



EMPLOYEES' STATE INSURANCE HOSPITAL
SECTOR-15, ROHINI , DELHI-110089

**e-TENDER ENQUIRY FOR PROVIDING HOUSE
KEEPING AND FACILITY MANAGEMENT
SERVICES**

LAST DATE FOR SUBMISSION OF BIDS:



EMPLOYEES' STATE INSURANCE HOSPITAL

SECTOR -15, ROHINI, DELHI-110085
(Ministry of Labour & Employment, Govt. of India)

Ph. No. 011-27860004, Fax: 27553098

TENDER NO:A-16/39/1/Housekeeping/2015/C.T.

Date. 04/12/2018

E-TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES

Online tenders are invited by the Medical Superintendent through e-procurement portal of ESIC: <https://esictenders.eproc.in>. under two bid system from the interested and eligible bidders to provide housekeeping and facility management services for ESI Hospital, Sector-15, Rohini, Delhi-110089 for Two year (1+1 year) with mutual consent and satisfactory performance as per need.

Name of work	Estimated cost	EMD(Rs)	Last date and time of tender submission	Date of tender opening
Providing House Keeping and Facility Management Services	1,50,00,000/Year (1.5 Crore / Year)	Rs.4,50,000/-	26/12/2018 01:00 PM	26/12/2018 02:30PM

Tender Document along with all terms and conditions and procedure of e-tendering may be viewed online or downloaded, by the bidder from the website- www.esic.nic.in at **tenders**, & <https://esictenders.eproc.in>. All bidders are requested to check further notifications/updates if any, on the above mentioned websites.

Medical Superintendent

Important Instructions for Bidders regarding Online Payment

All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the e-Tenders.

Bidders should get Registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under

Internet Explorer » Tools

Internet Options » Security » Trusted Sites » Sites of Internet Explorer :

<https://esictenders.eproc.in>

<https://www.tpsl-india.in>

<https://www.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer » Tools » Internet Options » Advanced Tab » Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or Net Banking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>



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 Bidders
- III. General Conditions of Contract
- IV. Scope of Work for Housekeeping agency
- V. Resource requirement
- VI. List of equipments to be provided by agency (Annexure-A)
- VII. Schedule of monthly minimum requirement of Consumables (Annexure-B)
- VII. Applicant's detail (Annexure-C)
- VIII. Declaration (Annexure-D)
- IX. Financial bid Performa (Annexure-E)
- X. Check List (Annexure-I)

I. ELIGIBILITY CRITERIA

1. The bidder has to be a company/agency registered under contract labour (R & A) Act 1970 and should have a valid labour license (Submit and upload).
2. The **Annual turnover** of the company should **not less than Rs. 5 Crore** in last three financial years i.e. 2015-16, 2016-17 and 2017-18. The income generated should not include income from interest or other income. The company must be **running in profit** in all these three financial years. **(Audited Balance Sheet alongwith Profit & Lost A/C & notes to Accounts to be uploaded and submitted).**
3. The bidder agency should have taken contract of Housekeeping of any one of the following value during last three years. :
 - a) One contract of Housekeeping costing annual value not less than Rs. 1.2 crores.
 - b) Two contracts of Housekeeping costing annual value of each not less than Rs. 90 Lacs.

c) Three contracts of Housekeeping costing annual value of each not less than Rs. 60 Lacs.

4. The bidder company/agency must have an experience of **minimum three years** of providing the housekeeping and facility management services as on 31/03/2018.
5. The bidder must have provided facility management services to at least one 200 beded Government Hospital having ICU and Operation theatre facilities for Major surgeries in Surgery, Orthopaedics, Gynaecology & Obstetrics Departments during the last five years.
6. **Certificates of satisfactory performance from at least two hospitals are to be submitted along with tender (one of which should be atleast 200 beded hospital). This certificate must be signed by M.S. of the Hospital.**
7. The bidder company/agency should never have been Black listed by any Government organization. Affidavit in this regard has to be submitted. (As per annexure D).
8. The company/agency must be registered with the appropriate statutory authorities and must also furnish attested copies of following supporting documents:-

Copy of Registration certificates like

1. Registration under Companies Act, Partnership Act or other authority.
2. ESI,
3. EPF,
4. GST, and
5. PAN Card.

II. GENERAL INSTRUCTIONS TO THE BIDDERS

Eligible and willing agencies are advised to visit the hospital site to get an onsite assessment of the work on any working day between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM after taking permission from the Medical Superintendent.

1. The Online Tenders to be submitted as per two bid system i.e. **Technical Bid and Financial Bid**.

- (A) The technical bid should contain the documents to fulfil all the eligibility criteria,
- (B) Financial bid should contain the rates quoted for the services to be provided as per Performa attached as annexure in the tender document and also online Performa.

2. Tender is to be filled online. In addition hard copies of all documents are to be submitted. EMD envelope tagged over the sealed technical bid along with sealed envelope of Financial bid with all required details of the bidder duly super-scribed "EMD/ Technical bid/Financial bid respectively with personal details are to be dropped in the tender box kept at DMS office in the Hospital, before tender closing time and date.

3. Bids received late will not be considered and hospital will not be responsible for any postal delay. All the bids received will be opened on the same date at **2.30 p.m.** Bidders or their authorized representative may be present if they wish to attend. In case tender opening date is declared a holiday, bids will be opened on the next working day at the same time & venue.

4. The Earnest Money Deposit will be refunded to the unsuccessful bidders only after finalization of the tender. In case of the successful bidder EMD will be refunded after receipt of the performance security deposit. No interest will be paid on EMD.

5. The bid shall be valid for acceptance, 180 days from the date of opening of tender.

6. No bidder will be allowed to withdraw his tender after submission. In case the bidder does not honour his bid, the EMD submitted by the tendering firm would stand forfeited.

7. All entries in the Tender form should be legible and filled clearly. Any overwriting, correction or use of white fluid which is unavoidable has to be signed by the authorized signatory.

8. Each page of the bids and documents submitted and uploaded should be numbered, signed and stamped by the authorized signatory.

9. The tenderer shall quote for all the items of Financial Bid 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 an evaluation committee as constituted by the Medical Superintendent to check all requisite and relevant documents and their authenticity. The bidders, whose Technical Bids are accepted will be informed about the date and time of opening of Financial Bids. **The uploaded documents in online e- tender will only be considered for evaluation.**

12. In case the successful bidder declines the offer of Contract, for whatsoever reason(s),

his EMD will be forfeited.

13. The successful tenderer will have to deposit the **Performance Security Deposit of Rs. 15,00,000/- (Rs. Fifteen Lacs Only)** in the form of Demand Draft/Banker's cheque of any scheduled bank, drawn in favour of **"ESIC Fund A/c No." payable at Delhi.**
14. Commence the work within 7 days of acceptance of tender 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 reject all or any tender in whole, or in part, without assigning any reason thereof.
17. Pre-Bid Meeting held on 10/12/2018 at 11:00 A.M.

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The Contract shall initially be valid for a period of One year and may be extended for one more year based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions of the contract.
2. ESIC 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 has to provide the house keeping facility till the next agency is engaged.
3. The bidder company should have sufficient housekeeping employees on its roll trained for housekeeping work and biomedical waste handling. The Hospital will need around 79 housekeeping manpower including female workers (20) for female wards and two supervisors to supervise the housekeeping staff. Additional manpower which will be 1/6th of the sanctioned manpower for round the clock duties has to be arranged in advance for relieving duties.
4. The personal details of manpower engaged has to be submitted before putting them on duty with Name, age, Aadhar-card number, Saving bank account number with bank details for ECS, Photograph and police verification certificate to the hospital authorities. ESI number, PF account number of workers already on the role of the contractor is also to be submitted. For new workers the ESI and EPF details has to be submitted after the

first deduction. The photocopies of all these certificates are to be submitted to the Administration. The first salary bill pertaining to any employee will not be cleared unless the above documents have been verified by the competent authority.

5. The workers be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials, tools and equipment's.
6. The Contractor will have to provide standard liveries (Seasonal Uniform) **at his own cost** to its housekeeping staff. The staff shall be in proper uniform all the time with their **identity card properly** displayed.
7. The contractor will arrange all items needed for his staff viz., **Equipments for biometric attendance**, time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping staff will first report to the control room for biometric attendance and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments etc.
8. The Hospital 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.
9. Hospital will provide space for a store room to the Contractor in the premise of the hospital. The store keeper of the agency deployed by the contractor at his own cost 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 Hospital authorities.
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 B**".
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 also.
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. The ESI hospital will not own any responsibility in this regard.**
14. The bidder shall pay wages in accordance with the minimum wages as decided by the Central Government.
15. **Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages notified by the Central Govt.**
16. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower wages, which may be revised **in case of revision of Minimum Wages by the Central Govt.** This revision will, however, be restricted to revised Minimum Wages only. If the revised Monthly Minimum wages remain less than the Quoted wages no revision will be allowed.
17. In case of breach of any terms and conditions of the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides cancellation of the contract.
18. Once the house keeping staff is allotted an area of work he or she will be under supervision of the Sister I/c of that area i.e. wards/OPD /stores/offices etc. and in addition to the instructions issued by the contractor's supervisor, they have to follow all instructions and orders given by the Sister I/C. These instructions should be considered as the part of scope of work.
19. The Contractor shall ensure:-
 - a) Pest/Animal and Rodent free environment in the premises of ESI Hospital.
 - b) To provide all items and consumables to his housekeeping staff as per Annexure B.
 - c) That their managers/supervisors are equipped with mobile phones and are available round the clock.

- d) That only deployed workforce shall mark the Biometric attendance.
- e) To arrange for equipments required for housekeeping and mechanized cleaning site in a professional manner(as per list attached in **Annexure-A**)
- 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.**

20 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.

21. The Contractor should ensure to maintain adequate no. of manpower as per Annexure 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 required as per Annexure on any day, **penalty @ Rs. 500/- per worker per day** will be deducted from the bill. 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.

22. Whenever and wherever it is found that the cleanliness has not been done in any particular area or the job has not been done as per requirement, 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 the deficiency is not removed **within TWO hours**, **penalty @ Rs. 500/- (Rs. Five hundred Only)** per complaint shall be imposed and will be deducted from the contractor's bill.

23. 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. **NO STRIKE IS PERMITTED IN ESI Hospital Rohini by the outsourced workers due to any deficiency of the contractor. The penalty clause for absence will be valid for absence due to strike also if no replacement of the manpower is done.** ESIC Corporation will not entertain

the issues of the employees of the contractor unless there is any deficiency from the Hospital side for which the contractor has to represent on the employees behalf. 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 agency at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the ESI Hospital from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.

24. 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.

25. In the event of loss/damage of equipments etc. at the premises of the Hospital due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to the Hospital. The Contractor or its representative/s shall meet Hospital representative/s regularly to take feedback regarding the Housekeeping services.

26. 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.

27. 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 ESI Hospital, premises and shall indemnify Hospital, for any loss or damage caused by any act of the Contractor or its employees or staff etc.

28. The Contractor shall not assign or sublet this Agreement or any part thereof to any third party.

29. The housekeeping staff shall be regularly trained on behavioural aspects and ethics. They shall also be made conversant with the way of working of ESI Hospital, its requirements, layout of hospital, fire safety system along with telephone numbers of Police station, fire station, nearby hospitals etc.

30. Labour License etc. if any required for Housekeeping services at the site will be procured and displayed by the Contractor.

31. Any deviation in the house keeping tools, quality & quantity and other resources as mentioned in Annexure will invoke penalty @ Rs. 1000/ day. In case the contractor has not provided the listed 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.

32. Payment Procedure:

The Salary of the employees of the contractor has to be paid before 7th of the month and bills shall be submitted with all the proofs of the payments after paying the salary.

Bills will be cleared on top priority if all required documents are submitted with the correctly compiled bill in time. Payment of the bill will be based on attendance sheet in respect of the persons deployed, manual as well as biometric duly verified by the Sister I/C of the hospital/supervisory authority of the housekeeping manpower deputed by the Medical Superintendent. The actual bills of the consumables purchased if any after approval of the Medical Superintendent duly verified by the deputed administrative officer has to be submitted along with monthly bill for reimbursement.

While submitting the bill for the completed month the Contractor must submit a certificate certifying the following along with ESI contribution challan copy and PF Challan copy with list of the workers for which the contributions were already made in the previous month:-

- a) Wages of workers for the month of -----were directly credited to their bank accounts on _____ (Copy of Bank Acknowledgment enclosed with detailed sheet).
- b) ESI Contribution for the month of -----relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet).
- c) EPF Contribution for the month of -----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.

The payment would be made on monthly basis on verification of attendance sheets, wage register, monthly ESIC/EPF/Service Tax Challan/Deployment sheets/Duty Roster/Satisfaction Report duly signed by I/C of the concerned areas, documents in support of salary disbursement through ECS and Complaint Register. Workers of contractors should get the wages **on or before the seventh day of each month**. The payment of wages to the workers 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/NEFT/RTGS or similar online

mode. Cash/Bank Cheque payment will not be entertained and payment in cash/through Bank Cheque will be deemed as no payment at all.

ESI Contribution, EPF contribution, GST payments and other statutory payments if any can be claimed only on reimbursement basis by submitting all proofs of payments /challans and other documents needed by the account office.

32. 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, ESI I Hospital, Rohini Delhi, whose decision shall be final and binding on both the parties.
- b) Any legal dispute will be subject to DELHI jurisdiction only.

IV- SCOPE OF WORK FOR THE HOUSE KEEPING AGENCY

➤ **Area of work:**

All open and covered area within the boundary of ESI Hospital Rohini, ESIC Dental College, Rohini, Dental college Hostel and ESI hospital Residential Colony Rohini and outer area of Data center, Rohini, New Delhi – 89 (**ESI Hospital Rohini and associated complex in short**) will be in the scope of housekeeping services to be provided by the contractor.

➤ **Cleaning Services:**

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The hospital area where normal/bio-medical waste is generated, proper disposal up to the earmarked area is the responsibility of the agency. It is the duty of the contractor and his management team to supervise the staff and the work allocated to them.

➤ **General Instructions pertaining to the work and scope :**

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 year 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 Hospital before starting the work.
3. All infected, chemical, Radiation, Cytotoxic Hospital waste shall be segregated, collected, stored, transported and disposed off 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.(To be procured by the hospital.)

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 Waste segregation, collection, storage, transportation within the hospital or up to earmarked disposal site. All statutory rules and regulations and legal requirements are to be followed at each stage.

7. General Requirements and Documentation:

Proper records and documentation is to be maintained for the following activities which may be demanded for verification.

- Organisational structure and line of authority for housekeeping problems management and rectification.
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of housekeeping equipments kept in the hospital and their serviceability.
- Colour coding and bags record.
- On job training with documentation.
- Description for each category of housekeeping worker.
- 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/Attendance register.
 - e) Inventory of Stores and theft record.

➤ **Daily Services**

Housekeeping/cleaning services should be provided round the clock on all days including holidays, so that all areas are spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 AM in rooms where 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, kitchen, OPD chambers, wards, ICU/OT, laundry, labs, all corridors and all covered and open areas.

- 1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICU/OT and all other departments at hourly basis.
- 2) Hand Wash/sanitizer in all the Toilets/Rest Rooms is to be changed as per instructions.
- 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) 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 etc. 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 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 dustbins 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 is 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) Helping to carry out fumigation of ICU/OT as per requirement/direction.
- 18) Cleaning, mopping, disinfecting floors, walls, ceilings and lights in 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 carbonization of ICU/OT beds.
- 21) Washing of slippers in ICU/OT 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 housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C on duty of that area.

➤ **Weekly Services**

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

- 1) Dusting of entire area including windows/windowpanes/doors/ledges/elevation frames etc.
- 2) Cleaning of ceilings and high walls, removal of wash/spit 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 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 maintain a Checklist record of all weekly services and submit.

➤ **Waste Disposal Management Other than Bio-Medical Waste**

- 1) The contractor will prepare a flowchart indicating the method of collection and disposal of waste etc.
- 2) The contractor will teach and train his staff for collection/disposal work. The garbage will have to be disposed of 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 all bins are cleared daily.

➤ **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 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 immediately 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.

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 housekeeping 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.

1. PATIENTS ROOM AND COMMON AREAS:

The Contractor shall be responsible for routine cleaning of the patient room/ward every day 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.

3. OPERATION THEATERS:

Operation theatres are the most important place in the hospital which needs maximum care and cleanliness by the housekeeping 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 housekeeping 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, nurse's 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.

3. 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 as directed by the Hospital Administration. The Contractor's quoted rates should be inclusive of this item and no extra payment what so ever will be made on this account.

4. TERRACE CLEANING

The Contractor shall clean the terrace periodically as per instruction of ESIC. The contractor's quoted rate should be inclusive of this item and no extra payment what so every 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 expected to be done by housekeeping staff which has been left over for which no additional payment whatsoever on any account will be made.

V- RESOURCES REQUIREMENT

A. TO BE PROVIDED BY HOSPITAL:

All dust bins and coloured waste disposable bags will be provided by the Hospital. The trolleys to transport the bags will also be procured by the hospital.

B. THE CONTRACTOR HAS TO PROVIDE THE FOLLOWINGS:

1. All the cleaning material, tools and tackles like brooms, dusters, mops cleaning solutions, disinfectants and any other articles/solution/chemicals used for cleaning services and used in the cleaning machines will have to be arranged by the contractor.
2. All the equipments, and non consumables tools and tackles, their accessories/refills pertaining to mechanized 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. **The** expenditure on supervision and management of the services shall be borne by the contractor and may be adjusted in Service charges quoted. No separate payment will be done for these services. **The hospital will only pay the management fee or service charges. (Quoted in Financial bid)**

4. MAN POWER REQUIREMENT:

S. No.	Manpower Description	Number
1	Housekeeping Staff Male (Un-skilled)	59
2	Housekeeping Staff female (Un-Skilled)	20
3	Housekeeping Supervisors' (Skilled)	2

The reliever has to be provided for certain workers put on round the clock duty.

Annexure-A**LIST OF THE EQUIPMENTS TO BE PROVIDED BY THE AGENCY IN THE HOSPITAL FOR MECHANIZED CLEANING:**

S.No.	Equipment/Machine	Quantity
1.	FLOOR SCRUBBING MACHINE	2
2.	HIGH PRESSURE JET for washing	2
3.	Floor Cleaning Machine	2
4.	Window Glass Cleaning Kit	5
5.	Vacuum Cleaner	1

Annexure -B**SCHEDULE OF MONTHLY MINIMUM
REQUIREMNT OF CONSUMABLES**

The minimum requirement of consumables to be used every month.

S.No.	Name of the Item	Quantity / per month
1	Acid (HCL)	20 litres.
2	Platform/Floor Brush	12 nos.
3	Jala Brush (Long Handle)	20 nos.
4	Toilet Brush (Hockey Type)	20 nos.
5	Cleanzo	250 litres
6	Detergent (Fena)	100 kg.
7	Duster white (21"x21")	240 nos.
8	Mopping Cloth/Floor Duster (36"x32")	250 pcs.
9	Finit (HP)	20 litres
10	Harpic (500ml)	20 nos.
11	Lifebuoy Soap cake	300 nos.
12	Toilet Paper (Medium Size)	20 nos.
13	Napthalene/Phenyl Tablets	10 kg.
14	Narial Jharoo	70 nos.
15	Phool Jharoo	100 nos.
16	Odonil	40 nos.
17	Phenyle	170 litres
18	Urinal Cubes	30 packets
19	Vim	50 kg.
20	Wiper Long Handle	30 nos.
21	Coleen (Glass cleaning liquid-500 ml)	15 nos.
22	Garbage Bag Green (35x45)	150 kg

S.No.	Name of the Item	Quantity / per month
23	Garbage Bag White (35x45)	60 kg
24	Garbage Bag Green (24x24)	200 kg
25	Garbage Bag White (24x24)	200 kg
26	Lizol 500 ML	15 nos.
27	Spray Hit (S) Black	20 Bottle
28	Toilet Cleaner (Harpic) 5 Ltr	10 nos.
29	Liquid Soap 5 Ltr	50 nos.
30	Dettol Liquid Soap (Pump)	15 nos.
31	Room Freshner (Premium)	15 nos.
32	Plastic Dust pan	15 nos.
33	Junna	20 nos.
34	Scrub Pad	20 nos.

These items in sufficient quantities shall have to be supplied and used, to the satisfaction of the First Party (ESIC). The quantity & capacity of each type of machine should be adequate as per site and techno-functional requirements.

All machines should be compact in size to occupy little space and should not cause any hindrance in movement of patients and working of staff at the hospital.

* All above said material will be Increased/Decreased as per requirement.

Annexure -C

APPLICANT'S DETAIL
FOR HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES

A. DETAILS OF TENDERER:

1. Name of Agency/Company
 - (A) Type of Company/Firm: Sole Proprietor/ Partnership/ Pvt. Ltd. / Public Ltd.
2. Name of Authorised person for bidding.
Contact Number:
3. Full Particulars of Office:
 - (A) Address
 - (B) Telephone No.
 - (C) Fax No.
 - (D) E-Mail Address
4. Registration Details:
 - (A) PAN of company/agency.
 - (B) Service Tax Registration No.
 - (C) EPF Registration No.
 - (D) ESI Registration No.
 - (E) Labour registration/Licence No.
5. Details of Earnest Money Deposit:
 - (A) Amount (Rs.)
 - (B) DD No. and Date
 - (C) Drawn on Bank
6. Details of Experience:

Sign of Authorized signatory with seal

On Rs. 100/ Non Judicial Stamp paper

ANNEXURE -D

DECLARATION

1. I Son /Daughter of Shri
..... Authorised signatory of
..... is/am competent to sign this
declaration and execute this tender document.
2. I have carefully read and understand all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I further declare that my Company/agency has never been blacklisted by any Government organization and no CBI or any criminal case is pending against me.

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 and uploaded online in e-tender.

ANNEXURE-E**FINANCIAL BID FOR HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES**

I. Name of the Bidder agency.....

MACHINES, EQUIPMENT AND TOOL CHARGES		Amount per month
A	Machines + Non-Consumables (Annexure –A)	Rs.
B	Consumables (Annexure –B)	Rs.
C	Management/Service Charges	Rs.
Total of A + B + C (Rs. / Month)		

Minimum wages notified by the Central Government will be paid to the contractor.

ESI contribution/EPF Contribution/GST or other statutory payments will be reimbursed to the contractor on production of the proof of payment.

Date:

Place:

Signature of Authorised Person

Full Name:

Company's Seal:

Annexure -I**CHECK LIST**

S.No.	Documents to be submitted	Document Submitted or not	If Submitted then Page No.
1.	Audited Balance Sheet alongwith Profit & Lost Account and Notes to Accounts for the last three financial years 2015-16, 2016-17 and 2017-18.		
2.	Experience Certificate of Three years as per terms and conditions of Tender document		
3.	Affidavit on Rs.100/- Stamp Paper- Acceptance of Tender Terms and Conditions and Non-Blacklisted firm. (Annexure-D)		
4.	Copy of ESIC Registration Code/Number		
5.	Copy of EPF Registration Code/Number		
6.	Copy of PAN card		
7.	Copy of GST		
8.	Declaration Certificate		
9.	Registration Certificate, if any		
10.	Performance Certificate, as per tender document		
11.	Copy of recent License Issued under contract labour (R&A) Act, 1970.		

Sign of Authorized signatory (with seal)