



EMPLOYEES' STATE INSURANCE CORPORATION

MODEL HOSPITAL

BAPUNAGAR AHMEDABAD – 380024

(Ministry of Labour & Employment, Govt. of India)

E-TENDER DOCUMENT

FOR

HOUSE KEEPING

AND

FACILITY MANAGEMENT SERVICES

	<p>कर्मचारी राज्य बीमा निगम Employees' State Insurance Corporation आदर्श अस्पताल बापुनगर, अहमदाबाद: 380024 Model Hospital Bapunagar, Ahmedabad: 380024 श्रम एवं रोज़गार मंत्रालय, भारत सरकार / Ministry of Labour & Employment, Govt of India आइ.एस.ओ. 9001:2015 प्रमाणित / ISO 9001:2015 Certified दूरभाष/Tele: 079-22742681 (casualty), 22773702 फेक्स/Fax: 079-22741866 ईमेल/Email: ms-bapunagar.gj@esic.nic.in</p>
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E-TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES FOR ESIC MODEL HOSPITAL BAPUNGAR & ESIC SCHOOL OF NURSING, D-34 DISPENSARY COMPLEX, KHOKHRA, MANINAGAR, AHMEDABAD

Medical Superintendent invites sealed tenders from the interested and eligible tenderers to provide housekeeping and facility management services for One year which is extendable for further one year with mutual understanding subject to satisfactory performance, if needed to.

Sl.	Item	Detail
1	Name of work	House Keeping and Facility Management Services at ESIC Model Hospital Bapunagar, ESIC School of Nursing, Khokhra, Maninagar & ESIC staff quarter Colony, Bapunagar Ahmedabad
2	Period of Contract	The Contract shall initially be for a period of One year which is extendable for further one year with mutual understanding subject to satisfactory performance on the same terms and conditions.
3	Estimated Cost	Rs. 1.50 crore (Approx)per annum
4	Earnest Money Deposit (EMD)	The amount of Earnest Money Deposit (EMD) of Rs 300000/- Only (Rs Three Lakh only) which shall be in the form of Bankers Cheque/Demand Draft of scheduled Bank issued / drawn in favor of ESI FUND ACCOUNT No.1, payable at Ahmedabad.
5.	Performance Guarantee	Rs. 750000/-(Seven Lakh fifty Thousand Only) or 5 % of contract value whichever is higher
5	Tender Document	The tender document may be downloaded from www.esic.nic.in/tenders and https://eprocure.gov.in/eprocure/app from 22/08/19 to 11/09/19
6	Last Date of submission	Technical bid and financial bid must be submitted online at https://eprocure.gov.in/eprocure/app during period from 22/08/2019 (From 11:00 AM) to 11/09/2019(till 1:00 PM) . However, bidders are required to submit technical bid document along with all annexure during period from 22/08/19 to 11/09/19 (On any working day from Monday to Friday between 10.00 am to 4.00 pm and on Saturdays from 10.00 am to 1.00 pm) in open Tender box kept in Chamber of Dy. Medical Superintendent, ESIC Model Hospital, Bapunagar, Ahmedabad in addition to submitting it online. Bid submitted through any other mode shall not be entertained.
7.	Tender opening date and time	The technical bids of tenders shall be opened in the presence of the tenderers who choose to be present on 13/09/19at 2:30PM.

1. Details of all work, terms & conditions, requisite qualification and all other information related with Tender Submission and Contract are mentioned in the tender documents.

2. The interested bidders should submit the tender online only at e-procurement portal <https://eprocure.gov.in/eprocure/app> from **22/08/19 to 11/09/19** Upto **1:00 P.M.** In addition to e-tender which has to be filed online, the bidders are also required to submit hard copies of Tender documents duly completed alongwith Earnest Money Deposit (EMD) and supported by requisite documents and the forms, as mentioned in the tender documents. For all practical purposes, the e-tender shall be considered for evaluation and the physical documents would also be scrutinized. Any corrigendum and notification to this tender will be notified through the websites <https://eprocure.gov.in/eprocure/app> & www.esic.nic.in (Link-TENDERS)

**Medical Superintendent
ESIC Model Hospital
Bapunagar, Ahmedabad.**

	<p>कर्मचारी राज्य बीमा निगम Employees' State Insurance Corporation आदर्श अस्पताल बापूनगर, अहमदाबाद: 380024 Model Hospital Bapunagar, Ahmedabad: 380024 श्रम एवं रोज़गार मंत्रालय, भारत सरकार / Ministry of Labour & Employment, Govt of India आइ.एस.ओ. 9001:2015 प्रमाणित / ISO 9001:2015 Certified दूरभाष/Tele: 079-22742681 (casualty), 22773702 फेक्स/Fax: 079-22741866 ईमेल/Email: ms-bapunagar.gj@esic.nic.in</p>

All tenderers are requested to read the tender document carefully including its terms and conditions, procedures to fill the tender form and tender assessment criteria.

TENDER DOCUMENTS CONSIST THE FOLLOWING :-

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work (Annexure-I)
- V. Resource requirement (Annexure-II)
- VI. Technical Bid (Annexure-III)
- VII. Financial Bid (Annexure-IV)
- VIII. Declaration (Annexure-V)
- IX. Check List(Annexure-VI)

I. ELIGIBILITY CRITERIA

1. The Tenderers must have an experience of handling the housekeeping work in reputed organisation including Govt. & PSUs for at least three years from **2014 to 2019** supported by documentary evidence and must have among list of big clients, at least three Govt./Semi-Govt./PSUs. Certificates of satisfactory performance from these three clients are also to be submitted along with tender.
2. The tenderer should have at least;
 - a) One running similar work contract of Rs.1,50,00,000 or more;
 - OR**
 - b) Two running similar work contracts of Rs.75,00,000 or more;
 - OR**
 - c) Three running similar work contracts of Rs.50,00,000 or more.
3. The average turnover of the agency should not be less than **Rs.3,00,00,000/-** for **“Housekeeping segment”** during financial year 2015-16, 2016-17 and 2017-18.
4. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents:-

- a. ESIC, EPF, INCOME TAX AND GOODS & SERVICE TAX
 - b. Registration certificate under contract labour (R & A) Act 1970
 - c. Any other registration / licence which is mandatory for such agencies stipulated by concerned authorities from time to time such as Storage of Hazardous Chemicals.
5. The following documents must be submitted along with tender:-
- a. Audited Balance Sheets of preceding three financial years i.e. 2015-16,2016-17 & 2017-18 with Income and Expenditure statement, Profit and Loss Account and Audit report.
 - b. Income tax returns for 5(a) as above.
 - c. ESIC & EPF up to date payment details for the last three years.
6. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid. Document in support of GST, ESI, EPF deductions and details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.
7. The Tenderer should have a valid labour license and license for providing Pest control and storing chemicals used for the same including Hospital Waste Management (other than Bio Medical Waste) services as applicable.
8. The tenderer should have at least **200 Nos.** of captive manpower on his payroll on the day of filing the tender. **The tenderer having captive manpower less than 200 will be rejected.**
9. Medical Superintendent reserves the right to withdraw/relax this eligibility criteria and in such a situation the tenderer will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned, explicit/implicit.

II. GENERAL INSTRUCTIONS TO TENDERERS

Eligible and willing agencies are advised to visit the Model Hospital Bapunagar site to get an onsite assessment of the work on any working day between 10.00 AM to 03.00 PM and on Saturday from 10.00 AM to 12.00 PM after taking due permission from the Dy. Director (General), ESIC Model Hospital Bapunagar, Ahmedabad.

1. Technical bid and financial bid must be submitted online at <https://eprocure.gov.in/eprocure/app> during period from **22/08/19 (From 11 AM) to 11/09/19 (till 1.00 PM)** . However, bidders are required to submit technical bid document along with all annexure during period from **22/08/19 to 11/09/19** (On any working day from Monday to Friday between 10.00 am to 4.00 pm and on Saturdays from 10.00 am to 1.00 pm) in open Tender box kept in Chamber of Dy. Medical Superintendent, ESIC Model Hospital, Bapunagar, Ahmedabad in addition to submitting it online. Bid submitted through any other mode shall not be entertained.
2. The Tender will be opened at **13/09/19 PM on 2:30** at ESIC Model Hospital, Bapunagar, Ahmedabad in the presence of the authorized representatives of the tenderers, who wish to be present at time of opening of Tenders.
3. The Tenders are to be submitted as per two bid system i.e. **Technical bid and Financial Bid.**

(A) The technical bid should contain the papers to fulfil all the eligibility criteria as mentioned in page 1 above, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipments, tools and tackles required for the job.

(B) Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document the rates in Financial Bid must be submitted online at <https://eprocure.gov.in/eprocure/app>

Technical bid and financial bid must be submitted online at <https://eprocure.gov.in/eprocure/app> during period from **22/08/19 (From 11 AM) to 11/09/19 (till 1.00 PM)** .

However, bidders are required to submit technical bid document in the tender box along with all annexure during period from **22/08/19 to 11/09/19**. Both the bids should be submitted in two separate sealed envelopes super scribed as **“Technical Bid for House Keeping Services”** and **“Financial Bid for House Keeping Services”**. An **Earnest Money Deposit** of Rs. **3,00,000/- (Rs. Three Lakh only)** in the form of Demand Draft or Bankers’ Cheque only of any scheduled bank should be in third envelope along with covering letter and it should be superscribed **“Earnest Money Deposit for Housekeeping Services”**. All Two sealed envelopes should be put in a Third sealed envelope and should be super scribed **“Tender for House Keeping Services”**. Sealed tenders should be addressed to the **Medical Superintendent, ESIC Model Hospital Bapunagar, Ahmedabad.**

The completely filled Tender should be dropped in the Tender Box kept in the office of

the **Dy. Medical Superintendent, ESIC Model Hospital, Bapunagar, Ahmedabad** by the date 13/09/19 up to 2:30 PM. **“Tender submitted or received after the closing date and time will not be considered”**. The Technical Bid must also be accompanied by declaration in the prescribed Performa (Annexure-V). In the absence of EMD or any the mentioned details, the tender will be summarily rejected.

4. The Earnest Money Deposit will be refunded to the unsuccessful tenderer only after finalization of the contract. In case of the successful tenderer , EMD will be refunded after receipt of the performance security deposit. **No interest will be paid on the EMD and Performance Guarantee.**
5. The bid shall be valid for 180 days from the date of opening of tender.
6. No Tenderer will be allowed to withdraw his bid after submission during the bid validity period (180 days). In case the tenderer does not honour his bid, the EMD submitted by the tendering firm shall stand forfeited.
7. **All entries in the Tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.**
8. **Each page of the Tender document and papers submitted along with, should be numbered, signed and stamped by the authorized signatory as a token of acceptance of the terms and conditions laid down by the ESIC Model Hospital Bapunagar.**
9. **The tenderer shall quote for all the items of Financial Bid (Annexure-IV) failing which the bid shall be considered nonresponsive, incomplete and tender will be summarily rejected.**
10. **Tender incomplete in any way will be rejected out rightly. Similarly conditional Tenders will also be rejected out rightly.**
11. Technical Bids will be scrutinized, by the evaluation committee as constituted by the Medical Superintendent to check all requisite and relevant documents and their authenticity. **The Tenderers, whose Technical Bids are accepted will be informed about the date and time of opening of Financial Bids.**
12. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
13. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
14. The successful tenderer will have to deposit the **Performance Guarantee of Rs. 7,50,000/- (Rs. Seven Lakh Fifty Thousand Only) or 5% of contract value whichever is higher** in the form of Demand Draft/Banker’s cheque of any scheduled bank, drawn in favour of “ESI Fund A/c No. 1” payable at Ahmedabad and commence the work within 15 days from the date of of acceptance of the offered rate by Medical Superintendent otherwise the contract may be cancelled and EMD will be forfeited.
15. An agreement between Successful Bidder & Medical Superintendent will be entered into on Rs. 100/- Non Judicial Stamp Paper. Stamp value will be paid by the bidder.

16. Medical Superintendent reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Model Hospital Bapunagar.
17. Medical Superintendent reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The Contract shall initially be valid for a period of One year and may be extended for further one year based on satisfactory performance and with mutual consent subject to satisfactory performance and as per the same rates, terms & conditions laid down in this tender.
2. M.S., ESIC Model Hospital Bapunagar reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged.
3. The persons to be deployed by the Contractor should be well trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.
4. **The persons to be deployed by the Contractor must be having Aadhar Card Number. Adhar Number will be linked with Bio Metric Aadhar Based Attendance system by the Hospital. All Deployed workers will have to mark their attendance in Bio Metric Attendance System installed at this hospital.**
5. The Contractor will have to provide standard liveries as approved by ESIC administration at his own cost to its housekeeping staff. The staff shall be in proper uniform during all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement.
6. The contractor will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The house keeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.
7. ESIC Model Hospital Bapunagar, Ahmedabad will provide the space for setting up a control room for the Contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the house keeping labour force working in the hospital.
8. ESIC Model Hospital Bapunagar will provide space for a store room to the Contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by ESIC Model Hospital Bapunagar.
9. The Contractor should ensure the Health and safety measures of their employees. ESIC may at regular time, also conduct health check up of the staff deployed by the contractor.

10. The Contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipments used in all areas of the hospital for housekeeping purpose, as given in “Annexure-II”
11. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code will be followed.
12. 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.
13. **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, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. ESIC shall not own any responsibility in this regard.**
14. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Central Govt. for Ahmedabad City. If the rates quoted found below the minimum wages, tender will be rejected.
15. **Under no circumstances whatsoever, the manpower deployed shall be paid wages below the Minimum wages set by Central Govt.**
16. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by Central Govt. This revision will, however, be restricted to revised Minimum Wages only. **If the revised Monthly Minimum wages remain less than the Quoted Manpower charges, no revision will be allowed.**
17. 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 Medical Superintendent, ESIC MHB besides annulment of the contract.
18. Once the house keeping staff is allotted an area of work, he or she will be under supervision of the HoD/Staff/Sister I/c of that area i.e. wards/OPD /stores/offices etc. And in addition to the instructions issued by the contractor side they have to follow all instructions and orders given by the HoD/Staff/Sister I/C. These instructions should be considered as the scope of work.
19. **The Contractor shall:-**
 - a) Ensure Pest/Animal and Rodent free environment in the premises of ESIC Model Hospital Bapunagar & ESIC Nursing School, Maninagar.
 - b) Provide all items and consumables to his housekeeping staff as per Annexure-II.
 - c) Ensure that their managers / supervisors are equipped with mobile phones, and are available round the clock hours.

- d) Only deploy the workforce that is on his payroll.
- e) Provide Hospital Waste (Non-Biomedical) management Services including all equipment, containers, trolleys etc.
- f) Arrange for a garbage disposal vehicle and other equipments required for segregation and disposal of waste in a professional manner,
- g) Plan, manage, collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose 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, disposables etc which is used by the house keeping staff.
- h) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. Shall be provided by the Contractor to the housekeeping staff.

Scope of work and services for each of the premises:

- a) Details of the scope of work are enclosed at “Annexure-I”.
- b) Details of Equipments to be used, number of manpower to be deployed, consumables and items to be used at hospital are given at Annexure ‘II’ under resource management.
- c) The number of equipments, consumable except manpower mentioned in Annexure ‘II’ is minimum. The contractor, however, shall provide all the resources, to meet the contractual obligations and under any circumstances, whatsoever, the contractor will not claim anything.

20. Man power supply under this agreement is fixed as under :

A) Normal Days (Monday to Saturday) :- (a) Workers : 58 (b) Supervisor : 3

B) Sunday and public holidays :- (a) Workers : 40 (b) Supervisor : 2

C) Any short deployment from A & B above will attract appropriate penalty as

decided by Competent Authority.

Variations

The ESIC Model Hospital Bapunagar may order variations in the scope through a written variation order based on requirement.

21. Payment Procedure:

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by ESIC Model Hospital, Bapunagar, along with computer generated attendance sheet in respect of the persons deployed, which are duly verified by the supervisor of the contractors and crossed verified by the official of ESIC appointed by the M.S. ESIC MHB. Successful bidder shall submit such bill on the first

working day of the next month.

While submitting the bill for the next month, the services provider must file a certificate certifying the following along with ESI contribution sheet downloaded from ESIC Insurance Portal:-

- a) Wages of workers were credited to their bank accounts on _____ (Acknowledgment by bank enclosed).
 - b) ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)
 - c) EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet)
 - d) We are complying with all statutory Labour Laws including Minimum Wage Act.
 - e) Delivery Challan of the monthly supply of materials along with distribution details.
1. Manpower Attendance Register, Muster Roll & Wage Register must be maintained by the agency and a copy of which shall be produced with monthly bills each month.
 2. Payment shall be made for the actual days of employment. Attendance will be ensured by the contractor through a biometric attendance system installed at Hospital same shall be verified by the authorized person(s) of the ESIC Model Hospital where the work has actually been got done.
 3. The payment would be made on monthly basis on verification of Bio Metric attendance sheets / Report, wage register, monthly ESIC/EPF/GST /Deployment sheets/ Duty Roster/Satisfaction Report duly signed by HoD of the concerned areas, documents in support of salary disbursement through ECS.
 4. Workers of contractors should get the wages on the first bank working day of each month. The payment of wages shall not be linked to the payment of bill by ESIC. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month's notice. The Housekeeping Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs by ECS only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through ECS, the contract will be terminated.
 5. The successful bidder will submit manual attendance report on daily basis to General Branch of Model Hospital ,Bapunagar, ESIC, Ahmedabad. The General Branch ,Model Hospital Bapunagar, ESIC, Ahmedabad will tally this manual attendance with Bio-Matric attendance of workers of successful bidder on daily basis and forward the shortcomings if any, to successful bidder on daily basis. The workers of successful bidder shall require to use Bio Matric attendance system every day without fail. Lapse in this exercise shall result in propotionate deduction of wages of the relevant worker.

22. Liquidated Damages:

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by sister I/C or any other staff of the hospital and if no action is taken within ONE hour, liquidated damages @ Rs. 1000/- per complaint shall be imposed. The decision of Medical Superintendent ESIC Model Hospital Bapunagar shall be final in this regard.

23. Manpower

- a. Any misconduct / misbehaviour 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 Medical Superintendent of ESIC Model Hospital Bapunagar.
- b. All Deployed works will have to mark their attendance in Bio Metric Attendance System installed at this hospital. Men Power should be calculated on the base of Bio Metric Aadhar based Attendance System.**
- c. The Contractor should ensure to maintain adequate no. Of manpower as per Annexure 'II' and also arrange a pool of stand-by housekeeping staff In case any housekeeping staff absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the deputed workers found are less than the minimum requirement as per Annexure 'II' on any day, penalty @ Rs. 1000/- per worker per day will be deducted from the bill. Payment will be done only for the staff who was on duty and will be restricted to the salary paid to him/her by the contractor as per agreement. For absentees payment will not be made.

24. Materials

Any deviation in the house keeping tools quality & quantity and other resources as mentioned in Annexure 'II' will invoke penalty as decided by the competent authority. In case the contractor has not provided the sufficient amount of equipments, tools and tackles and requisite materials even after levy of penalty, the hospital may procure it and deduct the cost from the bills of the contractor.

25. 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. ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the ESIC Model Hospital Bapunagar from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.
- b. All necessary reports and other information will be supplied by the contractor as per the

direction of the Hospital Administration. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.

- c. In the event of loss/damage of equipments etc. At the premises of the ESIC Model Hospital Bapunagar due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to ESIC Model Hospital Bapunagar. The Contractor or its representative/s shall meet Hospital representative/s regularly to take feedback regarding the Housekeeping services.
- d. The Contractor will also maintain a suggestion book and a complaint register to be produced to the hospital administration or designated official on weekly basis.
- e. **The Contractor shall, in performing its part of this Agreement, ensure the safety of the building, its equipments, furniture, fixtures and the persons working in or visiting the ESIC Model Hospital Bapunagar premises and shall indemnify Hospital, for any loss or damage caused by any act of the Contractor or its employees or staff etc.**
- f. **The Contractor shall not assign or sublet this Agreement or any part thereof to any third party.**
- g. The housekeeping staff shall be regularly trained on behavioural aspects and ethics. They shall also be made conversant with the way of working of ESIC Model Hospital, its requirements, layout of hospital, fire safety system along with telephone numbers of Police station, fire station, nearby hospitals.
- h. Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

26. Dispute Settlement

- a) It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Medical Superintendent, ESIC Model Hospital, Bapunagar whose decision shall be final and binding on both the parties.
- b) Any legal dispute will be subject to Ahmedabad Jurisdiction only.

Sd/-

**Medical Superintendent
ESIC Model Hospital
Bapunagar, Ahmedabad.**

ANNEXURE-I**SCOPE OF WORK****Area of work:**

All open and covered area within the boundary of the ESIC Model Hospital, Bapunagar, Ahmedabad, ESIC Nursing School, Khokhra, Maninagar and sweeping work at ESIC Staff quarters colony's compound, Bapunagar, Ahmedabad will be in the scope of housekeeping services to be provided by the contractor.

Model Hospital Bapunagar

Total Plot Area : Approx. 35043 Sq. Mtr

Total Built-up Area : Approx. 26420 Sq. Mtr

Total Landscape & Horticulture Area : Approx. 12665 Sq. Mtr

ESIC Nursing School, Khokhra, Maninagar

Total Plot Area : Approx. 2411 Sq. Mtr

Total Built-up Area : Approx. 1856 Sq. Mtr

Total Resident quarters Area : Approx. 957 Sq. Mtr

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 Model Hospital Bapunagar Ahmedabad. Officials of ESIC will also monitor the entire work and staff deployed by the contractor.

General Instructions:

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 amended in 2000 and any other amendments or other regulations, in this regard.
2. A detailed Hospital Waste Management Plan shall be prepared and got approved from ESIC before starting the 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 at no stage it 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. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
5. Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers.
6. The scope includes segregation, collection, storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

General Requirements and Documentation

- Organisational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipments used
- Colour coding
- On job training and documentation
- Description for each category of housekeeping
- Empathetic and polite behaviour with patients, visitors and hospital staff.
- Personal Protective Equipments for the Housekeeping staff
- HBV vaccination of all Housekeeping staff
- Maintaining records / details of
 - a) Needle stick injuries or any other injury
 - b) Amount of waste going out to outsourced agency
 - c) Complaint Book
 - d) Duty Roster / Deployment Sheet of Housekeeping Staff
 - e) Inventory of Stores
 - f) Accident / theft Register
 - g) Logs and checklists
- Female wards should be attended by female staff only

(A) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are spick 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 AM in rooms wherein work starts at 9:00 AM. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during Hospital accreditation process.

Housekeeping staff has to do following activities for all hospital rooms / blocks of all the

departments, stores, canteen, kitchen, consultants chambers, wards, ICUs, operation theatres, CSSD, laundry, labs, blood bank, 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, ICUs, OT and all other departments at hourly basis.
- 2) The Contractor will provide, maintain, refill Hand Wash / sanitizer in all the Toilets / Rest Rooms.
- 3) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, corridors, ceilings, office rooms, training rooms every two hours or as per requirement/direction.
- 4) Vacuum cleaning of all carpets and upholstered furniture once in a day or as per requirement/direction.
- 5) Cleaning and disinfecting kidney trays, urinals, bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
- 6) Cleaning blood and others spills such as human excrement, urine, vomits, sterile body fluids whenever required.
- 7) 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, sun breaking louvers etc.
- 8) 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 or as per requirement/direction.
- 9) 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.
- 10) 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.
- 11) Refilling, replacing and emptying of containers at all stations.
- 12) Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups whenever required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
- 13) Cleaning the patients who have soiled themselves with stool, urine, vomits with assistance of Patient attendant / Nursing orderly / Staff nurse / Nursing sister.
- 14) Washing linen which are soiled by urine, vomits, faeces and others with 1% hypochlorite solution.
- 15) Spraying room fresheners in all rooms on twice a day basis or as per requirement/direction.
- 16) Assist in transporting dead bodies to mortuary and dispose off dead foetus and amputated limbs or other parts to BMW collection point.

- 17) Carry out fumigation of ICUs / Ots as per requirement/direction of H.O.D.
- 18) 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.
- 19) Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
- 20) Cleaning and carbolization of ICU beds, OT beds between cases.
- 21) Washing of slippers in ICU's, OT, dialysis centre etc.
- 22) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc on hourly basis or as per requirement/direction.
- 23) 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.
- 24) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc or as per requirement/direction.
- 25) Any additional work assigned by the sister I/C 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 on duty of that area.
- 26) Cleaning of Ramps/signages/Boards/Posters/Banners/Lifts.

(B) 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 / elevation / louvers / frames etc.
- 2) Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of terrace & 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 roads, lawns, paths etc with High Pressure Jet machine or as per requirement/direction...
- 6) Clean all chrome fittings, glass frames, soap holders etc. To a shiny finish.
- 7) The Tenderer 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 cover all the specified area of scope of work.
- 9) The Contractor will provide the duty register to ESIC as required.
- 10) The Contractor will maintain a Checklist record of all weekly services and submit.

(C) Waste Disposal Management Other than Bio-Medical Waste

- 1) The contractor will prepare a flowchart indicating the method of collection / disposal etc.
- 2) The contractor will teach and train his staff for collection / disposal work. The garbage will have to be disposed off at least thrice a day.
- 3) The contractor will make arrangement to 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.
- 4) Ensure that the AMC bin is cleared daily.

(D) Pest and Rodent Control Services

- 1) The Contractor shall take prompt and effective measures for Rodent and Disinfection Services including fogging and removal of honeybees/bee hives etc. In the area under contract.
- 2) The Contractor shall use chemicals that are harmless to humans and machines and treated area. Material Safety Data Sheet(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 Model Hospital Bapunagar. Frequency of the services as decided by the Medical Superintendent will be final.

(E) Horticulture Service

- 1) The Contractor shall maintain, secure and develop burses, trees, outdoor and indoor plants including lawns by cutting hedges, watering, pouring manure and pesticide & grass cutting etc.
- 2) The contractor has to procure manpower, equipment etc. The hospital will only pay for the services.
- 3) The Contractor shall be responsible for any loss to the landscaping of this Hospital due to negligence of his staff or lack of service.

(F) Housekeeping Monitoring and Control

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

1. Display of Checklist

This is to be pasted in the toilets/ OPDs/ Entrance/ Lawn/ Doctor's room/Labs/ Pharmacy/OT/Lifts/Stairs/Corridors/Kitchen/Casualty/Overhead Tank and Other areas. It is to be filled up by the supervisor /Housekeeping staff on hourly 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 a computer and should be reported to Caretaker, ESIC or any other designated official. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked. Daily and Shift wise rounds to be taken by the supervisors for addressing cleaning issue.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping 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.

ADDITIONAL SCOPE AND PARTICULAR CONDITIONS FOR HOSPITAL:

Housekeeping in the hospital conditions is different than the house keeping services in other commercial organisations. Housekeeping staff has to work between the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the house keeping staff has to show his /her humanitarian concern towards the patient and provide him all types of required help and services. Such services may be need based and might not have been included in the general scope of work but they have to be provided by the house keeping staff if needed.

In view of the above any work assigned by the sister I/C for the patients' benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him in changing of soiled cloths / linen or any type of need in emergency and helping the ill patient in any type of need is included in the scope of work.

In case of any differences, these particular conditions of Contract shall supersede the

General Conditions of Contract. The services shall be provided round the clock on all days including holidays. The services include:

- (i) Cleaning of the whole premises including toilets and open areas.
- (ii) Wet moping of covered areas.
- (iii) Cleaning of window panes and door panels.
- (iv) Cleaning and dusting of furniture and fittings.
- (v) Vacuum Cleaning of all Carpets and upholstered furniture.
- (vi) Any other work within the scope of the specialized services.
- (vii) The Contractor shall take prompt and effective measures for Rodent and Disinfection Services including fogging and removal of honeybees/beehives etc. In the area under contract.

1. PATIENTS ROOM:

The Contractor shall be responsible for routine cleaning of the patient room / ward everyday in the morning and evening. The Contractor shall also maintain cleanliness in the patient rooms/ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival. The routine cleaning will include dusting of the furniture in the room including bed, chair, table, TV, freeze etc sweeping and mopping of the entire room with a disinfectant solution, cleaning of toilet and bathroom with a bathroom cleaning solution.

2. 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 of patient room.

3. OPERATION THEATERS:

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 as per schedule or as directed by Sister I/C.

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

4. CLEANING OF OFFICES/CONSULTANT ROOMS

- The Contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
- The Contractor will provide, maintain, refill Hand Wash / sanitizer in all the Toilets / Rest Rooms.
- Cleaning of Computers' peripherals, telephones, LCD panels etc with appropriate brushes.

5. CLEANING OF LABORATORY AND OTHER CRITICAL AREAS

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

Rotation of staff in critical areas like OT, Laboratory, ICU & Wards may be kept at minimum.

6. GLASS WINDOWS, DOORS & ALUMINIUM PARTITIONS:

All glass windows, doors and aluminium partitions should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

7. GARBAGE DISPOSAL

The Contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area under rules & regulation laid down by Ahmedabad Municipal Corporation. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account. The garbage collection area should be clean in cycle in 24 hours. In case of non cleaning the fine of Rs.1000/- under liquidated damages.

8. TERRACE CLEANING

The Contractor shall clean the terrace periodically as per instruction of ESIC. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

IMPORTANT: Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are ,however, not exhaustive and if deemed fit, Medical Superintendent may add additional scope of work, for which no additional payment whatsoever on any account will be made.

CLEANING SCHEDULE

Sr. No.	ACTIVITY	FREQUENCY (regularly as under or as and when required/directed)	AGENTS USED
1. OT AREA/ VERY HIGH RISK AREA			
1.	Garbage Removal	After every case	As per the BMW guidelines
2.	1 st Mopping	Before starting 1 st patient and after every case	Germicide
3.	2 nd Mopping	Before starting 1 st patient and after every case	1% Sodium Hypochlorite
4.	Garbage removal from the OT corridor	When bags are $\frac{3}{4}$ th full	As per the BMW Guidelines
5.	Mopping of the OT Corridor	Every two hour	Flat mop
6.	Dusting of doors and windows in OT corridor	Once a day	Z colour duster
7.	Mopping in the OT walls	Twice a day i.e. before starting and at the end of the day	Bacillocid/Virux
8.	Washroom & wash basins Cleaning	Every hour	Germicide
9.	Washing of Slippers	Once a day	Detergent
10.	Washing of OT	Once a week	Detergent
2. ICU / HIGH RISK AREA			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide

5.	Washroom & wash basins Cleaning	Every hour	Germicide
6.	Washing of Slippers	Once a day	Detergent
7.	Assist in carbolization / Fumigation	When required	Bacillocid
8.	Scrubbing of floor/ Walls	Once a week	Detergents
3. MODERATE RISK AREA WARDS			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom & wash basins Cleaning	Every hour	Germicide
4. CANTEEN AND KITCHEN			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Rodents and pest control	Once a day	Gum pads, Rat cages
6.	Washing kitchen and Canteen	Once a day	Detergent
5. PUBLIC AREA WASHROOM			
1.	Cleaning	Every hour	Germicide
2.	Washroom & wash basins Cleaning	Every hour	Germicide
6. LOBBY			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush

3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
7. OPD AREA			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide
8.STORES (MEDICAL, SURGICAL, NON-MEDICAL)			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Twice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Twice a day	Germicide
5.	Rodents and pest control	Once a day	Gum pads, Rat cages
9. MORTUARY			
1.	Garbage Removal	Once a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
10. ADMINISTRATION RECORD / ENGINEERING OFFICE			
1.	Garbage Removal	Once a day / When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide

11. CSSD/LAUNDRY			
1.	Garbage Removal	Once a day/ When bags are $\frac{3}{4}$ th full	As per the BMW
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Mopping sterile storage area (CSSD)	Once a day	Virux Solution
6.	Washing of sterile area (CSSD)	Once a week (Saturday afternoon)	Virux Solution
7.	Assist in Fumigation(CSSD)	When required	Virux Solution
12. RADIOLOGY			
1.	Garbage Removal	Twice a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide
13. LABORATORY			
1.	Garbage Removal	Once a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Cleaning of work Benches	Twice a day /when required	0.25% Hypochlorite
6.	Washroom and wash basin Cleaning	Every hour	Germicide
7.	Assist in Fumigation	Once a week	Bacillocid
8.	Washing of Slippers	Once a day	Detergent
14. ESIC Nursing School, D-34 Dispensary Complex, Khokhra, Maninagar			
1.	Garbage Removal	Twice a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush

3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide

SOP for Cleaning:

- Dilution of Wizard in all areas = 40 ml in 1 litre of water
- **Cleaning of spillage of Blood/Body fluids**
 - 1) Use disposable gloves.
 - 2) Cover area with 1% Sodium Hypochlorite
 - 3) Leave for 20 minutes
 - 4) Collect residue with disposable paper. Wipe and discard in bag.
 - 5) Wash surface with detergent and dry.
 - 6) All waste, gloves, wipe, discard, seal and dispose as clinical waste/ Mops cleaning– Detergent wash and dry.
- **Buckets – Detergent wash and dry**
(If contaminated 1% Sodium Hypochlorite overnight rinse and dry).
- **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.

ANNEXURE-II

RESOURCES REQUIREMENT

A. TO BE PROVIDED BY HOSPITAL:

ALL DUST BINS AND COLOURED WASTE DISPOSABLE BAGS WILL BE PROVIDED BY THE HOSPITAL.

B. THE CONTRACTOR HAS TO PROVIDE THE FOLLOWINGS:

- 1. ALL THE CLEANING MATERIAL, SOAP SOLUTIONS, ROOM FRESHENERS, URINAL CUBS, DISINFECTANTS, DEODORANTS, ANY OTHER ARTICLES/SOLUTION/CHEMICAL AS MENTIONED IN THIS TENDER DOCUMENT WILL BE PROVIDED BY THE CONTRACTOR.**
2. All the manpower, equipments, tools and tackles, their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.
- 3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the hospital. Teaching and training to the Housekeeping staff has to be done by the contractor. **The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The hospital will only pay the management fee or service charges as per accepted rate.****
4. For Pest and rodent control the contractor has to procure manpower, equipment and chemicals. The hospital will only pay for the services as per accepted rate.
5. For Horticulture Services, the contractor has to procure Two manpower, equipment etc. The hospital will only pay for the services.
6. Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per financial bid. Minimum No. Of Equipments, tools, tackles etc have to be maintained in the hospital at all times. A record of all these items should be kept by the Supervisor. All these equipments may be inspected by designated ESIC official at any time.

LIST OF EQUIPMENTS, TOOLS & TACKLES

S. No.	Description	Number required (Mandatory)
1.	SCRUBBER DRYER FLOOR CLEANING MACHINE	3
2.	WET/ DRY VACCUM CLEANER	2
3.	HIGH PRESSURE JET	2
4.	FLIPPER PLUS (OUT DOOR MANUAL SWEEPING MACHINE)	3
5.	WRINGER TROLLEY	25
6.	CADDY BASKET	20
7.	GLASS CLEANING KIT WITH TELESCOPING Rod	05
8.	DUST PAN WITH HANDLE	10
9.	WET MOPS KENTUCKY	Minimum 30
10.	WET MOPS ROUND(FOR BATH ROOMS)	Minimum 15
11.	SWEEPING BRUSHES (DRY DUST CONTROL MOPS)	Minimum 30
12.	HARD BROOMS FOR GROUND SWEEPING	Minimum 30 Per Month
13.	Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers	As per requirement
14.	Equipments for Pest control and + Rodents control	As per standard guide lines
15.	ALUMINIUM LADDER 30' ADJUSTABLE	2
16.	LAWN MOWER GRASS CUTTING MACHINE	2
17.	WATER PIPES 200FT. 20 MM. DIA WITH REINFORCED PVC PIPE	1
18.	WATER STORAGE TANK 200LT. CAP. WITH MOVABLE TROLLEY	1
19.	ELECTRIC WIRE & BOARD 200FT. (EXTENSION BOARD- TO RUN THE AFORESAID EQUIPMENT/MACHINERY/TOOLS AND TACKLES)	1
20.	GARBAGE BAG CARING TROLLEY WITH NOISELESS WHEEL	2
21.	LIQUID SOAP DISPENSERS	41
22.	SIGNAGE BOARD	As per Requirement

The minimum Numbers of items given above is to be kept maintained by replacement whenever required. In case if these equipments are not able to ensure an effective. Efficient and timely housekeeping management in the hospital the Contractor will have to increase the numbers as per the requirement, no payment whatsoever will be made for these additional quantities.

- The following quantities of cleaning material and aids for a month shall be procured by the Contractor and shall be stored in the store room. The Consumables to be used are to be got approved by ESIC Authorities. Records shall be maintained which shall be opened to the inspection by ESIC Authorities.

LIST OF CLEANING MATERIALS & AIDS

Sr. No.	Items	Qty. For ESIC Hospital	Qty. For Nursing School	Sr. No.	Items	Qty.	Qty. For Nursing School
1	Dust Control Refill	50 Nos.	5 Nos	5	Phenyl	200 Ltr	12 Ltr
2	Dry Mop Set	35 Nos.	5 Nos	6	Bathroom Cleaner (R1)	40 Ltr	4 Ltr
3	Detergent	15 Kg	2 Kg.	7	Multi Cleaner Solution (R2)	90 Ltr	8 Ltr
4	Anti Bacterial liquid Hand wash	95 Ltr.	5 Ltr.	8	Glass Cleaner (R3)	40 Ltr.	3 Ltr.
5	Room Spray (Premium)	30 Bottles	2 Bottles	14	Furniture Cleaner(R4)	40 Ltr	5 Ltr
6	Odonil	200 Nos.	20 Nos.	15	Air Freshener (R5)	50 Ltr	5 Ltr
7	Urinal Screen	130 Nos.	10 Nos.	16	Toilet Cleaner (R6)	100 Ltr	10 Ltr
8	Urinal Cubes	As per requirement		17	Removal of white patches (R7)	25 Ltr	3 Ltr
9	Wet Mops Set	35 Nos.	5 Nos.	18	Suction cups with wooden handles	5 Nos.	2 Nos.
10	Hard Brooms	27 Nos.	3Nos.	19	Wipers	15 Nos.	3Nos.
				20	Soft Broom	17 Nos.	3 Nos.

Please Note:

- Above all the items must be brought at the hospital and get it verified and distributed on before 1st of the relevant month, in case of late supply and short supply penitently at rate of 10% will be imposed.**
- Record and register to be maintained by Housekeeping Supervisors for monthwise stock received and daily record/ register for distribution of various housekeeping items/sign by user department and concerned supervisors distributing the material.**
- If the above articles are not able to ensure an effective, efficient Supply Challan has to be verified by the official nominated by Competent Authority of their representative **which should be part of bill document, failed to which the amount will not be paid.**
- The uses of this consumables also get approved by authorised person on particular point of cleaning on appropriate record, these record should be provided as and when called for inspection or for bill process.
- Aforesaid quantities are not exhaustive and may vary depending and timely housekeeping service management in the hospital, the Contractor will have to

provide additional items as per requirement. No extra payment whatsoever will be made for these additional quantities.

6. Uniforms of housekeeping staff, I-Cards, Covered trolleys, dustpans, mops, buckets, wipers, gloves, dust ers, scrubbers, sponge, brooms, brushes, safety gloves etc. To be provided by the Contractor as per requirement.

7. MAN POWER REQUIREMENT:

S. No.	Manpower Description	Number
1	Trained Housekeeping Staff in uniform and I – card	Normal day - 58 /Sunday & Holidays- 40
2	Trained Housekeeping supervisor in uniform and I-card	Normal day -03 / Sunday & Holidays-02

Contractor shall have to provide 58 Housekeeping staff and 3 Housekeeping supervisor on all working days and 40 Housekeeping staff and 2 Supervisor on Sundays and Holidays. Contractor shall be further informed after finalisation of tender as to how manpower is to be deployed in shifts. If Contractor deploys more than 40 Manpower on Sundays or Holidays, then Corporation shall not pay any extra amount for more than 40 Manpower, similarly if more than requisitioned Manpower is deployed in any particular shift, in that case also, Hospital shall not be liable to pay any amount in respect of extra Manpower. Contractor shall not be allowed to vary Manpower as per his discretion, if less Manpower is deployed in any shift, Contractor cannot offset it with deployment of additional Manpower in another shift.

TECHNICAL BID**FOR HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES AT AREAS
UNDER THE ADMINISTRATION OF ESIC MODEL HOSPITAL BAPUNAGAR,
AHMEDABAD****A. DETAILS OF TENDERER:**

1.	NAME OF TENDERER	
2.	NATURE OF FIRM	
3.	NAME OF PROPRIETOR/ DIRECTORS/ PARTNER	
4.	FULL PARTICULARS OF OFFICE	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-Mail Address	
5.	REGISTRATION DETAILS	
(a)	PAN / GIR No.	
(b)	GST Registration No.	
(c)	E.P.F. Registration No.	
(d)	E.S.I. Registration No.	
(e)	Labour Licence No.	
(f)	Licence No. for Pest control & storing chemicals	

(g)	Any other registration which is mandatory for such agencies stipulated by Concerned authorities.	
6.	DETAILS OF EARNEST MONEY DEPOSIT	
(a)	Amount (Rs.)	
(b)	D.D. / B.C. No. and Date	
(c)	Drawn on Bank	
(d)	Valid up to	
7.	Annual Turn Over (In Rs.) for following financial Years	
(a)	2015-16	
(b)	2016-17	
(c)	2017-18	
	Average Annual Turnover for above years	
8.	Total Nos. of Captive Manpower as on the day of filing the tender.	

B					
C					
Additional information, if any					

@The above format must be used to provide requisite details of contracts completed or continued if any.

Signature of Tenderer

Date:

Name :

Place:

Seal:

ANNEXURE-IV

**FINANCIAL BID FOR HOUSE-KEEPING AND FACILITY
MANAGEMENT SERVICES AT AREA UNDER THE
ADMINISTRATION OF ESIC MODEL HOSPITAL BAPUNAGAR,
AHMEDABAD**

Name & Address of the Tenderer : _____

I. MAN POWER CHARGES (only for the purpose of Financial Bid. Wages are payable as per actual attendance)					
	Type of man power	Total Nos.	Man-days	Rate of wages per day	Total wages (Rs.)
(A)	Trained Housekeeping Supervisor (Monday to Saturday)	3 * 26	78		
(B)	Trained Housekeeping Supervisor (Sunday)	2 * 4	8		
(C)	Trained H.K Staff(Male-Female) (Monday to Saturday)	58 * 26	1508		
(D)	Trained Housekeeping Staff (Male/Female) (Sunday)	40 * 4	160		
II. HORTICULTURE CHARGES (AMOUNT PER MONTH)					
(E)	Horticulture work along with Two gardeners and tools, tackles, Manure & Replacement of Dead plants	2 * 26	52		
III. PEST ADN RODENT CONTROL SERVICES (AMOUNT PER MONTH)					
(F)	Charges for providing the				

	services for Pest and Rodent control including man power, equipment and consumable chemicals.			
(G)	Total { (A) + (B) + (C) + (D) +(E) +(F) }			
IV. MACHINES, TOOLS, EQUIPMENTS & CONSUMABLES CHARGES (Amount per month)				
(H)	Charges for providing and maintaining machines, equipments, tools and tackles, small or big, all the consumables their refills and any other item(s) that may be required for fulfilment of the contract (Refer Annexure-II) / month)			
V. MANAGEMENT/ SERVICE CHARGES (In percentage of G + H above)				
(I)	Management / Service Charges (In percentage of G +H above)			_____ %

*** Please don't enclose Financial Bid with Technical Bid and it should be submitted in a separate Envelope.**

- (1). The manpower charges should be towards wages only to manpower including all allowances(as applicable), statutory levies like Employer shares of ESI,EPF & Bonus, but excluding only GST which shall be reimbursed on actual, as per govt rules, on production of documentary evidence.
- (2).Tender will be awarded after taking into account all the components i.e. I to V above. Service charges payable should not be less than the TDS as applicable.
- (3).Payment shall be made for the actual days of employment.
- (4).The worker engaged for the month will be allowed weekly off on continuous engagement for a week.

Signature of Authorised Person

Date:

Full Name:

Place: Ahmedabad

Company's Seal:

ANNEXURE-V**DECLARATION**

1. I, Son / Daughter of Shri Proprietor / Partner / Director / Authorised Signatory of is / am competent to sign this declaration and execute this tender document.
2. I the undersigned certify that i have gone through the instructions, terms and conditions mentioned in the tender document and undertake to comply with them.
3. The earnest money as applicable, to be deposited by me has been enclosed herewith vide.

Amount	DD/BC No	Dated	Drawn on Bank	Branch
3,00,000/- (Rs. Three Lakh Only)				

4. I/we give the rights to Medical Superintendent to forfeit the EMD/SD deposited by me/us if any default occurred on my our part for complying the term & condition of tender form or while executing the contract.
5. There is no vigilance/CBI case or court case pending against the firm.
6. This is to declare & certify that the neither myself nor my firm has ever been blacklisted by any Govt./Semi Govt./Public/Private Institution.
7. I/We hereby certify that the firm possesses all the required license/certification to perform the work.
8. 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 Authorised Person**Date:****Full Name:****Place:****Company's Seal:**

N.B.: The above declaration, duly signed and sealed by the authorised signatory of the company, should be enclosed with Technical Bid.

ANNEXURE-VI

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S. No.	Items	Confirm (Yes/No)
1.	Earnest Money Deposit	
2.	Technical bid and finance bid submitted online at https://eprocure.gov.in/eprocure/app as per terms and condition of contract.	
3.	Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	
4	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
5.	Income tax returns of last three years.	
6.	Attested Photo copy of PAN Card	
7.	ESI Registration certificate copy with last three year payment details.	
8.	EPF Registration certificate copy with last three year payment details.	
9.	GST registration certificate with details of the last payment.	
10	Registration certificate under central labour law authorities. Copy of valid labour licence.	
11.	Minimum wages payment/clearance certificate from LEO.	
12	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
13.	Satisfactory completion of contract certificate from previous organizations. (Minimum three required)	
14.	License for providing Pest control services and storing chemicals used for pest and rodents control.	
15	Declaration as per Annexure V.	

Signature of Authorised Person

Date:

Full Name:

Place:

Company's Seal: