



कर्मचारी राज्य बीमा निगम
EMPLOYEES` STATE INSURANCE CORPORATION
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
(Ministry of Labour & Employment, Govt. of
India)

कर्मचारी राज्य बीमा निगम आदर्श अस्पताल बद्दी
EMPLOYEES` STATE INSURANCE CORPORATION MODEL HOSPITAL BADDI

गांव - काठा / Village - Katha

जिला - सोलन (हिमाचल प्रदेश)-173205 / Dist - Solan (H.P)-173205

TENDER DOCUMENT
FOR PROVIDING HOUSEKEEPING SERVICE IN 100
BEDED ESIC MODEL HOSPITAL, BADDI

Tender Copy Issued To

NAME OF WORK:- TENDER FOR PROVIDING HOUSEKEEPING
SERVICES IN 100 BEDED MODEL HOSPITAL, BADDI (H.P)

Sale of Tender started on	22/08/2019
Last Date & Time of submission	16/09/2019 UPTO 01:00 PM
Date & Time of opening	17/09/2019 AT 02:00 PM
EMD Amount	Rs. 2.00 Lakh (Rs Two Lakh Only)



E. mail : ms-baddi.hp@esic.nic.in

Ph- 01795-275105

कर्मचारी राज्य बीमा निगम आदर्श अस्पताल, बदी

EMPLOYEES' STATE INSURANCE CORPORATION MODEL HOSPITAL, BADDI

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An ISO 9001:2015 Certified institute

INDEX

Sl. No.	Description	Page No.
A.	Notice inviting E-TENDER (NIT)	3
B.	Important instruction for the bidders regarding online payment	4-6
C.	Eligibility criteria	7
D.	General Terms and Conditions of Tender	8-10
E.	General condition of Contract	11-15
F.	Scope of Work – Annexure -I	16-26
G.	Machine and Material to be used- Annexure -III	27
H.	Terms and Condition for providing house keeping service – Annexure -IV	28-33
I	Undertaking Annexure V	34
J	Qualification , Duties and responsibility of the housekeeping staff Annexure -VI	35-36
K	Technical Bid- Check List Annexure -VII	37
L	Rejection clause list for house keeping tender. Annexure -VIII	38
M	Financial Bid Annexure -II	39-40



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NOTICE INVITING E-TENDER (NIT)

Medical Superintendent E.S.IC Model Hospital, Baddi Himachal Pradesh-173205 invites E-Tender (Two Bid) for the **Round the clock (24 Hour) House Keeping Services on contract** ” for Two Years in 100 bed ESIC model Hospital, Baddi (H.P). Which can be further extended for one year.

Tender documents are available on line at <https://eprocure.gov.in/eprocure/app>.

Bidders have to deposit the **Earnest Money Deposit (EMD) of Rs. 200,000 (Rs Two lakh Only)** in the form of demand Draft/Pay Order from a scheduled bank drawn in favour of “**ESI Fund A/c. no. 1**”, payable at Baddi.

The interested bidders should upload their bids along with duly signed scanned copies of all the relevant certificates, documents, etc. in support of their technical & price bids on the <https://eprocure.gov.in/eprocure/app>. latest by **scheduled Date**. The technical bids will be opened online on **scheduled date and Time**.

Tender documents are also available for viewing on the website of **Employees' State Insurance Corporation** i.e. www.esic.nic.in

Instruction for online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>

REGISTRATION:-

1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL:<https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/ tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS

/ RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can

upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument / scan copy.

4. Bidder should prepare the EMD as per the instructions specified in the tender document. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized

persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS :-

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315. Foreign bidder can get help at +91-79-40007451 to 460.

ELIGIBILITY CRITERIA

1. The Tenderers must have an experience of handling the housekeeping work in reputed organization including Govt. & PSUs for at least three years (of which at least two should be from Govt/Semi-Govt/PSU). Certificates of satisfactory performance from these are also to be submitted along with tender.
- 2- The estimated cost of Work is 7,000,000 (70 Lakh)
3. The tenderer should have at least;
 - (a) One similar work contract of 80% or more of estimated value.OR
 - (b) Two similar work contracts of 50 % or more of estimated cost;OR
 - (c) Three similar work contracts of 40 % or more. Of estimated cost.
4. The total turnover of the agency should not be less than Rs. 1 Crore “Housekeeping segment “ during requisite years of experience.
5. The Agency must be registered with ESIC, EPF, INCOME TAX, GST and Registration certificate under contract labour (R & A) Act 1970 or any other registration which is mandatory for such agency stipulated by the concerned authority time to time.
6. The following documents must be submitted along with tender:-
 - a. Audited (CA Certified) Balance Sheets of preceding three years i.e FY 2015-16 ,2016-17 & 2017-18 with Income and Expenditure statement and Profit and Loss Account & Audit report of these three years.
 - b. Income tax returns of last three years i.e FY 2 2015-16 ,2016-17 & 2017-18.
 - c. ESIC & EPF up to date payment details for the last three years.
7. Document in support of GST, ESI, PF deductions and details of the health and safety measures.
8. 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.
9. The tenderer should have at least 50 Nos. of captive manpower on his payroll on the day of filing the tender. The tenders having captive manpower less than this will be rejected.
10. Medical Superintendent reserves the right to withdraw/relax these 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.



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गांव - काठा, बद्दी, जिला - सोलन (हिमाचल प्रदेश) / Village - Katha, Baddi, Dist - Solan (H.P) 173205

General Terms and conditions

E- Tenders are invited in sealed envelopes (Two Bid System) for the provision of House Keeping Services up to 1 PM on or before scheduled Date. Along with online E-tender Sealed tenders should bear the Advertisement No. and be clearly super subscribed as **“Tender for Round the clock (24 Hour) House Keeping Services on contract” “ Technical Bid” and “Financial Bid” respectively**. Tenders submitted after scheduled time shall out rightly be rejected.

Tender form and General Terms and conditions.

1. The Tender forms duly filled in will be accepted by this office up to scheduled date and time along with **Earnest money of Rs. 200000/- (Two Lakh only)** in form of a crossed Demand Draft drawn on any Nationalized Bank, payable at Baddi in favour of the “ESIC Fund Account No. 1”. EMD and Check list should be accompanied with the Technical Bid. If the Technical Bid is not accompanied with requisite Earnest money and Check list (Documents should be enclosed as per the list), Tender form will be rejected out rightly without assigning any reason/entertaining any correspondence. The Earnest money of unsuccessful tenderers will be refunded without accrual of any interest, within the stipulated time limit.
2. along with E-tender The sealed envelopes containing the quotation should be marked in capital letters **“Tender for Round the clock (24 Hour) House Keeping Services on contract TECHNICAL BID” & “Tender for Round the clock (24 Hour) House Keeping Services on contract - FINANCIAL BID”**. The envelope should also bear the sender’s name and address. The sealed quotations as above should be dropped in the Tender Box placed in the box kept in Dy. Medical Superintendent, Room, 3rd floor, ESIC MH, Baddi .
3. In case the tender envelopes are bulky, tenderers may hand over the tender to (Admn.Branch) after obtaining the signature/approval of Medical Superintendent of the Hospital on the tender envelope.
4. Tenders should be sent by registered post only or tenderers may drop it by hand. No other means will be accepted.
5. Tenders received by post after the fixed Date & time of receipt, it will not be entertained in any case.
6. Last date and time for Receipt and opening of tender: - Tender must be dropped in the tender box by the date, time and venue as mentioned in above paras. The tender box will be opened at 02.00 PM on scheduled date. Technical bid will be opened first and Financial bid of those tenderers who found to be technically qualified in the first stage will be informed telephonically or in writing about the opening of the financial bids.
7. In case the above dates are declared as holiday, the tender will be accepted and opened on next working day.
8. **Tenders found to be technically not qualified; their unopened financial bid will be returned to the address as given on the Technical Bid by post.**
9. Tender Form & Conditions: - The application form of tender on which the statutory details

(Ann. I , and III to VIII) & the offer of price/rates (Ann. II) are to be quoted are enclosed, should be submitted in two different sealed envelopes and clearly mentioned “Technical Bid” & “Financial Bid” respectively on it . **The quoted offer should be composite in all respect, inclusive of all statutory liabilities under the existing law.** List of Machines to be used for House keeping purpose is attached as Annexure –III, The terms and conditions governing the tender are mentioned in the enclosed form Annexure-IV, which should be signed and submitted along with Application form. **Under taking by the tenderer abiding all the terms and conditions of the tender must be signed by the contractor attached as Annexure-V. The duties and responsibilities of the House Keeping Staff are mentioned in Annexure- VI. The check list has also placed as Ann. VII and rejection clause list at annexure-VIII. The tender is liable to be rejected if incomplete information is given or any document asked for in the schedule to the tender are not duly filed or not enclosed and no correspondence will be entertained in this regard.**

10. **All the pages of Technical bid & financial bid with documents attached should be properly serialized, numbered along with the Index and tenderer must sign all the pages of tender.**

11. Individual signing the tender or other documents concerned with the contract must specify whether he/she signs as: -

(i) A sole proprietor of the firm, or constituted attorney of such proprietor.

(ii) A partner of the firm if it is a partnership concern. In that case he must have authority to refer disputes to arbitration in case of any dispute. Constituted attorney of the firm, if it is a company.

Note: -In case of (II) of a Partnership concern, a copy of the partnership deed or General Power of Attorney, in either case duly attested by a Notary Public should be furnished.

In the case of partnership firms, where authority to refer disputes concerning the business or the partnership has been conferred on any partner, the tender and all other related documents must be signed by every partner of the firm. A person signing the tender form or any documents forming part of the contract on behalf of the another shall be deemed to be construed that he has an authority to sign and if on an enquiry it is detected that the person so signing has no authority to do so, the purchaser, without prejudice to other civil criminal remedies, will cancel the contract and hold the signatory responsible for all costs and damages.

12. **Vague tenders/quotations:** - Quotations qualified by vague and indefinite expressions such, as subject to immediate acceptance or approx, will be provided shortly, rates as per Central or State rates etc. **will not be considered and tender will be out rightly rejected.**

13 Opening of Tender - You are at liberty to be present or authorize a representative to be present during the opening of tenders at the time and date as specified above. The name and address of the representative who would be attending at the time of the opening of the tender on your behalf should also be indicated in the tender.

14. **Right of Acceptance:** - Medical Superintendent reserves the right to accept or reject any tender without assigning any reason thereof.

15. **Acceptance of the Tender:** - The formal acceptance of the tender will be forwarded to the successful tenderer as soon as possible. The instructions contained in the letter should be acted upon immediately by the tenderer. In case the tenderer fails to comply with the formal acceptance of the tender or fails to provide the services within stipulated time, the offer of acceptance will be treated as cancelled and the earnest money so deposited will be treated as forfeited.

16. No Tenderer will be allowed to withdraw after submission of the tender; otherwise EMD submitted by the tendering firm would stand forfeited.

17. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his

EMD will be forfeited.

18. A formal contract shall be entered into with the successful bidder. In this contract, the successful bidder shall be defined as Contractor.

19. The successful tenderer will have to deposit a Performance Guarantee in the form of prescribed Performance Bank Guarantee equivalent to 10 % of the awarded contract value within 15 days of issue of award letter and valid for the entire contract period plus two months and extended period, if any.

20. The successful Tenderer will have to commence the work within 15 days of acceptance of contract. Otherwise the contract will be cancelled and EMD will be forfeited.

21. Each page of the Tender document should be signed and stamped by Tenderer in acceptance of the terms and conditions laid down by ESIC MH.

22. (The competent authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason.

23. For finalization of contract, the technically qualified Tenderer whose rates and amount as given in the Financial Bid are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer.

24. EMD of the unsuccessful tenderer shall be refunded after finalization of tender on the request of the bidders.

General condition of contract-

1. The contract will be valid for Two years and can be further extended for one year at the sole discretion of Medical Superintendent and also subject to satisfactory performance.

2. MANPOWER REQUIRED FOR CLEANING PURPOSE SHOULD BE 42 INCLUDING 2 SUPERVISOR), It can be increased or decreased.

3. The Contractor shall quote monthly rates in rupees taking into account all the aspects of the cleanliness and including manpower, material, machines equipment's etc., to be used/deployed for this purpose. Rates once quoted shall not be revised during the agreement period.

4. Rate quoted above must include wages of all the House keeping staff and ESI, EPF, Service Charges, Material used and other charges like Uniform and Relieving/holidays charges etc

5. The contractor shall ensures the minimum wages (as per Central Labour Dept.) whenever its being revised by the Central Govt. The party shall have the right to claim the actual difference of pay in case there is revision of minimum wages by the appropriate authority, by submitting of arrears bills, on furnishing a copy of notification issued by the appropriate authority.

6. The premises include the covered area of the building & outside the building within the boundary of the building.

7. However the tenderer may visit the site before quoting the rates after taking prior appointment from the competent authority.

8. If tenderer have any query regarding any point of terms and conditions of the tender may contact MS on any working day (except Saturdays) from 10.00 A.M to 03.00 PM.

9. The contractor shall be responsible for the compliance of all Labour Laws.

10. The contractor shall be responsible for the payment of wages and other admissible allowances to the workers engaged by them.

11. The contractor shall specifically ensure compliance of ESI and EPF Rules and Regulations as applicable to the workers engaged by them.

12. The contractor should provide proof of payment of statutory dues failing which Competent Authority may terminate the contract on the month's written notice.

13. .Wage payment to workers must be paid through ECS only.

14. Contractor should ensure the opening of bank account of respective staff so that the ECS payment could be exercised.

15. Contractor should submit the Copy of payment of wages to employees through ECS duly verified by the bank manager or any proof acceptable by the corporation by 10th of every month failing which Rs. 1000 per day will be imposed as penalty for delay.

16. Vague terms like "as per Central Govt. rates or as per the rules applicable in central Deptt etc." will not be entertained and shall liable to be rejection of the tender.

INSPECTION: - Care taker and Matron or any other officer authorized by the MS of the hospital will supervise the work and check quality of products used by the

contractor. The contractor shall be answerable to these members also and has to obtain a work satisfactory certificate from these members every month. This certificate should be attached with the claimed bills for every month failing which penalty of Rs. 1000/- per offense will be imposed.

17. The attendance of the Housekeeping staff shall be Marked on Biometric system and daily signed by Nodal officer (will be nominated by the Hospital) on duty. If the supervisor fails to get the attendance signed on daily basis, they shall be considered absent for all practical purposes.

18. ESIC Hospital, Baddi 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.

19. The Contractor should ensure the Health and safety measures of the employees. ESIC may also conduct health check-up of the staff deployed if needed.

20. 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 III”.

21. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and legal action under Indian Penal Code.

22. 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.

23. 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, Industrial Disputes Act 1947, EPF Act, ESI Act, 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 will not own any responsibility in this regard.

24. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Chief Labour Commissioner, GOI. If the rates quoted are found below the minimum wages, tender will be rejected.

25. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages decided by Chief Labour Commissioner, GOI.

26. 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.

27. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.

28. 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. In addition to the instructions issued by the contractor's 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.

29. The Contractor shall ensure:-

a) Pest/Animal and Rodent free environment in the premises of ESIC Hospital, Baddi including staff quarters.

b) To provide all items and consumables to his housekeeping staff as per Annexure-III.

c) That their managers / supervisors are equipped with mobile phones and are available round the clock.

d) To provide Hospital Waste (Non-Biomedical) management Services including all equipment, containers, trolleys etc.

e) To arrange for a garbage disposal vehicle and other equipments required for segregation and disposal of waste in a professional manner,

f) To plan, manage, collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposable 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.

g) 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.

30. Scope of work and services for each of the premises:

a) Details of the scope of the 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 this hospital are enclosed at Annexure III

31. Variations: The competent authority of ESIC Hospital, Baddi may order variations in the scope or quantum through a written variation order based on requirement. The payment for the variation shall be made as per the variation order which may include increase/decrease in manpower, material, equipment, etc.

32. Payment Procedure:

The contractor will provide separate bill for manpower charges (inclusive of service charge) and material charges for each month. GST will be paid only for manpower/service charges (if applicable). Payment shall be made after deduction of TDS as applicable on total billed amount.

Payment will be made in the first week of the succeeding month upon submission of the bill in duplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by ESIC Hospital, Baddi along with attendance sheet/wage sheet in respect of the persons deployed.

While submitting the bill for the next month, the service provider should certify the following along with ESI contribution sheet downloaded from ESIC Insurance Portal:

- a) Wages of workers were directly credited to their bank accounts on _____ (Copy of Bank Acknowledgment enclosed with detailed sheet).
- 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 Wages Act.
- e) GST Challan details (if applicable).

The payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs should be 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 may be terminated.

33. Manpower

a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to Medical Superintendent, ESIC Hospital, Baddi Dist. Solan.

b. 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. Payment will be made only for the staff that will be 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.

TECHNICAL DOCUMENTS

Annexure -I

(I) Scope of Work

The ESICMH facilities are located at Village Katha Baddi Himachal Pradesh. The specified area for services at present includes broadly encompass cleaning / maintaining the areas so that the area is always clean, presentable and hygienic. The scope of work broadly includes the following areas:

a) ESICMH Baddi Himachal Pradesh consisting of basement + ground floor + 3 upper floors with central open court and terrace), 29 nos residential quarters, 17 nos double bed rooms with common with hostel accommodation, 02 nos guard room, one meter room, one mortuary deptt. building, one substation building, STP building, road, green area, housing park and other landscaped area.

b) Residential quarters of ESICMH in the same complex consisting of all super areas, common areas i.e. all areas internal and external. [**17 no. double bed rooms with common toilets, hostel accommodation. However, Hostel accommodation shall be kept cleaned / maintained from inside also. 29 Nos Flat to be Cleaned only from External**] .

(II) Cleaning Services

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated managers/supervisors of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESICMH Care Taker Section of ESICMH will monitor the entire work and staff deployed by the selected tenderers.

(a) Daily Services

Housekeeping/ cleaning services should be done daily from Monday to Sunday at regular intervals, so that the areas covered under the contract remain, spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9.00 A.M. **Contractor will arrange manpower for special VIP visits at no extra cost.**

Monday To Saturday (OPD & ADMINSTRATIVE BLOCK)

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

12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, etc. as directed by the ESIC official In charge.

Monday to Sunday (Various Wards & Operation Theatre & Casualty etc.)

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

(a) THE ROUTINE CLEANING WILL INCLUDE

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

(b) CLEANING OF DISCHARGE OF AN INPATIENT WILL INCLUDE

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

2. CLEANING THE PATIENT COMMON AREAS :

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

3. OPERATION THEATRE

- All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed when it is full.
- Operation theatre walls shall be thoroughly cleaned using a specialize soap/disinfectant solution before and after every operation.
- Floor shall be washed thoroughly mopped with a specialized soap/disinfectant solution. The entire operation theatre floor area shall be scrubbed once a day.
- Toilets/bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas, doctor's lounge, nurses lounge, Change rooms, waiting lounge an 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 and as directed by the authority time to time.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

5. CLEANING OF LABORATORY and OTHER CRITICAL AREAS

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

6. GLASS WINDOWS and DOORS & AIR COOLERS

- The Contractor shall have his staff clean glass with appropriate soap solution on weekly basis.
- Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals
- **Air coolers are to be cleaned and water filling/pouring is to be performed by housekeeping personnel during summer season/whenever said to do.**

7. GARBAGE DISPOSAL

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

CLEANING SCHEDULE VERY HIGH RISK AREA

S.No.	Activity	Frequency	Agents used	Responsibility
1. OT AREA LABOUR ROOM				
1.	Garbage removal	After every case	As per the BMW guideline	Room boy

2.	Feather brushing	After every case	Feather brush	Room boy
3.	1st mopping	Before start 1st patient and after	Wizard	Room boy
4.	2nd Mopping	Before start 1st patient and after every case	1% Sodium Hypochlorite	Room boy
5.	Garbage removal from the OT corridor	As per BMW guidelines	Room boy
6.	Brushing in the OT corridor	In continuation	Flat Mop	Room Boy
7.	Dusting of doors and windows in OT Corridor	After every 1 hr.	X colour Duster	Room Boy
8.	Mopping with Wizard in OT	After every 1 hr.	Wizard	Room Boy
9.	Mopping with Sodium Hypochlorite in OT	After every 4 hrs.	1% Sodium Hypochlorite	Room Boy

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

3. HIGH RISK AREA				
EMERGENCY				
I	Removal of Garbage	5.00am, 2,,30pm	As per the Bww	Room Boy
II	Brushing	Thrice in a day 9.00am,3.00pm,9.00pm	Feather Brush	Room Boy
III	Dusting	After every 2hrs As and when required	Wizard	Room Boy
IV	Mopping with wizard	After every 2hrs As and when required	Wizard	Room Boy
V	Mopping with sodium Hypochlorite	After every hrs As and When required	1% Sodium Hypochlorite	Room Boy

VI	Washroom cleaning with	Cleaning after every half	Wizard	Room Boy
anther				
4. MODERATE RISK AREA				
IPD ROOMS/WARDS				
I	Removal of Garbage	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	As per the BMW	Room Boy
II.	Brushing	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	Feather Bruch	Room Boy
III.	Dusting	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	Z Colour Duster	Room Boy
IV.	Mopping with Wizard	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	Wizard	Room Boy
V.	Mopping with Sodium Hypochlorite	Thrice in a day 7.30 am, 2.30 pm and 7.30 pm	1% sodium Hypochlorite	Room Boy
VI	Washroom	Four times in a day 1st start from 7.30 a.m.	Wizard and 1% Sodium	Room Boy
	Brushing in the corridor in	In continuation	Flat Mop	Room Boy
	Dusting in the corridor area	Twice in a day it starts from 7.00 a.m.	Z colour	Room Boy
	Mopping with Wizard	In continuation	Wizard	Room Boy
	Mopping with Sodium Hypochlorite	After every 8 hrs.	1% Sodium Hypochlorite	Room Boy
	After 7.30 p.m. in the evening Housekeeping services will be provided on call. If there is request from the Attendant, patient and from Nursing			

5- KITCHEN.				
i.	Removal of Garbage	Twice in a day 2.30 p.m. and 7.30 p.m.	Black Garbage	Room Boy
2.	Brushing	Thrice in a day 8.00 a.m, 12.00 p.m. and 6.00 p.m.	Flat mop and Feather	Room Boy
3.	Dusting	Thrice in a day 8.00 a.m, 12.00 p.m. and 6.00 p.m.	Z colour duster	Room Boy
4.	Mopping with Wizard	After every three hrs. and after every meal as and	Wizard	Room Boy
6 – PATHOLOGY LAB				
1.	Removal of Garbage	Thrice in a day 5.00 a.m, 2.30 p.m. and 7.30	As per the BMW	Room Boy
2.	Dusting/Brushing	Twice in a day 8.00 a.m. and 5.00 p.m. as and	Y Colour Duster	Room Boy
3.	Moping with Wizard	After every three hrs. as and when required	Wizard	Room Boy
4.	Moping with sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy
7 – DIAGNOSTIC AREA				
1.	Removal of Garbage	Twice in a day 2.30 p.m. and 7.30 p.m. as and	As per BMW guidelines	Room Boy
2.	Dusting	Twice in a day 8.00 a.m. and 5.00 p.m. as and	Z colour Duster	Room Boy
3.	Brushing	Twice in a day 8.00 a.m. and 5.00 p.m. as and	Z colour duster	Room Boy
4.	Mopping with Wizard	After every 3 hrs as and when required	Wizard	Room Boy
5.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy
8 – PUBLIC AREA WASHROOM				
1.	Cleaning with Wizard	Cleaning will be done after half an hr. and boy	Wizard	Room Boy
2.	Washroom Cleaning with Sodium	Cleaning will be done after every 8 hr. as and	1% Sodium Hypochlorite	Room Boy
9 – CORRIDOR				
1.	Mopping with dry mop	In continuation	Flat Mop	Room Boy
2.	Mopping with Wizard	After every 3 hrs. as an when required	Wizard	Room Boy
3.	Mopping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy
10 – LOBBY				
1.	Dusting	In continuation	Z Colour duster	Room Boy
2.	Brushing with Dry Mop	In continuation	Flat mop	Room Boy
3.	Moping with Wizard	After every 3 hrs. as and when required	Wizard	Room Boy
4.	Moping with Sodium Hypochlorite	After every 8 hrs. as and when required	1% Sodium Hypochlorite	Room Boy

11 – OPD AREA

1.	Removal of Garbage	Once in a day 2.30 p.m	As per the BMW	Room Boy
2.	Brushing	Once in a day 8.00 a.m.	Feather Brush	Room Boy
3.	Dusting	Once in a day 8.00 a.m.	Z Colour Duster	Room Boy
4.	Mopping with Wizard	Once in a day 8.00 a.m.	Wizard	Room Boy
5.	Mopping with Sodium Hypochlorite	Once in a day 8.00 a.m.	1% Sodium Hypochlorite	Room Boy

12 – PHARMACY

1.	Removal of Garbage	Once in a day 2.30 p.m	As per the BMW	Room Boy
2.	Brushing	Once in a day 8.00 a.m	Feather Brush	Room Boy
3.	Dusting	Once in a day 8.00 a.m	Z colour duster	Room Boy
4.	Mopping with Wizard	Once in a day 8.00 a.m	Wizard	Room Boy
5.	Mopping with Sodium Hypochlorite	Once in a day 8.00 a.m	Sodium Hypochlorite	Room Boy

Dilution of Wizard in all areas = 40 ml in 1 litre of water Cleaning of spillage of Blood/Body fluids

1. Use disposable gloves.
2. Cover area with 1% Sodium Hypochlorite
3. Leave for 20 minutes
4. Collect residue with disposable paper. Wipe and discard in bag.
5. Wash surface with detergent and dry.
6. All waste, gloves, wipe, discard, seal and dispose as clinical waste/

Mops cleaning – Detergent wash and dry. Buckets – Detergent wash and dry (if contaminated 1% Sodium Hypochlorite overnight rinse and dry).

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste (management and Handling Rules of India, 1998 and any amendments or other regulations, in this regard.
2. A detailed Hospital Waste Management Plan shall be prepared and got approved from ESIC before start of work.
3. All infected, chemical, Radiation, Cytotoxic Health care Waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that it at no stage gets mixed with general waste. Unscientific burning shall not be permitted. Different coloured bags/containers namely white, green, red, yellow, blue, black and transparent, puncture proof or stainless steel, lead containers shall be used depending on the category of waste.

4. The waste shall be carefully secured or 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.

DISPOSAL OF BIO-MEDICAL WASTE DEFINITIONS

- Categories of Waste
- Anatomical Waste – Tissues, organ, body parts
- Soiled Waste (Solid Waste) – Blood and Body fluids, Stained dressings, Swabs, Cotton etc. Soiled Plaster Casts.
- Plastic Waste – IV sets and tubing, Gloves, Catheters, Vacutainers and Syringes (without needles), Urine bags, Blood Bags.
- Microbiology Waste – Lab cultures.
- Sharps – Syringes with needles, Burnt needles, Stylets, Scalpels, Lancets, Blades, Broken ampoules.
- Liquid Waste – Waste from laboratory and Washing, Cleaning and Disinfection.
- Expired Medicines.
- General Waste – Paper, Cardboard, Unbroken glass bottles.

RESOURCES REQUIRED

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

METHOD AND PROCEDURE

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

- i) Segregation will be done at source.
- ii) Bins will have Bio-hazardous sign on them.
- iii) Housekeeping personnel will wear Gloves and Masks before collecting the garbage.

- iv) Bags will be secured when they are 3/4th full and will be clearly labeled with the date, time and respective floor.
 - v) While handling the bag it must be held at the closed top and away from the body.
 - vi) If a bag is found broken or not completely sealed then it should be double bagged into a second bag.
 - vii) Garbage will be transported in designated trolley to the storage area.
 - viii) Cleared daily at designated time.
 - ix) Access to waste storage area is limited to authorized persons.
 - x) Waste storage area must be inspected every week for spills and contained deterioration and the inspection must be documented.
 - xi) Before the collection by the outside vendor the garbage bag has to be weighed and the details like date, time floor, weight, will be entered in the garbage register by the housekeeping boy in the presence of security.
 - xii) If for any reason, it becomes necessary to store the waste beyond such period, the authorized person must take permission from the authorities and take measure to ensure that the waste doesn't adversely affect human health and environment.
- Bio-Medical Waste Management and Handling Rules, 1998 amended in 2000 shall and subsequent amendments, if any be adhered to.

Body packing services:-

The consumables (Bags) shall be provided by ESIC, the Contractor shall carry out the body packing services as directed by ESIC Incharge.

Weekly Services:-

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

1. Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
 2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc
 3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
 4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
 5. Washing of outside area with High Pressure Jet machine.
 6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
 7. The Tenderer will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / Incharge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work
 8. The Contractor will work in the specified area mentioned in the scope of work.
 9. The Contractor will provide the duty register to ESIC as required.
1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles ,Wards, Operation Theatres, Labour rooms, OPD Block etc.)
 2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, lifts, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the Non medical contract.

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

(ii) Pest & Rodent Control Services

1. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. MSDS report of these chemicals should also be attached.
3. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
4. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESI.

(iii) Hospital Non Medical Waste management Services including all bags, containers, consumable trolleys etc. and other equipment required and manpower for proper completion of the work as per Laws and statutory requirements from the Point of generation to final disposal .

(iv) 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. The check list should mark on the locations description separately.

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 and reported to Caretaker, ESICMH. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

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

Annexure-III

MACHINES TO BE USED

The Contractor should have following machines & equipment's at ESI , Model Hospital, Baddi (H.P). Use of manpower for operations where suitable equipment is identified shall not be permitted.

S.no	Description
1	SCRUBBING MACHINE
2	AUTO SCRUBBER MACHINE
3	WET/DRY VACCUM CLEANER
4	HIGH PRESSURE JET
5	WRINGER TROLLEY
6	CADDY BUCKET

List of Cleaning Materials & Aids at ESICMH, Village Katha Baddi H.P.

1. FLOOR DUSTER
2. DUST CONTROL REFILL
3. KENT MOP REFILL
4. DUSTER WHITE
5. DUSTER YELLOW
6. DETERGENT
7. VIM
8. MULTI-CLEANER
9. ROOM SPRAY (PREMIUM)
10. AUTO SPRAY
11. ODONIL
12. U. CUBES
13. N. BALLS
14. DETTOL ANTI SEPTIC
15. STEEL WOOL SCRUBBER
16. PLASTIC SCRUBBER
17. SPONGE
18. SOFT BROOM
19. HARD BROOM
20. BAMBOO BOOM
21. FEATHER BRUSH
22. CLEANZO/ PHYNYL
23. R1 (Bathroom cleaner)
24. R2 (Glass cleaner/Colin)
25. R4 (Furniture cleaner)
26. R6 (Toilet cleaner)
27. SPIRAL
28. TR-101 (Carpet shampoo)
29. TR-103 (Carpet detergent)
30. D-7 (Stainless steel polish)
31. BRASSO
32. MIN CREAM
33. MANSION POLISH
34. Q2 (Liquid polish)
35. GARBAGE BAG (BIG)
36. GARBAGE BAG (SMALL)
37. TOILET BRUSH
38. HAND BRUSH
39. CARPET BRUSH
40. COWEB BRUSH
41. DUST CONTROL MOP
42. KENT MOP
43. FLOOR BRUSH WITH HANDLE
44. DUST PAN
45. BUCKET
46. FLOOR WIPER
47. GLASS WIPER - UNGER
48. VACCUM PUMP
49. COLIN DISPENSER
50. GLOVES (PB/HB)
51. SAFETY SHOES
52. LIQ.

Annexure-IV

TERMS AND CONDITIONS FOR PROVIDING HOUSE KEEPING SERVICES

1. The Contract will be valid initially for a period of two year and may be extended for another period of one year at a time, at the sole discretion of the Medical Superintendent, on consideration of various factors related thereto including performance of the contractor and staff so deployed.
2. The contract can be terminated at any stage by the Medical Superintendent if the Services were not found satisfactory. However if contractor terminates/breaches the contract in between the contract agreement period, in that case whole security money will be forfeited.
3. The house keeping work shall include all work related to sweeping, cleaning, dusting of floor, window tables, removal of gattas, cob webs, segregation, transportation, storage of Bio-medical wastes and other waste materials etc. in the said premises. **The work of pest control/rodent control will be undertaken by the House keeping agency.**
4. The premises include the covered area of the building and outside the building within the boundary of the Hospital and residential colony.
5. The Contractor shall be responsible for the compliance of all Labour Laws including Minimum wages Law such as duration of working hours, overtime and leaves etc.,
6. The contractor shall be solely responsible for the payment of Wages and other admissible allowances to the workers engaged by them.
7. The Contractor shall ensure the payment of Minimum Wages as per the Central Government Rules & Orders on the subject.
8. The Contractor shall specifically ensure compliances of ESI and EPF Rules and Regulations, and other statutory obligations as applicable to the workers engaged by them. The Contractor will have to furnish the details of compliance made by him in respect of workers deployed separately and periodically in this hospital.
9. The Contractor shall have registration with the relevant Government Departments which inter alia include registration with ESIC and EPFO, Income Tax, Service Tax as per the provision of the relevant Acts.
10. The housekeeping staff should be conversant with the lay out of the building, fire safety system along with telephone Nos. of nearest Police Station, Fire Station, Hospital, Estate Officer, etc.
11. The Contractor shall provide the uniforms to the Housekeeping Staff for Summer and Winter separately and I-card bearing name and photo of the workers and also be responsible for proper maintenance and upkeep of the uniforms. The workers engaged in the work of sweeping would be

provided with hand gloves by the contractor himself.

12. The contractor shall provide the I-Cards to the House-keeping Staff clearly mentioning the name of the contractor, deputed station and his personal details. And it will be mandatory to the staff to keep their I-cards always with them during the working hours.

13. Any House Keeping Staff coming without uniform and ID card on duty will be fined Rs.100/- for each day of default will be imposed. Care Taker/Matron or any other officer authorized by MS will impose the fine and the same will be deducted from bills.

14. The Contractor shall provide all the necessary cleaning material, machines, and equipments for cleaning, dusting, etc., to their workers including the vacuum cleaners, brooms, brushes etc for keeping the hygiene and sanitation of the building.

15. The Contractor shall provide the cleanliness material vis-à-vis finit, phenyl, acid, liquid soap, phenolphthalein balls, cakes and other soap/detergent that are required for afore said work daily. **At any time, if the material is not provided or found out of stock, a fine of Rs. 1000/- per day will be deducted from the claim bill for the month. Inventory of the material will be checked by the matron/or any other authorized officer of the Hospital.**

16. The Contractor shall provide only those workers whose antecedents have been verified by the police and shall be responsible for their acts in the premises of the ESIC. Failing to provide police verification certificate within 10 days of appointment will invite penalty of Rs. 1000/- per day.

17. The Contractor shall also be responsible for clearing drains, roofs, sewages, holes, gutters etc.

18. The Contractor shall prepare a time schedule for the cleanliness of toilets and bathrooms etc, as per ISO certified norms with the approval of the competent authority of the ESIC and will display the names of the workers and Supervisor who will be responsible for the cleanliness of the toilets and bathrooms etc.

19. ISI mark/Branded materials may be used for the cleanliness and upkeep of the office.

20. The Contractor shall deposit security money equal to 10 % of the amount of the annual contract values as security deposit through demand draft/pay order in favour of “ESIC fund A/c No. 1 payable at Baddi” within 7 days from the award of contract. Same shall be refunded within 60 days after the termination of the contract, without accrual of interest thereon.

21. The billing cycle would be calendar month and the wages of workers should be credited to their Bank Account No. on or before 7th of each month. However, this payment of wages is not linked to payment of the bill by ESIC. The detail of payment along with bank Account No. is to be uploaded by the agency on the website, if there is not 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.

22. The payments shall be made by ECS by the agency to the workers deployed in this Hospital. The agency shall get their workers account opened in the banks within 15 days from the appointment of the worker. The contractor shall submit a copy of ECS transfer to this hospital.

23. The Contractor shall maintain such other records as may be prescribed by ESIC from time to time.

24. The Contractor shall produce the monthly challans for deduction and deposit of ESI and EPF contribution in respect of all workers and furnish copies of periodical returns (monthly, annually) as and when they are submitted or due to the various government departments, whichever is earlier.

25. The Contractor shall be responsible for the registration under contract and Labour (abolition) act in respect of employees/workers engaged by them within 21 days of his/her employment.

26. The ESIC shall have a right to ask for the replacement of a worker who is not found suitable for the work or adjudged undesirable worker by the corporation.

27. The contractor at all times must indemnify ESIC against all claims, damages or compensation under all the statutory laws and rules prevailing there under from time to time & also for any loss due to improper handling of movable/immovable properties or use of improper material/equipments for cleaning, etc.

28. The cleaning staff should properly handover/takeover the keys of rooms of the building to/from security post. The housekeeping staff shall also ensure that all the electrical equipments/instruments/lights and fans must be switched off after cleaning the office or part of the office to minimize the wastage of resources.

29. Any loss caused to the life & property due to negligence or dereliction of duty of the engaged staff is to be indemnified by the contractor upto the entire satisfaction of the concerned office.

30. The staff engaged by the contractor should be professionally qualified & trained for their job.

31. The contractor shall provide a list of the workers with their ESI and EPF registration numbers.

32. The contractor shall handover a list of the inventory he is bringing in the ESIC premises and shall also be responsible for their safety and security. However, a room shall be provided to keep his material safe under lock and key

33. The contractor shall also provide the services of Fogging and Pesticiding and exercise will be done in the presence of Care Taker and in his absence with the official as deputed by the competent authority.

34. The contractor shall provide a Supervisor (Diploma holder in Hygiene and Sanitation) who will be available during the working hours of office and shall be responsible for all the activities of their workers

and he should be competent to deal with the subject.

35. The Managers, Supervisors & working staff should be professionally qualified and must be trained. This work force should be on the pay roll of the Agency. The number of captive manpower must be at least four times the number of estimated work force required.

36. The contractor shall provide the tissue boxes in all the VIP rooms.

37. The contractor must ensure that his/her supervisor is equipped with Mobil phone.

38. The contractor will arrange for a garbage disposal trolley, bins, and other material required for segregation and disposal of waste in a professional manner without violating the eco norms prescribed by the concerned authority. Improper management will invite a penalty as per the decision of the competent authority.

39. The contractor will arrange adequate number of large bins at main collection centres for collection of general waste of the hospital and also arrange for lifting and disposal of waste from the hospital on daily basis failing which a penalty of Rs. 1000/- each day of default will be imposed. For this purpose, he may also arrange the services of Municipal Corporation, Baddi or its agent as per their terms & conditions.

40. The contractor shall arrange spraying of room freshener in MS, DMS, JD, AD, DD and all the VIP rooms daily at regular intervals.

41. The contractor must paste toilets checklist at back side of toilet doors and the supervising staff will check this record daily.

42. The contractor will arrange manpower for special VIP visits at no extra cost.

43. The contractor shall grant one day leave per week to its workers in addition to the National holidays.

44. The contractor shall provide a bio-data of all the persons engaged by it for working in the ESIC premises.

45. The contractor shall deploy only such workers as are physically and mentally fit and a certificate to that effect should be enclosed with the bio-data of the workers. If the certificates not provided, a sum of Rs. 100/- per day will be fined.

46. The contractor must employ adult & skilled staff having good antecedents. The contractor shall be fully responsible for the conduct of their staff.

47. Premature withdrawal of the tender by the tenderer shall forfeit the earnest money.

48. In case of pecuniary loss suffered by the hospital on account of negligence attributable to the Agency/Contractor, the hospital will have the right to forfeit the Security deposit and in case the Security deposit falls short to match the pecuniary loss being insufficient, such balance will be recovered from the payments due to the Contractor/Agency.

49. Tenders incomplete in any respect are liable to be rejected without assigning any reason.

50. There is no obligation on the part of ESIC to inform the unsuccessful tenderer of the result of tender process

51. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the Medical Superintendent or a person authorized by him on this behalf.

52. The successful party whose tender will be accepted will be required to enter into a written agreement with the Medical Superintendent on the terms and conditions as may be fixed by the Medical Superintendent.

53. The Contractor shall be liable to make the payment to the workers so deployed on or before 7th of every month and from own pocket and no circumstance their payment should be delayed or withheld i.e. on the ground of non payment/settlement of bills by the ESIC. Failing which a penalty of Rs. 1000/- per day will be imposed and deducted from the claimed bill.

54. The Medical Superintendent has the right of accepting/rejecting any or all tenders without specifying any reason(s) thereof.

55. Materials:

The Contractor has to provide equipment's, tools and tackles and Requisite materials. In case the contractor has not provided the sufficient amount of equipment's, tools and tackles and requisite materials, the hospital may procure it and deduct the cost from the bills of the contractor. Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority.

56. 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 Hospital, Baddi, Dist.- Solan from the Contractor's Security Deposit.

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 Hospital, Baddi due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to ESIC Hospital, Baddi. The Contractor or its representative/s shall meet Hospital representative every Monday to take feedback regarding the Housekeeping services. The contractor or his representative should ensure to take a signature of the employee of Hospital Administration in token of having done so. A register may be maintained for this purpose.

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. The contractor shall ensure remedial action against the suggestions/complaint by the ESIC Officials.

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 Hospital. The contractor shall also 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 contract or any part thereof to any third party.

g. Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

57. 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 Hospital, Baddi whose decision shall be final and binding on both the parties.

b) Any legal dispute will be subject to Baddi Jurisdiction only.

NON COMPLIANCE TO ANY OF THE TERMS AND CONDITIONS MENTIONED ON PRE PAGE SHALL TANTAMOUNT TO BREACH OF CONTRACT AND LIABLE FOR TERMINATION OF THE CONTRACT.

Annexure-V

UNDERTAKING

I/We _____ have carefully gone through and understood the contents of the tender

form and I/We undertake to abide myself/ourselves by the terms and conditions set forth.

Date:- _____

SIGNATURE _____

Place:- _____

NAME _____

**Agency/firm
the Agency/Firm)**

**(Of Authorized Signatory of the
and also affix seal of**

Note:

- Undertaking must be signed by the party, failing which tender will not be considered.

Annexure-VI

QUALIFICATION, DUTIES AND RESPONSIBILITIES OF THE HOUSE KEEPING STAFF

(A) Qualification: - Preferably Middle Pass.

(B) Duties and responsibilities: -

1. The place of duty shall include the Hospital premises, its residential complex/annexes, if any of the ESIC Model Hospital Baddi depending upon the exigencies.
2. To maintain 'Round the Clock' House Keeping Services and not to leave the place of duty under any circumstances until and unless properly relieved.
3. Cleaning, Sweeping, Moping of all the Hospital areas thrice in each shift and moping with disinfectant lotion well before the start of Working Hours.
4. Washing of wards with soap solution once in a day/during night Wet mopping, dusting/washing of washable tables and washable walls, windows wall hung lights.
5. Maintenance of bathrooms and toilets, scrubbing of walls: -
 - (i) Washing of washbasin with Vim and once in a shift.
 - (ii) Washing with lotion twice in each shift.
 - (iii) Removing of cobwebs from the wards/toilets on day to day basis.
6. Giving and removing of bedpans urinals to patients as required and also preparing for operation and diagnostic procedures. Cleaning, scrubbing of urinals and bedpans, buckets, dustbins, chamber pots with vim/detergent daily.
7. Measuring of Urine, stool samples and emptying of urine and stool pans whenever required.
8. Collecting urine, stool samples and emptying of urine and stool pans whenever required.
9. Emptying of chamber posts, dustbins and collection of garbage from the wards and carrying the same to the garbage house once in each shift.
10. Disposal of amputated limbs as per Bio-Medical waste management rules.
11. To help in packing of dead body and stacking it in the mortuary and handing over the same to authorized claimants.
12. Washing of walls, floors of operation rooms and Labors Rooms daily:
 - (i) Carbonization of operation theatre daily;
 - (ii) Moping of Operation room after each case as directed by the OT In charge.
13. Sweeping of staircases, cleaning, dusting and moping of railing, window sills and projected beams daily. Wet moping of staircases railing with hands daily.
14. Sweeping of surrounding area in each shift and removing of garbage and its disposal in the sanitary landfill. To clean the hospital area front and rear to drive away the animals and also disposal of dead animals.

15. Special Points to be observed while working :-

(a) No Sweeping or washing of wards during the Doctor round and when patients are taking their meals and when some surgical procedures are going on.

(b) No dry sweeping of operation rooms.

(c) All the bathrooms and toilets to be kept dry with wet/dry mop.

(d) Choking of closets wash basin, urinals to be removed immediately and to ensure that seats are kept neat and sparkling.

16. Handing over/taking over of equipment's if any in each shift by the House Keeping Staff.

17. Reporting of any missing fittings, taps or bulbs immediately to the Ward Sister/Security Guard/Care Taker.

18. To follow the instruction as given by the Bio-Medical waste Committee, and sorting and disposal of garbage such as infections, non-infections, dry or wet etc.

19. Suitable number of female sweepers to be provided as per requirement or as advised by the Hospital Management.

20. All waste materials in any form including gatta shall have to be removed and deposited/destroyed in the appropriate place.

21. Any other work of similar nature as assigned by the Hospital Authorities.

22. Payment will be made after completion of month.



E. mail : ms-baddi.hp@esic.nic.in

Ph- 01795-275105

कर्मचारी राज्य बीमा निगम आदर्श अस्पताल, बद्दी

EMPLOYEE STATE INSURANCE CORPORATION MODEL HOSPITAL, BADDI

श्रम एवं रोजगार मंत्रालय, भारत सरकार / Ministry of Labour & Employment, Govt. of India

गांव - काठा, बद्दी, जिला - सोलन (हिमाचल प्रदेश)/ Village - Katha, Baddi, Dist - Solan (H.P) 173205

Annexure-VII

Check List (Technical BID)

S. No	Particulars	Mark (yes/No /N.A)
1	Crossed DD/Pay order Amounting of Rs. 200000/- (in favour of "ESI Fund A/c No.1" payable at Baddi.)	[]
2	Copy of Registration/Incorporation of the company/Agency	[]
3	Copy of ESI Registration	[]
4	Copy of EPF Registration	[]
5	Copy of GST Registration	[]
6	Copy of PAN Card	[]
7	Copy of 3 Years Annual Income Tax Return of F.Y 2015-16,2016-17,2017-18	[]
8	Affidavit on Non-Judicial Stamp paper in r/o non-black listed company (in original)	[]
9	Experience Certificate from the clients (minimum 3 years)	[]
10	License from the Labour Deptt.- (State)	[]
11	License from the Labour Deptt.- (Central)	[]
12	Undertaking in r/o understanding and abiding of all the terms and conditions of the tender.	[]
13	Audited statement of Accounts (P & L Account, Balance sheet etc.) – 2015-16,2016-17,2017-18	[]

Note: -

- DD list should be attached with the Technical Bid.

- scanned copy of all should be uploaded and Documents should be enclosed as per the check list with technical bid, failing which tender will be out rightly rejected.

Annexure-VIII

REJECTION CLAUSE LIST FOR HOUSE KEEPING TENDER AT ESIC MODEL HOSPITAL BADDI.

-In following condition/cases, tender will be rejected. Tenderer should keep these clauses in mind while submitting the tender form.

1. If technical bid is not accompanied with Check list and EMD.
2. Online E- Tender is essential .
3. If the tender received by other means than – By hand drop in tender box or by registered post.
4. If non-furnishing or incomplete information is supplied by the tenderer.
5. If the check list is not supported by the documentary proofs.
6. If the tender is received after the pre-fixed day and time of acceptance.
7. If any vague term or expression is used by the tenderer in Technical and Financial Bid.
8. If the agency has less than 3 years experience of providing House Keeping services with house keeping staff strength not less than 50.
9. If affidavit (declaring that the company or firm is not black listed) not accompanied with the Technical Bid.
10. If the undertaking by the tenderer regarding binding of all terms and conditions of the tender form (Annexure-V) is not signed by the tenderer.
11. If all the pages of the tender form is not signed by the tenderer.
12. If technical Bid is not accompanied with 3 years audited-Statement of Account (P & L Account, Balance Sheet etc.).
13. If technical bid is not accompanied with three years annual income tax return of F.Y (2015-16,2016-17,2017-18
14. If agency quotes minimum wages less than the Central labour deptt. rates.

Annexure -II



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Ph- 01795-275105

कर्मचारी राज्य बीमा निगम आदर्श अस्पताल, बद्दी

EMPLOYEE STATE INSURANCE CORPORATION MODEL HOSPITAL, BADDI

श्रम एवं रोजगार मंत्रालय, भारत सरकार / Ministry of Labour & Employment, Govt. of India

गांव - काठा, बद्दी, जिला - सोलन (हिमाचल प्रदेश)/ Village - Katha, Baddi, Dist - Solan (H.P) 173205

A MAN POWER CHARGES				
	Type of Man Power	Total Manpower	Rate Per Month (Rs.)	Total Amount Per Month
1.	Trained Housekeeping Staff	40 (Excluding relievers)		
2.	Trained Housekeeping Supervisor	02 Nos		
3.	Add PF @ 13.61 % **			
4.	Add ESI @ 4.75 % ** (Employer Share)			
5.	Total of "A"	Rs.		
B MACHINES, EQUIPMENTS & CONSUMABLES				Amount Per
1	Toiletries and Dispensers, Cleaning material and aids (As per Annexure-III)			
2	Charges inclusive of material, equipment's for providing pest and rodent control services including anti-termite			
	Total of 'B'			
	Total (A + B)			
	Service Charge on A-			In % of Total of A
	Service Charge on B			In % of Total of B
	Final Price (A + B + Service charge on A + Service charge on B)			In Rs

** If Applicable as per GOI Rules.

- Please refer the Scope of work including additional scope for details
- The above rates are inclusive of all taxes, levies including etc. excluding GST. Approved bidder will be responsible for 100 % compliance of GST which will be reimbursed on actual on production of documentary evidence.

Manpower charges must be as per latest applicable minimum wage rate notified by Chief Labour Commissioner , GOI revised from time to time. Any increase in the Manpower charges during the currency of the tender will be paid as per applicable minimum rate (skilled, unskilled) revised by the Chief Labour Commissioner, GOI. Please note that for finalization of contract, the Tendered whose Grand total – Final Price the lowest in comparison to the Tenderers will be considered as the lowest tenderer.

Date:
Place:

Signature of Authorized Person
Full Name: