



# INDIRA GANDHI E.S.I. HOSPITAL

**Jhilmil, Delhi - 110095**

(An ISO -9001:2000 CERTIFIED)

Advt. No. \_\_\_\_\_

## **Tender for providing House Keeping Services**

Sealed tenders are invited from reputed, registered and licensed agencies who fulfill the eligibility criteria and who can take on the work as mentioned below for a period of one year which can be extended on the basis of performance and mutual agreement for further period.

### **Eligibility Criteria**

1. The agency should have experience minimum for three years for providing machanized cleaning & House keeping services in Delhi /New Delhi base hospital with bed strength 200 or above run by the Central Govt./ State Govt./ Public Sector Undertakings/ Autonomous bodies or reputed Private Institution.
2. The Agency should furnish attested copies of following documents:
  - a) Registration Certificate under
    - (i) Contract Labour (R&A) Act, 1970
    - (ii) ESI/EPF/Income-Tax/Service Tax
  - b) Income Tax/ServiceTax Clearance Certificate for last three years.
  - c) ESI/EPF Payment Certificate for last three years.
  - d) Minimum wages payment certificate from Labour Enforcement Office.
  - e) Balance Sheet for last three years.
  - f) Annual Turnover for last three years.
  - g) Earnest Money Deposit of Rs. (to be decided based on total value of work) in the form of Demand Draft from nationalized Bank drawn in favour of ESI Fund A/c No. 1 Payable at IG ESI Hospital Jhilmil, Delhi.

### **Scope of Work**

(Here briefly mention the scope of services. In the case of house-keeping, total area to be maintained, services required such as cleaning/ mopping/ sweeping/ dusting/ toilet etc, frequency of cleaning etc.)

### **General Instructions**

1. Cost of Tender Form 500/- (Rupees five hundred only) (amount and form of payment to be specified)
2. Tender should be submitted complete in all respect along-with documents at 2(a) to (g) under eligibility criteria.
3. Last date with time
  - (a) Sale of Tender Forms : 08.12.09 upto 12.00 noon
  - (b) Receipts of Tender : 08.12.09 upto 01.00 PM
4. Tenders will be opened (Preferably on the last day afternoon hours) in the presence of parties submitting tenders /representatives who choose to attend.
5. Tender without all/any documents as above are liable to be rejected.
6. Tender with false/misleading documents/information will lead to disqualification of tenders.
7. Medical Superintendent reserves the right to accept / reject any offer without any reason thereof.

**JOINT DIRECTOR (A)**

**Date:**

**Place:**

## 2.

1. Sealed tenders are invited from the reputed parties as per eligibility criteria on page no. 1 engaged in providing mechanized House Keeping Services having experience of a period not less than 3 years in works of similar nature for housekeeping and facility management Services.
  - a) All furnitures, fixtures, doors, windows, glass panes, all electrical fixtures/works etc. complete.
  - b) All super areas of buildings, sub- station, pump houses, all electrical fixtures/works,
  - c) Internal roads, internal drains, open areas within the premises.
2. Interested 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 3.00p.m to 4.00 p.m. by contacting Estate Branch of this Hospital.
3. Sealed Tenders with separate Technical and Financial bids filled in the specified Proforma and addressed to the Medical Superintendent, IG ESI Hospital Jhilmil, Delhi should reach latest by 01.00 pm, on 08.12.09.
4. The Tender may be dropped in the Tender Box captioned "Tender for providing Housekeeping and facility management services" placed in chamber of Joint Director (A) 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.
5. Tender document can be obtained from the Estate Cell IG ESI Hospital Jhilmil Office on payment of Rs. 500/- through Bank Draft/Pay Order only in favour of ESIC A/c No.1. Tender details / tender document may also be downloaded from ESIC's website: [www.esic.nic.in](http://www.esic.nic.in). In that case a demand draft/pay order of Rs.500/- may be enclosed alongwith tender documents in technical bid envelope submitted to this office failing which the tender document will be summarily rejected. The demand draft should not be enclosed with price bid envelope.
6. The Technical Bids shall be opened at 02.30 PM on 08.12.09 in Committee Room, in this hospital in the presence of such tenderers or their authorized representatives who may wish to be present.
7. The Tenderers who's Technical Bids are accepted will be informed about the date of the opening of financial bids.
8. Tenders received after the closing date and time shall not be considered.

**JOINT DIRECTOR (A)**

### 3.

#### **ELIGIBILITY CRITERIA**

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

1. The Tenderer must have an average annual turnover of at least Rs. 60,00,000/- (Rupees sixty lakhs) during the last three years. Copies of the following documents should be submitted alongwith the Technical Bid.
  - (a) Audited Balance Sheet of last three years i.e. 2005-06, 2006-07, and 2007-08.
  - (b) Proof of having not less than 3 years experience in the similar nature.
  - (c) Copy of Service Tax Registration certificate.
  - (d) Copy of Registration Certificate of ESI, EPF.
  - (e) Copy of PAN No.
2. The Tenderer should have the Registered / Branch Office in Delhi.
3. The Tenderer should have sufficient no. of employees on roll, specifically trained for housekeeping work.
4. The Tenderer should have a valid labour license.
5. The Tenderer should preferably possess valid ISO – 9001 certification for Housekeeping Services. Copy of certificate may be attached with the Technical Bid, if available.
6. A certificate for the list of machines and equipments to be used in housekeeping and facility management work indicated at Annexure 'B' needs to be submitted.
7. List of Institution/Organizations where the agency has under taken similar nature of work.

(Full Name & Signature of the tenderer with seal)

4.

**FINANCIAL BID**

Name of work: Providing Mechanized Cleaning & House keeping services in IG ESI Hospital Jhilmil, Delhi – 110095 to be mentioned. Total covered area 11170 Sq.Mtr. & Open Area 7300Sq.Mtr.

**ABSTRACT OF COST**

S.No.	Description of Items	Unit	Rate per Square Meter	Total Amount (Rs.)
1.	Providing complete Mechanized Cleaning & House Keeping Services for all areas as outlined in the tender document and including as required for proper completion of the work including availability of workers, equipments and consumables as detailed in the bid document.	One Month		

**Note: The rates quoted will be inclusive of the following**

- a. The cost of mechanized system, cost of consumable items and other House Keeping items, cost of supervision and Training cost for technical service and know-how on its supervision and maintenance and ESI, EPF Contributions.
- b. Cost of all auxiliary equipment, consumable and all operations for completing the job.
- c. Cost of annual maintenance of these mechanized system.
- d. Cost of consumable required for cleaning work, manpower, tools and supervision.
- e. Cost of collection, dumping & disposal of solid waste except non-biodegradable waste and its dumping at the designated place.
- f. All taxes and levies etc. like VAT, Work Contract Tax, etc. as applicable and insurance including third party liability, Service Tax will be borne by the contractor.

(Full Name & Signature of the tenderer with seal)

## 5.

### **INSTRUCTIONS TO TENDERERS**

1. The Tenderers are required to submit two separate Bids i.e. - Technical and Financial, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed "Technical Bid for House Keeping and Facility Management Services in Medical Superintendent IG ESI Hospital Jhilmil, Delhi-95 and "Financial Bid for House Keeping and Facility Management Services Medical Superintendent IG ESI Hospital Jhilmil, Delhi-95. Both sealed envelopes should be put in a third sealed envelope superscribed "Tender for House Keeping and Facility Management Services in Medical Superintendent IG ESI Hospital Jhilmil, Delhi-95."
2. The declaration in the prescribed proforma enclosed should be submitted alongwith the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh only) in the form of Demand Draft/Pay Order from a commercial bank/Nationalized bank drawn in favour of "**ESIC A/c No. 1, New Delhi**". It should remain valid for a period of 6 months from a date 7 days prior to the last date for submission of the Tender. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. It shall be refunded to the successful Tenderer on receipt of performance security deposit. No interest is payable on the EMD.
4. All entries in the Tender form should be legible and filled clearly. No overwriting or cutting is permitted.
5. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
6. The closing date and time for receipt of tenders will be 01.00 pm on 08.12.09
7. The Technical Bid shall be opened at 2.30 PM on 08.12.09 in Committee Room of this hospital in the presence of the authorized representatives of the Firms, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the Bids whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
8. No Tenderer will be allowed to withdraw after submission of the tenders; otherwise the EMD submitted by the tendering firm would stand forfeited.
9. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
10. A formal contract shall be entered into with the successful bidder. In this contract, the successful bidder shall be defined as Contractor.

(Full Name & Signature of the tenderer with seal)

6.

11. The successful tenderer will have to deposit a Performance Security Deposit of Rs.3,00,000/- (Rupees three lakhs only) by way of Fixed Deposit Receipt (FDR) from a commercial bank/ Nationalized bank and hypothecated in favour of Medical Superintendent IG ESI Hospital Jhilmil, Delhi. Delhi valid for 60 days beyond the expiry of period of one year contract and further renewable, if required.
12. The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of contract. Otherwise the contract will be cancelled and EMD will be forfeited.
13. Each page of the Tender document should be signed and stamped by Tenderer in acceptance of the terms and conditions laid down by The Medical Superintendent IG ESI Hospital Jhilmil Delhi.
14. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason.
15. For finalization of contract, the technically qualified Tenderer whose rates are the lowest in comparison to other Tenderers, will be considered as the Lowest Tenderer.
16. **Fraud and Corruption**

The Bidders, Suppliers, Contractors and Consultants, observe the highest standard of ethics during the procurement and execution of such Contracts. In pursuit of this;

  - (a) Defines, for the purposes of this provision, the terms set forth below as follows:
    - (i) "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution.
    - (ii) "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
    - (iii) "Collusive practice" means a scheme or arrangement between two or more Bidders, with or without the knowledge of the borrower, designed to establish bid prices at artificial, non competitive levels; and
    - (iv) "Coercive practice" means harming or threatening to harm, directly or indirectly, person or their property to influence their participation in the procurement process or affect to execution of a contract.
  - (b) Med. Supdt. will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practice in competing for the Contract in question.

(Full Name & Signature of the tenderer with seal)

7.

### **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. The Contractor shall provide a list of workers with their E.S.I. and E.P.F. registration number along with Bio-data.
2. The Contractor should ensure the Health & safety measures of the employees. ESIC will 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 and be responsible for the registration under contract and labour (abolition) Act in respect of employees/workers engaged by them.
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; Delhi 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
6. The Contract shall initially be valid for a period of one year and may be extended further for a period of one year 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. M.S. of hospital however, reserves the right to terminate the contract by serving one months notice, in writing.
7. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.
8. (a) The Contractor must provide standard liveries as per list provided with the tender at its own cost, to its housekeeping staff /supervisors/managers. The staff shall be in proper uniform as approved by competent authority of hospital and with their identity properly displayed. The workers engaged in the work of sweeping would be provided protective items such as Gum Boots, Thick Rubber Hand Gloves and Plastic Aprons etc. at their own cost.  
(b) ESI Hospital will provide space for a store room/control room to the Contractor in 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. 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.

(Full Name & Signature of the tenderer with seal)

- (c) ESI Hospital will depute a person to ensure that the office rooms, committee rooms, etc. are open at designated hours for cleaning / housekeeping work.
- (d) The ESI Hospital shall have a right to ask for the replacement of a worker who is not found suitable for the work or adjudged undesirable worker by the hospital.
- (e) The Contractor shall provide a supervisor who will be available during the working hours of the office and shall be responsible for all the activities of their workers and should be competent to deal with the subject. **A person with a diploma in Hygiene and Sanitation should be engaged for that purpose.**
- (f) The Contractor shall quote monthly rates in rupees per sq.mtr. and should take into account all the aspects of the cleanliness and including manpower, material, machines, equipment etc., to be used/deployed for this purpose.

1. **The Contractor shall:**

- A. Provide tissue boxes in all the Officers' rooms.
  - B. 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 stations, wash rooms & pantries.
  - C. Ensure that their managers / supervisors are equipped with mobile phones.
  - D. Arrange for garbage disposal vehicles, bins, and other material required for segregation and disposal of waste in a professional manner.
  - E. Provide necessary material, machines & equipments for cleaning, dusting etc to their workers including the walls floor scrubber, vaccum cleaners, brooms, brushes etc.
2. Plan; manage collection, mechanized screening / segregation of infectious, 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, vans, etc. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work.
3. The Contractor shall grant one day leave to its workers every month in addition to the holiday/closed holiday for the office.
4. The Contractor shall deploy only such workers as are physically and mentally fit and a certificate to that effect should be enclosed with the bio-data of the workers.

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

- 1. Details and scope of work are enclosed at Annexure "A".
- 2. Equipment to be used and Number of Manpower to be deployed at the premises for housekeeping job at Annexure "B"
- 3. List of material/tools needed for execution of job is attached at Annexure "C" & "D".
- 4. The numbers of manpower, equipments, materials etc. indicated in Annexures 'A', 'B', 'C' & 'D' to be quoted by the tenderer based on the area as given in the tender form, the contractor shall provide sufficient resources, to meet the contractual obligations and to the satisfaction of ESI Hospital.

(Full Name & Signature of the tenderer with seal)



**Payment Procedure:**

1. The Contractor shall prepare monthly bills with a cycle of 24<sup>th</sup> of the previous month to 23<sup>th</sup> of the current month by 26<sup>th</sup> of the current month and will make payment to the workers on the last working day of the month.
2. The payments shall be made by cheque and the agency shall get their workers' accounts opened in the banks. In case any difficulty in payment by cheque, then payment made by cash in the presence of one officer nominated by the competent authority.
3. The Contractor shall maintain such other records as may be prescribed by ESIC from time to time.
4. The Contractor shall produce the monthly challans for deduction and deposit of ESI and EPF contribution in respect of all workers and furnish copies of periodical returns as and when they are submitted or due to the various Government Departments.
5. The contractor shall be solely responsible for the payment of wages and other admissible allowances to the workers engaged by them as well as ESI/EPF contribution.
6. The contractor shall ensure the payment of minimum wages as per the State Government Rule and order on the subject.

**Penalty Clause:**

1. 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 ESI Hospital and if no action is taken within reasonable time, penalty @ Rs.500/- per day per complaint will be imposed by invoking the penalty clause.
2. 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 ESI Hospital.
3. The Contractor should ensure to maintain adequate no. of manpower as per Annexure-B and also arrange a pool of stand by house-keeping staff/ supervisor. In case any house-keeping staff/supervisor absents from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the required numbers of workers / supervisor/ manager are less than the minimum required as per Annexure-B, a penalty @ Rs.500/- per worker per day will be deducted from the bill. The tenderer shall intimate in addition in advance along with bio-data in regard to persons who are to be deployed as substitutes.
4. Any deviation in the material quality & 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.
5. A penalty of Rupees five hundred only per instance shall be imposed and deducted from the contractor's / Agency's bill, if:
  - (a) the House Keeping worker is not found in proper uniform and displaying photo identity card.

(Full Name & Signature of the tenderer with seal)

10.

- (b) The House Keeping worker is found indulging in smoking /drinking at the time of duty hours and such House Keeping worker shall not be allowed to enter in the hospital premises in future.
- (c) The House Keeping worker is found sleeping during duty hours.
- (d) The House Keeping worker is found missing from the place of duty, for any reason.
- (e) The behaviour of House Keeping worker is found harsh /rude and non-co-operative towards patients / attendants /staff.
- (f) Any House Keeping worker is found performing the duty by submitting fake name & address.
- (g) Any House Keeping worker is found performing duty other than those mentioned in the approved list supplied by the agency to the hospital authorities.
- (h) **Recovery of sums due**: whenever any claim for the payment of money arise out of or under this contract against the contractor, the Medical Superintendent, ESIC shall be entitled to recover such sum by appropriating, in part or whole the security / earnest money deposited by the contractor, when the balance or the total sum to be recoverable, as the case may be, shall be deducted from any sum then due or which at the time thereafter may become due to be recoverable under this and any other contract with the ESIC. Should the sum not be sufficient to cover the full amount recoverable, the contractor shall pay to the M.S. ESIC on demand the remaining balance due.

**RISK CLAUSE:**

1. ESIC reserve the right for termination of the contract at any time by giving one month's 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 ESI Hospital from his Security Deposit or pending bill or by raising a separate claim.

(Full Name & Signature of the tenderer with seal)

11.

**Arbitration:** In the event of any question dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is specially provided for by these on the special conditions, the same shall be referred to the sole arbitrator as appointed by the Medical Superintendent. It will be no objection that the arbitrator is a Govt. Servant, that he had to deal with the matter to which the contract relates for that in the course of his duties as the Govt. Servant he has expressed views on all or any of the arbitration dispute or difference. The award of the arbitrator shall be final and binding on the parties to the contract, it is a term of this contract:-

- i. If the arbitrator be Medical Superintendent, IG ESI Hospital, Jhilmil Delhi.
  - In the event of his being transferred to vacating his office by resignation or otherwise, it shall be lawful for his successor in office either to proceed with the reference himself or to appoint another person as arbitrator, OR
  - In the event of his becoming unable to act for any reason, it shall be lawful for Medical Superintendent, IG ESI Hospital Jhilmil to appoint another person as arbitrator.
- ii. If the arbitrator be a person appointed by the Medical Superintendent.

In the event of his denying, neglecting or refusing to act being unable to act, for any reason, it shall be lawful for the Medical Superintendent either to proceed with the reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator. It is further a term of this contract that no person other than the Medical Superintendent , ESI Corporation or the person appointed by him should act as arbitrator and that if for any reason that it is not possible, that matter is not to be referred to arbitrator at all. Upon every and such difference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator.

Subject as aforesaid the Arbitration Act, 1940 and the rules there under and any statutory modifications thereof for the time being in force, shall be deemed to apply to the arbitrator proceedings under this clause. Work under the contractor shall, if reasonably possible continue during the arbitration proceedings and no payment due to be payable by the purchaser, shall be withheld on account of proceedings:-

The venue of the arbitration shall be at Delhi/ New Delhi.

For the purpose of the contract including arbitration proceedings there under, the Medical Superintendent IG ESI Hospital Jhilmil shall be entitled to exercise all the rights and powers of the purchaser.

(Full Name & Signature of the tenderer with seal)

12.

**(I) Scope of Work**

The scope of work would broadly encompass cleaning / maintaining the areas so that the area is always clean, presentable and hygienic at all times.

**(II) 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 competent authority of the hospital and the contractor will monitor the entire work and staff deployed by the selected tenderers.

**(a-i) Daily Services**

Housekeeping/ cleaning services should be done daily 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 9.00 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 wards, OPDs, conference rooms, committee rooms, office rooms, cabins, cubicles, I.C.U, O.T.s, Recovery wards and all other functional areas.)
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract. In the areas of the hospital involved in patient care, the dry sweeping shall be avoided.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
  - (a) Daily washing of critical areas including operation theatres, labour room, casualty, toilets etc.

(Full Name & Signature of the tenderer with seal)

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 & stinks and clear them on daily basis.
10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs etc.
12. Any other work that may be assigned from time to time as required.
13. The premises include the covered area of the building and outside the building within the boundary of the building.
14. The Contractor shall provide the names/brands, of the material to be used for cleanliness and upkeep of the office.
15. Dead body packing and carrying etc.

(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 the hospital premises. For this purpose the contractor will advise ESIC on the suitable size, specification of the bins to be placed 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.

(Full Name & Signature of the tenderer with seal)

**(ii-b) Weekly Services:- (more often if required)**

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 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 ESI Hospital for weekly cleaning so that ESI Hospital concerned official / Incharge for the particular area can be deputed on the day of cleaning to make the area available and supervise the 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 ESI Hospital as required.
10. The Contractor shall be responsible for cleaning drains, roofs, sewages, holes, gutters etc.

**(iii) 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 on a daily basis.

**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 store room/control room provided to the Contractor and reported to Caretaker/concerned Officer. 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 ESI Hospital 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.

(Full Name & Signature of the tenderer with seal)

15.

**ANNEXURE – B**

The Contractor should have following machines & equipments at IG ESI Hospital Jhilmil Delhi-95. Use of manpower for operations where suitable equipment is identified shall not be permitted.

<b>Sl.No.</b>	<b>Description</b>
1	SCRUBBING MACHINE (TASKI)
2	AUTO SCUBBER MACHINE (TASKI)
3	WET/ DRY VACCUM CLEANER (TASKI)
4	HIGH PRESSURE JET (TASKI)
5	WRINGER TROLLEY
6	CADDY BUCKET
7	SINAGES
8	ANY OTHER EQUIPMENT AS MAY BE REQUIRED

**Number of Manpower to be deployed at IG ESI Hospital Jhilmil Delhi. No. of staff required**

<b>Sl.No.</b>	<b>Manpower Description</b>	<b>No. of Staff required to be quoted by the contractor based on area specified in the tender document</b>
1	House Keeping Supervisor	
2	Housekeeping Staff	

(Full Name & Signature of the tenderer with seal)

**ANNEXURE - C****Monthly requirement of toiletries / dispensers**

<b>Sl. No.</b>	<b>Name of the Item</b>
1	Kimberly Clark Soap Pouch
2	1Kimberly Clark Soap Pouch
3	Wintex / Daffodil Tissue Box
4	Kimberley Clark C- Fold Towel – 1150
5	Kimberly Clark C-Fold towel dispenser
6	Kimberly Clark Jumbo roll dispenser
7	Kimberly Clark Soap dispenser
8	Any other item as may be required

(Full Name & Signature of the tenderer with seal)



**ANNEXURE – D****List of cleaning Materials & Aids at IG ESI Hospital Jhilmil Delhi-95.**

Sl.No.	Items	Sl.No	Items
1	FLOOR DUSTER	27	SPIRAL
2	DUST CONTROL REFILL	28	BRASSO
3	KENT MOP REFILL	29	MIN CREAM
4	DUSTER WHIT	30	MANSION POLISH
5	DUSTER YELLOW	31	GARBAGE BAG (BIG)
6	DETERGENT	32	GARBAGE BAG (SMALL)
7	VIM	33	TOILET BRUSH
8	MULTI-CLEANER	34	HAND BRUSH
9	ROOM SPRAY	35	COWEB BRUSH
10	AUTO SPRAY	36	DUST CONTROL MOP
11	ODONIL	37	KENT MOP
12	U. CUBES	38	FLOOR BRUSH WITH HANDLE
13	N. BALLS	39	DUST PAN
14	DETTOL ANTI SEPTIC	40	BUCKET
15	STEEL WOOL SCRUBBER	41	FLOOR WIPER
16	PLASTIC SCRUBBER	42	GLASS WIPER - UNGER
17	SOFT BROOM	43	COLIN DISPENSER
18	HARD BROOM	44	GLOVES (PB/HB)
19	BAMBOO BROOM	45	SAFETY SHOES
20	FEATHER BRUSH	46	D-7 (Stainless steel polish)
21	CLEANZO/ PHYNYL	47	Q2 Liquid Polish
22	R1 (Bathroom cleaner	48	VACCUM PUMP
23	R2 (Glass cleaner/Colin)	49	Any other material as may be required
24	R4 (Furniture cleaner)		
25	R6 (Toilet cleaner)		
26	SPONGE		

(Full Name &amp; Signature of the tenderer with seal)

**APPLICATION - TECHNICAL TENDER****For House Keeping and Facility Management services in IG ESI Hospital Jhilmil Delhi.****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.	
	E.S.I. Registration No.	
6.	Details of Earnest Money Deposit	
a)	Amount(Rs.)	
b)	D.D. / P.O. No. & Date	
c)	Drawn on Bank	
d)	Valid upto	

The above format may be used to provide requisite details and to be enclosed in the envelope meant for technical bid.

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

19.

**Details of the existing contracts**

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

The above format may be used to provide requisite details and enclosed in the envelope meant for technical bid.

**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.**

