this regard.
2. A detailed Hospital Waste Management Plan shall be prepared and got approved from 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, 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
- Anatomical Waste – Tissues, organ, body parts.
- Soiled Waste (Solid Waste) – Blood and Body fluids, Stained dressings, Swabs, Cotton etc. Soiled Plaster Casts.
- Plastic Waste – IV sets and tubing, Gloves, Catheters, Vacutainers and Syringes (without needles), Urine bags, Blood Bags.
- Microbiology Waste – Lab cultures.
- Sharps – Syringes with needles, Burnt needles, Stylets, Scalpels, Lancets, Blades, Broken ampoules.
- Liquid Waste – Waste from laboratory and Washing, Cleaning and Disinfection.
- Expired Medicines.
- General Waste – Paper, Cardboard, Unbroken glass bottles.

### RESOURCES REQUIRED

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

## METHOD AND PROCEDURE

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

The following shall be followed:-

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

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

**Weekly Services:-**

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

1. Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.

4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Tenderer will make a cleaning programme and submit to 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
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.

#### 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 ESIC.

#### 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/e-mail, verbal complaints from ESIC, etc. and necessary action is to be taken.

**RESOURCES REQUIREMENT****ANNEXURE –C**

1. 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

**ESIC MODEL HOSPITAL, NANDA NAGAR, INDORE.**

Sl.No.	Description	Nos. required
1	SCRUBBING MACHINE (TASKI)	2
2	AUTO SCUBBER MACHINE (TASKI)	2
3	WET/ DRY VACCUM CLEANER (TASKI)	1
4	HIGH PRESSURE JET (TASKI)	1
5	WRINGER TROLLEY	4
6	CADDY BUCKET	8

Sl. No.	Manpower Description	No. of staff required
1	Housekeeping Manager	1
2	Housekeeping Supervisor	2
3	Trained Housekeeping Staff	20

Note: The number of housekeeping staff required at what time, would be decided by the Medical Superintendent or the committee or the official nominated by the M. S of the hospital. The competent authority of ESIC reserves the right to change/not change shift time without assigning any reason thereof.

The required quantities of cleaning material and aids for the month shall be procured by the contractor itself.

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



1.	NAME OF TENDERING COMPANY / FIRM / SELECTED TENDERERS	
2.	NAME OF OWNER / PARTNERS/ DIRECTORS	
3.	FULL PARTICULARS OF OFFICE	
(A)	ADDRESS	
(B)	TELEPHONE NO.	
(C)	FAX NO.	
(D)	E-MAIL ADDRESS	
4.	FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM / SELECTED TENDERERS, WITH FULL ADDRESS/ TEL. NO.	
(A)	NAME OF THE BANK	
(B)	ADDRESS OF THE BANK	
(C)	TELEPHONE NO.	
(D)	FAX NO.	
(E)	E-MAIL ADDRESS	
5.	REGISTRATION DETAILS :	
	(A) PAN / GIR NO.	
	(B) SERVICE TAX REGISTRATION NO.	
	(C) E.P.F. REGISTRATION NO.	
	(D) E.S.I. REGISTRATION NO.	
6.	DETAILS OF EARNEST MONEY DEPOSIT	
(A)	AMOUNT (RS.)	
(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 2007-08, 2008-09, 2009-10.
- ii. Audited Income / Expenditure Statement for 2007-08, 2008-09, 2009-10.
- iii. Audited Profit & Loss Account Statement for -08, 2008-09, 2009-10.
- iv. Audited Report Statement for -08, 2008-09, 2009-10.

Signature of Owner/Managing  
Partner/Director

Date:

Name:

Place:

Seal :

Detailsofstaff

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/Managing  
Partner/Director

Date:

Name:

Place:

Seal :

Detailsoftheexistingcontracts

	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	To
				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/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 ESIC MODEL HOSPITAL, INDORE.

For House Keeping and Facility Management services in ESIC.

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

S. NO.		Rate Per Month* (Rs.)	Total Nos.	Amount
A	MANPOWER CHARGES			
i	Supervisors			
ii	Trained Housekeeping staff (male/female)			
	Total of A (Rs.)			
B.	MACHINES, EQUIPMENT AND CONSUMABLES CHARGES Amount Per Month			
	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')			
	Total of B (Rs.)			
	Total of A + B (Rs.)			

\* The above rates are inclusive of all taxes, levies including ESI contribution, EPF etc. but excluding only service tax which shall be reimbursed on 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 :



विश्वा से मुक्ति

deþpkjh jkT; chek fuxe

**Employees' State Insurance Corporation**  
vkn' kZ fpfdRI ky; , oa 0; kol kf; d jksx dñnz  
**Model Hospital and Occupational Disease Centre**  
Ukankuxj] bUnkš Nanda Nagar, Indore - 452011  
nWj Hkk"k / Tele - 0731-2554411 QDI / Fax-0731-2559080  
E-Mail: ms-indore@esic.nic.in / www.esic.nic.in

TENDER NOTICE FOR HOUSE KEEPING SERVICES AND MANAGEMENT FACILITY

Sealed Tenders in prescribed form under two envelop system packed in one envelop are invited from Registered/Reputed firms for Three year Service Contract for Housing keeping and management facility work in ESIC Model Hospital and ODC, Nanda Nagar Indore.

**Scope of work:-** The House Keeping work shall include all work related to hygiene and sanitation of the premises which will include sweeping, cleaning, dusting etc. in the said premises. The work of pest control/rodent control will be undertaken by the House Keeping agency.

Bid Documents can be obtained form the office of the Medical Superintendent ESIC Model Hospital, Nanda Nagar, Indore during working hours from 10.00 a.m. to 3.30 p.m. on any working day upto 01/09/2011 and on 02/09/2011 upto 1:00PM on payment of a non refundable cost of the tender of Rs.500/- in the form of DD/Banker's Cheque drawn in favour of ESIC Model Hospital A/C No. 1 payable at Indore.

Last date for submission of duly filled Tender form is :-02<sup>nd</sup> September,2011(upto 1:00PM)

Date of opening of tender :- 02<sup>nd</sup> September, 2011 (3:00PM)

EMD to be deposited with Tender form is Rs. 50,000 (Fifty Thousand only) in the form of DD drawn in favour of ESIC Model Hospital A/C No.1 payable at Indore. All other terms and conditions are enclosed with Tender Document.

ESIC reserves the right to reject any or all tenders without assigning any reasons.

Assistant Director (Gen.)  
For Medical Superintendent.

Tender issued to; on \_\_\_\_\_

M/s \_\_\_\_\_

\_\_\_\_\_