

**EMPLOYEES' STATE INSURANCE HOSPITAL**

**Sector-15, Rohini, New Delhi – 110089**

**ISO 9001:2000 CERTIFIED**

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



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**Notice inviting Tender**

Medical Superintendent, ESIH, Rohini invites sealed tenders under 2 Bid System (Technical Bid and Financial Bid) for the following work for a period of two years from 01/03/2011 to 28/02/2013 as per the scope of work given in the Tender Document.

| Name of work  | Area of complex  | Cost of Tender Form | Earnest Money |
|---|--|---------------------|---------------|
| Mechanized Cleaning and House Keeping in ESI Hospital,Rohini and Residential Colony, Data Centre and Dental College | Plot Area—40000 Sq.mtrs (approx)<br>Plinth Area:<br>Hospital.DataCentre<br>Horticulture Area<br>Residential colony<br>Dental Coll. Dental College Hostel | Rs.1000/-           | Rs.4,00,000/- |

The bidders/firms complying with following criteria needs only apply:-

1. The Tenderer must have an average annual turnover of Rs.2,50,00,000/-Rupees Two Crores fifty lacs only)and should be profit making during the last three years. Copies of the following documents should be submitted along with the Technical Bid.

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- 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 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 under Central Labour (R&A) Act 1970
  - g) Copy of PAN card of the company.
  - h) The tenderer should have the Registered/Branch office in Delhi/NCR
2. The tenderer should have sufficient employees as detailed in Annexure 'C' on its 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,and certificate of satisfactory compliance under ESI and EPFAct for respective ESI Office and EPF Office 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.
  3. The firm should have successfully completed one similar nature of work in Govt./Semi Govt./Private Hospital in the last three years. Copy of work order and satisfactory completion certificates from Clients/Employer in this regard shall be submitted with the Technical Bid failing which the information is liable to be treated as invalid.
  4. The tenderer shall undertake to issue appointment letter to all its employees deployed on housekeeping job in the hospital.
  5. The tenderer/contractor shall be responsible for submitting monthly ESI/EPF Challan (Copy of form 6) of all employees deployed in the hospital while claiming payment from the Principal employer
  6. The Tenderer/Sub Contractor/Associate should have a valid labour license and license for providing Pest control, Hospital Waste Management services etc as applicable.
  7. The Tenderer should possess valid ISO -- 9001 Certification for Housekeeping Services. Copy of certificate has to be attached with the Technical Bid.

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8. The tenderer should have minimum three years experience in doing similar nature of work and have successfully completed :
- a) One similar work of value equal to 60 lacs (Rs. Sixty lacs)
  - b) Two similar works of value equal to 30 Lacs(Thirty Lacs)
  - c) Three similar works of value equal to 20 Lacs (Twenty lacs)

Tenderer to submit satisfactory completion certificates from the client/employer in support failing which the information is liable to be treated as invalid.

## **II INSTRUCTION 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 Housekeeping Services in ESI Hospital Rohini**” and “**Financial Bid for House Keeping and Facility Management Services In ESI Hospital Rohini**”. Both sealed envelope should be put in a third sealed envelope super scribed “**Tender for House Keeping Services in ESI Hospital Rohini**”
2. The declaration in the prescribed proforma (Annexure A) enclosed should be submitted alongwith the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.4,00,000/-In the form of Demand Draft/Pay Order from a commercial bank drawn in favour of “ ESIC Fund A/c No.1” payable at New Delhi. It should remain valid for a period of 2(Two) months from the last date of 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 successful Tenderer on the receipt of performance security deposit. No interest is payable on the EMD.
4. All entries in the tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory.
5. The bid shall be valid for 60 (Sixty)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 2.00P.M.on 17.02.2011.

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9. The Technical Bid shall be opened at 2.30.P.M. on 17.02.2011 in the Administrative Block of ESI Hospital Rohini in the presence of the authorized representatives of tenderers, who wish to be present at the 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 reasons(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.15,00,000/- by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of E.S.I.C.A/c No.1  
Valid for 60 days beyond the expiry of period of One year contract and further renewable. If required alternatively the Performance Security Deposit may be in the form of an unconditional Bank Guarantee from a scheduled bank in the format approved by ESIC.
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 signed and stamped by Authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.
16. The competent authority reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the tenderer shall be given sufficient time to take the changes into account.
17. The competent authority 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.

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## 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 Workman 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 thereunder from time to time. ESIC will not own any responsibility in this regard. **The contract shall initially be valid for period of One year** and may be **extended further for a period of One 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 One year 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 approval of ESIC. ESIC will provide space for setting up a control room of the Contractor in the premises. The control room will have seating arrangements for the Manager and/or Supervisor and will be equipped with a computer work station. The contractor will arrange for all other items, viz, time keeping machine, computerized inventory of stores computerized daily duty roster chart, etc. The housekeeping staff will first report to the Manager/supervisor in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.

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ESIC will provide space for a store room to the Contractor in the premises. The storekeeper/supervisor deployed by the contractor will store all their liveries, materials, 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.

8. ESIC will ensure that the office rooms, committee rooms, hospital rooms etc. are open at designated hours for cleaning/housekeeping work.
9. The Contactor shall:
  - a. Ensure Pest/Animal and Rodent free environment in the premises.
  - b. Provide tissues boxes and hand towels in Officers rooms.
  - c. Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers etc. in all designed wash rooms and garbage bins/bags, etc. in all work station wash rooms and pantries.
  - d. Ensure that their manager/supervisor are equipped with mobile phones.
  - e. Arrange for 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 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 of the premises:**

- a. Details of scope of work are enclosed at Annexure “B”
- b. Details of Equipments to 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.

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### **Variations**

The ESIC official incharge 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 alongwith copies of Form 6 of ESI (Regulation 32) and EPF challan of all the employees deployed in the hospital by the contractor. 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. List of equipments deployed during the month and consumables used during the month.

1. Workers engaged through contractor must receive their entitled wages on the last day of the month.
2. Monthly bill cycle will be 24<sup>th</sup> day of the the previous month to 23<sup>rd</sup> day of the current month. Monthly bill as per above cycle, will be submitted by the service providers on 26<sup>th</sup> of the current month.
3. The Service provider must ensure that entitled wages of the workers are credited to their bank account on the last working day of the month. Service Provider will not be given any relaxation in this matter.
4. While submitting the bill for the next month, the Service Provider must file a certificate certifying the following:-
  - A) Wages of workers were credited to their bank account on (date).
  - B) ESI Contribution relating to workers amounting to Rs.\_\_\_\_\_ was deposited on (date) (Copy of challan enclosed).
  - C) EPF contribution relating to workers amounting to Rs.\_\_\_\_\_ was deposited on (date) (Copy of challan enclosed).
  - D) He is complying with all the Statutory Labour Laws including minimum Wages Act.
5. Service Provider submits the bill in accordance with the above time schedule. In case, he fails to submit the bill by 26<sup>th</sup> of the month, even he has to make the payment to the workers on the last working day.

### **Liquidated damages:**

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

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## **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 number 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, no 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 failure of the existing arrangement.

ESIC reserve the right for termination of the contract at any time by giving one month Written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contactor 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.

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- 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 part without the approval of the ESIC. However, he may use the services of associates for providing the services in which case the contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities 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 ESIC's representatives and must be approved by them.
- Training on behavior aspects and ethics must be done regularly. ESIC's ways of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- 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 DG, ESIC whose decision shall be final and binding on both the parties.

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Scope of workCleaning Service

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 ESC..... officials of ESIC will monitor the entire work and staff deployed by the selected tenderers.

**( a ) Daily services**

Housekeeping / cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain, spic and span all the time, working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M. Contractor will arrange manpower for special VIP visits at no extra cost.

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract ( such as halls, conferences 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, 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 collecting 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 window 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 toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. 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.

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10. check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs, etc.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the ESIC officials In charge.

(b) **Waste Disposal Management**

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the 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:-

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents / cleaning agents.
5. Washing of outside area with High Pressure Jet Machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Tenderer will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / 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.

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( 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 WHO specifications. Further, the chemicals should not leave any spot 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

( 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 suggestion, complaints related to services or staff deployed by the contractor will be registered at the 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 Complaints Register**

This register is to be completed on the basis of information received by the housekeeping Manager from ESIC through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter / fax / e-mail, verbal complaints from ESIC, etc. and necessary action is to be taken.

**ADDITIONAL SCOPE AND PARTICULAR CONDITIONS FOR HOSPITAL**

In case of any differences, these particular conditions of contract supersede the General conditions of contract. The services shall be provided round the clock on all days, including holidays:-

The Services include:-

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

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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 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 toilet with soap solution and keeping them odour free using deodorizer cubes / odonils.
- Cleaning doors and windows with soap solution.
- 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 bags 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 operation 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 carpet 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 deodorizer.

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**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 bags 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 area 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 to 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.

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## 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 guidelines | Room Boy       |
| 2                             | Feather brushing                                | After every case  | Feather brush             | Room Boy       |
| 3                             | 1 <sup>st</sup> Mopping                         | Before start 1 <sup>st</sup> patient and after every case | Wizard                    | Room Boy       |
| 4                             | 2 <sup>nd</sup> Mopping                         | Before start 1 <sup>st</sup> patient and every case       | 1% Sodium Hype Chlorite   | Room Boy       |
| 5                             | Garbage removal from the OT corridor            | -----   | As per BMW guidelines     | Room Boy       |
| 6                             | Brushing in the OT Corridor                     | In continuation   | Flat Mop                  | Room Boy       |
| 7                             | Dusting of doors and windows in OT corridor     | After every 1 hour  | X Colour Duster           | Room Boy       |
| 8                             | Mopping with wizard in OT Corridor              | After every 1 hour  | Wizard                    | Room Boy       |
| 9                             | Mopping with sodium Hypochlorite in OT Corridor | After every 1 hour  | 1% Sodium Hypochlorite    | Room Boy       |

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| <b>2. ICU, CCU, ICCU, NICU, PICU</b> |   |   |                           |          |
|--------------------------------------|---|---|---------------------------|----------|
| 1                                    | Removal of Garbage                        | 5.00 a.m., 2.30 p.m., 7.30 p.m.                 | As per the BMW guidelines | Room Boy |
| 2                                    | Brushing                                  | Thrice a day<br>9.00 a.m., 3.00 p.m., 9.00 p.m. | Feather Brush             | Room Boy |
| 3                                    | Dusting                                   | After every 1 hour                              | X colour Duster           | Room Boy |
| 4                                    | Mopping with wizard                       | After every 1 hour                              | Wizard                    | Room Boy |
| 5                                    | Mopping with sodium Hypochlorite          | After every 1 hour                              | 1% sodium Hypochlorite    | Room Boy |
| 6                                    | Washroom Cleaning with Wizard             | Cleaning after every half an hour               | Wizard                    | Room Boy |
| 7                                    | Washroom Cleaning with sodium Hypochlorit |   |                           | Room Boy |
| <b>3 HIGH RISK AREA</b>              |   |   |                           |          |
| I                                    | Removal of Garbage                        | 5.00 a.m., 2.30 p.m. and 7.30 p.m.              | As per the BMW guidelines | Room Boy |
| II                                   | Brushing                                  | Thrice a day<br>9.00 a.m., 3.00 p.m., 9.00 p.m. | Feather Brush             | Room Boy |
|                                      |   |   |                           |          |
| III                                  | Dusting                                   | After every 2 hours as and when required        | Wizard                    | Room Boy |
| IV                                   | Mopping with wizard                       | After every 2 hours as and when required        | Wizard                    | Room Boy |
| V                                    | Mopping with sodium Hypochlorite          | After every hour as and when required           | 1% sodium Hypochlorite    | Room Boy |
| VI                                   | Washroom cleaning with wizard             | Cleaning after every half an hour               | Wizard                    | Room Boy |

Signature of Tendor with Seal



| 4. MODERATE RISK AREA |   |  |                                   |          |
|-----------------------|---|--|-----------------------------------|----------|
| IPD ROOMS / WARDS     |   |  |                                   |          |
| I                     | Removal of Garbage  | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required   | As per the BMW guidelines         | Room Boy |
| II                    | Brushing  | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required   | Feather Brush                     | Room Boy |
| III                   | Dusting   | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required   | Z Colour Duster                   | Room Boy |
| IV                    | Mopping with wizard   | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required   | Wizard                            | Room Boy |
| V                     | Mopping with sodium Hypochlorite  | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required   | 1% Sodium Hypochlorite            | Room Boy |
| VI                    | Washroom  | Four times a day 1 <sup>st</sup> start from 7.30 am, 2 <sup>nd</sup> start from 11.00 am, 3 <sup>rd</sup> start from 2.30 pm, 4 <sup>th</sup> start from 1.30 pm, as and when required | Wizard and 1% Sodium Hypochlorite | Room Boy |
|                       | Brushing in the corridor in the moderate  | In continuation  | Flat Mop                          | Room Boy |
|                       | Dusting in the corridor area  | Twice in a day it starts from 7.00 am, onwards   | Z colour duster                   | Room Boy |
|                       | Mopping with wizard   | In continuation  | Wizard                            | Room Boy |
|                       | Mopping with sodium Hypochlorite  | After every 8 hours  | 1% Sodium Hypochlorite            | Room Boy |
|                       | After 7.30 pm in the evening housekeeping services will be provided on call, if there is request from the attendant, patient and from Nursing |  |                                   | Room Boy |

Signature of Tendor with Seal

| <b>5. CAFETERIA</b>       |                                  |   |                            |          |
|---------------------------|----------------------------------|---|----------------------------|----------|
| 1                         | Removal Of Garbage               | Twice in a day 2.30 pm and 7.30 pm.                               | Black Garbage Bag          | Room Boy |
| 2                         | Brushing                         | Thrice in a day 8.00 am, 12.00 pm, 6.00 pm as and when required   | Flat Mop and feather brush | Room Boy |
| 3                         | Dusting                          | Thrice in a day 8.00 am, 12.00 pm, 6.00 pm as and when required   | Z colour duster            | Room Boy |
| 4                         | Mopping with wizard              | After every three hours and after every meal as and when required | Wizard                     | Room Boy |
| <b>6. PATHOLOGY LAB</b>   |                                  |   |                            |          |
| 1                         | Removal Of Garbage               | Thrice in a day 5.00 am, 2.30 pm, 7.30 pm as and when required    | As per BMW guidelines      | Room Boy |
| 2                         | Dusting / Brushing               | Twice in a day 8.00 am and 5.00 pm as and when required           | Y Colour Duster            | Room Boy |
| 3                         | Mopping with wizard              | After every three hours as and when required                      | Wizard                     | Room Boy |
| 4                         | Mopping with sodium Hypochlorite | After every 8 hours as and when required                          | 1% Sodium Hypochlorite     | Room Boy |
| <b>7. DIAGNOSTIC AREA</b> |                                  |   |                            |          |
| 1                         | Removal of Garbage               | Twice in a day 2.30 pm and 7.30 pm as and when required           | As per BMW guidelines      | Room Boy |
| 2                         | Dusting                          | Twice in a day 8.0 am and 5.00 pm as and when required            | Z Colour Duster            | Room Boy |
| 3                         | Brushing                         | Twice in a day 8.00 pm and 5.00 pm as and when required           | Z Colour Duster            | Room Boy |
| 4                         | Mopping with wizard              | After every 3hours as and when required                           | Wizard                     | Room Boy |
| 5                         | Mopping with sodium Hypochlorite | After every 8 hours as and when required                          | 1% Sodium Hypochlorite     | Room Boy |

| <b>8. PUBLIC AREA WASHROOM</b> |  |   |                           |          |
|--------------------------------|--|---|---------------------------|----------|
| 1                              | Cleaning with wizard                       | Cleaning will be done after half and hour and boy will be stationed there | Wizard                    | Room Boy |
| 2                              | Washroom cleaning with sodium hypochlorite | Cleaning will be done after every 8 hours as and when required            | 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 3hours as and when required                                   | Wizard                    | Room Boy |
| 3                              | Mopping with sodium Hypochlorite           | After every 8 hours as and when required                                  | 1% Sodium Hypochlorite    | Room Boy |
| <b>10. LOBBY</b>               |  |   |                           |          |
| 1                              | Dusting                                    | In continuation   | Z Colour                  | Room Boy |
| 2                              | Brushing with dry Mop                      | In continuation   | Flat Mop                  | Room Boy |
| 3                              | Mopping with wizard                        | After every 3hours as and when required                                   | Wizard                    | Room Boy |
| 4                              | Mopping with sodium Hypochlorite           | After every 8 hours as and when required                                  | 1% Sodium Hypochlorite    | Room Boy |
| <b>11. OPD AREA</b>            |  |   |                           |          |
| 1                              | Removal of Garbage                         | Twice in a day 2.30 pm, and 7.30 pm, as and when required                 | As per the BMW guidelines | Room Boy |
| 2                              | Brushing                                   | Twice in a day 7.30 pm, and 8.00 pm, as and when required                 | Feather Brush             | Room Boy |
| 3                              | Dusting                                    | Twice in a day 7.30 pm, and 8.00 pm, as and when required                 | Z Colour Duster           | Room Boy |
| 4                              | Mopping with Wizard                        | Twice in a day 7.30 pm, and 8.00 pm, as and when required                 | Wizard                    | Room Boy |
| 5                              | Mopping with sodium hypochlorite           | After every 8 hours as and when required                                  | 1% Sodium Hypochlorite    | Room Boy |
| 6                              | Mopping in the                             |   |                           |          |

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| <b>12. PHARMACY</b>   |                                  |   |                           |          |
|---|----------------------------------|---|---------------------------|----------|
| 1   | Removal of Garbage               | Thrice in a day 5.00 am, and 2.30 pm and 7.30 pm as and when required | As per the BMW guidelines | Room Boy |
| 2   | Brushing                         | Twice in a day 8.00 am, and 8.00 pm, as and when required             | Feather Brush             | Room Boy |
| 3   | Dusting                          | Twice in a day 8.00 am, and 8.00 pm, as and when required             | Z Colour Duster           | Room Boy |
| 4   | Mopping with Wizard              | After every 3 hours as and when required                              | Wizard                    | Room Boy |
| 5   | Mopping with sodium hypochlorite | After every 8 hours as and when required                              | Sodium Hypochlorite       | Room Boy |
| <b>13. PROCEDURE / TREATMENT ROOM</b>                               |                                  |   |                           |          |
| 1   | Removal of Garbage               | Thrice in a day 7.00 am, and 2.30 pm and 8.00 pm as and when required | As per the BMW guidelines | Room Boy |
| 2   | Brushing                         | Thrice in a day 7.00 am, and 2.30 pm, 8.00 pm as and when required    | Feather Brush             | Room Boy |
| 3   | Dusting                          | Twice in a day 8.00 am, and 8.00 pm, as and when required             | Z Colour Duster           | Room Boy |
| 4   | Mopping with Wizard              | After every 3 hours as and when required                              | Wizard                    | Room Boy |
| 5   | Mopping with sodium hypochlorite | After every 6 hours as and when required                              | Sodium Hypochlorite       | Room Boy |
| <b>14. MORTUARY</b>   |                                  |   |                           |          |
| 1   | Brushing                         | In the month in presence of security as and when required             | Feather Brush             | Room Boy |
| 2   | Mopping with Wizard              | In the morning in presence of security as and when required           | Wizard                    | Room Boy |
| 3   | Mopping with sodium hypochlorite | After every 6 hours as and when required                              | 1% Sodium Hypochlorite    | Room Boy |
| <b>15. MINIMAL RISK AREA</b>  |                                  |   |                           |          |
| <b>ADMINISTRATION RECORD ROOM / STORAGE ROOM ENGINEERING OFFICE</b> |                                  |   |                           |          |
| 1   | Brushing                         | Once in a day it starts from 7.30 am as and when required             | Feather Brush             | Room Boy |
| 2   | Mopping with Wizard              | Once in a day it starts from 7.30 am as and when required             | Wizard                    | Room Boy |

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Dilution of wizard in all areas = 40 ml in 1 liter of water

Cleaning of spillage of Blood / Body fluids

1. Use disposable gloves.
2. Cover area with 1% sodium Hypochlorite
3. Leave for 20 minutes
4. Collect residue with disposable paper. Wipe and discard in 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 fourth full and then placed in a bigger bag / container for transportating.
6. Cover Trolleys should be used for transportation. Before final disposal / treatment waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection, 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.

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## **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. solid 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 bags and will be given to centralized waste management contractor.
- Plastic waste will be collected in blue bags 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.

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The following shall be followed:-

- I. Segregation will be done at source.
- II. Bins will have bio-hazardous sign on them.
- III. Housekeeping personal 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 bags has to be weighed and the details like date, time floor, weight will be entered in the garbage register by the housekeeping boy in the presence of security,
- 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.

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## TECHNICAL TENDER

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

Technical Tender

**Page: 1**

|     |  |  |
|-----|--|--|
| 1   | Name of Tendering Company / Firm / Selected Tenderers  |  |
| 2   | Name of owner / Partners / Directors   |  |
| 3   | Full Particulars of Office   |  |
| (A) | Address  |  |
| (B) | Telephone No.  |  |
| (C) | Fax No.  |  |
| (D) | E-mail Address   |  |
| 4   | FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM / SELECTED TENDERERS, WITH FULL ADDRESS / TEL. NO. |  |
| (A) | Name of the Bank   |  |
| (B) | Address of the Bank  |  |
| (C) | Telephone No.  |  |
| (D) | Fax No.  |  |
| (E) | E-mail address   |  |
| 5   | Registration Details :-  |  |
|     | (A) PAN/GIR No.  |  |
|     | (B) Service Tax Registration No.   |  |
|     | (C) E.P.F. Registration No.  |  |
|     | (D) E.S.I. Registration No.  |  |
| 6   | Details of Earnest Money Deposit   |  |
| (A) | Amount ( Rs.)  |  |
| (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 and Loss Account Statement for 2007-08, 2008-09, 2009-10.
- (IV). Audited Report Statement for 2007-08, 2008-09, 2009-10.

Date: \_\_\_\_\_ Signature of owner / Managing Partner / Director  
Name: \_\_\_\_\_

Place: \_\_\_\_\_ Seal: \_\_\_\_\_



**Details of Staff**

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

The above format may be used to provide employee details.

Signature of owner / Managing Partner / Director

Date :

Name:

Place:

Seal:

**ANNEXURE-A**

**DECLARATION**

1. I, \_\_\_\_\_ Son / Daughter of Shri \_\_\_\_\_ Proprietor / Partner / Director / Authorised Signatory of \_\_\_\_\_ an 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.**

**Details of the existing contracts**

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

The above format may be used to provide requisite details.

Signature of owner / Managing Partner / Director

Date :

Name:

Place:

Seal:

**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

| <b>Sl.No.</b> | <b>Description</b>            | <b>Nos. required</b> |
|---------------|-------------------------------|----------------------|
| 1.            | SCRUBBING MACHINE (TASKI)     | 2                    |
| 2.            | AUTO SCRUBBER MACHINE (TASKI) | 2                    |
| 3.            | WET/DRY/VACCUM LEANER (TASKI) | 1                    |
| 4.            | HIGH PRESSURE JET (TASKI)     | 1                    |
| 5.            | WRINGER TROLLEY               | 4                    |
| 6.            | CADDY BUCKET                  | 8                    |
| 7.            | SINAGES                       |                      |

**Number of manpower to be deployed**

| <b>Sl. No.</b> | <b>Manpower Description</b> | <b>No. of staff required</b> |
|----------------|-----------------------------|------------------------------|
| 1.             | Housekeeping Manager        | 1                            |
| 2.             | Housekeeping Supervisor     | 4                            |
| 3.             | Trained Housekeeping Staff  | 60                           |

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**List of Cleaning Materials & Aids**

| <b><u>Sl. No.</u></b> | <b><u>Items</u></b>                 | <b><u>Qty.</u></b> |
|-----------------------|-------------------------------------|--------------------|
| <u>1.</u>             | DUST CONTROL REFILL                 | 10                 |
| <u>2.</u>             | KENT MOP REFILL                     | 360                |
| <u>3.</u>             | DETERGENT                           | 35Kg.              |
| <u>4.</u>             | VIM                                 | 35Kg.              |
| <u>5.</u>             | MULTI CLEANER                       | 20LTRS             |
| <u>6.</u>             | <u>ROOM SPRAY (PREMIUM)</u>         | <u>30 BOTTLE</u>   |
| <u>7.</u>             | <u>AUTO SPRAY</u>                   | <u>70</u>          |
| <u>8.</u>             | <u>ODONIL</u>                       | <u>70</u>          |
| <u>9.</u>             | <u>U.CUBES</u>                      | <u>30</u>          |
| <u>10.</u>            | <u>N.BALLS</u>                      | <u>3kg</u>         |
| <u>11.</u>            | <u>SODIUM HYPOCHLORITE</u>          |                    |
| <u>12.</u>            | <u>BRASSO</u>                       | <u>5 LTRS</u>      |
| <u>13.</u>            | <u>CLEANZO/PHYNYL</u>               | <u>60 LTRS</u>     |
| <u>14.</u>            | <u>R1 (Bathroom Cleaner)</u>        | <u>40 ltrs.</u>    |
| <u>15.</u>            | <u>R2 (Glass cleaner/Colin)</u>     | <u>40 ltrs.</u>    |
| <u>16.</u>            | <u>R4 (Furniture cleaner)</u>       | <u>50ltrs.</u>     |
| <u>17.</u>            | <u>R6 (Toiilet cleaner)</u>         | <u>40ltrs.</u>     |
| <u>18.</u>            | <u>VACCUM PUMP</u>                  | <u>2</u>           |
| <u>19.</u>            | <u>COLIN DESPENSER</u>              | <u>2</u>           |
| <u>20.</u>            | <u>D-7 (Stainless steel polish)</u> | <u>5 ltrs.</u>     |
| <u>21.</u>            | <u>DETTOL ANTI SEPTIC</u>           | <u>40 LTRS</u>     |
| <u>22.</u>            | <u>Wizard</u>                       |                    |
|                       |                                     |                    |

**The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issue to the staff daily as required. Computerized records shall be maintained which shall be opened to inspection by ESIC staff during working hours.**

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

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**Annexure II**

**FINANCIAL BID FOR ESIC HOSPITAL, SECTOR -15, ROHINI**

**For House Keeping and facility Management Services in ESIC**

II. Name of Tenderer: \_\_\_\_\_

| S.NO.     |   | Rate Per Month* (Rs.)   | Total Nos.   | Amount |
|-----------|---|-------------------------|--------------|--------|
| <b>A</b>  | <b>MANPOWER CHARGES</b>   |                         |              |        |
| i         | Manager   |                         |              |        |
| ii        | Supervisors   |                         |              |        |
| iii       | Trained Housekeeping Staff (male/female)  |                         |              |        |
|           | <b>Total of A (Rs.)</b>   |                         |              |        |
| <b>B.</b> | <b>MACHINES,EQUIPMENT AND CONSUMABLES CHARGES</b>   |                         |              |        |
|           |   | <b>Amount Per Month</b> |              |        |
|           |   | <b>Rate</b>             | <b>Total</b> |        |
|           | 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' |                         |              |        |
|           | <b>Total of (Rs.)</b>   |                         |              |        |
|           | <b>Total of A + B (Rs.)</b>   |                         |              |        |

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\*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 the Tenderers will be considered as the lowest Tenderer. One annexure of Financial bid is also to be filled.

Signature of authorized person

Date :

Full Name :

Place:

Company's Seal:

**Annexure-I for financial bid**

Financial bid must be accompanied separate sheet containing following information duly filled in:-

| Name of facility   | Area   | Manpower Required | Rate Quoted | Total Amount |
|--|--|-------------------|-------------|--------------|
| <b><u>A</u></b><br>1) - ESI Hospital<br>Rohini<br>2)- Data Centre<br>3) - Horticulture<br>4)- Residential Colony | 16393.17Sqm<br><br>1059.22Sqm.<br>10952.70Sqm.<br>4482.00Sqm |                   |             |              |
| <b><u>B</u></b><br>1)- Dental College<br>2) -Dental College<br>Hostel  | 5085.83Sqm.<br>2494.32Sqm.                                   |                   |             |              |
| TOTAL:-  |  |                   |             |              |

The manpower and the rates for A & B above should be quoted separately and then totalled.

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**EMPLOYEES' STATE INSURANCE HOSPITAL**

**Sector-15, Rohini, New Delhi – 110089**

**ISO 9001:2000 CERTIFIED**

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



Phone : 27553099

Fax : 27553098

**Notice inviting Tender**

Medical Superintendent, ESIH, Rohini invites sealed tenders under 2 Bid System (Technical Bid and Financial Bid) for the following work for a period of two years from 01/03/2011 to 28/02/2013 as per the scope of work given in the Tender Document.

The schedule of bidding shall be as follow:-

| Date of Advertisement | Date and time of submission of tender | Date and time of opening of Technical bid |
|-----------------------|---------------------------------------|---|
| 03.02.2011            | 25.02.2011 at 02:00 P.M.              | 25.02.2011 at 02:30 P.M.                  |

The tender documents can be had on written request during all working days from the O/o Director (Admn.) ESI Hospital, Sector-15, Rohini, Delhi against the non refundable amount of Rs.1,000/- vide a pay order/DD/Banker's cheque in favour of "ESI fund Account No.1". If the tender documents are downloaded, then the cost of Tender document of Rs.1,000/-shall be sent with the Technical bid document. The tender shall be submitted in a single bid size sealed envelop containing two separate envelopes, one for Technical Bid and the other for Financial Bid with Superscription of "Name of Work" and "Type of Bid" on the corresponding sealed envelopes. The EMD shall be put in the technical bid envelop. For the purpose of EMD,DD/Banker's cheque/Pay order only will be accepted and it shall be drawn in favour of ESIC Fund A/c No.1" payable at New

Delhi. The tenders without EMD shall outrightly be rejected. The tender documents are non transferable. Bids faxed/tele faxed, incomplete, late/delayed shall be summarily rejected. ESIC will not be responsible for delay in transit or damage or loss of Tender Document sent by post. Envelope containing Tender Documents shall be opened on the due date and time in the presence of tenderers or their authorized representatives who wish to remain present. In the event of any of the mentioned date, being declared as holiday(s)/closed day(s) for ESIC, the tenders will be sold/received/opened on the next working day. The tenders must reach the O/o Medical Superintendent, ESI Hospital, Sector-15, Delhi—1100889 by or before the due date. A separate tender box shall be kept for this purpose on the 2<sup>nd</sup> floor in the Administrative Block. Only those tenders/firms fulfilling the technical criteria will be considered for opening of Financial Bid.

The tender form, instruction, formats, requirements and terms & conditions etc. may be downloaded from website <http://esic.nic.in>.

**Dr.Jasmeet Singh**  
**Medical Superintendent,**

**EMPLOYEES' STATE INSURANCE HOSPITAL**  
**Sector-15, Rohini, New Delhi – 110089**  
**ISO 9001:2000 CERTIFIED**  
**Website: [www.esic.nic.in](http://www.esic.nic.in)**



F.No.DM(RH) D-35/16House Keeping/2011/EC

Date:

To,

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Subject:- Two bid tender system for Mechanized Cleaning and House Keeping Services of  
of  
ESI Hospital, Data Centre, Dental College, Hostel, & ESI Residential  
Colony, Sector 15 Rohini.

Sir,

Tender forms duly filled in with tender conditions for the above noted contract on two bid tender systems should be submitted in two parts (i) Technical Bid & (ii) Price bid Contained in two separate envelopes and both the envelopes in a larger envelop.

The large envelope containing the above mentioned two envelopes of Technical bid & Price bid should be superscribed with "Tender for Mechanized Cleaning & House Keeping".

The tenders will be received in the O/o Director (Administration), ESI Hospital, Sector 15, Rohini. Delhi.

Last Date of submission of tender is 25.02.2011 upto 02.00 PM

Date and time of opening of tender is 25.02.2011 at 02.30PM

The amount of earnest money deposit (EMD) shall be Rs.4,00,000/- in the form of DD/Pay order, drawn in favour of ESI Fund A/c No.1 payable at Delhi and shall be placed in the Technical Bid envelop.

Tender forms should be completed in all respect. Incomplete tenders or tenders without earnest money deposit shall be treated as invalid.

Yours faithfully,

(Y.S. Rathee)  
Director (Admn.)  
Medical Superintendent

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

Sealed quotations are invited from reputed registered Housekeeping agencies having three years experience of providing Housekeeping and Facility Management services in hospitals with bed strength of 250 or above run by the Central Government/State Government/Public or Private sector Companies/undertakings, Autonomous Bodies for providing round-the-clock House Keeping and Facility Management Services in the ESI Hospital Rohini on contract basis for a period of two years 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 Estate Cell of the Hospital on all working days (except Saturday, Sunday and Closed Public Holidays) between 11:00AM to 4:00PM w.e.f. 03.02.2011 to 24.02.2011. The tender document can also be downloaded from the ESIC [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.4,00,000/- 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) on 25.02.2011 upto 02.00PM and Technical bids shall be opened on 25.02.2011 at 02.30PM on 2<sup>nd</sup> floor in the Administrative Block in the presence of the Tenderers or their authorized representative(s) who may wish to be present. In case 25.02.2011 is declared a public holiday, tenders shall be received and opened as per above schedule on next working day.

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

Director (Admn.)  
For Medical Superintendent