



**Employee's State Insurance Corporation
(Ministry of Labor & Employment, Government of India)**

**THE DEAN
ESIC Medical college and PGIMSR Model Hospital,
K.K. Nagar, Near Ashok Pillar Road, Chennai – 600078.**

E-TENDER FOR HOUSE-KEEPING SERVICES

**NAME OF WORK:- E-TENDER FOR HOUSE-KEEPING WORKS OF ESIC MODEL HOSPITAL,
K.K.NAGAR, CHENNAI FOR THE PERIOD OF TWO YEARS.**

Last Date & Time of submission	03.10.17 at 2:00 PM
Date & Time of opening	03.10.17 at 2:30 PM
EMD Amount	Rs. 4,50,000.00 (Four lakh and Fifty thousand only)



**ESIC MEDICAL COLLEGE AND PGIMSR MODEL HOSPITAL
EMPLOYEES STATE INSURANCE CORPORATION
(ISO 9001-2008 CERTIFIED), ASHOK PILLAR
ROAD, K.K NAGAR, CHENNAI-600078**

E-mail: deanmc-kkn.tn@esic.nic.in
Website: www.esichennai.org

Dean Phone no.044-24748959
FAX No.044-27472825

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NOTICE INVITING TENDER

E-Tenders in two bid system through 'e' procurement solution are invited from housekeeping agencies for housekeeping work on contractual basis in a 410 bedded ESIC Model hospital, K.K.Nagar, Chennai, Medical college and Quarters for a period of two year (upon satisfactory performance). Tender documents are available on line from **11.09.2017** at <https://esictenders.eproc.in>.

Bidders have to deposit the Earnest Money Deposit (EMD) of Rs. 4,50,000 in the form of Demand Draft drawn in favour of "ESI Fund A/c No.1" payable at Chennai.

Sealed quotations are invited from registered reputed Housekeeping agencies having experience of handling the house keeping work in reputed organizations including Government and Public Sector and in hospitals for at least three years having amongst list of big clients at least three Government / Semi Government / PSUs / Autonomous body (Certificate of satisfactory performance from such clients to be enclosed) for providing House Keeping and Facility Management services in ESIC MEDICAL COLLEGE AND PGIMSR MODEL HOSPITAL,CHENNAI -78 AND ESIC STAFF QARTERS on contract basis

Also Sealed quotations (Both Technical bid and Financial bid) in physical format has to be **dropped in the Tender box kept Opposite to Room No. 118 at Admin's Office first**

floor. Technical bid & EMD in separate sealed envelope superscribed with the wordings Technical bid and financial bid in separate sealed envelope similarly and both the covers should be kept in one big envelope mentioning the title of the tender.

The interested tenderer should upload, duly filled tender form and their bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & price bids

– all duly signed, on the website <https://esictenders.eproc.in> latest by 03/10/2017 till 2.00 PM. The technical bids will be opened online on 03/10/2017 at 2.30 PM.

Tender documents are also available for viewing on the websites of Employees' State Insurance Corporation i.e. www.esic.nic.in & www.esichennai.org.

**DEAN
Chennai**



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TENDER DOCUMENT FOR EMPANELMENT OF AGENCIES FOR HOUSE KEEPING

SERVICES

Important Instructions for Bidders

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

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>
Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in the form of Demand Draft from any scheduled bank in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi (or in any other form as acceptable by C1 India Pvt. Ltd.) for participating in the Tender.

Along with the Demand Draft, Bidder needs to send a covering Letter mentioning about the Payment Details, Company Name, Address, User ID and Payment towards ESIC Bid Processing Fees (Mention the Tender ID and Tender Title).

The payment should reach at the below mentioned address, at least one day before the due date and time of Bid Submission:

Kind Attn: Mr. Mohit Chauhan

C1 India Pvt. Ltd.

301, Gulf Petro Chem Building, 1st Floor,

Udyog Vihar, Phase – 2,

Gurgaon, Haryana - 122015

Note: Bid Processing Fee will be Approved only after the receipt of payment.

Terms and Conditions of Tender

- A. **Estimated Tender Value :-** Rs. 1.5 crore (approx.) (one crore and Fifty Lacs only) for one year.
- B. **Period of Contract:** -The Contract shall initially be for a period of two years and may be extended further for a period up to one year subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the entire period of contract except change in minimum wages as per the notification of Government and corresponding changes in ESI, PF contribution. ESIC, however, reserves the right to terminate the contract by serving one months' notice, in writing. The Contract may be terminated with mutual consent by giving two months' notice.
- C. **Earnest Money:** Rs. 4, 50,000 /- (Four Lakh and Fifty thousand only) to be deposited, in form of DD/Bankers Cheque favoring "**ESI FUND A/C No. 1**" payable at Chennai. The EMD to be dropped in the TENDER Box along with hard copy of the tender both Technical and Financial bid (should be kept in separate sealed cover) captioned "**TENDER for providing Housekeeping service**" placed near **Room no. 118(Admn.)'s office** in original before last date and time of uploading of bids. EMD, if dropped in any box other than the specific TENDER box will not be considered for selection. Note: The tenderer who are exempted from the payment of EMD has to submit the valid certificate proof for the same.
-
- D. **Last date of submission: Last** Date of uploading of Tender is 03-10-2017 up to 2:00 pm
-
- E. **Date of opening of Tenders: Technical bid will be opened on 03-10-2017 at 2.30 PM.** The tender shall be opened in the presence of the bidder who chooses to be Present during opening of bids. If the date of opening of bid is declared as a holiday, bid will be opened on next working day at 10.00 A.M.
-
- F. **Pre Bid Meeting:** A pre bid meeting shall be held on 20-09-2017 at 11:00 a.m at ESIC Model Hospital, Chennai to clarify issues connected with the tender. Prospective bidders are invited to attend.

Eligible agencies may visit/inspect the site on any working day to collect all information that will be necessary for preparing the E-TENDER and entering into a Contract for the services to be rendered, between 10:00 a.m. To 3.00 p.m. by contacting the D(M)S (by prior appointment only).

G. ELIGIBILITY_CRITERIA :

1. The bidder should have completed the following work in the last 3 years:
 - (i) One similar work of value not less than Rs. 1.5 crores per annum.
Or
 - (ii) Two similar work each of value not less than Rs. 75 Lakhs per annum.
Or
 - (iii) Three similar work each of value not less than Rs.50 Lakhs per annum.
2. The bidder must be registered **GST**, ESIC & EPFO.
3. The bidder must have a PAN number.
4. Firms should possess experience of at least 3 years of executing housekeeping work in at least three hospital/Institution/PSU/Govt department.

5. Average Annual turnover of the Agency during each of three financial years (2014-15, 2015-16, 2016-17) should be minimum Rs. 1.5 Crores.
6. The bidder firm should not have been indicted for any criminal, fraudulent or anti-competition activity and not been blacklisted by any Govt. departments.

H. DOCUMENTS TO BE UPLOADED :

Bidder firms which fulfill the above eligibility conditions may upload the technical bid & price bid along with the scanned copy of following documents **failing which their bids will be rejected.**

- I Copy of Audited Accounts Statement of annual turnover for three financial years (2014 - 15, 2015 - 16, 2016 - 17).
- Registration / Incorporation Certificate of firm.
- Scanned copy of EMD
- I Proof of registration for GST, ESIC, EPFO, Income tax, DVAT, and Labour License.
- I Copies of work order as per eligibility conditions number 1 and 4 above.
- I Copy of PAN No.
- I Declaration as per format at Annexure C

Note : Only Agencies except for Govt. companies / PSUs, etc. having Valid Registration under ESI, EPF & other statutory law required for providing House Keeping Services shall apply. The Govt. Companies / PSUs must ensure that all the workers engaged by them must get benefits under ESI/EPF scheme & fulfill all other statutory Requirements for this job.

OTHER TERMS AND CONDITIONS

Evaluation of technical and financial bid

1. The Tenderer are required to upload two separate Bids i.e. - Technical and Financial, as per proforma available online.
2. Each attached document should be signed and stamped by bidder or its authorized representative of Tenderer.
3. The competent authority of ESIC reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.
4. The financial bid of the bidders, whose technical bid is found to be responsive as per the eligibility and other tender conditions, will be opened in the presence of the bidders, who choose to attend the opening of financial bid.
5. Lowest financial bid will be evaluated based on overall lowest rate quoted by the bidder combining all the three categories of financial bid i.e. Rate of manpower + Rate of material + Rent for equipment + Service charges (Including of Uniform, Training, ID card etc)
6. The service charge quoted by the agency shall be in percentage of wages payable to the personnel. Service charges (%) should not be less than TDS liability including service tax. Quoting of service charge less than TDS liability including service tax by the bidder shall be summarily rejected. Quotation not found to be within the “permissible workable range” shall be deemed to be rejected.
7. The earnest money shall be refunded to the unsuccessful Tenderer after finalization of the contract. It shall be refunded to the successful Tenderer on receipt of performance security deposit. No interest is payable on the EMD.
8. The bid shall be valid for 180 days from the date of opening.
9. Tender incomplete or Conditional in any form will be rejected outright.
10. In case the successful tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
11. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.

Performance Security Deposit

The successful tenderer will have to deposit a Performance Security Deposit of Rs.15.00 lakhs (Rupees Fifteen lakhs only) by way of Bank Guarantee from a scheduled commercial **bank in favour of “ESI Fund Account No. 1, Payable at Chennai”** valid for 60 days beyond the expiry of period of two years’ contract and should be extended in case of extension of contract for further period.

The successful Tenderer will have to deposit the Performance Security Deposit (10% of the value of the contract) and commence the work within 15 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.

GENERAL CONDITIONS OF CONTRACT (GCC)

1. The tenderer would be wholly responsible for the job to be performed.
2. The persons deployed by the tenderer should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment's.
3. To ensure the Health and safety measures of the employees.
4. The tenderer will be responsible for supply / installation / refilling / maintenance of all such items / equipment's used in wash rooms and other areas for housekeeping purposes.
5. Employment of child labor will lead to the termination of the contract. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
6. 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 or any modification thereof or any other law relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard.
7. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.
8. The staff shall be in proper uniform as approved by ESIC and with their identity properly displayed. The Contractor should provide Gloves, Aprons, Mask and Caps for the Employees.
9. ESIC will provide space for a store room to the Contractor in the premises.
10. Garbage bags colors will be changed every year as per CDC guidelines. It has to be followed by the contractor.
11. (If any materials / things or any new request from the hospital side which is not covered in contract, official letter from DEAN office will be provided. The quotation in current market price is to be submitted by contractor for new materials / things requested for reimbursement).
12. The Contractor shall:
 - A. Ensure Pest / animal and Rodent free environment in the premises of ESIC.
 - B. Ensure that their managers / supervisors are equipped with mobile phones.
 - C. Arrange for a hospital general waste/garbage disposal in a professional manner.
 - D. Ensure continuous availability of housekeeping staff, round the clock, all through the year as per agreed terms and condition of the tender.
13. Ensure ESIC registration for all its employees
14. Ensure Vaccination of all their employees after award of contract.

Variations

The DEAN Chennai may order variations in the scope or quantum of work through a written order. The payment for the variation shall be worked out on the basis of contract rates for manpower and for equipment's, material etc.

Payment Procedure:

The contractor shall submit bill in triplicate by the 7th day of each month for the work executed up to end of previous month in a prescribed format as approved by ESIC. Bill must be raised based on the rate quoted in tender. However, the payment to workers should not be linked to the release of payment to contractor from ESIC.

The bill must be supported with the following documents: -

- a. Attendance sheets along with salary certificates, wages sheets of all the workers and staffs deployed, certified copy of ESI, PF challan along with details of deduction of each employees and service tax challan.
- b. Certified bills of materials purchased for items not covered under tender

After submission of monthly bill complete in all respect by the contractor, ESIC shall check the bill with the help of contractor & certify for payment. All the bills shall be paid on monthly basis. All the statutory responsibilities lie with the contractor and ESIC is not responsible for any lack of statutory compliance as per labor law on the part of contractor.

The Contractor should pay monthly payment for the employee only into their bank accounts. Giving payment in cash is strictly prohibited.

Liquidated damages:

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by ESIC and if no action is taken within reasonable time, liquidated damages @ Rs. 2000/- per complaint can be imposed. The decision of DEAN, Chennai shall be final, in this regard.

MANPOWER:

The contractor shall provide the following on contractual basis for 410 bedded hospital and Medical college and Staff quarters, Chennai for a period of two year.

The Contractor shall pay Minimum Wages, EPF contribution, ESI contribution to the contract employees engaged at ESIC premises. Contractor shall employ adult and trained labour only.

Contractor shall ensure timely payment of all statutory dues like ESI, EPF and service tax etc. and ensure compensation as per payment of Wages Act, Minimum Wages Act etc. Payment of wages to the workers shall be made only through bank transactions

The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor must also ensure that they are of decent character, sound health and possess general abilities to carry out the required works and are also able to read instructions.

The Contractor shall provide photo-identity cards and uniforms to the workers and it should be ensured that all the workers bear proper uniform and displays identity card throughout the working hours. The uniform shall be as approved by ESIC. Also Hand gloves, Mask, Apron, Caps has to be provided.

The ESIC reserves the right to bar any worker, employed by the Contractor, for carrying out the works, if there happens to be any complaint of misconduct / misbehavior on the part of the manpower deployed by the Contractor. Such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to ESIC.

The Contractor should ensure to maintain required no. of manpower and also arrange a pool of reserve housekeeping staff/ supervisor. In case any housekeeping staff/supervisor absent from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff.

Note: - The number of manpower required is likely to increase or decrease depending upon the actual requirement.

Materials

The quantities of cleaning material and aids for a month as per Annexure-A shall be procured by the Contractor and hand it over to Caretaker. The material shall be issued to Supervisor of the Agency on weekly basis or as per the requirement. Consumables supplied shall be of same brand as mentioned in the tender and for which bidder has quoted in Financial Bid.

Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, not harmful to humans and property should be used.

The contractor should deploy machineries, cleaning and other material as per the terms of the contract, failing which The DEAN of ESIC Hospital , K.K Nagar, Chennai may get the machines and such material i.e. not used / underused than committed under the contract and deduct the expenditure incurred on it from the bill of the contractor. This action shall be apart from other action taken under the terms of the contract.

Note:- As mentioned in Annexure A and B the quantities are not exhaustive and may vary depending on requirement. If the above articles are not able to ensure an effective, efficient and timely housekeeping service management, the Contractor will have to provide additional items as per requirement **approved by the competent authority** and payment for the same will be made on submission of original invoice/bill.

Tools, tackles & equipment's: -

As per Annexure B, equipment's, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement and increased payment will only be made as per the rates quoted item wise in financial bid. Minimum Number of equipment's, tools, tackles, etc. have to be maintained in the office at all times. A record of all these items should be kept by the Supervisor. All these equipment's may be inspected by designated ESIC official at any time.

Risk Clause

The tenderer 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 contractor at the cost, risk and responsibilities of Contractor and excess

expenditure incurred during the notice period on account of this will be recovered by ESIC **from the Contractor's Security Deposit or pending bill or by raising a separate claim.**

- I All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- 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 ESIC and shall not knowingly lend to any person or company any of the effects or assets of the ESIC under its control.
- I In the event of loss/damage of equipment's etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, then the Contractor shall compensate the loss to ESIC.

- I The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- I The Contractor shall, in performing its part of this Agreement, ensure the safety of the building **and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or its employees or staff etc.**
- I The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of the ESIC.
- I Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

Dispute Settlement

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 DEAN, Chennai whose decision shall be final and binding on both the parties.

Termination clause

During the period of agreement if it is found that the agency is not providing proper services or charging by fraudulent manner or otherwise, the security deposit (10% Value of the contract) deposited with ESIC or part thereof shall be forfeited in favour of ESIC and agreement will be terminated after giving 30 days notice. In such situations, tender can be allotted to second lowest bidder.

SCOPE OF WORK

Cleaning Services

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire outside walls and glasses of the hospital and dispensaries. Pre-designated managers/supervisors of the hospital will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in a uniform approved by the ESIC.

Daily Services

Housekeeping/ cleaning services should be done daily at regular intervals, so that the areas covered under the contract remain, spic and span all the time. Working hours should be adjusted in such a manner that cleaning in the morning should be completed well before 8.30 A.M. Contractor will arrange manpower for special VIP visits at extra cost. The services include

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of general waste and other garbage from the entire area covered under the contract (such as halls, conference rooms, waiting rooms, office rooms, cabins, cubicles, wards, Rest room, etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security rooms and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected waste at a designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, electrical equipment's, 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, floors, etc. Cleaning and disinfecting of vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly below water level and under rims including areas at hinges and cistern handles. Re-stock toilet paper. Provide liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. Conduct daily check-ups in the morning, afternoons and call basis for all toilets and bathrooms. Also ensure hygiene of toilets in the OPD block till 3:00 pm.
7. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead fans, projectors, fire-fighting equipment's, nameplates, plant boxes, doormats etc.
8. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
9. Check and remove hairs, dust, dirt or any such object from anywhere in area under the contract.
10. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs, outpatient department (OPD), Pathology Lab, indoor wards and casualty etc.
11. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, cleaning open drains, maintenance of lawns and indoor/outdoor plants etc. as directed by the ESIC.

Waste Disposal Management: _

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the designated area. The contractor will also ensure segregation of bio degradable and non bio-degradable garbage.

The Contractor shall keep bin of suitable size and specification at the collection area. The contractor will provide staff for the collection / disposal work. The contractor will also arrange for the garbage bags as per bio-degradable waste management prepare a flowchart indicating the method of collection / Disposal etc.

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. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wall papers, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with 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 Contractor will make a cleaning programme and submit to ESIC for weekly **cleaning so the official / In charge** for the particular area can be deputed on the day of cleaning to make the work 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.
10. Provide Hospital Waste Management Services wherever applicable including all disposables, complete in all respects.
11. Cleaning of the roof to be done in such a way that there is no water logging/ breeding ground for mosquitoes.

Pest and Rodent Control Services

1. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging as per contract. Fogging to be done once in a week.
2. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO approved. Chemicals should not leave any spots in the treated area. MSDS (Material Safety Data Sheet) report also be attached.
3. The Contractor will be responsible for any damage to human/machinery by any chemicals used by the Contractor to machinery/books due to rodent and disinfection services in the areas covered under contract.
4. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services.
5. Area of operation will include area in/over false ceiling of hospital/ Dispensaries.

Housekeeping Monitoring and Control

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

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 daily.

Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff of the Contractor with details of complaints/requirements for any of the services. All suggestions, complaints related to services covered under contract.

Contractor will be registered at site on the computer provided to the Contractor and reported to Caretak will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

Housekeeping Services Complaint Register

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

Cleaning of Officer's Rooms

- | Every evening before closing hours.

- | The offices shall be dry dusted and swept after the closing hours.
- | Vacuum cleaning shall be done on carpets and upholstery.
- | The worktables shall be cleaned with soap solution in the morning.
- | The office shall be mopped with soap solution in the morning.

- | Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

Glass Windows and Doors

- | The Contractor shall have his staff to clean glass with appropriate soap solution on weekly basis.
- | Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

Resources Requirement

The Contractor has to provide high standard housekeeping services with latest cleaning equipment's / machines such as, SCRUBBING MACHINE, WET/ DRY VACCUM CLEANER, HIGH PRESSURE JET, etc.

The tenderer has to employ / place a sufficient number of manpower & machines / equipment's so as to ensure high quality service. Computerized record of number of manpower deputed, machines, equipment's & materials used may be maintained and submitted to ESIC every month.

Contractor will maintain records of the attendance of all workers at his own cost and ESIC will be given access to attendance of the contractor to verify the attendance.

1) (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

1) (b) CLEANING ON DISCHARGE OF PATIENT 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. CLEANING OF OFFICES/DOCTOR'S ROOMS

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

4.CLEANING OF LABORATORY and OTHER CRITICAL AREAS

- I 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.
- I Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
- I The floor shall be thoroughly mopped with a specialized soap solution.

Method for Cleaning of spillage of Blood/Body fluids

Use gumboots & disposable gloves.
Cover area with 1% Sodium Hypochlorite Leave for 20 minutes.
Collect residue with disposable paper. Wipe and discard in bag.
Wash surface with detergent and dry.
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).

- I The entire laboratory area shall be scrubbed at least twice in a week.
- I Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- I The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

5. GLASS WINDOWS and DOORS

- I The Contractor shall have his staff clean glass with appropriate soap solution on weekly basis.
- I Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

6. 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 Dispensaries.

1. All collection, storage, transportation and disposal of waste shall be in accordance with Biomedical Waste (management and Handling Rules of India, 1998 and any amendments or other regulations, in this regard.
2. A detailed Waste Management Plan shall be prepared and got approved from ESICH 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 pretreated for transportation to a common facility for disposal.

5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full and then placed in a bigger bag/container for transporting.

6. Covered Trolleys should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.

7. The scope includes segregation, collection, 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.

Register to be maintained:

1. Floor mopping (Corridor/branches/department mopping register etc)
2. Scrubbing (Floors/wards/staircase/large varendas /portigo etc)
3. High pressure jet utilization register
4. Glass cleaning register
5. Hospital premises cleaning register
6. Sunshade cleaning register
7. House Keeping Equipment and Material stock and issuance register
8. Attendance Register

Note: Register has to be maintained according to the scope of work mentioned in the tender. Registers will be checked by the official nominated by the Dean.

TECHNICAL BID FORM- (Sample)

HOUSE KEEPING SERVICES IN ESIC Model Hospital Chennai

1	NAME OF TENDERING COMPANY / FIRM	
2	NAME OF OWNER / PARTNERS/ DIRECTORS	
3	ADDRESS OF OFFICE/OFFICES FULL PARTICULARS OF OFFICE	
4.	ADDRESS WITH TELEPHONE NO., FAX NO. & E-MAIL ADDRESS	
5.	REGISTRATION DETAILS:	
	(A) GST REGISTRRTATION NO.	
	(B) EPF REGISTRATION NO.	
	(C) ESI REGISTRATION NO.	
	(D) PAN NUMBER	
6	BANK DETAILS	
	NAME & ADDRESS OF BANK	
	ACCOUNTS NO.	
	IFSC CODE	

DETAILS FINANCIAL STATEMENT, PROFIT AND LOSS STATEMENT
DURING
LAST THREE YEARS.

S.No.	FINANCIAL YEAR	INCOME (RS.)	EXPENDITURE (RS.)	NET PROFIT / LOSS
1	2014-15			
2	2015-16			
3	2016 -17			

DETAILS OF HOUSE KEEPING WORK ORDER AS PER ELIGIBILITY CRITERIA
IN
FOLLOWING PROFORMA: -

S.NO.	NAME & ADDRESS OF THE ORGANIZATION	VALUE OF CONTRACT	DURATION OF CONTRACT	
			FROM	TO

SIGNATURE OF OWNER/MANAGING
PARTNER/DIRECTOR

DATE:

NAME:

PLACE:

SEAL:

Agencies/Govt. Company's /PSUs will submit a declaration that all workers employed by them will have ESI/EPF No. & will fulfill all statutory requirement required for this job.

FINANCIAL BID FORM (SAMPLE)

HOUSE KEEPING SERVICES IN ESIC Model Hospital Chennai

Name of Tenderer along with address, E-Mail & Telephone Number

A) FINANCIAL BID FOR SERVICE CHARGES

Wages will be paid, only at the rates prescribed by the central Government minimum wages Act and ESI, EPF contributions would be paid as per the provisions of act.. Hence the Tenderers have to quote for service charges alone.

Sl. No.	Description	No. of Man power require #	Central govt. min. wages as on date (in Rs.)**	Total wages/ day (in Rs.)	Wages for 30 days	Service charges (in %)	Service Charges on total wages for 30 days (in Rs.)
1	2	3	4	5	6	7	8
1	Housekeeping Staff (Unskilled) including three gardeners	93	523	48639	1459170		
2	Supervisor (Semi-skilled)	2	579	1158	34740		
						Total	

**May vary as per the rates notified by the Central Government as and then.

May vary based on requirement

Above rates are as per notification 19/01/2017.

Note: - Service Tax applicable will be reimbursed on actual basis.

Note:

1. Payment shall be made for the actual man days of employment. Attendance will be verified by Caretaker/authorized official by the DEAN. The contractor shall submit the cash memo of the material purchase along with monthly bills for tender and non-tender items.
2. In case of absence of any of the above-mentioned workers without providing suitable replacement, an amount of Rs.500 per day shall be recovered as liquidated damages per person per day of absence. However, penalty can be waived off by the DEAN in case of natural calamities or situations beyond the control.
3. All the above workers must be qualified & experienced in their relevant field & capable to perform their duties.
4. Uniform, Identity Cards, have to be provided to each and every Staff **by the contractor only**. Bio-Data of each staff should be maintained and whenever asked for will have to be shown/provided immediately.
5. **Increase in minimum wages of workers will be paid extra accordingly as per Minimum Wages Act & corresponding ESI/PF contribution.**

B. . FINANCIAL BID FOR COST OF ALL CLEANING MATERIALS (Sample)-

S.No.	Description	Monthly Amount (Incl of Tax)
1.	Cost of all cleaning material (As per Annexure-A)	

**C.FINANCIAL BID FOR RENT OF MECHANISED EQUIPMENTS FOR HOUSEKEEPING
PER MONTH (Sample)**

S.No.	Description	Monthly Amount
1.	Rent for mechanized equipment's (As per Annexure- B)	

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal:

GRAND TOTAL OF FINANCIAL BID

SERIAL NUMBER	TYPE OF FINANCIAL BID	MONTHLY AMOUNT
A	SERVICE CHARGES (Charges should exclude Tax, ESIC, EPF)	
B	MATERIAL COST (Including Tax)	
C	EQUIPMENTCHARGES	
GRAND TOTAL OF FINANCIAL BID		

List of cleaning Materials & Aids

MATERIALS: Monthly (Approx) (Sample to be filled)

S:N O	MATERIALS	UNIT	Tentative requirement/ month/year *	RATE PER UNIT	AMOUNT Including tax (in Rs.)
1	Lizol	Litres	3000		
2	Perfumed phynol	Litres	150		
3	Napthelene balls	Kgs	60		
4	Urinal cakes	Kgs	60		
5	Liquid soap	Litre	150		
6	Bleaching powder	Kgs	150		
7	Vim Powder	Kgs	150		
8	Toilet Cleaner	Litre	150		
9	Hand wash	Litre	150		
10	Glass Cleaner	Litre	30		
11	Gel	Litre	150		
12	Soft Brooms	Nos	110		
13	Hard Brooms	Nos	25		
14	Toilet Tissue paper	Pkts	5		
15	Toilet Round brush	Nos	25		
16	Scrubber Toilet	Nos	50		
17	Lenz brush	Nos	25		
18	Soap Small	Nos	25		
19	Towel(Toilet)	Nos	20		
20	Duster*	Nos	130		
21	Gloves(Workers)	Nos	130		
22	Mask	Nos	130		
23	Brush (Washbasin)	Nos	25		
24	Mugs(Toilet)	Nos	50		
25	Bucket(Metal)	Nos	50		
26	Bucket(small)	Nos	50		
27	Detergent (Washing)	Kgs	25		
28	Easy Mop (Small)	Nos	25		
29	Rat poison cakes	Nos	25		

30	Mosquito Chemicals	Litre	5		
31	Malathion	Litre	5		
32	Petrol/Diesel	Litre	10		
33	Yellow cloth	Nos	100		
34	Coir Thread(For garbage bags)	Kgs	50		
35	Soap handwash	Nos	50		
36	Room Freshner	Nos	50		
37	Towels (Large)	Nos	15		
38	Easy mop (Large)*	Nos	60		
39	Dustbin (Large)*	Nos	100		
40	Dustbin(Small)*	Nos	50		
41	Buckets (To collect water)*	Nos	100		
42	Glass cleaner kit*	Nos	5		
43	Cob web cleaner*	Nos	20		
44	Waste collection Baskets*	Nos	100		
45	Pan *	Nos	100		
46	Fertilizer*	Kgs	250		
47	Urea*	Kgs	50		
48	Shovel(Large)*	Nos	2		
49	Trenching Hoe*	Nos	5		
50	Knife(cutting)*	Nos	3		
51	Knife(Digging)*	Nos	5		
52	Hose pipe*	Meter	300		
53	Trolley*	Nos	3		
54	Rat cages*	Nos	60		
55	Crow bar (Large)*	Nos	2		
56	Crow bar (Small)*	Nos	5		
57	Ladder(7 Feet)*	Nos	2		
58	Signage board*	Nos	5		
59	Liquid soap dispenser*	Nos	50		

Note: The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issued to the staff daily as required. Records shall be maintained which shall be opened to inspection by designated officer during working hours.

Payments will be made based only on actual quantity consumed for house keeping.

Garbage Bags has to be procured as per request from hospital. For reimbursement of Garbage bags supplied, its bill / voucher has to be produced and reimbursement will be done as per current market price.

Note: Any materials required other than the materials specified in the tabular column will be requested from the administration.

Rate of material shall be inclusive of GST, other taxes, duties, service charges, transportation, etc.

Signature of Owner/Managing Partner/Director

Date:
Place:

Name:
Seal

LIST OF EQUIPMENTS, TOOLS AND TACKLES

S:no	Description	Required Nos	Rates/Rent for usage (including Tax) (in Rs.)
1	Scrubbing Machine	2	
2	Wet/Dry vacuum cleaner	1	
3	High Pressure jet	2	
4	Wringer trolley	10	
5	Garbage Trolley	5	
6	Single disk cleaner	2	
7	Hand carrying machine (Thermal foggers)	2	
8	Chemical Spray Gun	3	

Signature of Owner / Managing partner / Director

Name:

Seal:

Date:

Place:

DECLARATION

Shri

Proprietor/Partner/Director / Authorized Signatory of _____ am competent to sign this declaration and execute this tender document;

- a. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
- b. 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.
- c. I have apprised myself fully about the job to be done during the currency of period of agreement and also acknowledge to bear the consequences of nonperformance or deficiencies in services on my part.
- d. Company/firm has done in past satisfactory/disciplined work and not blacklisted in past by any client.

Signature of Owner/Managing Partner/Director

Date:

Full Name:

Place:

Company's Seal:

N.B.: Scanned copy of the above declaration, duly signed and sealed, should be uploaded with Technical Bid.

**CHECK LIST OF THE DOCUMENTS ATTACHED WITH THE TENDER DOCUMENT
(TO BE SUBMITTED MANUALLY)**

S:NO	DETAILS	YES/NO
1	ANNUAL TURNOVER	
	2014 – 15	
	2015 – 16	
	2016 – 17	
2	AUDITED BALANCE SHEET	
	2014 – 15	
	2015 -16	
	2016 – 17	
3	INCOME & EXPENDITURE STATEMENT	
	2014 – 15	
	2015 -16	
	2016 – 17	
4	PROFIT & LOSS A/C	
	2014 – 15	
	2015 -16	
	2016 – 17	
5	AUDIT REPORT	
	2014 – 15	
	2015 -16	
	2016 – 17	
6	EARNEST MONEY DEPOSIT	
7	TECHNICAL BID FORMAT & DULLY FILLED ALONG WITH ANNEXURES, SELF ATTESTED PHOTOGRAPH PASTED	
8	COPY OF VALID LICENSE FOR PROVIDING PEST CONTROL SERVICES	
9	FINANCIAL BID DULLY FILLED IN A SEPARATE COVER	
10	PAN CARD COPY	
11	EXPERIENCE DOCUMENTS	
12	COPY OF EPF REGISTRATION	
13	COPY OF GST REGISTRATION	
14	OFFICE CHENNAI OR OTHER AREA	
15	COPY OF LICENSE ISSUED UNDER LABOUR LICENSE	
16	INCOME TAX RETURN FOR THE LAST 3 YEARS ENDING FINANCIAL YEAR 2016 – 17 ALONG WITH INCOME TAX CLEARANCE	
17	CERTIFICATE ESI & EPF PAYMENT DETAILS FOR THE LAST TWO YEARS UPTO 31.07.17	

SIGNATURE OF THE TENDERER WITH SEAL

DETAILS OF THE EXISTING CONTRACT

	NAME AND ADDRESS OF THE ORGANIZATION	TELEPHONE NO, FAX AND e-mail id OF THE OFFICE CONCERNED	CONTACT PERSON/ Name of the Officer concerned
A			
B			
C			

THE ABOVE FORMAT MAY BE USED TO PROVIDE REQUISITE DETAILS. SATISFACTORY COMPLETION REPORT MAY BE SUBMITTED

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Seal: