



**EMPLOYEES STATE INSURANCE CORPORATION
MEDICAL COLLEGE & HOSPITAL, KALABURAGI**

[Ministry of Labour & Employment Govt. of India]

SEDAM ROAD, KALABURAGI- 585106

Ph. No. 08472- 265546/ 47/ 48 Fax No. 08472- 265545

No. 532/GLBMC/HK Tender/2015-16/Genl.Br.

Date: 08.02.2018

E-TENDER FOR HOUSEKEEPING SERVICES

NAME OF WORK: - E-TENDER FOR HOUSE-KEEPING WORKS OF ESIC HOSPITAL KALABURAGI FOR A PERIOD OF ONE YEAR.

Tender ID No.
Date of publication of E-Tender	08.02.2018
Last Date & Time of submission	01.03.2018 at 2:00 pm
Date & Time of opening	01.03.2018 at 3:00 pm
Pre Bid Meeting	16.02.2018 at 11:00 am
EMD Amount	Rs. 5,00,000 /-
Total Approximate Tender of Value	Rs. 2,40,00,000/-



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Ph. No. 08472-265546/47/48 Fax No. 08472-265545 E-mail: deanmc-gb.kar@esic.nic.in

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(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.

Bidder 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://www4.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://esictender.eproc.in/html/Support.asp>



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NOTICE INVITING TENDER

E-Tenders in two bid systems through 'e' procurement solution are invited from reputed housekeeping agencies for housekeeping work on contractual basis in this 500 bedded ESIC Medical College & Hospital, Kalaburagi for a period of one year. Tender documents are available on line from 08.02.2018 at <https://esictenders.eproc.in>, www.esicmcglb.org and www.esic.nic.in.

Bidders have to deposit the Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees: Five Lakh Only) in the form of Demand Draft drawn in favour of "ESI Fund A/c No.1" payable at Kalaburagi.

Sealed quotations are invited from reputed Housekeeping agencies having experience of at least three year handling the house keeping work in reputed organizations including ESIC/Government/Semi-Govt./ Public Sector having more than 120 housekeeping under one proof (Certificate of satisfactory performance from such clients to be enclosed) for providing House Keeping and Facility Management services in ESIC Medical College and Hospital Kalaburagi -585106 and ESIC Medical College Boys and Girls Hostel on contract basis for a period of one year.

Also sealed quotations (Both Technical bid and financial bid) in physical format has to be

Dropped in the Tender box at General Branch ESIC Medical College and Hospital Kalaburagi before 01.03.2018 at 14:00 pm.

Technical bid & EMD in separate sealed envelope super scribed 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 bidders 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, on the website <https://esictenders.eproc.in> latest by 01.03.2018 till 14:00 PM. All the forms, certificates and bids should be duly signed by the authorized person of the firm. The technical bids will be opened online on 01.03.2018 at 15:00 PM.

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

**DEAN
ESIC MC & H, Kalaburagi**

Terms and Conditions of E-Tender

1. **Estimated Tender Value:** - Rs. 2.40 crore (approx.) (Two crore and Forty Lacs only) for one year.
2. **Period of Contract:** -The Contract shall initially be for a period of one year 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.
3. **Earnest Money:** Rs. 5,00,000 /- (Rupees: Five Lacs only) to be deposited, in the form of DD/Bankers Cheque favoring "ESI FUND A/C No. 1" payable at Kalaburagi. 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**" **General Brach ESIC Medical College Kalaburagi** 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 qualification.

Note: The tenderer who are exempted from the payment of EMD has to submit the valid certificate proof for the same.

4. **Last date of submission:** Last Date of uploading of Tender is 01.03.2018 up to 14:00pm.
5. **Date of opening of Tenders: Technical bid will be opened on 01.03.2018 at 15:00 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 11:00 A.M.
6. **Pre Bid Meeting:** A pre bid meeting shall be held on 16.02.2018 at 11:00. a.m at Conference Hall Ist Floor ESIC Medical College & Hospital, Kalaburagi 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 16:30 p.m. by contacting the Deputy Director (General) (by prior appointment only).
7. **ELIGIBILITY CRITERIA:**
 1. The tenderer should have undertaken any one of the following work during the last 3 years:
 - (i) One similar work of manpower supply not less than 80% of the work value to be executed Or
 - (ii) Two similar work of manpower supply not less than 50% of the work value to be executed Or
 - (iii) Three similar work of manpower supply not less than 40% of the work value to be executed.
 2. The bidder must be having a valid **GST and** GST/ Service tax return of last 3 year.
 3. The tenderer must be having registration of ESIC & EPFO and return of last 3 year.
 4. The bidder must have a PAN number.
 5. The bidder has to have at least three years' experiences in housekeeping service. The bidder has to have continuous experiences of rendering the similar nature of work of at least two continuous years in last 48 months (Feb-2014 to Feb-2018). The experience has to be in Govt. Hospital/Semi Govt./PSU/Public Sector/Reputed Corporate Hospital/Organization having not less than 120 housekeeping under one roof.

6. **They have to submit satisfactory performance certificate stating that they have performed/performing satisfactorily and of having no labour issues pending on the date of submission of bid documents.**
7. Average Annual turnover of the Agency during of last three financial years (2014-15 2015-16, 2016-17) should be minimum Rs. 2 Crores from housekeeping services only.
8. The bidder firm should not have been indicted for any criminal, fraudulent or corruption activity and not have been blacklisted by any Govt. departments.
9. They must have experience of providing housekeeping services for a campus (at one place) of ESIC/Govt./PSU/Bank/Automouns body having are not less than 5 acres (central/state) certificate to be enclosed.
10. Solvency certificate of 1 crores.
11. They have to open a regional office in the city of Gulbarga with staff not less than five persons including one manager, after allotment of the work.

H. DOCUMENTS TO BE UPLOADED:

Bidder firms which fulfill all 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.**

1. Copy of Audited Accounts Statement showing annual turnover for the last three financial years (2014 - 15, 2015 - 16, 2016 - 17).
2. Registration / Incorporation Certificate of firm.
3. Scanned copy of EMD
4. Proof of registration of **GST**, ESIC, EPFO and Labour License (for the work rendered).
5. Copies of work order as per eligibility conditions number 1 and 4 above and agreement with the relevant parties.
6. Copy of PAN No.
7. Declaration as per format at Annexure C
8. Licences/Permits form the concerned Govt. Authorities.

OTHER TERMS AND CONDITIONS

Evaluation of technical and financial bid

1. The Tenderers are required to upload two separate Bids i.e. - Technical and Financial, as per the 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 Medical College & Hospital, Kalaburagi 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 two categories of financial bid i.e. Rate of manpower +Service charges (Including of Uniform, Training, ID card, safety gloves ,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 a period of 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 5% of the value the tender by way of Bank Guarantee from a scheduled commercial **bank in favour of “ESI Fund Account No. 1, Payable at Kalaburagi”** valid for 60 days beyond the expiry of period of 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 (5% 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 TERMS AND 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/equipments.
3. To ensure the Health and safety measures of the employees.
4. The tenderer will be responsible for wage and maintenance of all such equipments to be used for cleaning and washing prepossess in the hospital premises and area hall under the contract.
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 cleaning materials and cleaning equipments will be provided and supplied by the ESIC Medical College and Hospital to the contractor as per requirement of the management.
7. 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, Employers Liability Act,1938; The Workmen's 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.
8. 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.
9. The staff shall be in proper uniform as approved by ESIC Medical College and Hospital, with their identity cards properly displayed. The Contractor should provide Gloves, Aprons, Mask and Caps for the Employees.
10. ESIC will provide space for a store room to the Contractor in the premises.
11. Garbage bags colors will be changed every year as per CDC guidelines. It has to be followed by the contractor. (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.
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 a hospital general waste/garbage disposal system 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 and EPF registration for all its employees
14. Ensure Vaccination of all their employees after award of contract.
15. **DISPUTES AND ARBITRATION:** In case of any dispute the decision of the Dean will be final. The venue of any arbitration shall be in Gulbarga. The Dean also reserves the right to terminate the contract at any time without assigning any reason(s) there for.

Variations

The DEAN, ESIC Medical College & Hospital, Kalaburagi 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 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. Aadhar based Biometrics Attendance sheets along with proof of payment salary, wages sheets of all the workers and staff deployed, certified copy of ESI, PF challan along with details of deduction of each employee and service tax/GST Challan.
- b. Bills should be certified by an official nominated by the competent authority.

After submission of monthly bill complete in all respects 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 lax 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, ESIC Medical College & Hospital, Kalaburagi shall be final, in this regard.

MANPOWER:

The contractor shall provide the following on contractual basis for 500 bedded ESIC Medical College & Hospital, Kalaburagi for a period of one year.

1. 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.
2. Contractor shall ensure timely payment of all statutory dues like ESI, EPF, service tax/GST etc. and ensure compensation as per Minimum Wages Act etc. **Payment of wages to the workers shall be made only through bank transactions**
3. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character, 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.
4. The Contractor shall provide photo- identity cards and uniforms hand gloves, mask, apron and caps to the workers and it should be ensured that all the workers wear proper uniform and display identity cards throughout the working hours. The uniform shall be as approved by ESIC.
5. 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.
6. 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 is 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.

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.

The Dean, ESIC Medical College & Hospital, Kalaburagi reserves 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.**

1. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC Medical College & Hospital, Kalaburagi. The Proprietor/authorizer representative not less than of designation of manager has to visit to the campus every fort night and shall meet the caretaker.
2. The 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 Medical College & Hospital, Kalaburagi and shall not knowingly lend to any person or company any of the effects or assets of the ESIC Medical College & Hospital, Kalaburagi under its control.
3. In the event of loss/damage of equipment etc. at the premises of the ESIC Medical College & Hospital, Kalaburagi due to negligence/carelessness of Contractors staff, then the Contractor shall compensate the loss to ESIC Medical College and Hospital.
4. The Contractor will also maintain a suggestion book for comments on the services rendered by it.
5. 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 his employees or staff etc.
6. The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of the ESIC.
7. 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, ESIC Medical College & Hospital, Kalaburagi 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 (5% Value of the contract) deposited with ESIC Medical College & Hospital, Kalaburagi or part thereof shall be forfeited in favour of, ESIC Medical College & Hospital, Kalaburagi 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 area, outside walls and glasses of the college & hospital. 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 ESIC Medical College & Hospital, Kalaburagi.

(A)Daily Services

Housekeeping/ cleaning services should be done daily at regular intervals, so that the areas covered under main, 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 no extra cost. The services include

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of general other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, class room, lab, office rooms, cabins, cubicles, wards, Rest room, etc.).

2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, staircases, cabins, lobbies, reception, 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 window glasses and grills. Cleaning and dusting of panes / venetian blinds.
5. Spraying Room Fresheners in all room, on a daily basis at regular intervals.
6. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, floors, etc.
7. Cleaning and disinfecting 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 includes liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, early check-ups in the morning, afternoons and call basis for all toilets and bathrooms. Also ensure HO of toilets in the OPD block till 3:00 pm.
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 under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee hall, computer labs, outpatient department (OPD), Lab, indoor wards and casualty etc
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths cleaning open drains, maintenance of lawns and indoor/outdoor plants etc. as directed by the ESI Official Incharge.

(B) Waste Disposal Management: (other than bio medical waste)

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non-bio-degradable garbage. Finally, the contractor shall will arrange to suitably transport and dispose garbage from the earmarked area to the nearest Municipal Corporation bin outside each premises.

The Contractor shall keep bin of suitable size and specification at the collection area. The contractor will employ suitable staff for the collection / disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags as per bio management, prepare a flowchart indicating the method of collection / Disposal etc.

(C) Weekly Services:

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

1. Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircase 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 standard cleaning material supplied by ESIC Medical College and Hospital.

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 program and submit to ESIC Medical College and Hospital for weekly **cleaning so that the ESIC'S concerned official** / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The Contractor will work in the specified area mentioned in the scope of work.
9. The Contractor will provide the duty register to ESIC as required.
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, etc.

(D) 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 daily.

2. Management / Housekeeping Service Requirements/ Complaints Report

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

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from ESIC all the basis of 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 work tables 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 skilled people capable to maintain high standard housekeeping services with latest cleaning equipments / 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 / equipments so as to ensure high quality service. Computerized record of number of manpower deputed, machines, equipments & materials used may be maintained and submitted to ESIC every month.

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

- 1) **PATIENT'S ROOM:** The contractor shall be responsible for routine cleaning of the patient room 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 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 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. OPERATION THEATRE.

- All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed on dialysis.
- Operation theater walls shall be thoroughly cleaned using a specialized 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, nurse's lounge, change rooms, waiting lounge and inside OT 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/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 on daily basis.

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 and daily basis.
- 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.

1. CLEANING OF BOYS AND GIRLS HOSTELS

- 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.
- Dusting the walls, furniture and fixtures in the corridor and lobby

Method for Cleaning of spillage of Blood/Body fluids

Use specialized & 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 to be dispose as clinical waste

Mops cleaning – Detergent wash and dry.

Buckets – Detergent wash and dry

(If contaminated 1% Sodium Hypochlorite solution overnight rinse and dry).

2. GLASS WINDOWS and DOORS

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

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 within the ESIC Medical College & Hospital Campus.

- 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 as amended or other regulations in this regard as applicable).
- A detailed Hospital Waste Management Plan shall be prepared and got approved from ESIC before start of work.
- 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 it should gets mixed with general waste. Unscientific burning shall not be permitted.
- The waste shall be carefully secured or pretreated for transportation to a common facility for disposal.
- 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.
- Covered Trolleys should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.
- 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.

Register to be maintained:

1. Floor mopping (Corridor/branches/department mopping register etc)
2. Scrubbing (Floors/wards/staircase/large verandas /portico 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 periodically.

TECHNICAL BID FORM ANNEXURE-A

HOUSEKEEPING SERVICES IN ESIC MEDICAL COLLEGE AND HOSPITAL KALABURAGI		
Sl.No.	DOCUMENT	DETAILS
1	EMD	
2	NAME OF TENDERING COMPANY / FIRM	
3	NAME OF OWNER / PARTNERS/ DIRECTORS	
4	ADDRESS OF OFFICE/OFFICES FULL PARTICULARS OF OFFICE INCLUDING TELEPHONE NO., FAX NO. & E-MAIL	
5	REGISTRATION DETAILS:	
	(A) GST REGISTRRTATION NO.	
	(B) EPF REGISTRATION NO.	
	(C) ESI REGISTRATION NO.	
	(D) PAN NUMBER	
6	BANK DETAILS	
	NAME AND ADDRESS OF BANK	
	IFSC CODE	
	BANK ACCOUNTS NO.	
7	I.T.R. FOR THE FINANCIAL YEAR OF	
	2014-2015	
	2015-2016	
	2016-2017	
8	AUDITED BALANCE SHEET ALONGWITH PROFIT AND LOSS ACCOUNT FOR THE FINANCIAL YEAR OF	
	2014-2015	
	2015-2016	
	2016-2017	
9	Copy of agreement and work order showing experience of at least 3 years in public sector hospital/Govt./Semi-Govt./ESIC Hospital and organization under Govt.	
10	Copy of License Issued by labour dist.	
11	Copy of Annexure-B	
12	Copy of Annexure -C	
13	Copy of Annexure-D (UNDERTAKING)	
14	ESI and EPF Registration Certificates along with proofs payment for the last three years.	
15	Solvency certificate of 1 crores.	

Date:
Place:

Signature of the owner/managing /partner/director
Name and seal:-

ANNEXURE-B

DETAILS OF HOUSE KEEPING WORK ORDER AS PER ELIGIBILITY CRITERIA IN FOLLOWING PROFORMA: -					
Sl.No.	NAME & ADDRESS OF THE ORGANIZATION	VALUE OF CONTRACT	NATURE OF WORK	DURATION OF CONTRACT	
				FROM	TO
1					
2					
3					

Date:
Place:

Signature of the owner/managing /partner/director
Name and seal:-

ESIC/Govt. HOSPITAL /Organization will submit a declaration that all workers employed by them will have ESI/EPF No. & will fulfill all statutory requirement required for this job.

DECLARATION

Annexure C

Shri

 Proprietor/Partner/Director / Authorized Signatory of _____ is 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 tenure of period of agreement and also acknowledge bearing the consequences of nonperformance or deficiencies in services on my part.
- d. Company/firm has done the contract satisfactorily/ disciplinary and not have been blacklisted in the past by any of the clients.

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.

UNDERTAKING: (To be submitted in non-judicial stamp paper of Rs. 120/-)

To,

The Dean,
ESIC Medical College and Hospital,
Sedam Road Kalaburagi 585106.

Sir,

I/We do hereby solemnly declare and undertake that:

- 1) The terms & conditions of the tender is acceptable in complete. If any information in the tender submitted by me is found incorrect/false, at any time, the tender/ contract is liable to be rejected.
- 2) The firm is in this business since last three years.
- 3) The firm is not black listed in any Govt. org. /institution.
- 4) I/We give the rights to the Dean to forfeit the performance security deposited by me/us if any delay/failure occurs on my/our part to supply the items within the prescribed time or the items of desired quality.

For and on behalf of the firm (Firms Name &
Address)

(Signature of Authorized Signatory)

Name :

Designation:

Seal:

FINANCIAL BID FORM**ANNEXURE-E****HOUSE KEEPING SERVICES IN ESIC MEDICAL COLLEGE AND HOSPITAL KALABURAGI.****A) FINANCIAL BID FOR SERVICE CHARGES**

Wages will be paid, only at the rates prescribed by the central Government minimum wages Act applicable at Gulbarga (Zone B) and ESI, EPF contributions would be paid as per the provisions of the respective Act. Hence the Tenderers have to quote for service charges (Annexure - E).

Sl. No.	Description	Central Govt. Min. wage per person as on date (in Rs.)	Service Charges including uniform, gloves, id cards etc.) In (%)	Amount (Rs.)
1 (A)	Housekeeping staff (Un-Skilled)			
2 (B)	Supervisor (Semi-Skilled)			
			Total (Rs.) (A+B)	

Note:

1. Payment shall be made for the actual man days of employment. Attendance will be verified by Caretaker/authorized official by the DEAN.
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 human 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.**

Date:
Place:

Signature of the owner/managing /partner/director
Name and seal:-