



ESIC
Chinta Se Mukti

कर्मचारी राज्य बीमा निगम अस्पताल आदित्यपुर
Employees' State Insurance Corporation Hospital Adityapur
(ISO 9001:2008 Certified)

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

साल्डीह बस्ती, आदित्यपुर, जिला – सरायकेला खरसावाँ, पिन – 831013

Saldih Basti, Adityapur, Distt. - Saraikela Kharsawan, Pin - 831013

वेबसाइट : www.esic.nic.in , फोन नं : 0657-2383866, ई-मेल : ms-adityapur@esic.in

No.: 603-D/35/16/09-Genl.

Date: 13.05.2013

**Notice inviting "Tender for providing housekeeping and facility management services in
ESIC Hospital and Staff Quarters, Adityapur, Jamshedpur"**

Sealed quotations are invited under two bids system (in separate covers) from reputed and experienced Agencies /firm /Companies for providing **housekeeping and facility management services** in the premises of ESIC Hospital and Staff Quarters, Adityapur on contract basis for a period of three years (which is extendable for another one year on mutual consent and satisfactory performance).

Bid Documents can be obtained from the office of the Medical Superintendent, ESIC Hospital, Adityapur during working hours **from 14.05.2013 to 04.06.2013** on all working days between 10:00am to 3:00 pm (Saturday 10.00 am to 12.30 pm) on payment of a non refundable cost of the tender form of **Rs.1000/-** in the form of DD in favour of "ESI Fund A/C No. 1" payable at SBI Adityapur Bazar Branch".

Details of the Tender Document may also be downloaded from the ESIC's website www.esic.nic.in & www.eprocure.gov.in. In case tender document is downloaded from website cost of tender document i.e., **Rs.1000/-** in the form of DD in favour of "ESI Fund A/C No. 1" payable at SBI Adityapur Bazar Branch" is to be submitted along with tender document , Failing which the tender will out rightly be rejected.

Date of issue of tender form :

14.05.2013 to 04.06.2013 (11AM)

Last date for submission of duly filled in Tender form is:

04.06.2013 @ 02.15 PM

Date of opening of tender:

04.06.2013 @ 02.30 PM

EMD to be deposited with Tender form is Rs. 40000 (Rupees forty Thousand only) in the form of DD drawn in favour of "ESI Fund A/C No.1" payable at SBI Adityapur Bazar Branch. All other terms and conditions are enclosed with Tender Document.

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

Sd/-
Medical Superintendent

Tender issued to _____

M/s _____



कर्मचारी राज्य बीमा निगम अस्पताल आदित्यपुर
Employees' State Insurance Corporation Hospital Adityapur
(ISO 9001:2008 Certified)

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

साल्डीह बस्ती, आदित्यपुर, जिला – सरायकेला खरसावाँ, पिन – 831013

Saldih Basti, Adityapur, Distt. - Saraikela Kharsawan, Pin - 831013

वेबसाइट : www.esic.nic.in , फोन नं : 0657-2383866, ई-मेल : ms-adityapur@esic.in

No.: 603-D/35/16/09-Genl.

Date: 13.05.2013

TENDER FORM

(FROM: Note: The envelope containing the tender as well as subsequent communication shall be addressed and delivered to " The Medical Superintendent " ESIC Hospital, Adityapur, Near Ashiana Trade Centre, Jamshedpur-831013. All communication must be addressed to the office named above by title and not by name).

The Medical Superintendent
ESIC Hospital, Adityapur
Jamshedpur, Jharkhand – 831013.

Sub: Tender for providing housekeeping and facility management services in the premises of ESIC Hospital, and Staff Quarters Adityapur.

Sir(s)

Sealed quotations are invited under two bids system (in separate covers) from experienced and reputed Agencies /firm /Companies fulfilling eligibility criteria as mentioned in tender form for providing **housekeeping and facility management services** in the premises of ESIC Hospital and Staff Quarters, Adityapur on contract basis for a period of three years (which is extendable for another one year on mutual consent and satisfactory performance).

A. **Tender Schedule:**

Date of issue of tender form	14.05.2013 to 04.06.2013(11AM)
Last date of submission of tender form	04.06.2013 @ 02.15 PM
Date and opening of tender	04.06.2013 @ 02.30 PM

Period of Contract - 03 year extendable to another one year on satisfactory performance and on mutual consent and can also be short closed by serving one month notice of its intention by either party.
Estimated value of contract- 20 Lakhs per Annum (approx).

B. Scope of Work

Providing housekeeping and facility management services in the premises of ESIC Hospital and Staff Quarters Adityapur.

For details see: **ANNEXURE 1**

Tentative requirement for above work:

- Manpower : **12**
- Machinery : **ANNEXURE 11**

C. Total Area : 11000 Sq. Mtr.

Note: The Medical Superintendent, ESIC Hospital Adityapur reserves the right to increase or decrease the above shown Manpower as per the administrative requirement convenience.

D. Earnest Money Deposit (EMD):

Earnest Money Deposit (EMD) is Rs.40000.00 (Rupees Forty thousand only) in the form of Demand Draft in favour of "ESI Fund A/C No. I," payable at SBI, Adityapur Bazar Branch" EMD shall be submitted alongwith the duly filled in tender document. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded without interest to the unsuccessful Tenderers after finalization of the contract and

realization of amount in ESIC Hospital Adityapur Bank account. In the event of the withdrawal /revocation of tenders before the date specified for acceptance, the earnest money shall stand forfeited.

E. Performance Security Deposit:

The successful tenderer will have to deposit a **Performance Security Deposit of Rs.150000.00 /- (Rupees One Lakh fifty thousand only) in the form of Demand draft in favour of " ESi fund A/c No.1", payable at SBI, Adityapur Bazar Branch"** within 10 days from award of work order. Otherwise the offer will be cancelled and EMD will be forfeited. The EMD will also be forfeited in event if the successful bidder declines the offer. In the event of acceptance of the offer, the earnest money may be adjusted towards the amount of performance security required to be deposited by the agency in terms of clause mentioned above.

ELIGIBILITY CRITERIA:

1. The agency shall be a reputed and experienced agencies /firm /companies and have experience of handling the work in reputed organization, including Government & Public Sector for at least 3 years. Work order covering three years i.e., **2013, 2012, 2011 or 2010, 2011, 2012**
2. The agency shall be among the lists of big clients of at least three Govt. /semi Govt. /PSUs. Proof regarding fulfilling of this clause shall be attached in form of Satisfactory Performance Certificate or empanelment letter from clients along with the Tender document.
2. The agency shall have at least one running contract of **RS 15 Lakhs or 2 (two) running contract of RS 10 lakh or 3 running contract of Rs. 7 lakh during last two years**. Proof regarding fulfilling this clause shall be attached along with the tender document in form of self attested photo copy of relevant work order or other evidence.
3. The agency shall have annual turnover of **Rs 30 lakhs during the last financial year i.e. 2011 – 2012**. The copy of audited/self – attested balance sheet and profit and loss account along with income tax clearance certificate for last financial year i.e., 2011 – 2012, shall be attached with the tender document.
- 4 The agency shall have registration under ESI Act, EPF Act, Income Tax, Service Tax, Commercial tax and shall comply with all relevant laws & statutory requirements for providing above nature of job. Self attested copies of license/certificate under this clause shall be attached with tender document.
5. Details of ESI & EPF payment for the last 6 months (up to 31.12.2012) along with return/challan are to be enclosed (covered under period).
7. The Agency shouldn't have been blacklisted by any Central/State government agency in the past three years. (Self certificate has to be attached along with tender document).
8. The Agency must be carrying a PAN and Bank account in Nationalized Bank/ SBI and they will furnish their Bank account details along with tender document.
9. The Tender submitted in open i.e. open technical bid or open financial bid shall be rejected.

Note:

1. The Agency shall have registration under various Acts, Department as detailed above on the date of submission of tender document, merely submitting acknowledgement of application for registration will be deemed at par with non-registration under the said Act /Department.
2. The candidature of Agency not fulfilling all or any of the above eligibility criteria is liable to be rejected.

F. INSTRUCTIONS TO TENDERERS

1. Submission of Bid

The Tenderers are required to submit the tender in the form as defined below.

The envelope no. 1 shall contain **DD of Rs.40000/ (Rupees forty thousand only) towards EMD drawn in favour of " ESi Fund A/C No.I," payable at SBI, Adityapur Bazar Branch** and the word **"EMD for tender of providing housekeeping and facility management services in the premises of ESIC Hospital, and Staff Quarters Adityapur "** shall be superscribed on the top of the envelope. In case tender document is downloaded from website cost of tender document i.e., Rs.1000/- in the form of DD in favour of **"ESi Fund A/C No. 1" payable at SBI Adityapur Bazar Branch"** shall be submitted alongwith EMD, Failing which the tender will outrightly be rejected.

The envelope no. 2 shall contain technical bid dully filled in annexure – I A& I B along with dully signed (on all pages) tender document as well as self attested (in case of photocopy of document) with supportive document. The word/pharase **"Technical Bid for providing housekeeping and facility management services in the premises of ESIC Hospital, and Staff Quarters Adityapur "** must be superscribed on the top of the envelope.

The envelope no. 3 shall contain the financial bid annexure – II A and the word/pharase **"Financial bid for providing housekeeping and facility management services in the premises of ESIC Hospital, and Staff Quarters Adityapur "** should be super scribed on the top of the envelope.

All the three sealed envelope shall also carry the name and address of the tenderer and all the 03 (three) sealed envelope shall be kept in fourth big envelope and "Tender for providing housekeeping and facility management services in the premises of ESIC Hospital, and Staff Quarters Adityapur " should be superscribed on the top of the envelope as well as name and address of sender on the bottom of envelope. This sealed fourth envelope (containing the envelope of EMD, Technical Bid, Financial bid) shall be dropped in the tender box place in the office of the "The Medical Superintendent, ESIC HOSPITAL, ADITYAPUR- 831013 on or before **04.06.2013 upto 02.15 PM.**

Tender must reach this office not later than the time and date notified in the tender form stated in the schedule of tender. In the event of tender received after scheduled date and time, the tender will not allowed in bidding and it will be rejected summarily.

2. All entries in the Tender form shall be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory.
3. Tender incomplete in any form will be rejected outrightly. Conditional Tenders will be rejected outrightly.
4. 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.
5. Each page of the Tender document shall be signed and stamped by authorized representative of Tenderer in token of acceptance of the terms and conditions laid under the Tender Document.
6. The financial bid & technical bid received without the signature of authorized person will not be entertained and will be rejected summarily.
7. The rates quoted in financial bid shall be in Indian currency and as per details furnished in Financial bid i.e. Annex-II A

G. Opening of Bid:

1. The Technical Bids will be opened **at 2.30 PM on 04.06.2013** in the presence of such tenderers or their authorized representatives who may choose to be present at the time of opening of technical bid.
2. The envelope no.1 containing EMD (also cost of Tender form i.e. Demand Draft of Rs.1000.00 in the event, if form is downloaded from website) shall be opened first. Envelope no.2 (containing technical bid) shall be opened only if the bidder submits EMD as stated in clause ' D ' of this form (also cost of form i.e. demand draft of Rs.1000.00 in the event if form is downloaded from website).without EMD & cost of form (in case if it is downloaded from website) the tender will not be entertained & will be rejected summarily.
3. The envelope no. 2 i.e., "Technical Bid" of only those bidder shall be opened who has fulfilled the terms & condition as stated above (i.e condition laid under clause F (1). The Technical bid will be evaluated by Technical Evaluation Committee and shortlist the eligible technically qualified bidder as per terms & conditions of tender document. The financial bid of only technically qualified bidder shall be opened later on. The date & time of opening of financial bid shall be communicated to all technically qualified bidder.
4. The financial bid shall be opened in presence of technically qualified bidder or their authorized representative who choose to be present on the date & time of opening of financial bid.

H. Selection of Eligible Tenderer

The selection of successful bidder shall be made on the rate offered by the bidder keeping in the view of terms and condition laid under tender document.

I. Reservation.

The Medical Superintendent ESIC Hospital, Adityapur reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

J. Validity of tender:

The tender should be valid for 120 days from the date of opening of financial bid of the tender unless short closed before that by the Medical Superintendent.

K. General Terms & conditions:

The successful bidder shall give its acceptance within 07 days & shall deposit performance security within 10 days from award of work order and required to enter into an agreement with Medical Superintendent, ESIC Hospital, Adityapur on bond paper of Rs.100/ (Rupees One hundred only) . The cost of bond paper will be borne by successful bidder. In case, if successful bidder fails to give acceptance or deposit performance security deposit or enter into agreement within stipulated time, the award of contract will be deemed to be cancelled and EMD amount will be forfeited. The successful/bidder who chose to enter into agreement after fulfilling the criteria are required to abide by following conditions.

I) Agency shall have the telephone number of the nearest police station, fire station and ambulance, Estate officer of ESIC etc., The names of housekeeping and facility management services personnel should always be displayed on their uniform for identification purpose. Supervisor must organize surprise visits (during day and night) to check the alertness of the housekeeping and facility management service staffs. The housekeeping and facility management service staffs must be rotated from their locations from time to time. The supervisor must submit a weekly report of compliance and happenings in the building to the Estate officer. If there is urgency to report some happening, it is to be done immediately.

II) The Contractor / Agency will maintain a register in which day to day deployment of personnel will be entered & Contractor shall ensure the Health and safety measures of their deployed employees. While raising the bill, verified attendance register by the ESIC official and the deployment particulars of the personnel engaged during each month, shift wise, shall be shown, failing which, bill will not be entertained and penalty may be imposed.

III) The housekeeping and facility management service staffs provided shall be the employees of the Contractor, all housekeeping and facility management service staffs must be Experienced and shall be paid as per minimum wages act and all statutory liabilities shall be paid by the contractor such as ESI, EPF, Workmen's Compensation Act, etc. The list of housekeeping and facility management service staffs going to be deployed shall be made available and if any change is made, in the list of housekeeping and facility management service staffs, it shall immediately be informed to the Office. At the time of deployment, photo of housekeeping and facility management service staffs including proper name and badges, ESI no. & EPF No. shall be furnished. Without these particulars, their deployment in hospital will not be allowed. The antecedents of housekeeping and facility management service staffs deployed shall be got verified by the contractor from local police authorities and an undertaking in this regard shall be submitted.

IV. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Contract Labour (Regulation & Abolition) Act, 1970, ESI Act and EPF Act, Workmen's Compensation Act etc. in r/o **housekeeping and facility management service staffs** deployed at the hospital.

V. The Contractor at all times shall 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; 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.

VI. **The agency shall submit periodical return of ESI & EPF in r/o personnel deployed at ESIC Hospital.**

VII. **The Contract shall initially be for a period of Three years and may be extended further for a period of one year subject to satisfactory performance & mutual consent, on the same terms and conditions.** The rates quoted by the bidder shall remain unchanged during the period of contract (except in case of enhancement of minimum wages but the agency charge will not increase and it will be paid on old rates i.e., rate **quoted** before enhancement of minimum wages). However both the parties are open, to terminate the contract by serving one months notice, in writing of its intention to do so. ESIC also reserves the right to terminate the contract if it feels the performance is not satisfactory.

VIII. The contractor shall not engage any sub contractor or transfer the contract to any other person in any manner.

IX. The eight hours shift will normally commence from 0600 hrs. to 1400 hrs., 1400 hrs. to 2200 hrs. and 2200 hrs. to 0600 hrs and would be called morning, evening and night shift respectively. But the timings of the shift are changeable and can be fixed by the ESIC, Hospital, from time to time depending upon the requirements. Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by the ESIC, Hospital for double duty on regular basis, if any.

X. The contractor shall do and perform all such housekeeping and facility management services in the premises of ESIC Hospital and Staff Quarters Adityapur, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the directions enumerated herein and in accordance with such directions, which will issue from time to time and which have been mutually agreed upon between the two parties.

XI. The ESIC Hospital shall have the right, to remove any housekeeping and facility management service staffs which are considered to be undesirable or otherwise.

XII. The agency shall not employ any person below the age of 18 yrs and above the age of 55 yrs. Manpower so engaged shall be trained & skilled in Housekeeping & property management services. The personnel engaged by the contractor shall be smartly dressed in neat and clean uniform (including proper name badges) any failure will invite a penalty of Rs.500/- on each occasion. The penalty on this account shall be deducted from the Contractor's bills.

XIII. The personnel engaged shall be of good physique and project an image of utmost discipline. They have to be extremely courteous with pleasant mannerism in dealing with the Officer (s)/Staff (s)/Visitor(s).

XIV. The personnel engaged for the works will not be allowed to stay in the premises after completion of the work and the personnel should not take bath or misuse the water of ESIC Hospital, Adityapur.

XV. The Medical Superintendent 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.

XVI. (a) In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of persons absent on that particular day shall be levied and the same will be deducted from the contractor's bills.

(b) In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in para XVI(a) above shall be levied.

(c) In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.500/-for each such incident shall be levied and the same shall be deducted from contractor's bill. Besides the housekeeping and facility management service staffs found involved in the incident shall be removed from the ESIC Hospital immediately.

(d) In case the contractor fails to commence/execute the work as stipulated in the agreement or in case of unsatisfactory performance or does not meet the statutory requirements of the contract, The Medical Superintendent or ESIC, Hospital, Adityapur reserves the right to impose the penalty as detailed below:

i) 2% of annual cost of order up to four weeks' delay.

ii) After four weeks delay the Medical Superintendent ESIC, Hospital, reserves the right to forfeit the security deposit and to terminate the contract and get this job carried out from other contractor(s) in open market. The difference if any will be recovered from the defaulter contractor.

XVII. Payment Procedure:

The payment to the housekeeping and facility management service staffs deployed in ESIC Hospital shall be made through ECS only by the Contractor. The Contractor shall prepare bills on calendar month basis (1st to 30th /31st) and shall be submitted (in triplicate) upto 7th of following month along with details of payment of statutory liabilities like ESI, EPF, Services tax etc of preceding month with all the relevant certificates/documents. The agency must make the payment to their workers through Bank transaction on or before 7th of each month and this payment shall not be linked to the clearing of the bill by ESIC office. Payment of the bill will be based on Computerized print outs in standardized proforma approved by ESIC. In event it is found that there is intentional under payment to housekeeping and facility management service staffs, the action including forfeiture of security deposit and cancellation of contract may be taken.

All the payment (including that of Advance) to the workers to be made by the agency through Bank transactions only. Cash payment is strictly prohibited. If the agency does not make payment to its workers through bank, the contract is liable to be terminated.

The bill shall be submitted with the following documents:

(a.) *The wages of workers for last month credited to their Bank Account on _____ and the details of payment along with Bank Account No shall be uploaded by the agency on the website, if there is no website of the agency, it is to be sent by mail to the appropriate authority for uploading on the website. No cash payment is permissible & such payments are to be treated at par with non-payment of wages. There must be no deviation whatsoever in this regard.*

(b.)

I) *ESI Contribution for the month of _____ amounting to Rs _____ has been paid on _____*

II) *EPF Contribution for the month of _____ amounting to Rs _____ has been paid on _____*

III) *Service tax for the month of _____ amounting to Rs _____ has been paid on _____*

IV) *Other Statutory Liabilities, if any for the month of _____ amounting to Rs _____ has been paid on _____*

(Copy of challan to be enclosed.)

(c.) *Employee-wise details of ESI, EPF contribution paid shall be submitted every quarter.*

(d.) *Wages of workers were credited to their Bank account on (Date) _____*

(e.) *Undertaking to the effect that all Statutory Labour Laws including Minimum wages Act is being complied with.*

(f.) *In case, if there is subsequent change in minimum wages, the contractor shall make the payment to the workers as per latest minimum wages and the bill shall be claimed accordingly. The contractor is also required to submit the notification regarding the same. However the agency charges quoted will remain unchanged and it will be calculated on old rate i.e on rate quoted before enhancement of minimum wages.*

XVIII. In the event of any breach/violation or contravention of any terms and conditions contained herein by the Contractor, a penalty of Rs 500/- shall be levied (if penalty amount is not specifically mentioned in particular clause) & in event of repeated breach/violation or contravention of the terms & condition the medical superintendent reserves the rights to forfeit the Security Deposit & terminate the contract.

XIX. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.

XX. If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest; acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceases to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

XXI. If the contractor is a Registered Company / partnership of two or more persons; all such persons shall be jointly and severally liable to the ESIC Hospital, for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign.

XXII. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices or causing any loss of property to the ESIC Hospital, Adityapur, Jamshedpur shall be entitled to terminate the contract and forfeiting the contractor's Performance Guarantee (Security Deposit).

XXIII. The contractor shall get *housekeeping and facility management service staffs* deployed screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. The Medical Superintendent ESIC Hospital will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty. The employees of the *housekeeping and facility management service* agency/ contractor shall be always alert. If any *housekeeping and facility management service staffs* was found sleeping on duty, a penalty of Rs. 500/- for per staff, each such incident will be deducted from the bill of the contractor. If any *housekeeping and facility management service staff* was found in intoxicated state under the influence of Alcohol / drugs etc, a penalty of Rs. 1000/- will be deducted from the bill of the contractor and such staff will have to be replaced immediately.

XXIV. The personnel deployed shall ensure to minimize the wastage of electricity, water & other resources by taking round of the building. There shall be proper arrangement for keeping the keys of rooms of the building. The *housekeeping and facility management service staffs* shall also ensure that all the electrical equipments/instruments/lights and fans must be switched off, when they are not in use or at the time of closure of the office. *Housekeeping and facility management service staffs* engaged by the contractor shall not take part in any staff union and association activities. The *housekeeping and facility management service staff* deployed shall also required to be vigilant to avoid any mishap, accident, theft etc.

XXV. The contractor shall bear all the expenses incurred on the following items i.e. Provision of brooms, moppers and appropriate materials and tools/equipments, stationary for writing duty charts and registers for records keeping as per requirements.

XXVI. Agency shall provide proper communication system to Supervisor & **housekeeping and facility management service staffs** to ensure effective & timely communication . In case of need and the movement of the **housekeeping and facility management service staffs** must be arranged in such a way that no part of the building remain unnoticed/unattended..

XXVII. The ESIC Hospital shall not be responsible for providing residential accommodation to any of the employee of the contractor.

XXVIII. The Medical Superintendent ESIC Hospital shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Medical Superintendent ESIC Hospital does not recognize any employee employer relationship with any of the workers of the contractor.

XXIX. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over when ever required by the ESIC Hospital.

XXX.

(a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Medical Superintendent ESIC, Hospital, Adityapur.

(b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

(c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, the Contractor shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Jamshedpur only.

XXXI. The Courts at Jamshedpur shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

XXXII. ESIC reserves the right to impose any terms or condition at any time during the course of contract as per administrative convenience.

L. Risk Clause

(a). The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. All liabilities arising out of accident or death while on duty shall be borne by the contractor.

(b.) Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse within the areas of the ESIC Hospital and Staff Quarters. Any theft / loss occurred in any of the places where housekeeping and facility management service staff is being provided by the Agency, due to negligence of the housekeeping and facility management service staff, the Agency will be liable to compensate the loss caused. Repeated negligence in above connection may cause action of forfeiture of security deposit and cancellation of contract. The decision of the ESIC, Hospital in this regard will be final and binding on the agency.

(c.) In the event of loss/damage of equipments etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, then the Contractor shall compensate the loss to ESIC.

Sd/-
Medical Superintendent



कर्मचारी राज्य बीमा निगम अस्पताल आदित्यपुर
Employees' State Insurance Corporation Hospital Adityapur
(ISO 9001:2008 Certified)

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

साल्डीह बस्ती, आदित्यपुर, जिला – सरायकेला खरसावाँ, पिन – 831013

Saldih Basti, Adityapur, Distt. - Saraikela Kharsawan, Pin - 831013

वेबसाइट : www.esic.nic.in , फोन नं : 0657-2383866, ई-मेल : ms-adityapur@esic.in

ANNEXURE – I

SCOPE OF WORK

Area of work :

All open and covered area within the boundary of the ESIC Hospital Adityapur, Jamshedpur including the roof will be in the scope of housekeeping services to be provided by the contractor. The scope of work also includes the open area like roads sewerage etc. within the boundary of ESIC Hospital and staff quarters Adityapur, Jamshedpur.

Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC Hospital Adityapur, Jamshedpur. Officials of ESIC will also monitor the entire work and staff.

General Instructions:

1. 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 green, red, yellow and puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pre-treated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three-fourths full and then placed in a bigger bag/container for transporting.
6. Covered Trolleys should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection, and storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

General Requirements and Documentation:

Organisational structure and line of authority:

Housekeeping manual and all SOP (Standard Operating Procedures)

1. List of equipments used/Colour coding
2. On job training and documentation
3. Description for each category of housekeeping
4. Hospitable and polite with patients and hospital staff. PPE wherever necessary HBV vaccination of all the staff
5. Maintaining records of Needle stick injuries
6. Amount of waste going out to outsourced agency
7. Memorandum of understanding
8. Complaint book/Maintaining logs and checklists
9. Both male and female staff should be posted in areas like wards,, casualty and OPD
10. Female patients should be attended by female staff only.
11. Immediate replacement of on leave staff/Rotation of staff if required.

(A) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are 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 in rooms where work will start at 9 am. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during Hospital accreditation process.

House keeping staff has to do following activities for all of the hospital rooms of all the departments, stores, chambers, wards, Operation theatres, labs, all corridors and all covered and open areas.

- 1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, OT and all other departments at regular intervals on daily basis.
- 2) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, corridors, ceilings, office rooms, training rooms at regular intervals on daily basis.

- 3) Vacuum cleaning of all carpets and upholstered furniture
- 4) Cleaning and disinfecting kidney trays, urinals, bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
- 5) Cleaning blood spills and others such as human excrement, urine vomitus, and sterile body fluids when required.
- 6) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, Phones , doors, windows, furniture, window glasses, grills, curtains etc.
- 7) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
- 8) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- 9) Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
- 10) Refilling, replacing and emptying of sharp containers at all stations.
- 11) Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
- 12) Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / Nursing orderly / Staff nurse / Nursing sister.
- 13) Washing linen which are soiled by urine, vomitus, faeces and others with 1% hypochlorite solution and send to laundry.
- 14) Spraying room fresheners in all rooms on daily basis at regular intervals.
- 15) Assist in transporting dead bodies to dispose off dead fetus and amputated limbs or other parts to BMW collection point.
- 16) Assist in fumigation of OT/ICUs as per schedule.
- 17) Cleaning, mopping, disinfecting OT floors, walls, ceilings/OT lights morning before starting case, in between cases and terminal cleaning at the end of the day.
- 18) Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when client is discharged or when soiling occurs.
- 19) Cleaning and carbolization of ICU beds/ OT beds between cases.
- 20) Washing of slippers in ICU's/OT etc.
- 21) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- 22) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
- 23) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the ESIC official In- charge.
- 24) Any additional work assigned by the sister (I/C)/Caretaker of the area where the house keeping staff has been placed on duty. Once assigned an area the house keeping staff will be under the control and supervision of the sister (I/C)/ Caretaker on duty of that area.

(B) Waste Disposal Management:

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Agency will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the Agency will arrange to suitably transport and dispose garbage from the earmarked area to the nearest Corporation bin outside each premises. The Agency shall keep suitable size and specification bins at the collection area. The Agency will employ his staff for the collection / disposal work. The garbage will have to be disposed off at least twice a day. The Agency will also 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 ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Agency will make a cleaning program and submit to ESIC for weekly cleaning so that ESIC's concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The Contractor will work in the specified area mentioned in the scope of work.

9. The Contractor will provide the duty register to ESIC as required.

(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 treated area. MSDS report of these chemicals should also be attached. These chemicals, tools required for pest and rodent control and man power needed has to be arranged by the contractor himself.

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 Hospital Adityapu, Jamshedpur.

(E) Housekeeping Monitoring and Control:

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.

2. Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, ESIC. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Supervisor/Manager from ESIC officials 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.

F. SPECIAL CLEANING OF HIGH RISK AREAS:

The services shall be provided round the clock on all days including holidays.

The services include:

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

1. PATIENTS WARDS (MALE WARD AND FEMALE WARD): The Agency shall be responsible for routine cleaning of the patient wards everyday in the morning and evening. The Contractor shall also maintain cleanliness in the patient rooms/ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

(a) THE ROUTINE CLEANING WILL INCLUDE

- Dusting of the furniture in the room including bed, chair, table TV, fridge etc.
- Sweeping and mopping the entire room with a disinfectant solution.
- Cleaning of Toilet and bathroom with a bathroom cleaning solution

(b) CLEANING OF DISCHARGE OF AN INPATIENT WILL INCLUDE

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

2. CLEANING THE PATIENT COMMON AREAS

- Dusting the walls, furniture and fixtures in the corridor and lobby.
- Sweeping and mopping the floor with a disinfectant.
- Cleaning public toilets with soap solution and keeping them odour free using deodorizer cubes/Odonil.
- Cleaning doors and windows with soap solutions.
- Cleaning consulting room, dressing room, laboratory and other similar areas. The cleaning pattern will be same as cleaning patient rooms.

3. OPERATION THEATRE

Operation theatres are the most important place in the hospital which needs maximum care and cleanliness by the house keeping staff.

Repeated cleaning and disinfection of the operation theatres after every operation , removal of the biomedical waste including human body parts and soiled waste, cleaning the used soiled linen as per SOPs of the Operation theatres and any other type of work assigned by the sister I/C of operation theatre to the house keeping staff has to be performed efficiently

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

G. CLEANING OF OFFICES AND CHAMBERS

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

H. CLEANING OF LABORATORY and OTHER CRITICAL AREAS

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

I. 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.

J. CLEANING SCHEDULE:

The Contractor shall submit the schedule for execution of above work and it shall be affixed at all the areas earmarked above. Any deviation found in the schedule may attract penal action over the agency as deemed fit by the Hospital Authority.

1. OPERATION THEATRE :

S.No.	Activity	Frequency	Agents used
1.	Garbage removal	After every case	As per the BMW guidelines
2.	Feather brushing	After every case	Feather brush
3.	1 st mopping	Before start 1 st patient and after every case	Wizard
4.	2 nd Mopping	Before start 1 st patient and after every case	1% Sodium Hype chlorite
5.	Garbage removal from the OT corridor		As per BMW guidelines
6.	Brushing in the OT corridor	In continuation	Flat Mop
7.	Dusting of doors and windows in OT Corridor	After every 1 hr.	X colour Duster
8.	Mopping with Wizard in OT corridor	After every 1 hr.	Wizard
9.	Mopping with Sodium Hypochlorite in OT corridor	After every 4 hrs.	1% Sodium Hypochlorite

2. PATIENT WARDS

a. EMERGENCY

I	Removal of Garbage	5.00 am, 2.30pm and 7.30pm	As per the Bww guidelines
II	Brushing	Thrice in a day 9.00am,3.00pm,9.00pm	Feather Brush
III	Dusting	After every 2hrs As and when required	Wizard
IV	Mopping with wizard	After every 2hrs As and when required	Wizard
V	Mopping with sodium Hypochlorite	After every hrs As and When required	1% Sodium Hypochlorite
VI	Washroom cleaning with wizard	Cleaning after every half anther	Wizard

b. MALE WARD

I	Removal of Garbage	5.00 am, 2.30pm and 7.30pm	As per the Bww guidelines
II	Brushing	Thrice in a day 9.00am,3.00pm,9.00pm	Feather Brush
III	Dusting	After every 2hrs As and when required	Wizard
IV	Mopping with wizard	After every 2hrs As and when required	Wizard
V	Mopping with sodium Hypochlorite	After every hrs As and When required	1% Sodium Hypochlorite
VI	Washroom cleaning with wizard	Cleaning after every half anther	Wizard

c. FEMALE WARD

I	Removal of Garbage	5.00 am, 2.30pm and 7.30pm	As per the Bww guidelines
II	Brushing	Thrice in a day 9.00am,3.00pm,9.00pm	Feather Brush
III	Dusting	After every 2hrs As and when required	Wizard
IV	Mopping with wizard	After every 2hrs As and when required	Wizard
V	Mopping with sodium Hypochlorite	After every hrs As and When required	1% Sodium Hypochlorite
VI	Washroom cleaning with wizard	Cleaning after every half anther	Wizard

3 .PATHOLOGY LAB

1.	Removal of Garbage	Thrice in a day 5.00 a.m, 2.30 p.m. and 7.30 p.m. as and when required	As per the BMW guidelines
2.	Dusting/Brushing	Twice in a day 8.00 a.m. and 5.00 p.m. as and when required	Colour Duster
3.	Mopping with Wizard	After every three hrs. as and when required	Wizard
4.	Mopping with sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite

4. DIAGNOSTIC AREA

1.	Removal of Garbage	Twice in a day 2.30 p.m. and 7.30 p.m. as and when required	As per BMW guidelines
2.	Dusting	Twice in a day 8.00 a.m. and 5.00 p.m. as and when required	Z colour Duster
3.	Brushing	Twice in a day 8.00 a.m. and 5.00 p.m. as and when required	Z colour duster
4.	Mopping with Wizard	After every 3 hrs as and when required	Wizard
5.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite

5. PROCEDURE/DRESSING/TREATMENT ROOM

1.	Removal Garbage	Thrice in a day starts from 7.00 a.m, 2.30 p.m and 8.00 p.m. as and when required	As per the BMW guidelines
2.	Brushing	Thrice in a day starts from 7.00 a.m., 2.30 p.m. and 8.00 p.m. as and when required	Feather Brush
3.	Dusting	Twice in a day 8.00 a.m. and 8.00 p.m. as and when required	Y colour dusters
4.	Mopping with Wizard	After every 3 hrs. as and when required	Wizard
5.	Mopping with Sodium Hypochlorite	After every 6 hrs. as and when required	1% Sodium Hypochlorite

6. OPD AND REGISTRATION AREA

1.	Removal of Garbage	Twice in a day 2.30 p.m. and 7.30 p.m. as and when required	As per the BMW guidelines
2.	Brushing	Twice in a day 7.30 a.m. and 8.00 p.m. as and when required	Feather Brush
3.	Dusting	Twice in a day 7.30 a.m and 8.00 p.m. as and when required	Z Colour Duster
4.	Mopping with Wizard	Twice in a day 7.30 a.m. and 8.00 p.m. as and when required	Wizard
5.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite
6.	Mopping in the area		

7. ALL OTHER COMMON AREA OF THE HOSPITAL PREMISES (CORRIDORS, WAITING AREAS, PHARMACY, ATTENDANT SHED ETC.)

1.	Removal of Garbage	Thrice in a day 5.00 a.m., 2.30 p.m. and 7.30 p.m. as and when required	As per the BMW guidelines
2.	Brushing	Twice in a day 8.00 a.m. and 8.00 p.m. as and when required	Feather Brush
3.	Dusting	Twice in a day 8.00 a.m and 8.00 p.m. as and when required	Z colour duster
4.	Mopping with Wizard	After every 3 hrs. as and when required	Wizard
5.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	Sodium Hypochlorite
6.	Cleaning with Wizard	Cleaning will be done after half an hr. and boy will be stationed there	Wizard
7.	Washroom Cleaning with Sodium Hypochlorite	Cleaning will be done after every 8 hr. as and when required	1% Sodium Hypochlorite

8. WEEKLY SERVICES

1.	Brooming Rag Picking	Every Saturday	Wizard
2.	Bush and Grass Cutting	Every Friday	Feather Brush
3.	Drainage/ Sewerage Cleaning and Bleaching	Every Saturday	Z colour duster
4.	Roof Cleaning and Cleaning of Rain Water Pass	Every Friday	Wizard

8. PERIODICAL SERVICES (FOR PEST CONTROL e.g. ANTI TERMITE, RODENT, MOSQUITO)

1.	FOGGING FOR MOSQUITO	Every Month	With fogging machine
2.	Anti Termite Treatment and Rodent Control	Every 6 Months	As per standard procedures

Any damage occurred due to lack of pest control services, will be recovered from the agency oughtrightly.

Note: The schedule may deviate as per the convenience/requirement of User Departments/Hospital Authority.

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

Cleaning of spillage of Blood/Body fluids

1. Use disposable gloves.
2. Cover area with 1% Sodium Hypochlorite
3. Leave for 20 minutes
4. Collect residue with disposable paper. Wipe and discard in bag.
5. Wash surface with detergent and dry.



कर्मचारी राज्य बीमा निगम अस्पताल आदित्यपुर
Employees' State Insurance Corporation Hospital Adityapur
(ISO 9001:2008 Certified)

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

साल्डीह बस्ती, आदित्यपुर, जिला – सरायकेला खरसावाँ, पिन – 831013

Saldih Basti, Adityapur, Distt. - Saraikela Kharsawan, Pin - 831013

वेबसाइट : www.esic.nic.in , फोन नं : 0657-2383866, ई-मेल : ms-adityapur@esic.in

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 HOSPITAL before start of work.
3. All infected, chemical, Radiation, Cytotoxic Health care Waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that it at no stage gets mixed with general waste. Unscientific burning shall not be permitted. Different colored bags/containers namely white, green, red, yellow, blue, black and transparent, puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pretreated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full and then placed in a bigger bag/container for transporting.
6. Covered Trolleys should be used for transportation. Before final disposal/treatment Waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection, and storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

DISPOSAL OF BIO-MEDICAL WASTE:

METHOD AND PROCEDURE

- I. Housekeeping personnel will wear Gloves and Masks before collecting the garbage.
- II. Bags will be secured when they are 3/4th full and will be clearly labeled with the date, time and respective floor.
- III. While handling the bag it must be held at the closed top and away from the body.
- IV. If a bag is found broken or not completely sealed then it should be double bagged into a second bag.
- V. Garbage will be transported in designated trolley to the storage area.
- VI. Cleared daily at designated time & access to waste storage area is limited to authorized persons.
- VII. Waste storage area must be inspected every week for spills and contained deterioration and the inspection must be documented.
- VIII. Before the collection by the outside vendor the garbage bag has to be weighed and the details like date, time floor, weight, will be entered in the garbage register by the housekeeping boy in the presence of security.
- IX. 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.

Body packing services:-

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

RESOURCES REQUIREMENT

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

S. No.	Description	Number required(Mandatory)
1.	Vacuum Sweepers with Maximum Area Performance of 11000 Sq. Metre/Hr. with a waste container capacity of 100 Ltr. Or Equivalent	1
2.	Scrubber Driers with a working width brush of 400 mm, working width vacuum with 770 mm, motor rating 1580 watts, Fresh/Dirty water tank 25 ltr. Each, brush contract pressure 240 x 1000 or equivalent.	1
3.	Water High Pressure Jet Cleaners with Water Flow of 240 – 700 ltr. Per hr. and pressure upto 200 bar and with detergent tank or equivalent.	1

List of Cleaning Materials

Sl.No.	Items	Sl.No	Items
1	DETERGENT	10	R2 (Glass cleaner)
2	MULTI-CLEANER	11	R4 (Furniture cleaner)
3	ROOM SPRAY (PREMIUM)	12	R6 (Toilet cleaner)
4	AUTO SPRAY	13	Bleaching Powder
5	TOILET FRESHNER	14	Liquid Handwash & Anti Bacterial Soap
6	BRASSO	15	U. CUBES/N. BALLS
7	CLEANZO/ PHYNYL	16	D-7 (Stainless steel polish)
8	Cleaning Material (For Bathrooms, Toilets, Furniture, Glass	17	Sodium Hypochlorite
9	Bio Medical Waste Polythene (As per standard colours)		

Note: The re-imbusement of the above items will be done on actual consumption basis on production of relevant bills in original. The actual consumption will be verified by the person(s) appointed by the Medical Superintendent, ESIC Hospital Adityapur for the purpose.

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



कर्मचारी राज्य बीमा निगम अस्पताल आदित्यपुर
Employees' State Insurance Corporation Hospital Adityapur
(ISO 9001:2008 Certified)

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

साल्डीह बस्ती, आदित्यपुर, जिला – सरायकेला खरसावाँ, पिन – 831013

Saldih Basti, Adityapur, Distt. - Saraikela Kharsawan, Pin - 831013

वेबसाइट : www.esic.nic.in , फोन नं : 0657-2383866, ई-मेल : ms-adityapur@esic.in

TECHNICAL BID

ANNEXURE : IA

“Tender for providing housekeeping and facility management service in the premises of ESIC Hospital and Staff Quarters Adityapur ”

1	NAME OF TENDERING COMPANY / FIRM / ESST./INDIVIDUAL OWNERSHIP (Reputed and experienced Non-DGR Security agency)	
2	NAME & ADDRESS OF OWNER / PARTNERS/ DIRECTORS	
3	FULL PARTICULARS OF TENDERING/ FIRM/ESST./INDIVIDUAL OWNERSHIP	
(A)	ADDRESS	
(B)	TELEPHONE NO.	
(C)	FAX NO.	
(D)	E-MAIL ADDRESS	
4	DETAILS OF EARNEST MONEY DEPOSIT	
(A)	DD NO. & DATE AMOUNT RS.	
(B)	DRAWN ON BANK & VALID UPTO	
5.	REGISTRATION	
A	ESI REGISTRATION NO.	
B	EPF REGISTRATION NO.	
C	PAN/GIR NO.	
D	SERVICE TAX REGISTRATION NO.	
E	Commercial tax registration (VAT Regn)	
F	Other Registration	
G	Full particulars of the Bankers of Company / Firm / selected tenderers, with full address/ tel. no.	
	Name of the Bank/ Address of the Bank Telephone No./	
H	Whether agency is black listed by any Cent./State Govt if not attached self certificate	

6. Annual Turnover (Self attested copy of audited balance sheet , Income tax return, Income tax clearance certificate are to be enclosed)

Annual Turnover of the tenderer for last 3 financial years	2011-12	2010-11	2009-10

7. Details of payment of ESI & EPF: Whether Return /challans for last six months is attached YES /NO

8. Work experience:

Work order from reputed organization covering last 3 years

Sl. No.	Name & address of reputed Organisation

9. List of 03 big clients (Letter of Empanelment is to be enclosed)

Sl. No.	Name & address of reputed Organisation

10. Period of contract and value thereof.

Sl. No.	Work order	Value of contract	Name & address of the Reputed Organisation	Period of contract	amount
1.	01 (one) work contract	Rs.15 Lakh during last financial year or current financial year			
2.	02 (Two) work contract	Rs.10 Lakh during last financial year or current financial year			
3.	03 (Three) work contract	Rs.7.0 Lakh during Last financial year or Current financial year			

Any other information.:

Place:

Date:

Signature of Owner/Managing Partner/Director

Name:

Seal



कर्मचारी राज्य बीमा निगम अस्पताल आदित्यपुर
Employees' State Insurance Corporation Hospital Adityapur
(ISO 9001:2008 Certified)

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

साल्डीह बस्ती, आदित्यपुर, जिला – सरायकेला खरसावाँ, पिन – 831013

Saldih Basti, Adityapur, Distt. - Saraikela Kharsawan, Pin - 831013

वेबसाइट : www.esic.nic.in , फोन नं : 0657-2383866, ई-मेल : ms-adityapur@esic.in

Annexure IB

UNDERTAKING

(TO BE TYPED ON A LETTER HEAD OF THE AGENCY)

To
The Medical Superintendent,
ESIC Hospital,
Adityapur, Jamshedpur,
Jharkhand- 831013

Subject: Tender for providing housekeeping and facility management service .

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and Conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Act, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I /we have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
5. 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.

Place:
Date

(Signature of the Bidder)
Name and Address of the Bidder.
Telephone No.



कर्मचारी राज्य बीमा निगम अस्पताल आदित्यपुर
Employees' State Insurance Corporation Hospital Adityapur
(ISO 9001:2008 Certified)

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

साल्डीह बस्ती, आदित्यपुर, जिला – सरायकेला खरसावाँ, पिन – 831013

Saldih Basti, Adityapur, Distt. - Saraikela Kharsawan, Pin - 831013

वेबसाइट : www.esic.nic.in , फोन नं : 0657-2383866, ई-मेल : ms-adityapur@esic.in

FINANCIAL BID FOR HOUSE-KEEPING AND FACILITY MANAGEMENT SERVICES

FINANCIAL BID

ANNEXURE: II B

A. MANPOWER CHARGES :

S.No.		Total Nos.	Wages	ESIC @ 4.75%	EPF @ 13.61%	Total Amount (Rs.)
1.	Supervisors	1				
2.	Trained Housekeeping Staff (Male / Female)	12				
3.	Total of A (Rs.)					

Note : The minimum wages of Jamshedpur (UA) will be applicable

B) MACHINES HIRING CHARGES:-

Sl. No.	Name of the Machinery	Qty.	Hiring Charges (Per Month)
1.	Vacuum Sweepers with Maximum Area Performance of 11000 Sq. Metre/Hr. with a waste container capacity of 100 Ltr. Or Equivalent	1	
2.	Scrubber Driers with a working width brush of 400 mm, working width vacuum with 770 mm, motor rating 1580 watts, Fresh/Dirty water tank 25 ltr. each, brush contract pressure 240 x 1000 or equivalent.	1	
3.	Water High Pressure Jet Cleaners with Water Flow of 240 – 700 ltr. Per hr. and pressure upto 200 bar and with detergent tank or equivalent.	1	
4.	TOTAL OF B		

C) PEST, MOSQUITO AND RODENT CONTROL

Sl.No.	Items	Amount to be charged from ESIC
1	RODENT CONTROL (Per Qtrs.)	
2	ANTI TERMITE TREATMENT (Per Half Yearly)	
3	MOSQUITO REPELLANT FOGGING (Monthly)	
4	TOTAL OF C	

D. TOTAL OF A, B & C = _____

E. SERVICE CHARGES ON D = _____

F. SERVICE TAX ON D + E = _____

G. GRAND TOTAL (D + E + F) = _____

* Note: a. The above rates shall include all the taxes leviable.
b. The wages shall not be less than Minimum wages as prescribed by the State Govt. or Central Govt. (Whichever is higher).

Date:
Place

Signature of Authorised Person
Full Name:
Company's Seal: